

OrangeSky

— Aotearoa —

Laundry Van (Battery Powered)

Operation Cards



SERVICE SUPPORT

0800 002 122

(TOLL FREE NUMBER)

How to Use This Document

About Van Ops Cards

Contained in this document is the necessary information to assist you in the safe operation of your shift. For further troubleshooting we recommend calling **Service Support** on 0800 002 122 or using the resources on the **Orange Sky Help Centre**.

Orange Sky Help Centre

About OS Help Centre

The **Orange Sky Help Centre** is an online knowledge bank of articles that has been designed to help you troubleshoot issues on shift.

Access the Help Centre by logging into Volaby and navigating to 'Resources' in the menu. Scroll down to find the link to 'Orange Sky Guide'.

You can alternatively scan the QR code on this page.



Prestart

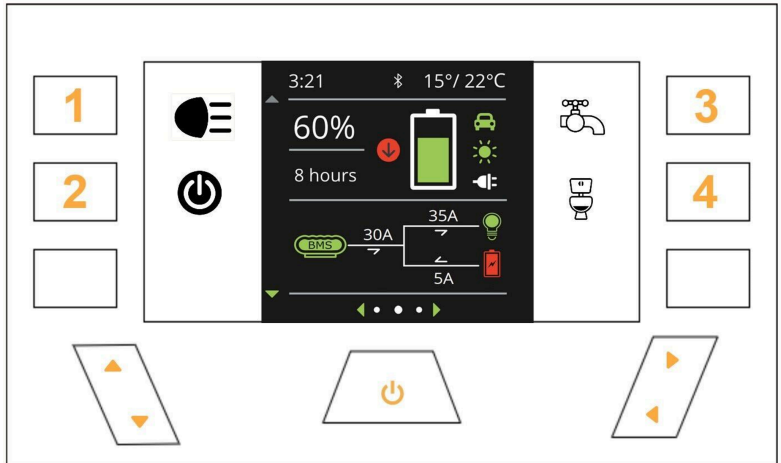
Check Weather	<p>Check the local weather report. If storms or other severe weather is forecast, you can consider cancelling your shift. Please contact your team members and Team Leader if you are considering cancelling your shift.</p>
Collect Van	<p>The designated driver for the shift is required to collect the van from the base. Please ensure two volunteers pick up and drop off the van whenever possible.</p> <p>! Please note: The van must not be carrying water if passengers travel in the van.</p>
Check Van	<ol style="list-style-type: none">1. Complete Pre-start Check of the van.2. Check van fuel level. At $\frac{3}{4}$ or less refuel immediately. Refer to Refuel Van (page 10).3. Check battery charge level using van screen. Refer to Check Battery Level (page 4).
Drive to Shift	<ul style="list-style-type: none">• All vehicles are automatic.• The reversing camera will turn on automatically when the ignition is on.• Remember to allow extra stopping distance due to the weight of the fitout of the van.• Remember to allow extra clearance due to the height of the van 2.4m.

Site Set Up

Set Up	<ol style="list-style-type: none">1. Remove chairs from the van and set up in a communal area.2. Remove and set up any other equipment such as bollards for the cordon and trip guards.
Access Display Screen	<p>The display screen is located inside the van next to the washers and dryers.</p> <ol style="list-style-type: none">1. Open the sliding door on the passenger side of the van. The screen is mounted underneath the dryers near the back of the passenger's seat.2. The display screen has 4 buttons with icons to control the van system.3. The display screen should already be on. If it isn't, press the centre power button once to turn it on.
Check Battery Level	<ol style="list-style-type: none">1. Access the display screen inside the vehicle.2. Check the battery percentage next to the battery symbol on the screen.3. If the percentage is less than 30%, the van will need to charge from a mains powerpoint on shift.4. Refer to <i>Charging the Vehicle</i> below if required.
Charging the Vehicle	<p>If the battery percentage is too low to complete the shift, the vehicle will need to be charged either by:</p> <ol style="list-style-type: none">1. Switching the vehicle engine on for the remainder of the shift.2. Plugging in the charging cable into the inlet near the driver's side into a mains powerpoint. Ensure the powerpoint is switched on.

