Printer repair form

TEMPLATE

THE FAULT

Filled in by whoever found it, teacher or staff.

Reported by * _____ Date and time * _____

Printer or copier, as named on its sticker * _____ Where it is * _____

What it is doing * ☐ Will not print ☐ Paper jam ☐ Streaks or faint ☐ Error on the panel ☐ Other

Exact message on the front panel _____

What happened, in your own words *

Can it still be used? * ○ Yes, normally ○ Some jobs only ○ No, out of use

BEFORE YOU SEND IT

- ☐ Take a photo of the front panel message, or copy it word for word.
- ☐ Check whether other printers nearby work, so the copy room knows if it is one machine or the network.
- ☐ If it is out of use, put a note on it saying so and which printer to use instead.
- ☐ Do not open covers the manual does not say staff may open.

COPY ROOM OR IT

Filled in by whoever looks after the printers.

Received by _____ Serial number _____

Meter reading, black and white _____ Meter reading, colour _____

What was tried

Next step ○ Fixed here ○ Service call placed ○ Sent to IT ○ Replace the printer

Service company and phone _____ Service call reference _____

Visit booked for _____

SERVICE REPORT

Filled in by the technician, or copied from their report.

Technician _____ Date of visit _____

Cause found

Work done and parts replaced

Covered by the service contract ◯ Yes ◯ No ◯ Not sure

Return visit needed ◯ No ◯ Yes

SIGN-OFF

Print a test page before signing.

Test page printed and checked * ◯ Yes ◯ No

Back in use on _____

Person who reported it told ◯ Yes ◯ No

Signed off by * _____