

LEARNER GUIDE



Monitor and control the maintenance of office equipment

Unit Standard 13931

Level 3 Credits 4

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PERSONAL INFORMATION

<i>NAME</i>	
<i>CONTACT ADDRESS</i>	
<i>Code</i>	
<i>Telephone (H)</i>	
<i>Telephone (W)</i>	
<i>Cellular</i>	
<i>Learner Number</i>	
<i>Identity Number</i>	

<i>EMPLOYER</i>	
<i>EMPLOYER CONTACT ADDRESS</i>	
<i>Code</i>	
<i>Supervisor Name</i>	
<i>Supervisor Contact Address</i>	
<i>Code</i>	
<i>Telephone (H)</i>	
<i>Telephone (W)</i>	
<i>Cellular</i>	

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INTRODUCTION

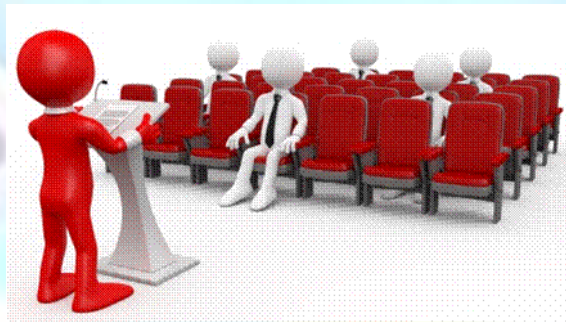
Welcome to the learning programme

Follow along in the guide as the training practitioner takes you through the material. Make notes and sketches that will help you to understand and remember what you have learnt. Take notes and share information with your colleagues. Important and relevant information and skills are transferred by sharing!



This learning programme is divided into sections. Each section is preceded by a description of the required outcomes and assessment criteria as contained in the unit standards specified by the South African Qualifications Authority. These descriptions will define what you have to know and be able to do in order to be awarded the credits attached to this learning programme. These credits are regarded as building blocks towards achieving a National Qualification upon successful assessment and can never be taken away from you!

Programme methodology



The programme methodology includes facilitator presentations, readings, individual activities, group discussions and skill application exercises.

Know what you want to get out of the programme from the beginning and start applying your new skills immediately. Participate as much as possible so that the learning will be interactive and stimulating.

The following principles were applied in designing the course:

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1. Because the course is designed to maximise interactive learning, you are encouraged and required to participate fully during the group exercises
2. As a learner you will be presented with numerous problems and will be required to fully apply your mind to finding solutions to problems before being presented with the course presenter's solutions to the problems
3. Through participation and interaction the learners can learn as much from each other as they do from the course presenter
4. Although learners attending the course may have varied degrees of experience in the subject matter, the course is designed to ensure that all delegates complete the course with the same level of understanding
5. Because reflection forms an important component of adult learning, some learning resources will be followed by a self-assessment which is designed so that the learner will reflect on the material just completed.

This approach to course construction will ensure that learners first apply their minds to finding solutions to problems before the answers are provided, which will then maximise the learning process which is further strengthened by reflecting on the material covered by means of the self-assessments.


Different role players in delivery process

6. Learner
7. Facilitator
8. Assessor
9. Moderator

What Learning Material you should have


This learning material has also been designed to provide the learner with a comprehensive reference guide.

It is important that you take responsibility for your own learning process; this includes taking care of your learner material. You should at all times have the following material with you:

