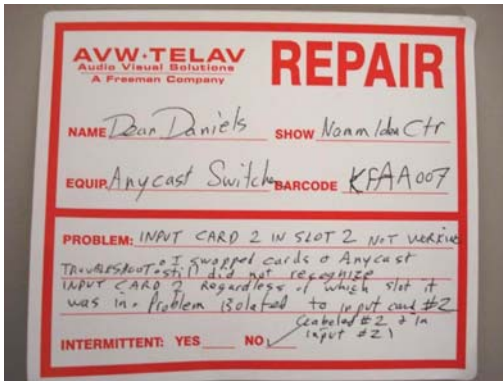


FREEMAN

AUDIO VISUAL OPERATIONS STANDARD

MARKING DAMAGED EQUIPMENT – REPAIR STICKERS/DAMAGED TAPE



Repair Stickers

- **Repair stickers should be stocked in Production Services, Show Services, and Computer Services show-boxes at all times.**
- **All damaged gear encountered on showsite must be marked as such prior to return.**
- **Repair stickers must be completed as follows:**
 1. **Fill in the blanks on the sticker with:**
 - Your name
 - The barcode of the unit
 - The show you are on
 - The problem with the unit
 2. **Describe the problem to the best of your ability.** You do not have to know exactly what the problem is – just include the symptoms.
 3. **Maintain professional communication at all times.** Descriptors such as NFG, “thanks for screwing up my show”, “what idiot sent this unit out”, and the like are unacceptable.
 4. **If a repair sticker is not available, be sure to write all of the pertinent information on a piece of paper and place it in the case with the equipment.** Be sure to include all of the above listed information (your name, show name, equipment, bar code, and problem).
- **Stickers must be placed on the damaged piece of gear in a conspicuous place where the adhesive backing will not further damage the equipment. If the gear has already been loaded into its case, the sticker must immediately be placed on the case.**
- **When a piece of gear is damaged, Inventory Control must be notified. This is very important, especially when there are significant amounts of gear flowing from one show to the next.**

“Damaged” Tape

- **“Damaged” tape should be stocked in Production Services, Show Services, and Computer Services show-boxes at all times.**
- **Once a repair sticker has been properly completed and adhered to the equipment inside the case, “Damaged” tape must be placed on the outside of the case such that it can be easily identified upon return to the warehouse and quickly assessed for repair.**
 - **1-2 long strips of tape in conspicuous areas is all that is necessary to indicate damaged equipment.**
 - **“Damaged” tape must never be placed across detachable pieces or across the latches of the case.** In order to open the case, “Damaged” tape should not need to be removed.
 - **It is unnecessary and unprofessional to use more than a few strips of tape on the case or item.** The wrapping of the entire item/case several times to “ensure” it is noticed as damaged is never necessary.

