

Number 02/02**General Information Sheet****DEFECT ADVICE SHEETS
Completion and Submission**

The Defect Advice Sheet is a valuable tool in ensuring the products used in SA Water's Infrastructure are of the highest quality, fit for purpose and have no defects. A copy of the Defect Advice Sheet proforma is attached which can be printed or photocopied as appropriate.

A Defect Advice Sheet shall be completed whenever a product is received in a damaged condition, does not perform to expectations or fails during or after installation. The information provided will be used to address the problem with the appropriate manufacturer or transportation agency. It also allows the Standards Unit to establish whether the problem is an isolated incident or a potential major problem. Where appropriate, this information will also be shared with the WSAA Materials Network to establish whether the problem is occurring nationally and prevent the problem becoming widespread as early as possible.

All submissions will be investigated by the Infrastructure Standards Unit, the Material Science Section or other internal or external specialists as appropriate. All submissions will be acknowledged and the initiator will be provided with details of the outcomes of any findings. Where the problem involves other areas in the corporation the details will be included in the next Technical Notes which are posted regularly on the Standards Unit Website (www.sawater.com.au/standards/index.html)

The completed Defect Advice Sheet should be forwarded, where possible with either the broken / damaged item or if this is not possible with photographs or a sketch which illustrates the problem, to the Infrastructure Standards Unit as follows:

By fax to (08) 7003 2009, or

By internal mail to

Infrastructure Standards Unit
Level 7 SA Waterhouse or

By post to

SA Water
Infrastructure Standards Unit
GPO Box 1751, ADELAIDE SA 45001

Further information can be obtained by ringing the Standards Unit on (08) 7424 2009

Remember a problem shared is usually a problem solved.

DEFECT ADVICE SHEET

This form is to be completed by any SA Water Staff or Contractor who identifies a defect or problem within SA Water's infrastructure system or if any unauthorised product(s) are detected.

This form is to be forwarded to :-

INFRASTRUCTURE STANDARDS UNIT
250 Victoria Square ADELAIDE SA 5000
GPO Box 1751, ADELAIDE SA 5001
Phone (08) 7424 2009 Fax (08) 7003 2009

REPORTED BY

Name of SA Water Staff / Contractor :

Project and Location :

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DEFECT PRODUCT DETAILS

Brand Name and Type of Product:

Suppliers Name (if known) :

Type of Defect found : Tick appropriate box/s

- | | | | |
|------------------------------|--------------------------|----------------------|--------------------------|
| Oversize | <input type="checkbox"/> | Undersize | <input type="checkbox"/> |
| Broken, split or cracked | <input type="checkbox"/> | Unauthorised product | <input type="checkbox"/> |
| Does not meet Specifications | <input type="checkbox"/> | Other | <input type="checkbox"/> |

Brief description of defect :

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Defective Item forwarded to Standards Unit: Yes (preferred) No

Defective Item sent back for replacement : Yes No

Signed : Date :