

Procedure for Repair – Best Practice

1. Fault description

Speak to the operator and get a full description of the fault. Let the operator show the problem to you. For workshop repairs take the following: connecting cables, hand pieces and all that is needed for proper test run. Mention all accessories on your job card.

2. Simulate the problem in your workshop

Make a test run under working conditions. Use an adapter if the plug does not match your wall socket system. Use test equipment or simulators.

3. Repair

Use original spare parts if possible. Work carefully. Take your time. Discuss problems with your colleagues.

4. Check functions after repair

Check **ALL** functions and not only the one you have just repaired. Be critical. Talk to the customer if you find more defective parts.

5. Test run

Make a test run for at least the normal operating time.

6. Calibration

Make sure that all parameters are in the range demanded by the manufacturer.

Do a calibration if needed. Before doing the calibration let the equipment run for at least 30 minutes to warm up.

7. Cleaning

Clean the repaired equipment from the inside and on the outside.

8. Service sticker on the equipment

Put a sticker on the equipment to show the date the calibration was done and the next date for maintenance.

9. Job card

Fill out the job card carefully and completely. Write down any extra work for example: Calibration including results of calibration, cleaning etc.

10. Deliver

Deliver and demonstrate the functions to the user. Change the power plug if it is different from the hospital wall socket system. Get a signature for the job card.