Site Set Up continued...

Display Screen Operation



The buttons at either side of the screen lets you control the van! The picture icon is **green** if it is on, and **white** if it is off.

Start of Shift

Turn on the Lights:

1. Press the **1-Lights** button on the left side of the display screen. The lights icon should turn **green**.

Turn on the System:

2. Press the **2-System** button on the left side of the display screen. The power icon should turn **green**

Site Set Up continued...

Water Supply

2 options for water supply during shift:

Option 1 – Tank:

! Don't plug hose in

1. Press the **3-Fill/Tanks** button on the display screen. The tap icon should turn **green**.

! If operating using the water tank you will be limited to a maximum of 4-6 loads

! Remember, you can check the levels of both the clean and waste tanks via the sight gauges (clear tubing) attached to the front of the tanks

Option 2 – Tap:

1. Unreel the **clean water hose** and connect to the tap. Hose attachments and tap keys are in the box in the passenger door or equipment box.

! Do not extend the hose reel fully, as this can make the hose unretractable.

2. Turn on the tap and **squeeze the hose** to confirm there is water pressure

! The tap icon on the screen is OFF (white)

Set up Washers

1. Undo **bungee straps** on washer doors.
2. Remove **clamps** holding washer drums in place.

Washing Instructions

Wash Clothes

CAUTION - Sharps/Needles

Be careful to avoid sharps incidents. Ask friends to check all pockets for papers or valuables in front of a volunteer as they load their own clothes into a washer. If a sharp is found, inform the team and refer to the Sharps fast facts.

1. Ask friends to check **all pockets** for valuables in front of a volunteer as they load their own washing into a machine.
2. On the washer press **B1**.
3. Press **Start (B6)**.

Dry Clothes

- Clean dryer lint filter.
- ! **Excess lint can cause a fire. Ensure filter is clean for each load.**
- For best dryer performance, preheat dryer before use. Start a 10 min drying cycle by pressing **Top (HIGH)**, and then the **Start** button.
- Load clothes into dryer.
- On the dryer, press **Top (HIGH)** button repeatedly until desired duration is reached, then **Start**.
 - 20 mins - small load, light cotton items
 - 30 mins - medium load, mixed clothing
 - 40 mins - heavy load, bedding and blankets
- The Waru Dryer has a 2 minute cool down period. To maximise dryer efficiency, the full drying cycle time should be completed before opening the door. If the cooling down cycle isn't completed, the inside of the dryer will still be hot when opening door, so take care when doing so.
- Consider splitting heavy loads between two dryers or cycles. Individual items will dry faster in smaller loads.

Washing Instructions continued...

Kill Cycle

Below references buttons from top to bottom on the washing machine. Some machines vary with the label assigned to the button, but the cycle process is identical in button order, top to bottom.

- **B1** = Button 1 (hot or whites)
- **B2** = Button 2 (warm or colours)
- **B3** = Button 3 (cold or delicates)
- **B4** = Button 4 (delicates or perm press)
- **B5** = Button 5 (spin cycle)
- **B6** = Button 6 (start)

Kill a wash

If a friend has left some items in their clothing or needs to add an item, a washing load can be killed manually:

1. Press and hold **start (B6)** to kill cycle.

Alternatively:

1. Press **B1** and **B3** simultaneously. The screen should display **'0'**
2. Press **B2** until **'3'** appears.
3. Press **Start (B6)**. The screen should display **'L9C1'**
4. Press **B2** until **'hILL'** appears on the screen.
5. Press **start (B6)**. The screen should display **'0'**
6. Press **B2** until the screen reads **'17'**
7. Press **start (B6)**

The machine will end the cycle, drain the machine and unlock the door. To restart wash see steps on next page.

