

### 1.3.2 The Service & Commissioning Call

#### Things you **SHOULD** do!

1. Answer service and breakdown calls promptly and accurately.
2. Always carry your OFTEC identification badge.
3. Check installations for safe operation in respect of oil supply, combustion, flueing and oil storage on every occasion that you visit them whether for inspection, commissioning, service or breakdown purposes.
4. Follow a logical order of operation when servicing an appliance or tracing a fault. Use the OFTEC CD/11.
5. Show customers the combustion and efficiency figures you have obtained on their appliances.
6. Always leave the appliance casing and its immediate surroundings looking clean, neat and tidy.
7. Write a service report on each call and discuss them with your service manager.

#### Things you **SHOULD NOT** do!

1. Park your van in the customer's driveway, blocking garage doors.
2. Leave your tools in the van and have to walk back to them once or twice during a service call.
3. Let the problems of the previous service call affect your personality and approach to the next service call.
4. Spend valuable time discussing with your customer subjects that are not relevant to the purpose of your call.
5. Read a newspaper or magazine while waiting for the burner to heat up before checking combustion factors.