<p><i>Learner Guide</i></p> 	<p><i>This learner guide is your valuable possession:</i></p> <p>This is your textbook and reference material, which provides you with all the information you will require to meet the exit level outcomes.</p> <p>During contact sessions, your facilitator will use this guide and will facilitate the learning process. During contact sessions a variety of activities will assist you to gain knowledge and skills.</p> <p>Follow along in the guide as the training practitioner takes you through the material. Make notes and sketches that will help you to understand and remember what you have</p>
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	<p>learnt. Take and share information with your colleagues. Important and relevant information and skills are transferred by sharing!</p> <p>This learning programme is divided into sections. Each section is preceded by a description of the required outcomes and assessment criteria as contained in the unit standards specified by the South African Qualifications Authority. These descriptions will define what you have to know and be able to do in order to be awarded the credits attached to this learning programme. These credits are regarded as building blocks towards achieving a National Qualification upon successful assessment and can never be taken away from you!</p>
<p>Formative Assessment Workbook</p> 	<p>The Formative Assessment Workbook supports the Learner Guide and assists you in applying what you have learnt.</p> <p>The formative assessment workbook contains classroom activities that you have to complete in the classroom, during contact sessions either in groups or individually.</p> <p>You are required to complete all activities in the Formative Assessment Workbook.</p> <p>The facilitator will assist, lead and coach you through the process.</p> <p>These activities ensure that you understand the content of the material and that you get an opportunity to test your understanding.</p>

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Different types of activities you can expect

To accommodate your learning preferences, a variety of different types of activities are included in the formative and summative assessments. They will assist you to achieve the outcomes (correct results) and should guide you through the learning process, making learning a positive and pleasant experience.



The table below provides you with more information related to the types of activities.

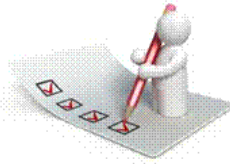
<i>Types of Activities</i>	<i>Description</i>	<i>Purpose</i>
<i>Knowledge Activities</i> 	You are required to complete these activities on your own.	These activities normally test your understanding and ability to apply the information.
<i>Skills Application Activities</i> 	You need to complete these activities in the workplace	These activities require you to apply the knowledge and skills gained in the workplace
<i>Natural Occurring Evidence</i> 	You need to collect information and samples of documents from the workplace.	These activities ensure you get the opportunity to learn from experts in the industry. Collecting examples demonstrates how to implement knowledge and skills in a practical way

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Learner Administration



Attendance Register

You are required to sign the Attendance Register every day you attend training sessions facilitated by a facilitator.

Programme Evaluation Form

On completion you will be supplied with a "Learning programme Evaluation Form". You are required to evaluate your experience in attending the programme.

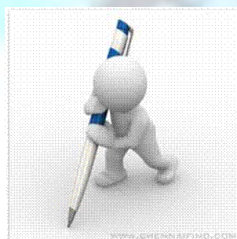
Please complete the form at the end of the programme, as this will assist us in improving our service and programme material. Your assistance is highly appreciated.

Assessments

The only way to establish whether a learner is competent and has accomplished the specific outcomes is through the assessment process. Assessment involves collecting and interpreting evidence about the learners' ability to perform a task.

To qualify and receive credits towards your qualification, a registered Assessor will conduct an evaluation and assessment of your portfolio of evidence and competency.

This programme has been aligned to registered unit standards. You will be assessed against the outcomes as stipulated in the unit standard by completing assessments and by compiling a portfolio of evidence that provides proof of your ability to apply the learning to your work situation.



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How will Assessments commence?

Formative Assessments

The assessment process is easy to follow. You will be guided by the Facilitator. Your responsibility is to complete all the activities in the Formative Assessment Workbook and submit it to your facilitator.

Summative Assessments

You will be required to complete a series of summative assessments. The Summative Assessment Guide will assist you in identifying the evidence required for final assessment purposes. You will be required to complete these activities on your own time, using real life projects in your workplace or business environment in preparing evidence for your Portfolio of Evidence. Your Facilitator will provide more details in this regard.

To qualify and receive credits towards your qualification, a registered Assessor will conduct an evaluation and assessment of your portfolio of evidence and competency.

Learner Support

The responsibility of learning rests with you, so be proactive and ask questions and seek assistance and help from your facilitator, if required.



