



## **Code of Practice for Provision of Spares and Service for Industrial Cleaning Machines**

ICMMA PUBLICATION 004

Issue 2: June 2006

First Issue: August 2004

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<http://www.icmma.org.uk/pub/004.2.pdf>

## **Issue table**

<i>Issue Number</i>	<i>Date of Issue</i>	<i>Reason for Change</i>
001	August 2004	New document
002	June 2006	Reformatted, no content change

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## **1 The Principle Aim**

To provide reliable, cost effective service to the user within the respective companies' published criteria.

To meet the expectation of 95% first time visit completion.

To resolve any customer complaints within the organisation in accordance with its quality control procedures (e.g. ISO 9002).

## **1 Function**

1. It is the responsibility of an appliance servicing organisation to ensure that a prompt and effective service is provided and executed to the customer's satisfaction.
2. The company should provide a dedicated Service Desk telephone number shown clearly on sales literature, instruction sheets or on the appliance itself.
3. The provision of spares and service will be carried out within an independently assessed and approved quality management system such as ISO 9002.

## **2 Information for Users**

This literature should be made available to the end user at the time and place of installation. Further operating instructions should be available from the service provider if requested. The appliance should only be used in accordance with the operating instructions.

## **3 Field Service**

1. Service requests should be carried out within the specified criteria of the service organisation and to the customer's satisfaction.
2. The work shall be executed by fully trained and competent service fitters.
3. A Service Report detailing the repairs/replacements and signed by the customer shall be left on site as a reference document.
4. Electrical safety checks shall be carried out to the requirements of the ICMMA recommendations, and also cover any special conditions relating to the appliance, local conditions, the IEE regulations and any Health & Safety requirements.
5. Serviced appliances will always be left in a safe operating condition. However, if this is not possible then the appliance must be rendered inoperable, clearly labelled as such, and the customer/operator notified in writing.
6. Serviced appliances shall carry a label fitted close to the rating plate. The label should bear the name of the service company and its telephone number.

ICMMA members following this code of practice may include the Association's logo on the label.

#### **4 Spare Parts**

To meet the criteria of 95% first time completion, van stocks and spares back up should be comprehensive and in good condition.

Functional parts should be available for a period of not less than 6 years from the date of original purchase.

#### **5 Guarantees for Repairs**

All repairs and parts fitted shall be guaranteed for a period of 12 months against malfunction in normal usage in accordance with the manufacturer's instructions.

#### **6 Staff Knowledge**

Service fitters will be product trained to a competent standard and kept informed of any product change via a quality control system. Comprehensive parts listing should be available together with the relevant service procedures.

#### **7 Executive Information**

All servicing organisations shall maintain a Quality Recording System relating to product reliability and repair service complaints.