





# HCSS Chromebook/Laptop Repair Request



Please fill out this form when a device is defective, damaged, or in need of repair. Complete this form as thoroughly as possible. The more information that is provided the quicker the turn around will be to getting the device back to you. Be sure to describe the issue with as much detail as possible and also note what steps you have taken to try to troubleshoot the issue.

<b>Faculty Section:</b> <i>(All Fields are Required)</i>		<b>Today's Date:</b>	<b>School:</b>
<b>Last Name:</b>		<b>First Name:</b>	<b>Room #:</b>
<b>Your Email Address:</b>		<b>Contact Phone No:</b> <i>For repair pickups</i>	
<b>Chromebook Asset No:</b>		 <i>found on bottom of Chromebook as shown here</i>	
<b>Chromebook Issue:</b>	Defective	Damaged	Unknown
<b>Problem Category:</b> <i>check all that apply</i>	App / Software Behavior Chrome OS Missing or Damaged Keyboard (missing keys) Screen Issue (cracked)	Battery or Charge Exposure to Liquid Not Charging Trackpad or Mouse	Case Damage Internet Access Power Cord
<b>Describe the Issue:</b> <i>Provide as much detail as possible in this space</i>			
<b><u>Serial Number:</u></b>			
 <b>Signature:</b> x _____		<b>Date:</b> x _____	
<b>Office Use Only</b>			
<b>Loaner Provided</b> Yes    No	<b>Under Mfr. Warranty</b> Out of Warranty	<b>Tech Assigned:</b> Repairable    No	<b>Billable</b> <b>No Pay</b> Amount \$ _____
_____			
_____			
_____			