



Onsite Request

Case ID : 227517B



HIGHPOINT SERVICE NETWORK SDN BHD

198901006628(183931-D)

No.1, JALAN TP6,
SIME UEP INDUSTRIAL PARK,
47600 SUBANG JAYA,
Malaysia.

Acer Toll Free: 1800881918

www.highpoint.com.my

Case Details

Service type : On-Site Appointment / Schedule Date :
Service Created Date : 19-Mar-2026 Priority : NBD (Next Business Day)

Customer Info

Case Ref # : Tel :
Customer ID : C69004B Fax :
Company Name : Central Market Annexe Mobile : 60-145355817
Site Name : Central Market Annexe Contact No : 60-145355817
Site Contact Name : Dinesh A/L R Ramalingam E-Mail : dinesh@pasarbesar.com.my
Site Address : Lot 3.04-3.06, Central Market Annexe, Payment Term :
Jalan Hang Kasturi, 50050, Kuala Lumpur, WP

Product Details

Model : TMP214-54-578P Supplier Serial No : NXVVESM003247118537600
Part No : NX.VVESM.003 Product Description : TMP214-54-578P WNPRC64TMY1
UMACKkLt_4U
51235U/1*8G/512G/50Wh/R/14FIB_
AX201_HD TNR_HDD kit_BXB_EHA1
6T

Serial No : NXVVESM003247118537600
Warranty Type : 5 Years On Site
Warranty status : In Warranty Expiry : 20-Feb-2028

Problem Description

System Failure: CANT POWER ON SYSTEM | Manual Failure: NA The device is currently unable to power on, and the charging indicators are not lighting up.
The laptop was actually being used when suddenly shut down on its own. Then it wasn't able to turn on anymore.
We have attempted to troubleshoot the issue by testing multiple chargers on both the standard charging port and the USB Type-C port.
Unfortunately, the problem persists, and there are still no signs of power or charging activity.

Spare Parts Request Details

Reference	Spare Description	Spare Serial Number	Quantity
NB.VV911.006	Z8L MB(CPU ADL I5-1235U 1.3G,15W)S.P		1

Assignment Detail

Assigned to : Siga Assignment Date : 19-Mar-2026
Service Branch : MSJ

Diagnosis / Repaired Details

- Replace m/board, NB tested ok
Payment Received :
Date & Time Arrived : 24/3 Waiting Time : To
Date & Time Completed : 24/3 Reason Code :

Signature of Engineer

Pustaka Maksima Sdn Bhd (774810-U)
Lot 3.01, Central Market Annexe
Jalan Hang Kasturi, 50050 Kuala Lumpur
Signature of Customer

Date