

Tips for working with your Service Representative

- ✓ **Introduce yourself.** Welcome your Representative to your work environment.
- ✓ **Check in with the Representative.** Is there anything they may need to do their job? Where should they place their tools? Do they know where any spare parts are stored? Do they know where the break area or restrooms are located? Let them know where you or a supervisor will be if they need anything.
- ✓ **Share with the Representative any information about the instrument.** Provide applicable calibration/QC reports etc.. You, may have a valuable clue to resolve the situation.
- ✓ **Be curious about what the Representative is doing.** The Representative knows a lot about the instruments and can explain the repair.
- ✓ **Ask if there is something that you can do to prevent future repairs.** Routine maintenance sustains the integrity of the instrument.