

Technical Services Work Request Form Directions Faculty of Mathematics and Science 2020

Purpose:

As research labs and departments begin to open this September, Technical Services will be providing a new work request form which will be available to download from our Faculty Website. The purpose of this form is to assist users in requesting instrument service/maintenance, new construction requests and consultation which will help us control the number of unscheduled visits to the shops to maintain university and provincial policies on physical distancing in the workplace.

Process:

- Download Technical Work Request Form from faculty website
- Complete all applicable fields including contact information, account details for materials chargebacks, work request details including priority, request type, equipment type, equipment location and work description.
- Email completed form back to one of the following newly created shop email accounts.

Machine Shop Service: machineshop@brocku.ca

Electronics Shop Service: electronicsshop@brocku.ca

Glassblowing Shop Service: glassblowing@brocku.ca

(If unsure of which shop is required, email to either machine shop or electronics shop and we will direct as needed)

- These email accounts will be monitored daily, once a request is received, we will contact you directly to schedule equipment drop off/pick up, lab visit and/or consultation appointment to discuss repairs or projects.
(Please Note: for critical/emergency equipment service please call the appropriate shop directly via phone).

Work Request Form Format:

Contact Information

Requester Name: Please include your name and/or the name of the faculty researcher or teaching lab/teaching course. In many cases research lab assistants and demonstrators make the service call on behalf of the faculty member/department.

Email & Phone: Please provide both email and phone so that we can easily contact you to schedule times and provide updates.

Account Details

Account details are required to assist us in the billing of materials for repairs and construction. If you are unsure of the cost centre, you may have to obtain this from your faculty supervisor or cost centre manager. Please fill in the extra fields, program, project or grant if required to make sure its correctly charged. Material billings (workday department transfers) are normally compiled every two months and they will be forwarded to you to for approval and account verification via email prior to sending to finance.

Work Request Details

Work Request Type:

Equipment Service: Select for equipment service repair and maintenance

New Construction: Select for construction of new equipment or research projects.

Consultation: Select to arrange meeting with shop personnel

Other: Select for shop requests not listed above

Priority Level: To assist us in scheduling we ask you to select one of the following

- **Critical – Immediate – Please call Shop Ext.**
If you have a situation that is critical and needs attention, please call the shop. We realize that repairs are often time critical, you are in the middle of an experiment and you require a broken wire repaired or mechanical adjustment made, your ultra-cold freezer is not working correctly and you have time sensitive samples inside. In these and similar cases please call the shop and we will attend to it as quickly as possible.
- **High - please look within 48 hours**
You have a situation that is not time critical, but you would like to have the issued looked at and evaluated so you know how to proceed forward. For example, you discover a piece of equipment is not working and you require it shortly for an experiment, is the equipment repairable in a short time frame or do I have to modify my plans to use other equipment or wait for repair.
- **Medium – please look at this week**
You have noticed a piece of equipment is not working and is not needed for an extended period (one to two weeks).
You would like to discuss building new research equipment and would like to schedule a date to discuss.
- **Low – Please look when time is available**
You have equipment such as hotplates, microscopes, balances, that require service or maintenance but at not required till next teaching term etc. In this case we will

schedule time for equipment to be dropped off and we will notify you when it is repaired.

Equipment Type: List of type of equipment for repair or service, include manufacturer and model # if possible

Equipment Location (Room Number): Building and room where is equipment is located

Work Description: Provide the details of the equipment issue, new construction or other relevant problems.