
Parking Technology **HUB**



Call Logging Procedure

Revision 2



Call Logging Procedure

This document contains important information pertaining to procedures for logging calls, and ordering of consumables etc.

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1. Site Service Check list

<p>Below is the check list of items that need to be completed during a Zeag Service of the equipment. If, on review after the service it is noted that these have not been done please contact the Zeag Call Centre.</p>	<p>ZMS PC Clean PC and brush out PC PSU (External) Do windows maintenance e.g. scandisk, defrag (if site permits) Clean keyboard and mouse Check and test UPS Do OPMS.mdb backup and repair Perform OPMS and Parameter backup Check scheduled backup are operational Check for sufficient disk space on PC Check system date and time (compare to Telkom 1026)</p>
<p>COMMON – Lane Stations, APS’s, Cashiers</p> <p>Remove loose tickets from stations Clean dirt, cob-webs, etc from station using a blower or brush. Test if housing is loose and re-secure Clean extractor fan filter (replace if necessary) Test extractor fan and heater and adjust thermostat to suit local conditions. Make sure no tickets etc obstruct fan/heater Check the door locking mechanisms and lubricate if needed Check ticket low switch for correct operation and adjust if necessary Clean dust from display and Perspex with anti-static spray. Check if the display is readable and replace if necessary Check if PCU is firmly secured Check PCU I/O and comms plugs are securely inserted and check for loose wires Check all cables for noticeable damage and replace as needed Tidy and secure all loose cables inside stations Test intercom button and intercoms for clarity Check all PSU power connector pins and cables and replace as needed Check PCU battery, if under 3V DC, replace Check if incoming mains power is secure and safe. Test PSU switches Clean APS thermal receipt printer rollers and test with PTM Check and test UPS (if fitted) Check money tray lamp and user guide lamps</p>	<p>COMMON - UCD’s, Feeders & Escrows (Including Validators)</p> <p>Check transport rollers for damage and replace if necessary Clean transport rollers Clean and check mag head and replace if necessary Clean printer and check print quality check shaft on the solenoid for wear / damage Check and clean transport belt, if worn, replace Clean non-toothed gears, check if all grub screws are present and tighten Clean guide plates and ensure these are not bent Replace optics on UCD and Feeder Escrow Check the tension of the plastic transport rollers Ensure that all cover screws are replaced and properly tightened Ensure that UCD is secured on mounting plate and does not move backwards Ensure the correct head gap is present for UCD99 and UCD02 Check the pins for damage connecting UCD and Feeders Remove feeder cover plate with hex key to remove dirt under plate Check tension on feeder/escrow rollers and replace if needed Check the guillotine operation Check the feeder/escrow teathed guide plates if bent and straighten if necessary Calibrate UCD/feeder/escrow as per version of UCD With PTM do 5 read / write tests with both paper ticket and DP card Ensure that the plastic card holder is in place behind the UCD on entries and APS’s</p>

Barriers – Entry, Exit, Passby, ZLC, Free

Align arms
Check and tighten all bolts and nuts
Ensure barrier housing is not loose and tighten if necessary
Ensure the spring is tensioned correctly i.e. arm opens and closes at the same speed
Check that crank arm is securely fitted to motor shaft and the rest of the crank mechanism
Replace all worn rubber stoppers
Clean barrier inside
Check loop detectors inserted correctly with the correct frequency settings
Check for cross talk between lanes and adjust if necessary
Check barrier logic e.g. inserted correctly
Check relay e.g. inserted correctly
Secure incoming mains
Check barrier drive cable is securely inserted and there are no loose wires
Check condition of road surface where loops are and check loop condition
Check barrier arm condition, jack knife kits, barrier arm brackets and sheer plates and report
Check barrier door locks and secure

APS's – Money handling Systems

Clean discriminator and optics
Ensure that all coin paddles are working
Ensure all tubes are OK
Clean plastic transport rollers of note readers and all excess dust from units
Clean scanners of the note readers
B2B clean optics and plastic transport rollers
B2B clean and check contacts of both cassettes and recycling unit
Check and clean the contact switches of both note and coin safes
Clean and lubricate the coin safe lid mechanisms (if possible)
Clean RCU acceptors and hoppers
Check coin deflector plate is straight on RCU05
Check the solenoid and refill switch for correct operation
MK4 hoppers, check both male and female plugs
Reconcile APS if requested
Check change tray flap moves freely and returns to closed position after use
Check and repair damage to safe

2. Ordering of consumables

Please follow your internal procedures when ordering consumables. All orders should be placed with our consumables sales department on 011 7944 525 or on 0861 ZEAGSA (0861 932472). Please contact the same department when following up with the delivery of any consumables. Below is the 2014 consumable pricing for reference purposes. This may have been superseded so please always refer to the current price list to ensure correct pricing.

