

Service Report

Service report format for service and maintenance companies. A record of the visit for the customer: what was reported, what was done, what was found, and what should happen next.

Report no.	Date	Reference (job card / work order / AMC no.)
Customer		Contact person
Phone / email		Site / location
Technician(s)		Time in / time out
Equipment / asset		Make, model and serial no.

Service type	☐ Breakdown	☐ PPM	☐ Installation	☐ AMC visit	☐ Inspection	☐ Other
Condition on arrival	☐ Working	☐ Faulty	☐ Not working	☐ Not accessible		
Billing	☐ Chargeable	☐ Under warranty	☐ Under AMC	☐ To be quoted		

1 Reported problem / reason for visit

2 Work carried out

3 Findings and observations

Parts used, recommendations, equipment status and sign-off continue on page 2.

4 Parts and materials used

Description	Qty	Remarks (part no., replaced / repaired, warranty)

5 Recommendations and follow-up

Follow-up ☐ None required ☐ Quotation to follow ☐ Follow-up visit ☐ Parts on order

6 Equipment status after service

Status	☐ Operational	☐ Operational with limitations	☐ Not operational
Next service due	Pending work (if any)		

Customer acknowledgement: the work described in this report was carried out as stated above.

Technician name and signature	Customer name and signature	Date

Send the service report before you leave the site

With Zentid, the technician's notes, parts and photos become a branded PDF service report, signed by the customer on screen and sent to them on WhatsApp when the job closes.

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