

Safe Work Method Statement

OHS CN 001 – Servicing Canon Imaging Devices

Activity	Potential hazards / risks	Safety controls including personal protective equipment (PPE)	Licenses or qualifications required for the task
1. Service authorisation	Servicing by an unauthorised trained technician may result in damage to the device or injury.	Equipment should only be serviced by an authorised service provider.	All Canon Technical Consultants are product trained.
2. Restricting access to a faulty device	<p>Failure to inform operators that equipment is faulty breaches safety regulations and may result in injury.</p> <p>Failure to leave the machine in an electrically safe condition breaches safety regulations and may result in injury.</p>	<p>When the device is identified as unable to be operated by the end users, Canon recommends the customer place a sign on the device that adequately informs personnel not to use the equipment.</p> <p>When the device is unable to be made electrically safe, the service technician must isolate the equipment from the power source using a Brady Electrical Lockout Box and label the product as unsafe with a self-adhesive 'DO NOT OPERATE' electrical isolation tag. Refer Customer Care Safety Sheet No. 9 Lockout of Electrical Product.</p>	
3. Service clearances	<p>Insufficient service clearances around a device can result in injury or poor performance of the devices operation.</p> <p>Obstacles lying around service area.</p>	<p>Devices are to be located as per the minimum service clearances to ensure the service technician has safe access to the device. Refer Solutions Information Document (SID) for specified product installation specifications.</p> <p>Always keep areas around the devices clean and free from any hazards that may cause a trip or fall.</p>	
4. Restricting access to service area	Entering an area by unauthorised personnel during service may result in injury to the service technician or the entrant.	In certain circumstances it may be necessary to cordon off the area during servicing of the equipment. Canon recommends that the customer provide portable barricades or equivalent to the service technician to prevent passers by entering the area that the service technician is operating in.	

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	If other persons or staff are not aware the device is being serviced, it has the potential to cause harm.	Always make sure other persons, staff etc, are aware that the device is being serviced or worked on. Especially if someone is performing work behind the device.	
5. Cleaning up after servicing	Tools and/or residue left on the floor or on working services (toner, fuser oil etc.) may cause someone to slip and fall.	Clean up all tools and any residue (toner, fuser oil, etc) after replacement or service.	
6. Handling power cables	Ensure cables are not twisted, chafed or damaged. Do not connect to multi-plug adaptors or use multiple power plugs into the same device.	Refer to installation instructions.	
7. Potential use of power tools or battery operated devices such as Laptop computers, soldering irons, vacuum cleaners and electric screwdrivers	Electrical tools are to be tested & tagged in accordance with AS/NZS 3760:2001 New equipment is manufactured to AS/NZS 3760:2001 and does not need to be tested on installation.	Compliance with electrical safety regulations. Testing at the appropriate time frame is to be performed.	

Note: Material Safety Data Sheets, Product Safety Data Sheets and any general safety information on Canon products can be found at www.canon.com.au/support/msds.html or may be requested by emailing: ts@canon.com.au

Disclaimer: The nature and extent of risk in possessing and using Canon imaging devices is largely dependent upon factors that are attributed in whole or in part to the operating environment, quality of maintenance services and device inputs and / or the competency of the user.

This Safe Work Method Statement lists general guidelines based on industry knowledge and experience, but it is unable to warrant or represent; (a) the appropriateness of the guidelines to specific environments or situations; and (b) that this guide completely and exhaustively sets out all safety concerns. There are differences between individual products.

This document does not form part of any contract or agreement between the Customer and Canon Australia Pty. Ltd.