**After-Sales Service Report Form**

|  |  |  |  |
| --- | --- | --- | --- |
| **Company Name:** | TechCare Solutions Pvt. Ltd. | **Address:** | 45 Industrial Avenue, Lahore |
| **Phone:** | +92 300 6547890 | **Email:** | [support@techcare.com](mailto:support@techcare.com) |
| **Report No.:** | ASR-2025-014 | **Date:** | 13-Oct-2025 |

**Section 1: Customer Information**

|  |  |  |  |
| --- | --- | --- | --- |
| Customer Name | Mr. Ali Raza | Company Name | Alpha Electronics |
| Address | 22-B Commercial Market, Lahore | Contact No. | +92 333 9876543 |
| Email | ali.raza@alphaelectro.pk | Product Model/Name | Smart AC Controller – Model SCX-200 |
| Serial Number | SCX200-09876 | Date of Purchase | 15-Aug-2025 |
| Warranty Status | ✅ Under Warranty / ☐ Out of Warranty | | |

**Section 2: Service Details**

|  |  |  |  |
| --- | --- | --- | --- |
| Type of Service | ☐ Installation  ☐ Inspection  ☑ Repair  ☐ Replacement  ☐ Maintenance | | |
| Date of Service | 13-Oct-2025 | Service Location | Customer Site |
| Reported Problem | Device not connecting to Wi-Fi | Diagnostic Findings | Faulty internal antenna detected |
| Action Taken | Replaced antenna module and updated firmware | | |
| Spare Parts Used | Antenna module (Code: ANT-45X), screws, sealant | | |
| Service Duration | 1.5 hours | Technician Name | Ahmed Hussain |
| Technician Signature |  | | |

**Section 3: Service Outcome**

|  |  |  |  |
| --- | --- | --- | --- |
| Problem Resolved | ☑ Yes  ☐ No  ☐ Partially | Follow-Up Required | ☐ Yes  ☑ No |
| Customer Feedback | “Service was quick and professional. Device works perfectly now.” | | |
| Customer Signature |  | Date | 13-Oct-2025 |

**Section 4: Internal Use Only**

|  |  |  |  |
| --- | --- | --- | --- |
| Service Report Checked By |  | Designation |  |
| Date |  | Remarks / Next Action |  |