All consumable order can be sent to sales@zeag.co.za or alternatively faxed to 011 7944587.

Delivery	Description	Qty	Rate	Total
R 392	APS Receipt Rolls (50 in a box) (300 - 400 receipts)	50	20.00	R 1,392
R 392	Cleaning Cards (50 in a box min order)	50	20.00	R 1,392
R 392	Cleaning Cards (50 in a box min order)	<51	19.00	
R 392	Cleaning Cards (50 in a box min order)	>50<501	13.00	
R 392	Cleaning Cards (50 in a box min order)	>500	11.00	
R 392	Magstripe Access Cards (Plain)	50	19.00	R 1,342
R 392	Magstripe Access Cards (with logo)	50	25.00	R 1,642
R 392	Proximity Access Cards	<101	36.00	
R 392	Proximity Access Cards	>100<1001	30.00	
R 392	Proximity Access Cards	>1000	25.00	
R 392	Cashier Printer Ribbons SP200	1	125.00	R 517
R 392	Barrier protection shear plates (Boomgate Barrier)	1	127.00	R 519
R 392	Jack Knife Kits (Articulated Barrier)	1	0.00	R 392

* It is important to note that in order not to void warranties on third party products such as laser and receipt printers original equipment manufacturer ribbons and cartridges should be used at all times. Paper used in the printers should always be new and should be free from staples etc.

3. Call logging procedure

The following procedure should be followed when placing a call for breakdown service:-

During office Hours –

Please call the office hour's telephone numbers listed below. **NB**, please **do not** try to place service calls directly with service engineers, or other Zeag personnel. **All** service requests **must** be routed via the service telephone numbers listed below. Requests via individuals cannot be logged by the service telephone system, and subsequently cannot be controlled in the correct manner.

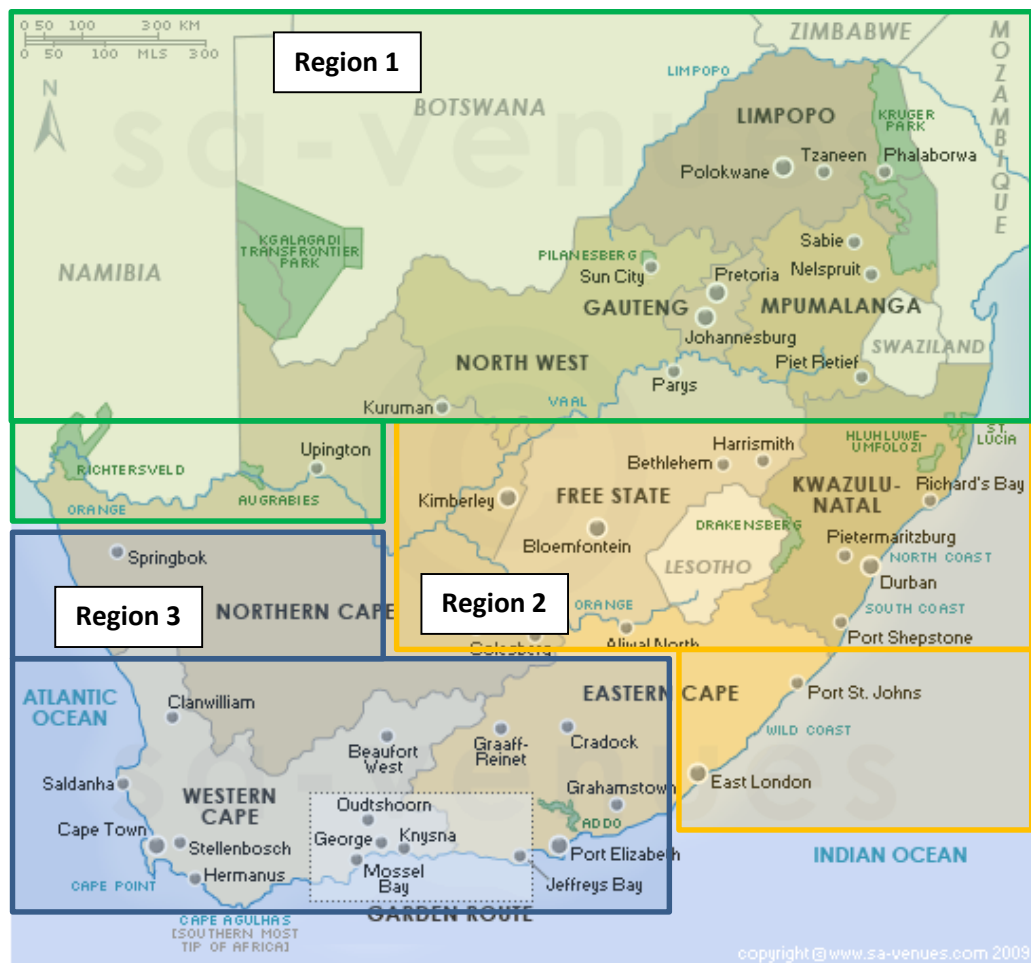
Office hours call logging number	0861 ZEAGSA
Alternative 1	0861 932472
Alternative 2	011 7944 525

