



TECHNICIAN DIAGNOSTIC CHECKLIST

01 IDENTIFICATION

Ticket #	Technician	Date
Device / serial #		

02 PRE-SERVICE INSPECTION

☐ Exterior photos	☐ Accessories inventoried	☐ Power / charging
☐ Display	☐ Keyboard / input	☐ Ports
☐ Storage health	☐ Memory	☐ Cooling / fans
☐ Network	☐ Malware indicators	☐ OS / updates
Other checks / initial condition		

03 DIAGNOSTIC FINDINGS

Reported issue verified / diagnostic results

Tools / tests / observations

Likely cause / relevant notes

☐ Customer data protected ☐ No passwords recorded

04 PROPOSED REPAIR & AUTHORIZATION

Recommended repair / replacement parts

Estimated parts \$	Estimated labor \$	Total estimate \$

☐ Customer approved ☐ Declined ☐ Pending response

Technician initials / date

Customer response / reference