Spin Cycle

Once cycle has ended:

1. Press **B5**. The screen should display **'no 1'**
2. Press **Start (B6)**. The screen should change to **'11'** and an eleven minute spin cycle should begin.

Site Pack Down

Detach Water	<p>For sites using mains water:</p> <ol style="list-style-type: none">1. Turn off tap and disconnect hose. Return tap key and connections to box in passenger door.2. Pull on hose reel to release lock and guide hose back onto reel using hand over hand technique.
Stop Tank Water	<p>For sites using tank water:</p> <ol style="list-style-type: none">1. Press the Fill/Tanks button on the right of the screen.2. The tap icon next to the button should turn white, which means the tank water is off.
Pack Washers	<ol style="list-style-type: none">1. Clamp washer drums.2. Secure washer doors with bungee cords.
Clean van	<ol style="list-style-type: none">1. Empty and clean dryer lint filters.2. Empty small lint bin.3. Remove rubbish and rubbish bags from van.
Pack Up	<ol style="list-style-type: none">1. Pack orange chairs into storage underneath dryers.2. Pack away corden, trip guards, equipment and donations.
Shutdown System	<p>To shut down system:</p> <ol style="list-style-type: none">1. Press the System button on the left of the screen.2. The power icon next to the button should turn white, which means the washing machines turn off.3. Press the Lights button on the left of the screen.4. The lights icon next to the button should turn white, which means the lights should turn off.

Site Pack Down continued...

Detach Mains Power	<p>For sites using mains power:</p> <ol style="list-style-type: none">1. Switch off at the mains powerpoint.2. Unplug the charging cable from the powerpoint, and then unplug from the vehicle's inlet.3. Wrap cable and return to vehicle cab.
Final Check	<p>Before leaving check the van for:</p> <ul style="list-style-type: none">• 6 x orange chairs.• 6 x trip guards.• Washing baskets.• Both washers are clamped and secure.• All rubbish has been removed, any spills cleaned. <p>! Ensure the van is clean and tidy for the next shift, in the same state you would like to find it.</p>
Complete Pack Down	<p>Complete the General Volunteer Activity (Shift) Report through Volaby https://osnz.volaby.org/volunteering/activity-report</p> <p>NOTE: Driver Activity (Shift) Report should be completed by the driver once they have returned to van base.</p>
Drive to Base	<p>The van must be refuelled after each shift. Please refuel the van on the way back to base. Refer to Refuel Van (page 10) for refuelling information.</p>

End of Shift

Refuel Van

1. Go to any service station that is on the way back to base or close to base.
! All vans use diesel fuel only.
2. Fuel cap is located inside the passenger side door. Open the cap and fill up the tank.
3. Pay using the **FuelCard** card which can be found in the centre console of the van, or underneath the sun visor.
4. You **do not** need to keep the receipts.

Return to Base

1. Check van supplies for anything that needs to be replenished: Sharps box (if current one has been used), items in First Aid kit, gloves, cleaning supplies, PPE etc.
2. Complete the Driver Activity (shift) Report

Fill Clean Tank

For sites using **tank water**:

1. At base, park the van close to the water source.
2. Pull the clean water hose out.
3. Connect to a water source using the attachments and tap key in the box in the passenger door.
4. Press the **Fill/Tanks** button on the right side of the display screen.
5. The tap icon next to the button should turn **green**.
6. The clean water tank is full when you see water at the top of the sight gauge (on the clean tank under the washing machines).
7. Press the **Fill/Tanks** button again.
8. The tap icon next to the button should turn **white**.
9. **Turn off tap** and disconnect hose. **Return tap key and connections to box** passenger door.
10. Pull on hose reel to release lock and guide hose

back onto reel.

End of Shift continued...

