Reactive Maintenance Call-Out Information

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Purpose	Client guide for breakdowns, urgent repairs, short-notice engineering support and practical fault finding
Applies to	Industrial, commercial, manufacturing and production engineering support
Document type	Client information document
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1. Service purpose

This document explains how DEVA Maintenance Services LTD supports reactive maintenance, breakdown response, urgent fault finding and short-notice engineering assistance. It is designed to help clients provide the right information quickly, prepare the site safely and get the best value from a call-out visit.

Reactive support is intended to stabilise the situation, identify the fault, make safe repairs where possible and recommend follow-up work where a permanent fix, parts order or planned intervention is required.

2. Typical support covered

- Mechanical breakdowns, damaged components, worn parts, seized equipment and alignment issues

- Production machinery faults, conveyors, drives, bearings, belts, chains, shafts, guards and associated mechanisms

- Basic electrical fault finding where within competence and agreed scope

- Pneumatic and hydraulic issues such as leaks, pressure loss, failed valves, cylinders and poor operation

- Machine safety concerns, guarding issues, failed emergency stops or unsafe conditions requiring escalation

- Temporary repairs, controlled restart support and recommendations for permanent remedial action

- Repeat fault investigation, defect logging and follow-up improvement recommendations

3. Call-out process

Stage	What happens
1. Initial contact	Client provides fault details, site address, access requirements and urgency.
2. Triage	DEVA confirms likely support needed, information required and whether parts, tools or access equipment may be needed.
3. Site attendance	Engineer attends site, completes induction/permits where required and reviews the fault safely.
4. Fault finding	Machine condition, symptoms, safety status and likely root causes are assessed.
5. Repair or stabilise	A safe repair, temporary repair, isolation or recommendation is made depending on risk and parts availability.
6. Handover	Findings, work completed, outstanding risks, parts needed and follow-up actions are communicated to the client contact.

4. Information needed before attendance

Information required	Why it matters
Site address and contact	Allows access planning and clear communication on arrival.
Machine/asset details	Helps identify likely tools, spares and competence required.
Fault symptoms	Improves triage and reduces time lost on site.
Safety status	Confirms whether the equipment is isolated, guarded, leaking, hot, under pressure or unsafe.
Downtime impact	Helps prioritise work and decide whether temporary recovery is suitable.
Photos/videos if available	Useful for damaged parts, access restrictions, nameplates and fault symptoms.
Parts held on site	Helps decide whether immediate repair is possible.
Permit/induction requirements	Avoids delays when arriving at controlled sites.

5. Client site requirements

- A named client contact should be available to brief the fault and approve work decisions.

- Site induction, permits, isolation requirements and local rules must be completed before work starts where required.

- The client remains responsible for site control, production decisions and authorising restarts where applicable.

- Safe access must be provided for work at height, restricted areas, moving machinery or difficult locations.

- Any known hazards, substances, stored energy, process risks, guarding concerns or previous faults must be communicated before work begins.

6. Safe working and limitations

- Work will only be carried out where it is safe, within competence and within the agreed scope.

- Unsafe conditions will be stopped, isolated or escalated to the client contact.

- Temporary repairs will be clearly identified and must not be treated as permanent unless confirmed as suitable.

- Specialist inspections, statutory inspections, lifting equipment thorough examinations, pressure system certification or regulated testing are not included unless specifically agreed.

- Parts availability, machine design, access restrictions and site permit systems may affect completion time.

7. Handover output

Following a reactive visit, DEVA Maintenance can provide a verbal handover, job sheet, breakdown report, defect/action log or recommendations depending on the work scope and client requirements. Typical outputs include fault found, work completed, parts used, downtime impact, risks remaining, temporary controls and recommended follow-up actions.

Document owner	Company Director
Approved by	Daryl Gibson, Director
Signature	_____
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