

## Clarifying the Nature of Failure.

In many cases, knowing the nature of failure will provide useful clues to assist diagnosis of a machine. Use this checklist to define the symptoms leading up to the machine not working.

<input type="checkbox"/> Sudden Failure	<input type="checkbox"/> At power-up / beginning of day or week <input type="checkbox"/> During a machine operating cycle <input type="checkbox"/> Smoke or smell noticed <input type="checkbox"/> Noise
<input type="checkbox"/> Deterioration over time (or intermittent)	<input type="checkbox"/> Affected time of day <input type="checkbox"/> Affected time of year <input type="checkbox"/> Reduced accuracy <input type="checkbox"/> Occasional Errors: <input type="checkbox"/> Unusual noise:
<input type="checkbox"/> Cause known	<input type="checkbox"/> This has happened before <input type="checkbox"/> Power Surge <input type="checkbox"/> Moisture / water ingress <input type="checkbox"/> Common fault <input type="checkbox"/> Over-temperature <input type="checkbox"/> Out of adjustment <input type="checkbox"/> Contamination: <input type="checkbox"/> Corrosion <input type="checkbox"/> Other:
<input type="checkbox"/> Other Details	<input type="checkbox"/> Another unit has been fitted <input type="checkbox"/> User manual is available / supplied <input type="checkbox"/> (If the unit is programmable): Data has been backed up & retrieval information is available <input type="checkbox"/> Other parts have been replaced <input type="checkbox"/> This machine has been modified

## Site Visits – Reducing Cost and Downtime

1. **IMPORTANT:** For safety, please allow us to work without distraction so we can focus on the task at hand. This is particularly important as we work on live equipment.
2. Advise of full site PPE requirements
3. Make all manuals, documentation, and wiring diagrams available
4. Make the usual operator available for questions and testing.
5. Where possible, demonstrate the fault.
6. Allow us to follow the diagnosis procedure. Please do not push us into shortcuts or premature conclusions.
7. For complex jobs, we might require a quiet space or a quiet time such as during a staff lunch-break.