Empty Waste Tank

The **Waste Tank MUST** be emptied at the end of each shift:

1. Wearing gloves take the waste hose out of the van and place it in an appropriate location (this can be done on site if you have permission or back at base).
2. Press the **Waste** button on the right side of the display screen.
3. The waste icon should turn **green**. You should be able to hear the pump come on.
4. The Waste Tank is empty when there is no more water pumping out of the waste hose.
5. Once the Waste Tank is empty, pull on the hose reel to release the lock and guide the hose back onto the reel.
6. Press the **Waste** button again.
7. The waste icon next to the button should turn **white**.

Troubleshooting

Problem Shift Report Not Working

During Shift

1. The first priority is to wash clothes for our friends, troubleshoot app issues only if there is time.
2. Try using an alternate browser to fill in the shift reports or ask another volunteer on shift to do so. Otherwise, take note of wash numbers and names of volunteers present and report it to your Team Leader in your group chat (so it can be filled in at a later date).

Problem Display Screen Won't Turn On

Symptoms

- The display screen is blank and not on.

Steps

1. Press the power button at the bottom of the display. Does the screen turn on?
2. If not, the batteries in the vehicle could be out of charge. Refer to **Charging the Vehicle** (page 3) for a guide on how to plug the vehicle into mains power.
3. Wait for a few minutes. If the screen does not come back on, call service support..

Troubleshooting

Problem No Water	
Symptoms	<ul style="list-style-type: none">• Washer displays error code 'IE'• Washer minutes not changing, no water in machine
Steps	<ol style="list-style-type: none">1. If connected to mains water check that tap is turned on fully and that the hose is not kinked and is firm with water pressure.2. If operating using tank water, ensure that there is water in the tank, and that the Fill/Tanks button has been pressed. The tap icon on the display should be green.3. Press the Start button on the washer to continue.
Problem Van Overflowing With Water	
Symptoms	<ul style="list-style-type: none">• Water pouring out underneath the rear right hand side of van
Steps	<ol style="list-style-type: none">1. If on shift and operating using mains water, check that the Fill/Tanks button is off. The tap icon on the display should be white.2. If on shift and attempting to operate using water tanks or if you are finishing your shift and filling the tank this symptom means the water tank is full

Troubleshooting

Problem Door Lock Error

Symptoms

- Washer displays error code **de1** or **de2**.

Steps

1. Check to see if door of machine is **securely** closed.
2. If door is unlocked, open and re-close the door of the washing machine and try starting wash again.
3. If door appears to be closed correctly and problem persists, **lightly** push door closed and hold whilst pressing the Start button on the washer
4. The **door lock light** should light up and the door should be locked securely in order for the washer to operate correctly.

Problem No Power to Washer/Dryer Machines

Symptoms

- There is no power to the washers or dryers.

Steps

1. Check the power icon on the display next to System button is **green**.
2. Switch the machine's power point off
3. Check the plug is correctly plugged in and switch it back on.
4. If the machines still do not receive power, try plugging the vehicle into a mains powerpoint. Refer to **Charging the Vehicle** (page 3).
5. If this works, you can continue shift safely. Submit an incident report, and mention that there is a possible inverter issue.
6. If this doesn't work, call Service Support on 0800 002 122.

Troubleshooting

Problem Washer is Stuck on 'Wash' Cycle

Symptoms	<ul style="list-style-type: none">The washer has not moved into the 'spin' cycle of the cycle
Steps	<ol style="list-style-type: none">Once completed, put clothes on spin only cycle. (refer to page 5)Place clothes in dryer as normal (refer to page 5). <p>! If the cycle takes a long time or gets 'stuck' - refer to how to do a kill cycle on page 5.</p>

Problem Washer Displaying 'TE' Error

Symptoms	<ul style="list-style-type: none">Washer is displaying 'TE' and is not functional.
Steps	<ol style="list-style-type: none">The 'TE' error code indicates an error, usually caused by a faulty thermistor. Try turning the vehicle's System button on and off at the display.If the problem persists the machine will require a service. Please contact your Vehicle Leader or Service Leader to report this issue.