Please remember that this Skills Programme is based on outcomes based education principles which implies the following:

10. You are responsible for your own learning – make sure you manage your study, research and workplace time effectively.
11. Learning activities are learner driven – make sure you use the Learner Guide and Formative Assessment Workbook in the manner intended, and are familiar with the workplace requirements.
12. The Facilitator is there to reasonably assist you during contact, practical and workplace time for this programme – make sure that you have his/her contact details.
13. You are responsible for the safekeeping of your completed Formative Assessment Workbook and Workplace Guide

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14.If you need assistance please contact your facilitator who will gladly assist you.

15.If you have any special needs please inform the facilitator



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Learner Expectations

Please prepare the following information. You will then be asked to introduce yourself to the instructor as well as your fellow learners



Your name:
The organisation you represent:
Your position in organisation:
What do you hope to achieve by attending this course / what are your course expectations?

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UNIT STANDARD 13931

Unit Standard Title

Monitor and control the maintenance of office equipment

NQF Level

3

Credits

4

Purpose

- ✓ The qualifying learner is capable of
- ✓ Demonstrating and understanding of office equipment maintenance procedures and processes
- ✓ Conducting routine maintenance on designated office equipment

Learning assumed to be in place

- ✓ Learners accessing this unit standard will have demonstrated competence in numeracy and literacy at NQF level 2

Unit standard range

- ✓ Office equipment for maintenance will include computer printers, photocopiers, fax machines, personal computers, laptop computers, palmtop computers, scanners, binding machines, overhead projectors, data projectors and any other related equipment
- ✓ Routine maintenance will include dusting, cleaning, toner refill/replacement, toner waste disposal, cartridge replacement and clearing paper jams.
- ✓ Maintenance materials will include cleaning tools, cleaning materials, brushes, cloths, toner cartridges, ink cartridges, oil and blower

Specific Outcomes and Assessment Criteria

Specific Outcome 1: Demonstrate an understanding of office equipment maintenance procedures and processes

Assessment Criteria

- ✓ The importance of conducting routine maintenance on office equipment is explained
- ✓ Office equipment for maintenance is identified and listed
- ✓ Procedures for maintenance of office equipment are explained
- ✓ Appropriate personnel are notified of impending maintenance

Specific Outcome 2: Monitor and liaise with maintenance providers

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Assessment Criteria

- ✓ Maintenance providers are identified, listed and contact details are obtained
- ✓ Suggestions and recommendations for suitable maintenance providers are submitted
- ✓ Maintenance agreements are studied and filed
- ✓ Maintenance providers are contacted to repair or maintain equipment where relevant.
- ✓ Any problems with maintenance providers are identified and reported

Specific Outcome 3 Conduct routine maintenance on designated office equipment

Assessment Criteria

- ✓ Type of routine maintenance is identified and explained
- ✓ Safety measures for routine maintenance are described
- ✓ Location of maintenance equipment and accessories are identified and procedure for retrieval is explained
- ✓ Routine maintenance is conducted according to manufacturers` instructions
- ✓ Office equipment is checked to ensure it is in working order before use
- ✓ Maintenance materials are disposed of in accordance with organisational requirements
- ✓ Routine maintenance is conducted within agreed time frames

Unit Standard Essential Embedded Knowledge

- ✓ Company maintenance procedures
- ✓ Specific details of providers of maintenance
- ✓ Maintenance agreements
- ✓ Routine maintenance procedures and processes

Critical Cross-field Outcomes (CCFO)

- ✓ Identify and solve problems pertaining to the maintenance of office equipment
- ✓ Work effectively with others to ensure that the production area is maintained
- ✓ Collect, analyse, organise and critically evaluate information relating to maintenance procedures and providers
- ✓ Communicate effectively with personnel and providers to ensure the effectiveness of the equipment in workplace

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MAINTENANCE PROCEDURES

Outcome

Demonstrate an understanding of office equipment maintenance procedures and processes

Assessment criteria

- ✓ The importance of conducting routine maintenance on office equipment is explained
- ✓ Office equipment for maintenance is identified and listed
- ✓ Procedures for maintenance of office equipment are explained
- ✓ Appropriate personnel are notified of impending maintenance



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Routine maintenance

Routine maintenance will include dusting, cleaning, toner refill/replacement, toner waste disposal, cartridge replacement and clearing paper jams.

