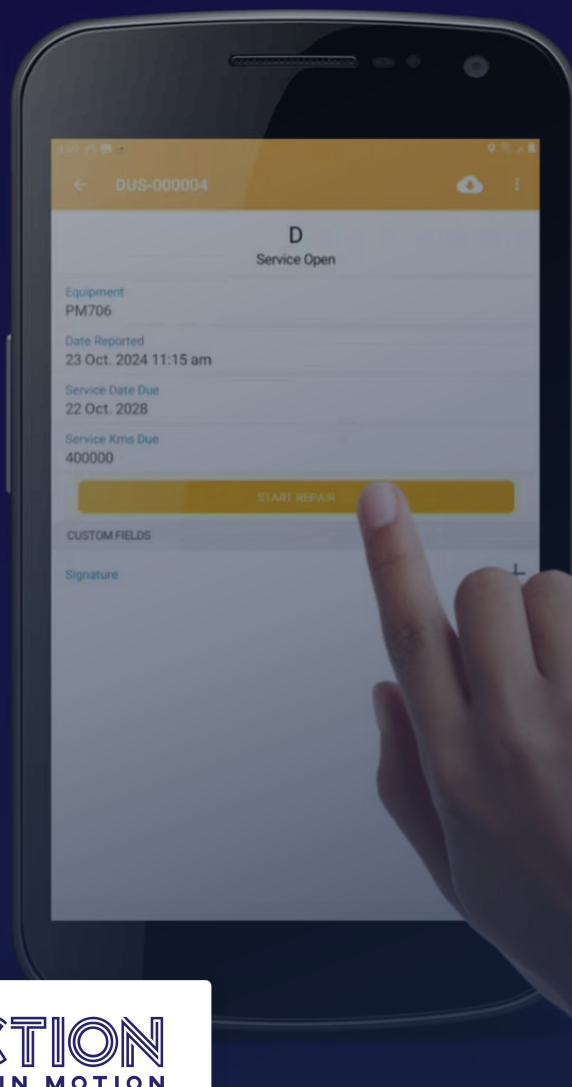




**KYNECTION**  
KNOWLEDGE IN MOTION

#### FEATURE GUIDE

KYNECTION • ASSET MANAGEMENT (GEAR) • PART 3 OF THE MAINTENANCE MODULE

# Complete Service Workflows and *Submit Service Forms*

A service follows the same shape as a repair but adds a service form. The form is built from the equipment record, so it varies between individual assets and equipment groups. This guide covers working the checklist and handling a fault it uncovers.

3 CHAPTERS

1 MIN 5 SEC

MAINTENANCE

MOBILE USERS • MECHANICS

FEATURE GUIDE • 1 MIN 5 SEC

# What this feature covers

Three stages, six steps: starting the service, working the form, and dealing with any fault the checklist turns up, either now or later.

---

|       |                                                                                                                 |             |
|-------|-----------------------------------------------------------------------------------------------------------------|-------------|
| CH 01 | <b>Start the service</b>                                                                                        | 00:00–00:23 |
|       | Optional services are opened the same way as a scheduled repair, but they ask for a form before you can finish. |             |

---

|       |                                                                                                                     |             |
|-------|---------------------------------------------------------------------------------------------------------------------|-------------|
| CH 02 | <b>Work the service form</b>                                                                                        | 00:23–00:43 |
|       | Every line on the form is passed or failed. A fail is not just a note, it creates a fault record against the asset. |             |

---

|       |                                                                                                                          |             |
|-------|--------------------------------------------------------------------------------------------------------------------------|-------------|
| CH 03 | <b>Handle the fault you just raised</b>                                                                                  | 00:43–01:05 |
|       | The fault you raise from a checklist behaves like any other fault: describe it and save it, or close it out on the spot. |             |

