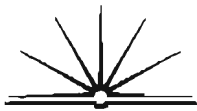




One section of the customer's business premises has lost power and is affecting production.

Firstly, talk to the customer and see what is the problem that he has, talk to him in a proper tone ^{be polite} as he is irate. Ask him questions like when did this happen, what time, where are you located, what's the extent of the power loss, after you have taken details assess the time you can arrive and notify him, being there as soon as possible is best as his company is losing money over time. Once there talk to the person/customer that called you (no one else) and ask them to show you the extent of the damage, when it happened, when there any storms, where the main switch board is the building. Once you have located the switch board, tell the person/customer to save any data on computers, machines or anything ~~what~~ ~~to~~ ~~save~~ them in that time. Check that this has been done and notify ~~the~~ the customer that you are



now having a look at reasons for the loss of supply and its a precaution that if anything further happens, e.g. loss of power to the other section.

When checking the switchboard check the Main Switch Boards switch and see if it hasn't been tripped or in the off position, ^{check with testing equipment e.g. test leads} secondly, move to the other RCD's that protect the board (are people) that they either haven't been tripped and are working fine, (should be tested every month.) Next, check the fuses that protect the overload of power, and check for faulty ~~fuses~~ ^{fuses} or damaged fuses, by an known fuse that works and isolate power, then change fuse and turn power on and see if this has worked. ^{here} If nothing is wrong ~~there~~ than the problem may be the main power cables that run the power to the section, test these lines and check for faults, damage wires

and old cable. After making these checks if there is no way of finding why the supply is damaged or non-existent notify the customer, verbally and let them know the checks you have thrown and what steps you are going to take.

For example; ~~just~~ calling someone with more knowledge to the site, your boss should be notified also.

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* Checking the fuses and RCDs is that if they are faulty or tripped, this is the ~~no~~ main reason that the power may go out due to it ~~being~~ shutting off power for protection of the equipment.