All office equipment must be maintained through regular cleaning and servicing. When equipment is purchased from a supplier, a manual is included. This manual will explain how and when the equipment should be cleaned and serviced. The supplier will usually enter into a maintenance contract with your organisation which will include repairs and regular servicing of the equipment.

If these procedures are not strictly complied with, it can cause the equipment to break or even void the maintenance agreement. It is therefore important that the procedures for the maintenance of office equipment must be followed exactly.

Office Equipment

Office equipment could include: computer printers, photocopiers, fax machines, personal computers, laptop computers, palmtop computers, scanners, binding machines, overhead projectors, and data projectors

Maintenance procedures

Every organisation will have procedures regarding the maintenance of office equipment. As a general rule, routine maintenance will include

- ✓ dusting and cleaning of office equipment,
- ✓ Replacing or refilling toner cartridges for photo copiers and computer printers
- ✓ clearing paper jams in photo copiers and computer printers
- ✓ following the proper procedures for disposing of toner cartridges and ink cartridges

Materials used for cleaning could include:

- ✓ cleaning tools such as scrubbing brushes, rags to wash with, duster cloths and sponges
- ✓ cleaning materials such as detergents spirits, cleaning alcohol, etc.
- ✓ oil and a blower

Dust

To prevent dust from entering your computer it is best to keep the area around your computer clean, but it is virtually impossible to keep dust out of your computer. To get dust that has already accumulated out of your computer, you have to take the cover off and use a machine that works like a vacuum cleaner, called a blower, to blow the dust out carefully. Don't knock it hard against the compartments inside the computer, you could break something.

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Liquid cleaning components

It is not a good idea to clean your computer or any electrical equipment with water. You should rather use something like spirits or pure alcohol. Something that evaporates fast would be the best to use for cleaning equipment. Do not use a lot at a time, just use a "dab" at a time.

The reason for not using water or a lot of liquid at a time is because there is electricity in your computer and other office equipment, and if it is still wet when you switch it on again it will malfunction. This poses the danger of you getting an electrical shock, your computer components could break and you could lose all your data.

Chemical solvents such as spirits or alcohol used to clean PC's should always be handled with care. Do not smoke or light a match near them or use them near an open flame as they are highly flammable and can cause a huge fire in a matter of seconds.

Some of these solvents are also strong and can damage the skin on your hands. If you are going to work with any of these for a period of time, wear gloves.

Use chemical solvents in a properly ventilated area, as the fumes given off by these products can affect your body.

When you have taken the amount you need of the solvent, immediately close the container and put it in a safe place. Do not leave it open, as it can fall over, spill and create all sorts of hazards such as damage to equipment, fire, etc. Do not EVER leave any kind of chemical solvent in a place where small children can get hold of it. Small children are inclined to put everything in their mouths and some of these solvents will burn the inside of a human's body. Believe me, you do not want to see a small child dying in agony just because you left a hazardous substance in a place where they can find it.

*ALWAYS: read the manufacturer's instructions on the product.
These instructions are there for a purpose: so that you do not
cause damage to yourself or the environment.*

Cans containing cleaning material and other chemical compounds such as paint, should also be handled with care.

Do not puncture the can, as the contents are put into the can under pressure. When you puncture the can, it will explode in your face.

Also do not use a can near a fire or an open flame, do not light a match or a lighter near a can. The contents are flammable and can start a big fire.

Do not spray the contents of a can on someone else, often the contents of the can are damaging to the eyes, nose, throat and even skin of people.

ALWAYS READ THE INSTRUCTION MANUAL

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Never clean electrical equipment while it is still switched on. Switch it off and unplug it!

