

# Quality Assurance Report

**Date:** \_\_\_\_\_

<b>Client:</b> _____	<b>ID:</b> _____	<b>SN:</b> _____
<b>Address Change:</b> Y N <b>Contact Name and Phone Number:</b> _____		
<b>Symptom:</b> _____	<b>Status:</b> Complete	<b>Parts Needed</b>
<b>Meter B/W</b> _____	<b>Color</b> _____	<b>Model</b> _____
<b>Dispatch Time:</b> _____	<b>Arrival Time:</b> _____	<b>Departure Time:</b> _____
<b>Comments:</b> _____		

Meet with customer review problem	( ) Yes
Review service log, Jam and Error history, Part/Consumable History	( ) Yes
Run network, account management, service reports/Verify Firmware Levels	( ) Yes
Troubleshoot service call - Identify the problem	( ) Yes
Verify the problem Frequency of problem: ( ) in ( ) copies/prints	( ) Yes
Identify & Verify the fix No. of copies/prints run to verify fix ( ) copies/prints	( ) Yes
<b>Inspect and Clean</b>	
Document feeder, feed and separation rollers & pad & sensors	( ) Yes ( ) N/A
Optics Unit, mirrors & rails & glass	( ) Yes ( ) N/A
Paper feed units. feed and separation rollers	( ) Yes ( ) N/A
Main charge/corona/roller	( ) Yes ( ) N/A
Transfer / Separation corona / roller and transfer belt	( ) Yes ( ) N/A
Imaging units / Drum units	( ) Yes ( ) N/A
Developer unit/Transport Unit/Duplex Unit	( ) Yes ( ) N/A
Cleaning unit, Empty waste toner and reset counters	( ) Yes ( ) N/A
Fuser unit, rollers/film, cleaning web/roller, sep claws, oil catch pan, clear web counter	( ) Yes ( ) N/A
Finisher/Exterior covers and inside paper trays	( ) Yes ( ) N/A
Check surge protector	( ) Yes ( ) N/A
<b>Check and Pick up excessive toner</b>	( ) Checked ( ) P/U
<b>Operation Tested</b>	( ) Yes ( ) N/A
Tested all Trays/ LCT/Bypass/Duplex/Punch	( ) Yes ( ) N/A
Tested Scanning	( ) Yes ( ) N/A
Tested Fax Operation	( ) Yes ( ) N/A
Tested Printing from customer PC	( ) Yes ( ) N/A
Run ending test chart copy, compare to first test chart copy to verify improvement, Disable PM light, Clean work area, reset part/consumable counter.	( ) Yes ( ) N/A
<b>DCA</b> installed and working properly. If <b>not</b> installed or working properly, explain why:	( ) Yes working ( ) Yes installed
<b>Part Description and Part Number</b>	
	( ) Used ( ) Need
	( ) Used ( ) Need
	( ) Used ( ) Need
	( ) Used ( ) Need
	( ) Used ( ) Need
	( ) Used ( ) Need
	( ) Used ( ) Need

**Customer Signature:** \_\_\_\_\_ **Technician Signature:** \_\_\_\_\_

**Thank you for the opportunity to service your organization, our goal is to exceed all your expectations.**

**If you are not satisfied with our service and support please contact us directly.**

**Phone: (407) 264-0283 Fax: (407) 264-0230**

**George Rosa: Service Manager – [grosa@naofficesolutions.com](mailto:grosa@naofficesolutions.com)**

**Asst. Service Coordinator – [dispatch@naofficesolutions.com](mailto:dispatch@naofficesolutions.com)**