

# TUDOR



Customer Technician & Field Service Engineer

## **Method Statement**

Attending a customer's premises

Onsite Work requirements

Installation of equipment

Maintenance / repair of equipment & waste handling

Substances used

## Arrival on Customers Premises

Upon arrival at your premises, whether this visit is solicited, scheduled or otherwise, our technical representatives will seek permission for entrance. Prior to access being granted they will be prepared to observe all stated or demonstrated Health & Safety requirements, along with any specific risks identified by you as inherent to your business.

Our staff will adhere to any site rules and regulations for your work environment, which may be laid down as risk control measures. We would expect this to include suitable arrangements for security and the safe evacuation of our staff in an imminent danger or emergency situation.

## References

- The Health & Safety at Work Act 1974
- The Provision & Use of Work Equipment Regulations 1998
- The Management of Health & Safety at Work Regulations 1999
- The Workplace (Health, Safety & Welfare) Regulations 1992
- The Regulatory Reform (Fire Safety) Order 2005
- The Electricity at Work Regulations 1989

## Onsite Work Requirements

In order for our service representatives to effectively undertake a safe working practice (safe for both our staff and your employees), your site would conform to the basic requirements of the following Health & Safety regulations:-

### 1. Electricity at Work Regulations 1989

> In particular 'The provision of Adequate Workspace, Access and Lighting' for service representatives working on electrically energised equipment

### 2. The Workplace Health, Safety and Welfare Regulations 1992

> Unless exempt by virtue of nature of business, premises or undertaking, i.e. home forces or construction sites.

## Installation of Equipment

### Preparation

Equipment will be unpacked from cardboard boxes and other wrappers using, where necessary, basic cutting tools, i.e. Stanley knife or safety blades. Any resultant waste will be confined as practicable to areas designated by customers' staff in order to keep to a minimum any hazards which may result, such as 'Trip' or 'impeding of gangways'.

### Checks

A secure and stable position for the equipment will be agreed with the customer in accordance with the future service requirements and giving due regard the approved codes of practise for the 'Provision and use of Work Equipment Regulations 1998'

### Set up Commissioning

Our service representatives will make staff aware of work being carried out and of any possible risk or hazard involved.

### Tasks

- Disassembly

The product will usually require partial disassembly for set up work and inspection purposes. This involves using a range of standard hand tools to remove product outer covers and sub-assemblies. All such disassembly will be conducted in an orderly and tidy fashion with the expectation that adequate space will be made available to accommodate this work, thereby minimising the risks associated with this type of activity.

- Loading Consumables

Consumables such as toner, imaging units, fuser units will be loaded as applicable by the service representatives. This activity is carried out using a careful and controlled work method; most chemical compounds employ a specially designed dispenser which makes spillage or accidental release unlikely to occur. Any risks associated with this activity are therefore strictly controlled.

N.B. All of the consumables Tudor Business Services Ltd supply are non-toxic, non-carcinogenic and low hazard in normal use or exposure.

- Re-assembly of Sub-assemblies and Running Tests/Adjustments

A range of standard hand tools will again be used to re-fit sub-assemblies, the product will then be commissioned and powered, often with outer covers and doors open/removed for running tests and adjustments.

## Maintenance & Repair of Equipment

Maintenance and repair activities naturally include some aspects of the work discussed in 'Installation of Equipment', these include:-

### 1. Disassembly/Re-assembly -

For maintenance disassembly this is likely to be more extensive than required during installation, whilst for repair the degree of work will be determined by the nature of the product malfunction. In each case a range of standard hand tools will be used.

All disassembly and re-assembly will be conducted in an orderly and tidy fashion, with the expectation that adequate space will be made available for our employees use as an aid to risk control during this activity.

### 2. Running Tests/Adjustments -

For fault diagnosis and repair it may be necessary to perform running tests to unguarded machinery, this will only occur after it has been confirmed safe to do so.

### 3. Cleaning/Use of substances and Waste Handling -

In the course of routine maintenance and repair work, cleaning of machine parts is carried out. This activity can be broken down into four categories, as follows:-

- Removing Loose Toner Particles and Dust -

Damp wiping or vacuuming is our recognised best practice, using disposable wipes and cloths to lift toner and dust deposits or a vacuum cleaner to remove larger volumes. With the former method, lifted dust is discarded as normal refuse and in the latter case dust is fully contained within the vacuum cleaner.

Full risk assessments have been conducted and used to develop the Service Representatives work method. For safe handling of dust in the workplace further information is available from your local service provider.

- Removal of Spent or Contaminated Consumables -

Small components, which have achieved the end of their service life and contaminated process consumable substances (such as toner & developer), will be manually removed from the product using a safe system of work, which reduces the risk of spillage; then sealed into rubbish bags for disposal (by agreement) on our clients premises.

Repairable/refurbishable components will be taken away by our Service Representative.

- Degreasing of Mechanical/Optical parts -

Using cleaning agents and disposable cloths/wipes, both mechanical and optical components may be cleaned. Wipes and cloths moistened in cleaning fluids will be disposed of in a manner agreeable with our client.

- Removing Stains -

Using cleaning agents and disposable cloths/wipes, various areas of the machine will require stain removal. The types of stains include oxidisation, hardened toner or dried ink deposits and effects from the environment or discolouration.

Cleaning agents are supplied to our employees in spill proof containers (spray/aerosol) and are used in restricted amounts dispensed into an absorbent material/cloth. This method effectively delivers the cleaning agent to the stain whilst minimising exposure to all persons.

## Substances Used

Installation, maintenance and repair of our products require the use of some cleaning substances, which are commonly used in this industry. Three basic types are in general use and whilst full material safety sheets are available here is a general outline of these products:-

- Foam Cleaner

A general purpose-cleaning agent which is spray delivered to the spot requiring cleaning or onto a cloth for work on larger areas.

This product delivers a heavy spray which foams on contact with surfaces; it is a mild solvent detergent formulation with a not unpleasant odour. Whilst it does contain flammable solvents, it is not particularly volatile which means there is little risk of ignition during normal use.

- Cleaning Solvent

Used in specific de-greasing applications this agent is spray delivered (to eliminate the risk of leakage) directly onto an absorbent cloth for use in small quantities on small areas. This product is classified as extremely flammable, hence our restriction of its use. It should be used in a well-ventilated area and in isolation from any source of ignition.

Vapour has a distinctive odour and one should avoid inhalation, although its restricted use should present little risk in this area.

- Glass Cleaner

A solution used for cleaning glass optical assemblies; it consists of a water/detergent mix with a very low odour. This product is low hazard in recommended use and presents little risk to health. It is dispensed in an aerosol can.

All substances used by our employees in their field service work are carefully selected and assessed under the requirements of the Control of Substances Hazardous to Health Regulations 2002; thereby reducing the risks from exposure or use, whilst providing effective performance in their application.