Problem Clothes Not Drying

Symptoms	<ul style="list-style-type: none">Dryer is spinning but clothes are not drying.Dryer power light is flashing.
Steps	<ol style="list-style-type: none">Check there is enough diesel in the fuel tank. If not, fill the fuel tank. Refer to Refuel Van (page 10).

Troubleshooting

Problem	Wastewater Overflowing
Symptoms	<ul style="list-style-type: none">• Wastewater is overflowing outside the van.
Steps	<ol style="list-style-type: none">1. Empty Waste Tank at an appropriate location either at base or on shift if applicable.2. Unreel waste hose.3. Press Waste button on the right side of the display.4. The waste icon next to the button should turn green, and wastewater should come out of the hose.5. Turn off Waste button at display when no more water comes out of the wastewater hose. <p><i>Is the red light on for the fuse reset below the control panel?</i></p> <ol style="list-style-type: none">1. If the waste pump is not working, and red light is flashing below the control panel, press the fuse reset button.2. If the waste pump continues to fail, call Service Support.
Problem	There is a Warning on the Display Screen
Symptoms	<ul style="list-style-type: none">• A warning has popped up on the display screen.• There is a hazard symbol in the toolbar at the top of the screen.
Steps	<ol style="list-style-type: none">1. If the warning is a “Battery SoC low” warning, this means the batteries have a low state of charge.2. Start the vehicle engine to charge the batteries.3. If there is more than thirty minutes until the end of shift, refer to Charging the Vehicle (page 3) for a guide on how to plug the vehicle into mains power.4. If there is a different warning on the screen, ring service support.

Problem Red light flashing on front of dryer

Symptoms

- LED on front of dryer is flashing
- Drum is spinning but washing is cold/only warm

Steps

1. Count sequence of flashes
2. **Call Service Support**, and advise them of the flash sequence. They will advise what this error code means.
3. Follow instructions from the Service Support team.
4. Log an incident report

! If your dryer LED light is slowly fading in and out, as opposed to flashing this is okay, and indicates that the dryers heater is in cool down mode.

Safety

Safe Places

Every shift has **two** Safe Places:

1. The **first** Safe Place is with the **Service Provider** such as inside a community centre or alongside a food van.
2. The **second** Safe Place is in a different location from the first Safe Place.

If an incident occurs at one Safe Place the team can revert to the other Safe Place. Ask your TL where your Safe Places are if unsure.

Safe Word

Every service has the same specific safe word. This word can be used on shift to notify the team there is a risk or an inappropriate situation. The Safe Word is ***Daphne***.

When to Pack Up

- If inclement weather prevents you from operating safely.
 - If there are less than **three (3)** volunteers attending the shift.
 - If you do not feel safe on shift for any reason.
 - If at any point you pack up a shift early contact your Service Leader or Service Support.
- ! ***Remember to complete an Incident Report.***

Incident Report

Service Support should be called in the event of an incident and an Incident Report should be submitted for all incidents and near misses that occur on shift. Incident Reports can be submitted via Volaby in the **Incident Report** section from the side menu or by scanning the QR on the front page of this document.

Safety

Safe Manual Handling Technique

It's important you are aware of the correct way to perform manual handling tasks to avoid injury. Awkward postures may occur when loading or unloading the machines. High force may be involved when lifting or carrying baskets of laundry.

Safe lifting techniques include: Standing close to the object with a good stable stance – Bend your knees not your back – Get a good grip and use your legs to lift up. Take some time now to ensure the team understands the safe lifting technique.

Slips, trips and Falls

Slip, trip and fall hazards can be hard to spot and can happen in seemingly safe environments.

Slips – surfaces can become slippery when wet or contaminated with a spill. Be sure to clean up spills straight away.

Trips – can occur because of uneven ground, hoses, washing baskets, and clutter. Always use trip guards and remove clutter from walkways.

