

**DIALOGUE 1:**

Complete the dialogue with the following expressions:

Receipt- guarantee- exchange- components- what seems to be the problem- complain- that makes sense- everything looks fine- purchased- How can I help you- there is something wrong- that shouldn't cause- what is wrong- what could the problem be-

**Store Clerk:** Good morning, .....?

**Customer:** Hi, I'd like to..... about a defective laptop I..... here last month.

**Store Clerk:** Do you have your .....with you?

**Customer:** Yes, I do. Here you go.

**Store Clerk:** There's a one-year store ..... on this computer. We'll be able to take a look at it today at no charge to you. If we can't find the problem. We will ..... it for a new one.

**Customer:** Thank you. I'd appreciate that.

**Store clerk:**.....?

**Customer:** I think it's overheating. It gets so hot whenever I use it.

**Store Clerk:** That is strange for such a new computer. Perhaps ..... with the cooling fan. Could I take a look?

**Customer:** Sure, here it is.

**Store clerk:** Everything looks ok on the outside. Could I ask a few questions?

**Customer:** Yes, of course.

**Store clerk:** How long did you use it for before it overheats?

**Customer:** It usually feels very hot after one or two hours.

**Store clerk:** When it overheats, do you notice any loss of function? Does Windows run slower?

**Customer:** I have noticed that the touchpad becomes less sensitive to my touch, actually.

**Store Clerk:** What do you usually do on the laptop?

**Customer:** I use it to check my emails and write articles for my blog.

**Store clerk:** ..... it to overheat. The internal fan should be able to handle that.

**Customer:** Can you tell me..... with it then?

**Store clerk:** There could be something wrong with one of the..... Perhaps the battery, or the hard drive. Let me have a look.

**Customer:** Ok.

**Store clerk:** I've just finished running hardware diagnostics on the laptop. ..... The good news is that the memory processor, BIOS, mainboard, and battery are all working properly. There doesn't seem to be any damage or defects with any of the hardware.

**Customer:** So, .....?

**Store clerk:** That depends. Is the area where you use the laptop exposed to direct sunlight or heat?

**Customer:** Not at all. I use it in the bedroom at night.

**Store clerk:** Do you sit on the bed when using the laptop?

**Customer:** Yes, it's usually on top of the covers on my lap. Why?

**Store clerk:** That's probably why it's overheating. The covers prevent the ventilation system from working properly. The cloth blocks the bottom and side vents.

**Customer:** ..... So, if I don't use the laptop on my bed, will it be ok?

**Store clerk:** It should be perfectly fine. Just remember wherever you use it to allow air flow freely through those vents.

**Customer:** Thank you, I will.