---

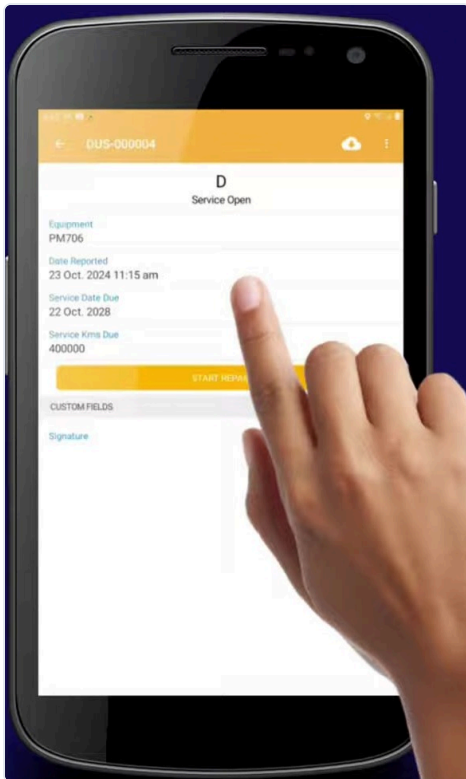
- **Your form will differ.** The service form is configured against the equipment or its equipment group. The truck service form shown here is an example, not the standard.
- **A failed item is not a dead end.** Selecting **Fail** raises a real fault against the asset. You choose whether to fix it during this service or leave it for later.
- **Part of a series.** This is part 3 of the maintenance module. Part 2 covers the fault repair workflow this one builds on.

---

**READ AS** Screens are captured from the walkthrough video on this page at the timestamp shown on each step. Values such as job numbers, equipment codes and dates are demonstration data.

## Start the service

Optional services are opened the same way as a scheduled repair, but they ask for a form before you can finish.

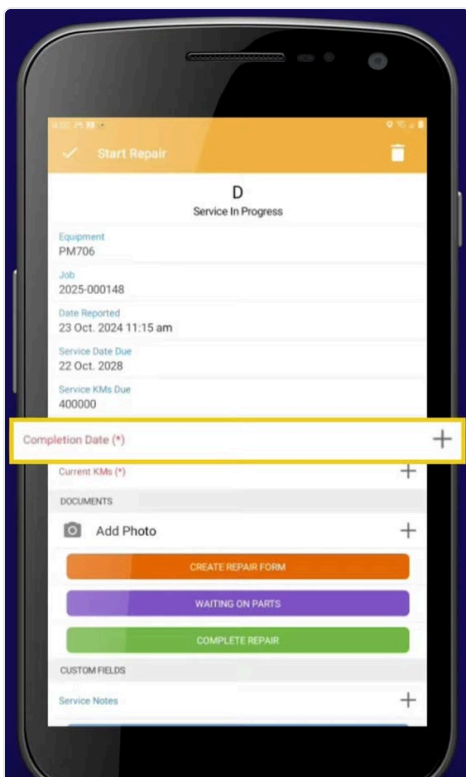


STEP 1 • 00:05 IN THE VIDEO

### Open the optional service

Optional repairs are completed by tapping the item to open it. In this example the D service is opened. Select **Start Repair** to initiate the workflow.

CHAPTER 01 • STEP 1 OF 2



STEP 2 • 00:16 IN THE VIDEO

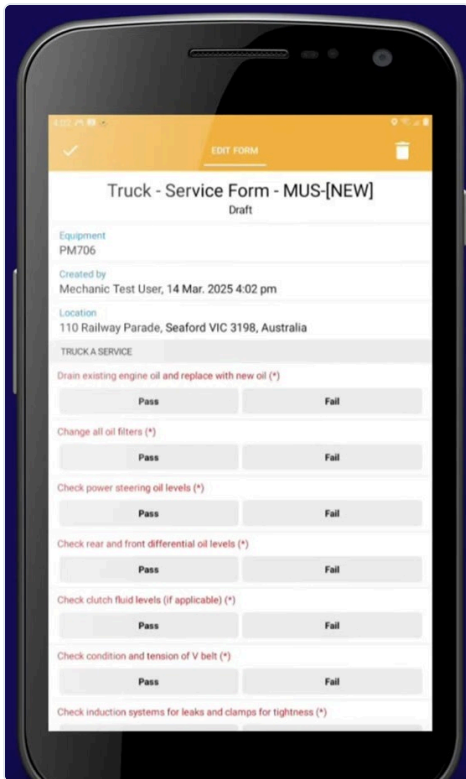
### Enter the date and kilometres, then create the form

Begin by entering the **Completion Date** and **Current Kilometres**. Tap **Create Repair Form** to generate the service checklist for this equipment.

