

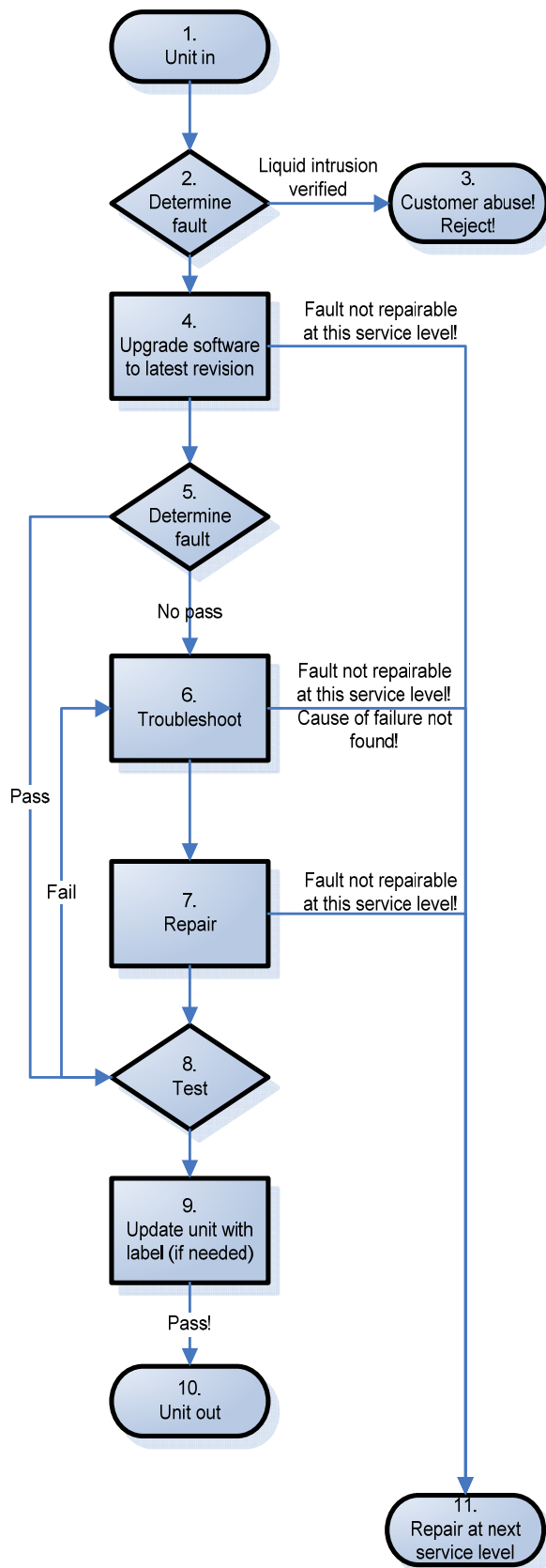
# Process Flow

Applicable for Z770i

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# 1 Process Flow



1. Unpack and handle the unit according to your local instructions e.g visual inspection, check of warranty.

2. Use the *Test Instructions* to confirm that the unit is faulty and try to verify customer's complaint. Perform those tests needed for confirmation of the fault. If no fault has been found, report as 'NTF'.

3. If liquid intrusion or other kind of abuse can be established, the unit must be rejected.

4. Follow instruction in the *Test Instructions* to upgrade software. Report as 'Software Upgrade'. If not possible to upgrade software escalate.

5. Use the *Test Instructions* to verify if customer's complains remains. Perform those tests needed for confirmation of the fault.

6. Use the *Troubleshooting Guide* to determine the cause of the failure.

7. Use the *Working Instructions* to repair the unit. Parts that can be replaced are found in the Part List.

8. Perform all tests as described in the *Test Instructions*.

9. If required, print out and attach a new label as described in the Working Instructions.

10. Handle and package the unit according to local instructions.

11. If a failure cannot be found or be repaired at this service level, send the unit to next service level repair and report as 'Escalate'. Return the unit to the customer on request.



## 2 Revision History

Rev	Date	Changes / Comments
1	2008-03-13	First Release
2	2009-11-04	New process updated