



## OWNERS GUIDE ON WHAT TO DO WHEN A MILKING MACHINE BREAKS DOWN

1. Do not call for service until everyone has had time to form an opinion as to what is wrong. Give each member of the staff an opportunity to correct the problem. Whenever possible all controls and adjusting screws should be turned.
2. After several days when the milking machine malfunction has become a major emergency, place an urgent call for service. Fridays are best, but any time after 4.00pm is preferable.
3. Alert all personnel so that each can give their version of what went wrong. Suggestions on how to fix it will be welcomed by the Milking Machine Technician.
4. Get the Service Manual and Operator Instruction book out of the envelope that it was sent in and read the bits that have no relevance to the problem. Make up a list of at least eight other factors that could cause the fault.
5. The minute the Technician arrives ask what caused the delay, make it clear that you expected him two days ago. Before he can answer, ask him when the milking machine will be back working properly, and inform him that the man that was here last week from the other milking machine outfit for the same problem could not fix it either.
6. The milking machine should be as dirty and greasy as possible and should not be cleaned from the previous milking. An added bonus for the Technician is for there to be no hot water available.
7. Assign a member of the staff to supervise the repair, someone who has never seen or used a milking machine before is preferable. Bad breath is a plus here and scores big with the Technician.
8. Ask again when the milking machine will be ready. Good timing for this question is essential, and when the plant is in 800 pieces spread on the floor will be just right.
9. Be sure the staff have time to file past the Technician at different intervals each making a comment about the time the repair is taking. Also the lighting must be kept as low as possible, a good Technician can work blindfolded.
10. Ask again if the machine is ready yet. If the Technician is looking at the schematic diagram ask if he knows what he is doing. It doesn't hurt to mention that you repaired the toaster last week without the aid of the schematic diagram.
11. When the repair is complete, tell him what a good job he has done. Say it should be a good job as it took long enough.
12. Try to get the Technician to lower the bill. They make too much money anyway.
13. After the Technician has gone, call his supervisor (preferably before he can get back to the depot) and tell him that the milking machine is now worse than before. Follow up with a letter and copies to head office.
14. Follow these rules on every call no matter how small the problem.