CHAPTER 01 • STEP 2 OF 2

# Work the service form

Every line on the form is passed or failed. A fail is not just a note, it creates a fault record against the asset.

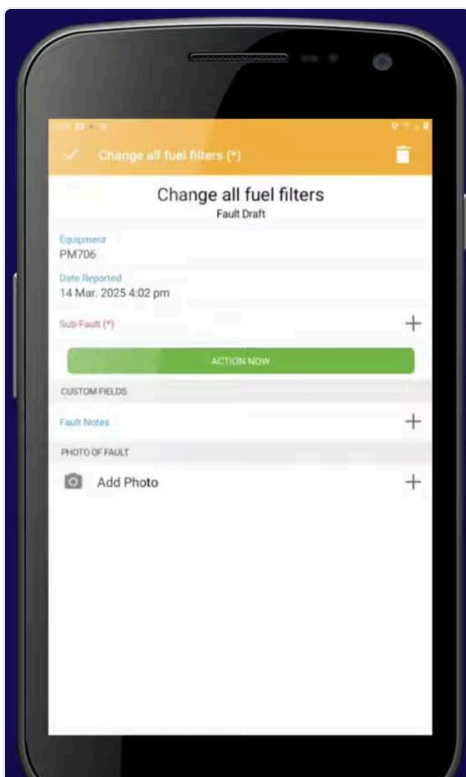


STEP 1 • 00:26 IN THE VIDEO

## Tap Pass on each completed item

Tap **Pass** against a service form item to show it has been completed as part of the service. Work down the list until every item has an answer.

CHAPTER 02 • STEP 1 OF 2



STEP 2 • 00:35 IN THE VIDEO

## Log a fault by selecting Fail

Selecting **Fail** creates a new fault against this asset. It can be completed during the service or saved for future completion, so a failed check never gets lost.

CHAPTER 02 • STEP 2 OF 2

# Handle the fault you just raised

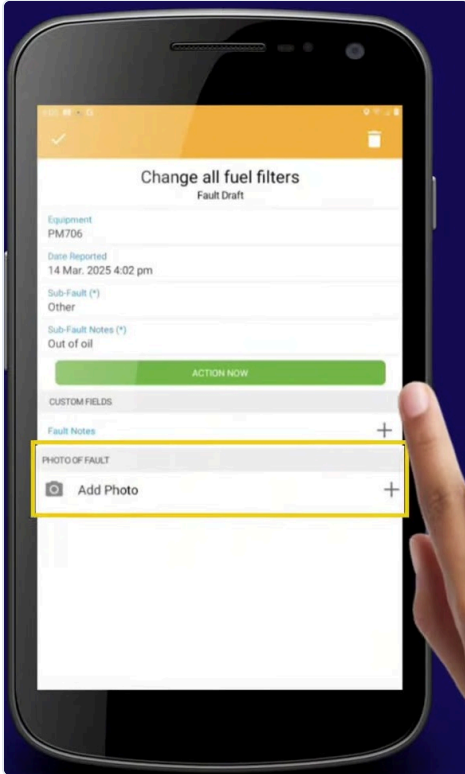
The fault you raise from a checklist behaves like any other fault: describe it and save it, or close it out on the spot.

STEP 1 • 00:44 IN THE VIDEO

## Add the sub fault, notes and a photo

As with a pre-start, enter the details of the fault and select the **Sub Fault**. A picture can be added for greater explanation. Select the tick icon to save the fault against the equipment.