Falls – injuries can occur at any height. When entering the front or side of the van always have **3 points of contact** as you climb up and down.

Wearing Gloves on Shift

Volunteers must wear disposable impermeable gloves if they need to handle friends' washing, and when handling any of the following – sharps/needles, chemicals (cleaning products) waste bins/sanitary bins (including their contents) wastewater (including when handling the waste hoses).

Safety

Disposing of Sharps on Shift

- Found in Washer, Dryer or on Ground** **If volunteer is injured with a sharp, refer to next page NEEDLESTICK INJURY first. If no injury, continue below:**
1. Alert ALL volunteers
 2. Ask a volunteer to stand in front of machine so no one puts hands in or stand over the needle if on ground.
 3. Another volunteer puts on gloves & takes the sharps disposal container to the area & rests it on a flat surface.
 4. Ask volunteer to step aside.
 5. If in machine – slowly pull washing items aside so needle is in full view.
 6. Pick up the needle from the centre point and place it into a sharps container point down.
 7. Place lid on securely but **do not seal until end of shift**, in case another is found.
 8. Continue to slowly pull other washing items out until machine is empty.
 9. Turn barrel to determine no other needles or foreign objects remain.
 10. If on ground, ensure area is clear of other needles.
 11. At end of the shift, seal the container.
 12. Remove gloves, place in a plastic bag and dispose of gloves only in the bin.
 13. Dispose at your nearest pharmacy (call Service Support for any further information on disposal points)
 14. Complete Incident Report.

Safety

First Aid Procedure for Needle Stick Injury

If a volunteer experiences a needle stick injury follow the steps below:

1. Calm injured volunteer.
2. Another volunteer to put on gloves.
3. Wash the area with soap ASAP.
4. Run under water for 3 minutes.
5. Apply antiseptic & band-aid from first aid kit.
6. Arrange with injured volunteer to go to the Emergency Dept or Doctor.
7. Other volunteers should refer to previous page for **disposal process**.
8. Call Service Leader or Service Support.
9. Complete Incident Report via and include as much detail as possible.

Safety

Trigger Action Response Plan (TARP) for aggressive behaviour on shift

Trigger	Examples	Action
<p>Awareness of aggression/violence that has the potential to affect the safety of team members or others on shift.</p>	<p>Volunteers observe or experience signs of annoyance, raised voices, indecent or unwanted language or physical contact.</p>	<ol style="list-style-type: none"> 1. Use the Safe Word 'Daphne' to notify other team members about the potential risk. 2. Help the aggressor modify their behaviour if you feel safe to do so. See below. 3. Maintain awareness of the situation. 4. Stay close to other team members.
<p>The threat has increased and it is possible that the threat may affect team members or others on shift.</p>	<p>Volunteers observe or experience signs of aggression or violence such as verbal threats, physical gestures.</p>	<ol style="list-style-type: none"> 1. Move away from aggressor. 2. Remain with other team members (do not become isolated). 3. Notify Service Provide (if safe to do so). 4. Maintain awareness of the situation.
<p>The situation has escalated to a point where the threat is thought to be imminent and/or has occurred</p>	<p>Volunteers observe or experience aggressive or violent behaviour on shift that makes one or more volunteers feel unsafe</p>	<ol style="list-style-type: none"> 1. ALL TEAM MEMBERS MUST GO TO SAFE PLACE. 2. Calling 105 will take you to the police non-emergency line, call 111 for an emergency. 3. Contact Service Support (when safe to do so)

Safety

Steps to help Modify Behaviour

1 Say to the friend something along the lines of “We’d really like to sit down and have a chat but it’s hard to talk to you when you’re calling us those names – do you think you can stop saying those things so we can have a chat?” Refer to the Standards of Behaviour sign where possible.

2 If they choose not to modify their behaviour, then volunteers could respectfully say something like, “We’re just here to do [the washing, showers etc.] and have a chat. Perhaps you’d like to come back and have a better conversation with us another time?”

