

Vandelay Home

EQUIPMENT MAINTENANCE AND FAULT REPORTING PROCEDURE

Equipment maintenance

Definitions

Business equipment includes:

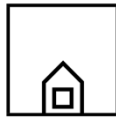
- Photocopiers
- Computers
- Printers
- Binders
- Projectors
- Shredders
- Other specialised equipment

Procedure

- Operate all equipment in accordance with the manufacturer's instructions and workplace health and safety procedures.
- Undertake regular inspections of all equipment in accordance with the inspection schedule
- Testing and tagging must be monitored and maintained to ensure no tags are ever out of date
- Regular maintenance includes:
 - Replacing consumables, e.g. printer paper, ink, toner
 - Cleaning equipment as per manufacturer's instructions
 - Print head cleaning and realignment
 - Updating firmware, software, operating systems or drivers
 - Changing projector bulbs
 - Oiling shredder blades

Equipment faults

- When an equipment fault is detected, read the manufacturer's manual to identify the type of fault and the steps required to fix it.



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- Do not try to fix any fault where the manual specifies that the manufacturer must be contacted. This may void the warranty or the service agreement.
- For **minor faults**, follow the manufacturer's instructions closely to minimise further damage to the equipment.
- If you cannot fix a minor fault, follow the procedure for major faults.
- For **major faults**, complete an **Equipment Fault Report**.
- Submit the *Equipment Fault Report* to the Manager who will notify the relevant equipment supplier.
- Place an 'Out of Order' sign on the equipment item until the fault is rectified.
- The Manager retains all *Equipment Fault Reports* as a record of an item's reliability.