

## **Equipment Repair Guidelines**

The EDF engineering team is fully capable of servicing electronic laboratory equipment. In order to efficiently make use of EDF skills, repair jobs must balance resources and time so that repair costs do not exceed the ticket price of the equipment being repaired. The chance for a successful repair is increased if the EDF has the following:

- Clear description of the problem
- Users Manual
- Service Manual with Schematics
- The ability to meaningfully test the equipment in the EDF
- The ability to repeatably reproduce the problem in the EDF
- Access to replacement parts (sometimes replacement parts are no longer available)

The EDF recommends that the customer provide as much as possible of the information and documents listed above to reduce the amount of time and money required to complete the repair.

In addition, the EDF recommends that the customer determine the monies available to spend on repairing the broken equipment. This information will serve as a guideline for setting the maximum amount to be spent on time and materials to repair the equipment. The EDF will not exceed this amount without permission from the customer.

After evaluating the equipment, the EDF will report to the customer our initial assessment of the problem before beginning the repairs. At this time, the EDF will make an estimate on how long it might take to complete the job and if it is worth proceeding with the work. The customer assumes the risk if the repair takes longer than expected. The EDF will make every attempt possible to complete the repair in a timely manner, and the EDF will proceed only with the customers recommendation. At anytime the customer can ask the EDF to stop the work and the EDF will make all of the information learned about the repair available to the customer.

### **Repair Steps:**

1. Customer gathers as much information as possible about the repair to reduce cost.
2. Customer defines maximum cost for the repair.
3. The EDF and customer agree upon a schedule to complete the repairs.
4. These terms are written down on the work order form.
5. After spending some time with the equipment, the EDF provides initial assessment of the problem before proceeding with the repair
6. Customer gives the go ahead for the EDF to begin the repair.
7. The EDF will notify the customer once the repair has been completed or all of the resources have been spent. The EDF will state all work that has been completed on the work order form.