CHAPTER 03 • STEP 1 OF 2

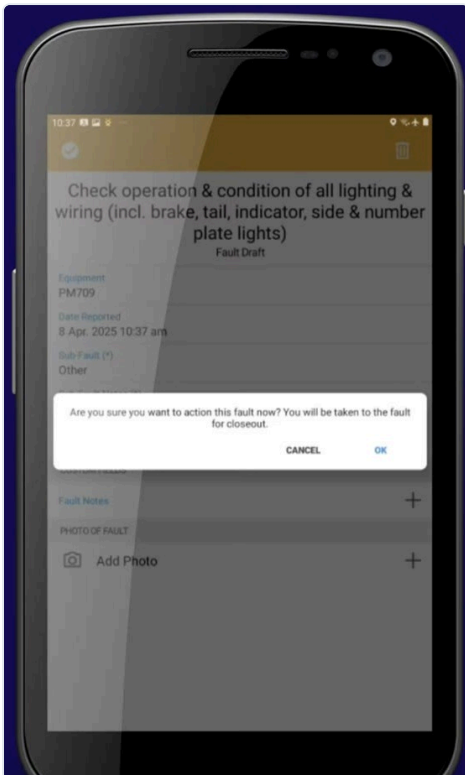


STEP 2 • 00:56 IN THE VIDEO

## Or repair it now with Action Now

Select **Action Now** to repair the fault immediately. A warning displays first to confirm you want to close out the fault you just raised. Fill out the fault repair form and click **Complete Repair** to save.

CHAPTER 03 • STEP 2 OF 2



## Where to go next

The service form is done. Recording the labour and parts against it is covered next.

### NEXT UP - PART 4

#### Record labour and manage timesheet data

<https://www.kynection.com.au/knowledge-base/asset-management/part-4-how-to-record-labour-and-managing-timesheet-data-with-the-kynection-mobile-app/>

### BACK TO PART 2

#### Complete maintenance jobs and schedule fault repairs

<https://www.kynection.com.au/knowledge-base/asset-management/part-2-how-to-complete-maintenance-jobs-schedule-fault-repairs-using-the-kynection-mobile-app/>

### ASSET MANAGEMENT KNOWLEDGE BASE

#### Every guide in the maintenance module, including equipment records, service setup and the scheduler

<https://www.kynection.com.au/knowledge-base/asset-management/>

### MORE IN THIS MODULE

- 
- |                |                                                                                                                                                                                                                                                                                                  |
|----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>PART 01</b> | <b>Managing your maintenance workflow (module overview)</b><br><a href="/knowledge-base/asset-management/part-1-managing-your-maintenance-workflow-with-the-kynection-mobile-app/">/knowledge-base/asset-management/part-1-managing-your-maintenance-workflow-with-the-kynection-mobile-app/</a> |
|----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
- 
- |                |                                                                                                                                                                                                                                                                                                                                              |
|----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>PART 02</b> | <b>Complete maintenance jobs and schedule fault repairs</b><br><a href="/knowledge-base/asset-management/part-2-how-to-complete-maintenance-jobs-schedule-fault-repairs-using-the-kynection-mobile-app/">/knowledge-base/asset-management/part-2-how-to-complete-maintenance-jobs-schedule-fault-repairs-using-the-kynection-mobile-app/</a> |
|----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
- 
- |                |                                                                                                                                                                                                                                                                                                                 |
|----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>PART 04</b> | <b>Record labour and manage timesheet data</b><br><a href="/knowledge-base/asset-management/part-4-how-to-record-labour-and-managing-timesheet-data-with-the-kynection-mobile-app/">/knowledge-base/asset-management/part-4-how-to-record-labour-and-managing-timesheet-data-with-the-kynection-mobile-app/</a> |
|----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
- 
- |                |                                                                                                                                                                                                                                                                         |
|----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>PART 05</b> | <b>Log parts and finalise jobs</b><br><a href="/knowledge-base/asset-management/part-5-how-to-log-parts-and-finalise-jobs-with-the-kynection-mobile-app/">/knowledge-base/asset-management/part-5-how-to-log-parts-and-finalise-jobs-with-the-kynection-mobile-app/</a> |
|----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
- 
- |                |                                                                                                                                                                                                                                                                                                        |
|----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>PART 06</b> | <b>Schedule faults and allocate repairs</b><br><a href="/knowledge-base/asset-management/part-6-how-to-schedule-faults-and-allocating-repairs-with-the-kynection-mobile-app/">/knowledge-base/asset-management/part-6-how-to-schedule-faults-and-allocating-repairs-with-the-kynection-mobile-app/</a> |
|----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
-