

# Fujitsu Log

July-03-14 9:31 AM

1. May 9, 2014, Day 0: Computer ordered. LIFEBOOK T904, UB, CORE i5-4300U, 8GB, 500GB HYBRD+16GB CACHE, 13.3WQHD, NO 4G, INTEL WLAN(AGN), BT, FHD CAM, 65W 3-pin, 3YEAR, vPRO, BILING, BL, KB, WIN7PRO(64 BIT), DG, RDVD WIN8.1. \$2204.00 before tax.
2. May 16, 2014, Day 7: According to Packing Slip, computer is shipped.
3. May 20, 2014, Day 11: Computer arrives. Serial # R4500707. I start with intensive setup work.
4. May 21, 2014, Day 12: Intensive setup.
5. May 22, 2014, Day 13: Intensive setup, first minor use, first unexplained crash.
6. May 23, 2014, Day 14: Computer crashes and would not turn on again, just a few hours before my trip to Oberwolfach (<http://www.math.toronto.edu/~drorbn/Talks/Oberwolfach-1405/>). Last minute revert to my old laptop to take it with me to Germany; some data loss. T904 stays in Toronto.
7. June 2, 2014, Day 24: First call to Fujitsu Tech support (1-800-8FUJITSU) immediately after my return from Germany. On their directions, computer brought to their contracted repair shop, "Laptop Service Express" at 203 Harbord Street, 416-922-8618.
8. June 24, 2014, Day 46: Computer returns from repair and seems healthy.
9. June 25, 2014, Day 47: HDMI port not working, making computer useless for presentations, one of my main uses for it. I call Fujitsu and for the first time ask to return the computer for a full refund. Get ref # 54269481 and no real answer.
10. June 26, 2014, Day 48: HDMI port repaired by "Laptop Service Express", I withdraw my request for a refund while explicitly stating that I will insist on it if anything goes wrong again.
11. June 27-30, 2014, Days 49-52: Computer is useful, for the first time.
12. July 1, 2014, Day 53: Too many WiFi disconnects at places where my cellphone and older laptop function well, but fault cannot be definitely assigned.
13. July 2, 2014, Day 54: In the morning I find that the webcam is not working, greatly complicating web conferencing, one of my other main uses for the machine. I call Fujitsu and renew my request for a refund. First their technician (Ruxane?) asks and gets permission to get remote desktop access on my computer, and fails to even detect the web cam. Then they send me an RMA number for repair back in their shop (a few further weeks of wait?). I don't want a repair, I want the money back! An email explaining that is sent. Same day: too many Bluetooth disconnects in completely ordinary situations, but fault cannot be definitely assigned. In the evening: I sync back and revert to my old laptop.
14. July 3, 2014, Day 55: Another email to Fujitsu early in the morning, this time warning that tomorrow, July 4, I will start a 3-week trip (<http://www.math.toronto.edu/~drorbn/Talks/Bannoye-1407/>) and that "anything that is not resolved today will have to wait 3 weeks to the dissatisfaction of all sides". This log is started and the URL is emailed to Fujitsu. Noon: call to Fujitsu sales, 1-800-FUJITSU, Rosalind: expect a call back from Sheleigh. 1:30PM: Call from Carlton 514-908-8660, they will take the unit back and issue a refund; I can ship it back after my return. 2:41PM RMA received, computer can be returned.
15. July 25, 2014, Day 77: Computer sent by FedEx to Fujitsu.
16. July 28, 2014, Day 80: According to FedEx tracking #805206729212, computer received by Fujitsu.
17. August 1, 2014, Day 84: refund reminder sent to Fujitsu. Carlton responded they did not receive the computer, I responded with the tracking number.
18. August 5, 2014, Day 88: Second reminder sent, got a response saying that the refund was sent today, will take 5-7 business day to show.
19. August 8, 2014, Day 91: Refund came, case closed.