Routine maintenance

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All office equipment must be maintained through regular cleaning and servicing. When equipment is purchased from a supplier, a manual is included. This manual will explain how and when the equipment should be cleaned and serviced. The supplier will usually enter into a maintenance contract with your organisation which will include repairs and regular servicing of the equipment.

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Materials used for cleaning could include:

- ✓ cleaning tools such as scrubbing brushes, rags to wash with, duster cloths and sponges.
- ✓ cleaning materials such as detergents, spirits, cleaning alcohol, Windowlene, (for cleaning glass surfaces) Handy Andy (for cleaning most office surfaces), etc.
- ✓ oil and a blower

Dust

To prevent dust from entering your computer it is best to keep the area around your computer clean, but it is virtually impossible to keep dust out of your computer. To get dust that has already accumulated out of your computer, you have to take the cover off and use a machine that works like a vacuum cleaner, called a blower, to blow the dust out carefully. Don't knock it hard against the compartments inside the computer, you could break something.

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Chemical solvents such as spirits or alcohol used to clean PC's should always be handled with care. Do not smoke or light a match near them or use them near an open flame as they are highly flammable and can cause a huge fire in a matter of seconds.

Some of these solvents are also strong and can damage the skin on your hands. If you are going to work with any of these for a period of time, wear gloves.

Use chemical solvents in a properly ventilated area, as the fumes given off by these products can affect your body.

When you have taken the amount you need of the solvent, immediately close the container and put it in a safe place. Do not leave it open, as it can fall over, spill and create all sorts of hazards such as damage to equipment, fire, etc. Do not EVER leave any kind of chemical solvent in a place where small children can get hold of it. Small children are inclined to put everything in their mouths and some of these solvents will burn the inside of a human's body. Believe me, you do not want to see a small child dying in agony just because you left a hazardous substance in a place where they can find it.

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Never clean electrical equipment while it is still switched on. Switch it off and unplug it!

Routine maintenance

Cleaning

If you are going to clean the equipment, follow these steps:

- ✓ Always first switch the equipment off and unplug it from the electrical outlet
- ✓ Dust, using a soft cloth that will not scratch or damage the equipment
- ✓ Use a different cloth and put a small amount of spirits or cleaning alcohol on the cloth
- ✓ Clean the piece of equipment
- ✓ Wait for the liquid to evaporate
- ✓ Plug in and switch on the computer, printer, fax, etc.
- ✓ Check to see that it is working properly

DO NOT:

Use harsh cleaning materials such as Vim, scouring pads, drain cleaner, bleach, oven cleaner, hard brushes and steel wool on the surfaces of office equipment.

Also do not use dirty cloths, brooms, mops and brushes when cleaning.

DO

Office equipment and furniture have wooden and plastic surfaces and should only be cleaned with softer cleaning materials that will not damage the surface. Rather use a soft, damp cloth (***not wet – you have to wring out all the excess water before using the cloth***), such as muslin or an all purpose cleaning cloth on office equipment.

Spirits and a soft cleaner such as Handy Andy, Mr Muscle or a similar product can be used safely. Read the instructions on the container of cleaner to make sure you can use the product on the surface are of the equipment. Also use only a little bit of the cleaner at a time, remember you do not want water or cleaning liquid to enter the inside of the equipment.

If a surface is very dirty and you have to use a brush, use only a soft brush on the surfaces of office equipment. Hard brushes are used only on floors and some carpets, never on office equipment.

LCD screens should be cleaned using a damp cloth ***only***.

Other computer screens can be cleaned using a damp cloth and a little bit of windowlene or other soft cleaning liquid intended for glass surfaces.

Most pieces of office equipment these days contain electronic components and should be handled with care. Do not rub too hard when cleaning, rather let the equipment dry out and clean again.

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ALWAYS clean the materials you used to clean, such as cloths, brushes, sponges before replacing them.