- Ask for the Service Administrator, once connected, please state the following:
 - site location;
 - the name of the person placing the call;
 - a contact person on site and telephone number (if different to the person placing the call);
- The exact nature of the problem and requested action. **Please ensure that you get a reference number from the Service Administrator, this is your call-out number and confirms your proof of a request for service. Without this number your call-out cannot be followed up.**
- The Zeag service engineer will then report to the parking control office when he/she arrives on site. Please ensure that this arrival time and date, and correct call-out reference number (relayed to the person reporting the service request – see above) is logged on the Zeag service report when the call is completed.
- If the task is completed please inspect the work performed, ensure that the equipment is working correctly, and sign the service report to signify that you (as an employee authorized to do so) are satisfied that the work is in fact complete.

After office Hours –

Please call the cellular phone number relating to your region as listed below.

After hours call logging number	For all after hours calls
Region 1 (Green)	082 554 0132
Region 2 (Orange)	083 743 3880
Region 3 (Blue)	083 711 5548



- Once connected, please state the following:
 - site location;
 - the name of the person placing the call;
 - a contact person on site and telephone number (if different to the person placing the call);

- The exact nature of the problem and requested action. **Please ensure that you get a reference number from the technician. This is your call-out number and confirms your proof of a request for service. Without this number your call-out cannot be followed up.**
- The Zeag service engineer will then report to the parking control office when he arrives on site. Please ensure that this arrival time and date, and correct call-out reference number (relayed to the person reporting the service request – see above) is logged on the Zeag service report when the call is completed.
- **If the task is completed please inspect the work performed, ensure that the equipment is working correctly, and sign the service report to signify that you (as an employee authorized to do so) are satisfied that the work is in fact complete.**

In the event you have any complaints regarding any service received from Zeag, please contact the relevant Regional Manager, enabling us to take appropriate action and minimize any inconvenience experienced. If you are unable to contact the Service Manager please call the following numbers relating to your Region,

Alternative numbers	In case of an urgent call – Please state that you are unable to get hold of the standby number
Region 1 (Green)	082 883 1511 082 894 6531 074 493 3502
Region 2 (Orange)	082 894 6532 082 4978781
Region 3 (Blue)	083 257 3502 079 953 3374 083 320 4437

Important Numbers

(Please see detailed callout procedures on pages 21 to 23)

Office contact details:

Please ask for the Service Administrator if logging a call.

Office hours call logging number	0861 ZEAGSA
Alternatives	0861 932472 / 011 794 4525
Zeag Head Office	
Tel:	011 7944 525
Fax:	011 7944587
Physical Address:	166 Seilskip Street Laser Park Honeydew, 2170
Postal Address:	P.O. Box 669 Ferndale, 2160

Callout - After office Hours

Please call the cellular phone number relating to your region as listed below.

