FAULT

The laptop will not turn on

What you see: The charger light is off.

Hint if stuck: Wall socket, charger connection, power button held for 5 seconds.

Record symptom → first check → second check → action → escalate?

FAULT

The screen is black

What you see: The fan is running and the power light is on.

Hint if stuck: Brightness keys, external screen if available, then restart.

Record symptom → first check → second check → action → escalate?

FAULT

One program is frozen

What you see: The word processor is grey; the mouse still moves.

Hint if stuck: Wait 30 seconds, then Task Manager and end only that task.

Record symptom → first check → second check → action → escalate?