



RING4REPAIRS

Electronic Repairs, TV Repairs - Installation, PC - Laptop Repairs, Networking, CCTV/Alarm Installation and Servicing. Insurance Inspection Service, Aerial Installations.

All work Guaranteed

J.Seymour Eng Tech A.M.I.E.E

Email: [REDACTED]

Website: www.ring4repairs.com

Tasmin Catering
T/A Gida Express
12, Guildhall Walk
Portsmouth
Hants

12/6/2017

Ref: CCTV SYSTEM

Dear Minoo

Following your phone call I visited the above premises to establish why you had an issue with your CCTV system. I carried out diagnostic checks on the system and confirmed that the DVR unit was at fault as it would not boot up, the DVR was removed and another loan DVR was substituted. The faulty DVR was still under the suppliers guarantee so they were contacted the next day and I was able to raise the necessary returns paperwork and return the unit to QVIS at Havant, at the same time at your request I was asked to purchase a new DVR which would be kept as a backup unit if this scenario were to occur again I returned that evening and install the DVR so you could return the loan DVR back to its owner.

After speaking to QVIS on Friday 9th June I can confirm that the unit has been repaired with the problem being a failed motherboard assembly.

The unit underwent a soak test and I have received the unit back from QVIS via a courier service.

I have run up the unit and can confirm the unit is working as standard, due to firmware changes between the different motherboards QVIS have had to re-formatted the Hard Drive, this obviously loses all previous data held on that drive originally.

I have enclosed the Technicians report with this letter.

My intentions are to re-install the original DVR and setup accordingly and the Backup DVR removed and stored in a suitable location within the above premises.

Assuring you my best service at all times

[REDACTED]
John Seymour



Technician Report

Date 09/06/2017
Time 17:09

| | | | |
|----------------|---|-------------------|------------------------|
| Customer Name | : John Seymour t/a Ring4Repairs.com | Call ID | : 33263 |
| Customer Code | : C005100 | Service Call Num. | : 48896 |
| Contact Person | : John Seymour | Created on | : 31/05/2017 |
| Phone No. | : [REDACTED] | Status | : 12 Job Sheet Printed |
| Item No. | : QUATTRO-8-3TB | Assigned to | : Taskcentre |
| Description | : 4 in 1 unit, Supports TVI, AHD, 960h, IP. HD. 8 | Technician | : Neil [REDACTED] |
| Serial No. | : | Out of Terms | : N |
| Subject | : Power No Picture | Out of Warranty | : N |
| Origin | : Web | Problem Type | : Other |
| Call Type | : Repair / Replace | | Power No Picture |

Remarks

Resolution

RCV'D 1 X QUATTRO-8-3TB

CONFIRMED FAULTY NOT BOOTING REPLACED WITH NEW MOTHERBOARD AND REPAIRED FRONT PANEL 06/06/17
UNIT ON SOAK TEST 07/06/17

PASSED SOAK. 09/06/17

RTC
REPAIRED