

SAFETY INSTRUCTIONS FOR FIELD TECHNICIANS

OMEGA TECH SERVICE

Updated: 2025

1. GENERAL PRINCIPLES

- Always verify the address, client's name, and equipment type before the visit.
- Introduce yourself: "Hello, I'm a technician from Omega, here to service your appliance. My name is [Name]."
- Never enter the home without permission.
- Wear shoe covers or remove shoes if requested.
- Do not touch personal items unrelated to the repair.

2. PHOTO DOCUMENTATION

- Before starting: appliance overview, installation, serial number.
- During work: hidden issues, removed parts.
- After work: completed repair, wiring, functionality.
- In case of risk: wet floor, exposed wiring, open sockets.
- Save all photos to the CRM or send to the office.

3. ELECTRICAL SAFETY

- Ensure the unit is unplugged or power is turned off.
- Use a multimeter to confirm no voltage.
- Never work on exposed terminals with power on.
- Do not attempt to service 220V circuits without training.

4. IN CASE OF DANGER

- If you notice:
 - - Aggressive behavior, illegal substances, gas smell
 - - Damaged wiring, refusal to allow photos
- -> Call immediately:
 - Supervisor Ilya: +1 (619) 592-3509



Address: 7366 Mesa College Dr, #7, San Diego, Ca, 92111

Phone: +1 858 667-4414 **site:** fixomega.com **email:** main@fixomega.com

- Office Dispatcher: 858 667-4414
- Or message in the Telegram group

5. CLIENT INTERACTION

- Always remain polite, calm, and professional.
- Avoid arguments — document and call for support.
- Do not accept cash unless pre-approved in the CRM.

6. FINISHING THE JOB

- Test the appliance.
- Show the result and explain the work done.
- Ask for a signature and request feedback.
- Clean up the workspace.