Removing dust from the inside of the computer

- ✓ Switch the computer off and unplug it from the electrical outlet
- ✓ Loosen the screws that keep the cover in place
- ✓ Use a blower to blow away the dust inside your computer
- ✓ Put the cover back in place and fasten the screws
- ✓ Switch the computer on to confirm that it is working properly

Replacing cartridges

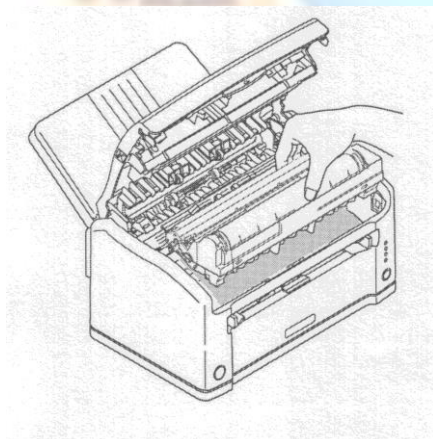
It is never be a good idea to let a toner cartridge lie in the sun. the sun in our country is very harsh and will damage most things, including your skin, furniture, computer equipment, photographic equipment, music CD's, food and just about everything you can think of.

Printer toner cartridges should also not be shaken or set alight.

Just as with ink cartridges, always buy the exact model recommended from the manufacturer. The reason for that is just as with ink cartridges, the toner cartridge has been designed specifically for a particular model.

Additionally, never refill toner cartridges, for the same reasons we don't recommend refilling ink cartridges. The quality is poor and, besides the fact that you're just refilling the toner means you're **not replacing the photosensitive drum** (which is usually inside the cartridge) and if it not replaced could lead to you having to replace the entire drum.

To replace a toner or an ink cartridge:



- ✓ Open the relevant cover or door of the printer, copier or fax.
 - ✓ Carefully remove the empty cartridge, following the instructions from the manufacturer
 - ✓ Remove the protective plastic wrapping from the new cartridge
 - ✓ Carefully insert the new cartridge, following the instructions from the manufacturer. Do not use too much force when inserting a cartridge, remember you are working with electronic equipment and the cartridge should be inserted without too much effort.
 - ✓ Print a test page or make a test photo copy to make sure the equipment is working properly
- ✓ Dispose of the toner cartridge in the manner required by your organisation. This is usually done by sending the used cartridge to the manufacturer for recycling.

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We quote the procedure to follow when replacing a cartridge for an OKI printer/fax/copier combination for your information:

- ✓ Open the top cover and carefully remove the print cartridge
- ✓ Install the new cartridge, pressing down firmly at both ends to ensure it is properly seated
- ✓ Close the top cover
- ✓ Make a photo copy or print a page to confirm that the machine is in working order

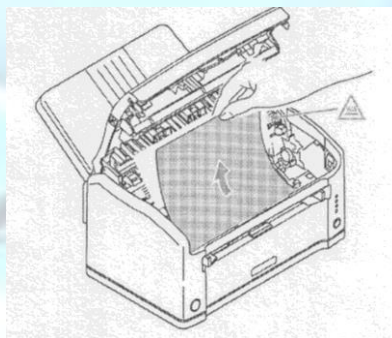
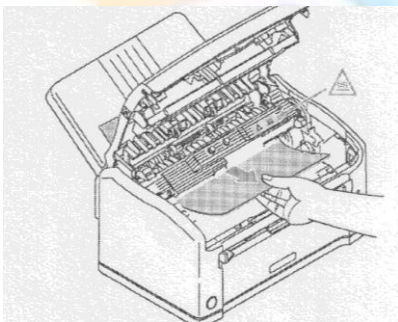
Paper misfeeds

- ✓ Inkjet printers: Usually caused by accumulated dirt and poor quality paper. Verify that the paper meets the printer manufacturer's minimum standards (if any). Clean the paper feed mechanism.
- ✓ Laser printers: Typically a problem with either the paper feed mechanism, or paper quality. Static can also cause sheet to stick together and misfeed. Clean the paper feed mechanism. Make sure you are using paper that is appropriate for the printer. Fan the pages before loading to minimize static.