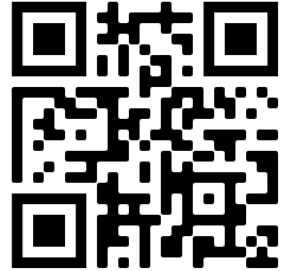
3 If the behaviour continues, then volunteers could say something like, “That kind of behaviour isn’t acceptable at our service and it’s making us feel uncomfortable. Please leave our service”. Reference the Standards of Behaviour again if safe to do so.

IMPORTANT: If at any time during an incident a team member feels threatened or unsafe, EVACUATE.

Training New Volunteers

First Shift Checklist

When a new volunteer joins your shift you will need to complete on shift training with them. We want our volunteers to be as hands on as possible from their first shift. This checklist covers shift operations from start to end. **You should demonstrate the task first and then ask the volunteer to perform it.**



Access the **First Shift Checklist** through the link

<https://bit.ly/3pyVURP> or scan the **QR code** by opening the camera function on your phone and positioning it over the QR image. Your phone needs to have capability to scan QR codes for this to work.

Second Shift Assessment

This second shift assessment is designed to identify any gaps in volunteers knowledge to safely operate a shift. **TLs will ask volunteers to demonstrate the task.** If volunteers are unable to use the incorrect technique/process the TL will demonstrate the task and ask the volunteer to repeat. The role of the TL is to mentor the volunteer through this process.



Access the **Second Shift Assessment** through the link

<https://bit.ly/3TdFUIB> or scan the **QR code** by opening the camera function on your phone and positioning it over the QR image. Your phone needs to have capability to scan QR codes for this to work.

Waru Dryers – Best Practice Tips

How to get the best performance from your Waru Dryers

We are really excited to start rolling out our new Waru Dryers. With the removal of the diesel generators, our innovation team has needed to get creative to ensure we can still run our dryers in a solar powered vehicle. Waru dryers utilise a diesel heater to create heat. As part of designing these heaters we have also developed ***the following tips to put to use while on shift:***

- Preheat the dryers for at least 20 minutes before the first load goes in
- Shake out all items and loosely place in the dryer
- Do not overfill the dryers
- Set the dryer cycle for at least 30 minutes, and leave it to complete the cycle un-interrupted. **Opening the door puts the heater into cool down mode, meaning it then requires more time to reach maximum heat again**
- If you are able to, once a load has finished washing, run it through a spin only cycle to remove excess moisture
- **Always** clean lint filters after each load
- When both dryers are running, the right dryer will heat slightly faster as it is intaking the warmer air from dryer one's exhaust

It is also important to note that on very cold days, or days where there has been recent rainfall, when the dryers are first started they will produce a moderate amount of smoke/steam. This is the heaters' burning off the moisture in the exhaust pipe, and is completely normal, although it can be alarming the first time you see it. Best thing to do is keep running the dryers at full capacity.

Power Usage Tips

Some quick reference tips for managing power during shift

Power usage while on shift, per wash OR dry:

Per Wash OR Dry - Weather Specific*		
Sunny	Partly Cloudy	Rain/Night
4.0%	5.0%	7.0%

Charge gained while driving:

Battery percentage gain - while driving/engine on*			
10 min	30 min	45 min	60 min
2.0%	6.0%	9.0%	12.5%

**these numbers are approximate and meant for guide purposes only*

- If the battery percentage hits 10% or below, **turn on the vehicle engine** if safe to do so.
- It is okay if your battery arrow points down while the engine is running. You are simply still using more energy than what is being produced, but at a significantly reduced rate.
- Plug in the van wherever possible while on shift to allow extra charging for the batteries. This also assists the next shift.
- Avoid parking in shaded areas where possible.
- If you have an issue that is impacting shift, call Service Support on **0800 002 122**. If there is an issue that needs addressing after shift, please submit an incident report.