Proc 14220_Reporting EQUIPMENT MALFUNCTIONS

1. Determine if the equipment malfunction is the result of a power cord or improperly set switches or settings.
2. Determine if the malfunction can easily be resolved by the use of alternative equipment.
3. Determine if the malfunction needs to be reported to management immediately.
4. Complete a GM Alert Form ("blue note") whether or not the malfunction is reported immediately.
5. Include the following VITAL information on the GM Alert Form:
   Brand & Model No. (affected equipment)
   Location (its physical location - now)
   Symptom(s) (detailed description of malfunction)
   Efforts (description of efforts taken to correct malfunction)
   Frequency (constant, periodic, etc.)
6. Send an email to media alerting staff that the item is malfunctioning.
7. Affix a large note "IN REPAIR" on the affected equipment.
8. Search for the equipment in Facil, view the equipment item and click edit. Alter the status to "Repair", notice that the status date is automatically adjusted as well.