Paper jams

The most frequent causes of paper jams are using incorrect paper, incorrect loading of paper or neglecting to have the manufacturer conduct regular maintenance. We quote an example of clearing a paper jam for an OKI printer/fax/copier combination for your information:

- ✓ Open the top cover and carefully remove the print cartridge
- ✓ Pull the paper that is stuck in the direction of the paper feed. Be careful not to damage the inside of the machine
- ✓ Reinstall the print cartridge correctly and close the top cover
- ✓ Make a photo copy or print a test page to confirm that the machine is in working order



Load paper

We quote an example of loading paper for an OKI printer/fax/copier combination for your information.

- ✓ Remove up to 150 sheets of paper from the wrapping
- ✓ Fan the paper stack to ensure that all sheets are properly separated, then tap the stack flush again before loading

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- ✓ Raise the paper tray cover and adjust the paper guides to the width of the paper stack. The guides should just touch the sides of the stack but not grip it tightly
- ✓ Close the paper tray cover

Notify personnel of maintenance

When cleaning or maintenance is to be done to office equipment, it is important to notify everyone who uses the equipment, especially if the procedure is going to take a couple of hours.

This enables your colleagues to plan their day so that they can still do their jobs properly.

This is usually done by means of a memo sent to all employees.

Exercise 1 SO1 AC 1-4: group practical activity

In a group, find out what office equipment is used by the college. Think specifically of items such as:

- ✓ Fax
- ✓ Photo copier
- ✓ Computers
- ✓ Projectors

Find out what the procedures are for maintaining the photo copier. Make notes for yourself.

- ✓ Where is the manual regarding maintenance of the photo copier kept? Request a copy of the manual and in your group read through the manual to make sure that you understand how the photo copier has to be cleaned and maintained.
- ✓ How often and how is the photo copier cleaned? Is this in line with the supplier's instructions?
- ✓ What material is used to clean the photo copier?
- ✓ What paper is used?
- ✓ How regularly does the provider service the photo copier?
- ✓ What would happen if the provider is not notified that the photo copier is due for a service?
- ✓ Who in the college must be notified if the photo copier is due for a service?
- ✓ What safety procedures must be adhered to when cleaning the photo copier? Why?

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LIAISE WITH MAINTENANCE PROVIDERS

Outcome

Monitor and liaise with maintenance providers

Assessment criteria

- ✓ Maintenance providers are identified, listed and contact details are obtained
- ✓ Suggestions and recommendations for suitable maintenance providers are submitted
- ✓ Maintenance agreements are studied and filed
- ✓ Maintenance providers are contacted to repair or maintain equipment where relevant.
- ✓ Any problems with maintenance providers are identified and reported



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Any organisation that uses office equipment such as photocopiers and fax machines will have the maintenance agreements as well as contact details at hand.

When an organisation purchases office equipment, a maintenance contract is usually included in the purchase agreement. The maintenance provider will then be the company that the photo copier, for example, was purchased from and the details of the maintenance agreement will be included in the purchase agreement.

The agreement for a photo copier would usually specify the type of paper that is to be used and the type of toner cartridge that should be used. The maintenance company would do routine maintenance after a certain number of photo copies have been made, for example 15 000, while emergency maintenance would be done when the machine breaks down.

As the maintenance company would not know when the required number of photo copies have been made, you will have to contact them for routine maintenance. When the photo copier breaks down and an emergency maintenance has to be done, you will also have to contact the maintenance company.

This means that you have to study the maintenance agreement so that you know which paper and cartridges to use, when to and how contact the maintenance company and also how to clean the machine, clear paper jams, replace paper and replace toner cartridges.

You will also need a list of maintenance providers for all the office equipment so that you can contact them for routine maintenance as well as in an emergency.

