

Procedure

Item repair

Version 1

Last updated: July 2024

Approved by Management Committee TBA

Background

This procedure does not detail step by step how to affect a repair, that is dependent on the item and the problem that needs to be fixed, it is up to the fixer to use their specialist skills methodically to resolve the problem. If possible.

Rather this procedure is about ensuring the repair is carried safely and is properly documented.

The first priority of the fixer is safety of both the visitor and themselves.

Definitions

Electrical items

'Electrical item' Any item that plugs into 240v mains electrical supply socket

Unplugged An 'Electrical item' that has no connection to 240v mains electrical Supply

Plugged In An 'Electrical item' that is connected to 240v mains electrical Supply

Only fixers approved by the committee to do 'Electrical item' repairs can be assigned to repair an 'Electrical item'

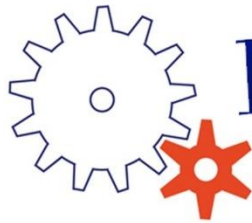
General items

General items include Furniture, wooden objects, toys battery powered items hand tools garden tools etc these items are not considered to pose a significant safety risk while being repaired or when used after repair.

RCB does not repair any items that are powered by an internal combustion engine, for example Motor Mowers, line edgers etc. Or any other items that may pose a significant risk while being repaired or when used after repair.

Repair procedure for Electrical items.

1. Check the owner has signed the Item Registration form and agreed to the house rules. No further action can be taken until this is done.



2. When an electrical fixer is assigned to the repair of an electrical item, the item must pass the incoming Electrical Safety test (in accordance Electrical Safety tester procedure) and the result of the test recorded on the Item registration for Pass or Fail.
3. If the safety test passed **continue to Step 4**, in the case the test fails **go to step 10**.
4. The fixer may now start the process of diagnosis and repair.

The Visitor / owner of an electrical item are not to take part in any hands on repair of that item. The fixer will explain the reasoning behind what is being done to fix the item and may offer alternative methods of repair for the owner to consider.

5. Electrical items are to be Unplugged while being disassembled. Like wise the item must be unplugged during reassembly.
6. When the repair is complete the fixer is to fill in the details of the repair on the item registration form and indicate if the repair was successful or not.
7. The fixer must then carry out an outgoing Electrical Safety test (in accordance Electrical Safety tester procedure). Record the result on the item registration form.
8. If the safety test fails the owner is to be informed, if the item is tagged as electrically safe the tag should be removed power input lead cut off.
9. The fixer then directs the visitor return to reception with the item and the completed registration form.

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10. The fixer may decide
 - a. not to continue the repair **go back to step 8** returning the unrepaired item to the owner.
 - b.
 - i. With the device unplugged carry out basic testing to determine the reason the safety test failed.
 - ii. If the fault that caused the safety test to fail can be identified and it is considered repairable without compromising the electrical safety if the item. The fixer must now confirm with a second electrical fixer that the proposed repair action is safe and viable. If so carry out the repair and **go back to step 2** redoing the incoming safety test.
 - iii. If the fault that caused the safety test to fail cannot be identified or is not considered safely repairable **go back to step 8**.

Repair procedure for General items

1. The fixer is to read the item registration form and get clarification of problem details from the visitor/owner if need be.
2. The fixer may now start the process of diagnosis and repair, working with the owner or at least detailing the repair actions and reasoning to the to the owner.
3. When the repair is complete the fixer is to fill in the details of the repair on the item registration form and indicate if the repair was successful or not.

4. The fixer then directs the visitor return to reception with the item and the completed registration form.

Repair procedure for Bicycles

TBA