Task 3 - Carry out maintenance

a. Discuss the fault with customer, investigate the combination boiler and diagnose the fault.

You must discuss the combination boiler fault with your tutor/assessor to determine the cause of the fault and suggest appropriate methods for repair. You will be assessed on your ability to ask relevant questions to determine fault and to select a suitable solution.

Your tutor/assessor will act as the customer during the maintenance discussion and record any feedback on the tutor/assessor feedback form.

You should inspect a pre-installed boiler with faults placed on various components within the system.

You will be required to carry out testing to identify **one** fault as given by your tutor/assessor and replace the faulty component. If you do not initially identify the faulty component you can be prompted, but this will be reflected in the marking.

Once you have diagnosed the fault, you should check with your tutor/assessor to ensure this has been done correctly. Should you require additional feedback and guidance this will be reflected in the marking.

b. Produce a written report detailing the maintenance activity and discuss with customer.

Once fault diagnosis is confirmed, you must produce a written report detailing the maintenance activity to include:

- details of the fault
- how to repair the fault.

c. Repair and rectify the fault.

This task requires you to:

- isolate and/or drain down the system safely
- install replacement component as required
- refill system and commission to ensure flow at all outlets and no airlocks in the system.
- recommission system in line with manufacturer's instructions.

Conditions of assessment:

- The time allocated for this task is 3 hours.
- You must carry out the task on your own, under controlled conditions.

What must be produced for marking:

- A written report of the maintenance activity.

Additional evidence of your performance that must be captured for marking:

- Tutor/assessor observations:
    - Discussion with customer
    - Use of tools
    - Fault diagnosis
    - Rectification of fault.

- Photographs taken by your tutor/assessor at various stages of the task.

Get in touch

The City & Guilds Quality team are here to answer any queries you may have regarding your T Level Technical Qualification delivery.

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