



A PC MEDICO
0427 938 730



A PC MEDICO
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www.apcmedico.com

ABN: 40 868 360 165

Insurance Inspection Report

Customer Information

Job ID: 8898
Name: Mr and Mrs Salmon
Address: 137 Ross River Road, Mundingburra QLD 4812
Phone: 0412 827 546 and 0412 952 636
Appointment Time: 1pm Date: 5 March 2020

Problem Description

Laptop has been dropped on the edge that had a USB mouse receiver in it and the impact has cracked the mainboard and it no longer functions correctly in that you cannot use the on/off switch to turn the computer on or off.

Equipment

Computer	
CPU:	8 th Gen Intel Core i5 8265U Processor
RAM:	8GB RAM
HDD:	256GB SSD
Other I/O cards:	
Peripherals:	
Monitor: N/A	
Other Relevant Hardware:	
Operating System	Windows 10

Apparent Cause of Fault

Impact damage when dropped



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Diagnosis

The mainboard and USB daughter board are both cracked and need to be replaced.

Recommendation (Repair/Replace Equipment)

Whenever impact damage is involved it puts a question mark over the stability of all Components on a computer. As this requires the complete mainboard and daughter Board to be replaced then it isn't recommended to repair the laptop as we could Replace the mentioned parts and find that something else could be diagnosed as Faulty once it is working again. It is therefore recommended to replace the laptop.

Other Notes

Comparable product through Harvey Norman

[https://www.harveynorman.com.au/lenovo-ideapad-c340-14-inch-i5-10210u-8gb-512gb-ssd-2-in-1-](https://www.harveynorman.com.au/lenovo-ideapad-c340-14-inch-i5-10210u-8gb-512gb-ssd-2-in-1-device.html?CAWELAID=720013240000518677&gclid=EAiaIQobChMlvJrxotWE6AIVxxiPCh26nAP_EAYYAyABEgLwl_D_BwE&gclsrc=aw.ds)

[device.html?CAWELAID=720013240000518677&gclid=EAiaIQobChMlvJrxotWE6AIVxxiPCh26nAP_EAYYAyABEgLwl_D_BwE&gclsrc=aw.ds](https://www.harveynorman.com.au/lenovo-ideapad-c340-14-inch-i5-10210u-8gb-512gb-ssd-2-in-1-device.html?CAWELAID=720013240000518677&gclid=EAiaIQobChMlvJrxotWE6AIVxxiPCh26nAP_EAYYAyABEgLwl_D_BwE&gclsrc=aw.ds)

Quote for Repair/Replacement

Hardware/Software Lenovo Ideapad C340	\$1400.00
Labour/Inspection fee Inclusive of above quote	\$75.00
Total (Inc. GST)	\$975.00

Inspection Fee (Inc GST)

Paid by Customer: Yes

\$75.00

Technician: Glenn Stephenson

Date: 5 March 2020