It is important to note that when your company does not use the recommended paper or toner cartridges, the maintenance agreement lapses and your company will be charged for the technician to fix the machine.

Exercise 2 SO2 AC1-5: group research activity

This is a group assignment

Find out from the college or the place of work of a friend/family member:

- ✓ What equipment they use
- ✓ Which organisations deliver maintenance services. Make a list of these organisations as well as their contact details: person to contact, telephone numbers, fax numbers, etc.
- ✓ Select 3 pieces of office equipment and note the procedures to follow for maintenance, including replenishing requirements.
- ✓ Find out if there are alternative service providers who can deliver this service. The Yellow pages or the telephone book should help you here. Make a list of these details.
- ✓ Write down what the procedure is to contact the company who maintains the equipment
- ✓ Who must problems be reported to?

Discuss your findings in class.

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CONDUCT ROUTINE MAINTENANCE

Outcome

Conduct routine maintenance on designated office equipment

Assessment criteria

- ✓ Type of routine maintenance is identified and explained
- ✓ Safety measures for routine maintenance are described
- ✓ Location of maintenance equipment and accessories are identified and procedure for retrieval is explained
- ✓ Routine maintenance is conducted according to manufacturers` instructions
- ✓ Office equipment is checked to ensure it is in working order before use
- ✓ Maintenance materials are disposed of in accordance with organisational requirements
- ✓ Routine maintenance is conducted within agreed time frames

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Safety measures

General Safety Principles For The Operation Of Electrical Equipment

- ✓ The appliance must be installed and connected in accordance with the manufacturer's instructions. There will always be a booklet included with the product. Read this carefully and follow the instructions.
- ✓ Do not leave the appliance exposed to direct sunlight or rain.
- ✓ Do not install or use this product near water or when you are wet.
- ✓ Unplug the product from wall outlets before cleaning.
- ✓ Install the product securely on a stable surface.
- ✓ Install the product in a protected location where no one can step on or trip over the line cord, and where the line cord will not be damaged.
- ✓ In case of maintenance work or malfunction, disconnect the appliance from the electrical supply immediately.

Location of maintenance equipment

Cleaning materials will usually be kept in one place, as many of the cleaning liquids used are dangerous substances. This will usually be a small store and all the materials for cleaning the office will be located there. It will contain brooms, brushes, rags and cleaning solvents such as Handy Andy, spirits, etc.

Before conducting routine maintenance, make sure that the materials you need are available and clean. Do not try cleaning office equipment with dirty cloths and brushes as this will only end in a bigger mess that has to be cleaned.

After conducting the maintenance, clean all cloths and brushes, make sure that the lids of containers fit snugly and then return the material to the right place.

Toner and ink cartridges will usually be kept with stationery and you will have to request the person in charge of stationery to furnish you with the cartridges. Once you have replaced the cartridges, return the empty cartridges to the stationery clerk for disposal.

Exercise 3 SO3 AC1-7: group practical activity

Find out what the procedures are for maintaining the fax. Make notes for yourself.

- ✓ Where is the manual regarding maintenance of the fax kept? Request a copy of the manual and in your group read through the manual to make sure that you understand how the fax has to be cleaned and maintained.
- ✓ How often and how is the fax cleaned? Is this in line with the supplier's instructions?
- ✓ What material is used to clean the fax?
- ✓ What paper is used?

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- ✓ How regularly does the provider service the fax?
- ✓ What would happen if the provider is not notified that the fax is due for a service?
- ✓ Who in the college must be notified if the fax is due for a service?
- ✓ What safety procedures must be adhered to when cleaning the fax? Why?

Your group is going to clean the fax or the photo copier. Find out the following and make notes for yourself:

- ✓ Where are the cleaning materials kept?
- ✓ What happens to the cleaning materials after it has been used?
- ✓ Will you be able to do this in your place of work?

Discuss your findings in class

Clean the fax or photo copier and check that it is in working order before releasing it for use.



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