Failure Code Hierarchy

Failure Class: BLDGS **Facility Maintenance & HVAC**

Problem	Problem Description	Cause	Cause Description	Remedy	Remedy Description
LIGHTING	Lighting Problem				
		BREAKTRP	Breaker Tripped		
				RESET	Reset Breaker
		BULB	Bulb Burned Out		
				REPBULB	Replaced Bulb
TOOCOLD	Too Cold				
		DAMPER	Damper Jammed		
				CLRJAM	Cleared Jam
				REPLDAMP	Replaced Damper
		FAN	Circulating Fan Failure		
				BEARING	Replaced Bearing
				BELT	Replaced Broken Belt
				RESET	Reset Breaker
		THERM	Thermostat		
				ADJTHERM	Adjusted Thermostat
				REPTHERM	Replaced Thermostat
TOOHOT	Too Hot				
		AC	Air Conditioning Failure		
				BEARING	Replaced Bearing
				BELT	Replaced Broken Belt
				FREON	Added Freon
				RESET	Reset Breaker
		DAMPER	Damper Jammed		
				CLRJAM	Cleared Jam
				REPLDAMP	Replaced Damper
		FAN	Circulating Fan Failure		

Failure Code Hierarchy

Failure Class: BLDGS **Facility Maintenance & HVAC**

Problem	Problem Description	Cause	Cause Description	Remedy	Remedy Description
TOOHOT	Too Hot				
		FAN	Circulating Fan Failure		
				BEARING	Replaced Bearing
				BELT	Replaced Broken Belt
				RESET	Reset Breaker
		THERM	Thermostat		
				ADJTHERM	Adjusted Thermostat
				REPTHERM	Replaced Thermostat

Failure Code Hierarchy

Failure Class: BOILERS **Boiler Failures**

Problem	Problem Description	Cause	Cause Description	Remedy	Remedy Description
STOPPED	Stopped				
		BREAKTRP	Breaker Tripped		
				RESET	Reset Breaker
		LOWPRES	Low Pressure		
				INCWATER	Increased Water Level
		LOWVOL	Low Volume		
				INCWATER	Increased Water Level

Failure Code Hierarchy

Failure Class: BURNERS **Gas Fired Burner Failures**

Problem	Problem Description	Cause	Cause Description	Remedy	Remedy Description
FLAME	Flame Failure				
		PILOT	Pilot Malfunction		
				ADJPILOT	Adjusted Pilot Positioning
				REPPILOT	Replaced Pilot
		SENSOR	Flame Sensor Out of Position		
				ADJSENSR	Adjusted Flame Sensor Position

Failure Code Hierarchy

Failure Class: CLEAN **CLEAN EQUIPMENT**

Problem	Problem Description	Cause	Cause Description	Remedy	Remedy Description
CLOGGED	EQUIPMENT CLOGGED				
		DIRTY	EQUIPMENT NOT CLEAN		
				CLEAN	CLEAN EQUIPMENT
		LOADING	PARTS NOT LOADED PROPERLY IN EQUIP		
				TRAIN	OPERATOR TRAINING
				UPDATEMI	UPDATE MANUFACTURING INSTRUCTIONS
		WORNHOSE	WORN HOSE		
				REPLHOSE	REPLACE HOSE
		WORNSEAL	WORN SEAL ON EQUIPMENT		
				REPLSEAL	Replace Seal
NONFUNCT	EQUIPMENT NOT FUNCTIONING				
		MACHPART	MACHINE PARTs		
				REPLACEP	REPLACE MACHINE PART
		OPERATOR	OPERATOR ERROR		
				TRAIN	OPERATOR TRAINING
				UPDATEMI	UPDATE MANUFACTURING INSTRUCTIONS
SOLVENT	SOLVENT CLEANER				
		COROSION	CORRODED PARTS		
				REPLVALV	REPLACE VALVE
WATER	WATER PROCESS				
		WORNHOSE	WORN HOSE		
				REPLHOSE	REPLACE HOSE

Failure Code Hierarchy

Failure Class: CONVEYOR **CONVEYOR LINE FAILURES**

Problem	Problem Description	Cause	Cause Description	Remedy	Remedy Description
FAN	Circulating Fan Failure				
		LOOSE	Loose		
				TIGHTFIT	Tighten Fitting
MOTRFAIL	Motor Failed				
		CRACKED	Cracked		
				REPFIT	Replace Fitting
		WORN	Worn pins and bushings		
				BEARING	Replaced Bearing
				REPLMOTR	Replaced Motor
STOPPED	Stopped				
		DAMAGE	Damaged		
				BEARING	Replaced Bearing
				BELT	Replaced Broken Belt

Failure Code Hierarchy

Failure Class: HARDWARE **Hardware Failures**

Problem	Problem Description	Cause	Cause Description	Remedy	Remedy Description
CDNOCLOS	CD Read/Writer Not Closing				
		BROKLATC	Broken Latch		
				REPAIRLT	Repair Latch
				REPLACLT	Replace Latch
				REPLCDWR	Replace CD Read/Writer
CDREAD	CD Read/Writer Not Working				
		CDREADWR	Faulty CD Read/Writer		
				REPLCDWR	Replace CD Read/Writer
		CDRWSW	CD Read/Write Software		
				REINSTSW	Reinstall Software
				UPDATVER	Update Software Version
		CONNECT	Faulty Connector		
				REPLCONN	Replace Connector
DESKTOP	Desktop Not Working				
		MOTHERBD	Faulty Motherboard		
				REPLDTOP	Replace Desktop Computer
				REPLMTHB	Replace Motherboard
		OPERSYS	Operating System Problem		
				REINSTSW	Reinstall Software
		POWERSUP	Power Supply		
				REPLDTOP	Replace Desktop Computer
				REPLPOWS	Replace Power Supply
HORIZLIN	Horizontal Lines on Monitor				
		MONITOR	Bad Monitor		
				REPAIRMN	Repair Monitor
				REPLMON	Replace Monitor
		VIDEOCD	Bad Video Card		

Failure Code Hierarchy

Failure Class: HARDWARE **Hardware Failures**

Problem	Problem Description	Cause	Cause Description	Remedy	Remedy Description
HORIZLIN	Horizontal Lines on Monitor				
		VIDEOCD	Bad Video Card		
				REPLMON	Replace Monitor
				REPLVDC	Replace Video Card
KEYSSTIC	Several Keys Sticky				
		LIQSPILL	Liquid Spill		
				CLEANKB	Clean Keyboard
				REPLKEYB	Replace Entire Keyboard
		WORNKEYB	Worn Keyboard		
				CLEANKB	Clean Keyboard
				REPLKEYB	Replace Entire Keyboard
KEYSTICK	Sticky Key				
		WORNKEY	Worn Key		
				REPLKEY	Replace Key
				REPLKEYB	Replace Entire Keyboard
LAPTOP	Laptop Not Working				
		MOTHERBD	Faulty Motherboard		
				REPLLAPT	Replace Laptop
				REPLMTHB	Replace Motherboard
		OPERSYS	Operating System Problem		
				REINSTSW	Reinstall Software
		POWERSUP	Power Supply		
				REPLLAPT	Replace Laptop
				REPLPOWS	Replace Power Supply
MONBLANK	Monitor Blank				
		MONITOR	Bad Monitor		
				REPAIRMN	Repair Monitor

Failure Code Hierarchy

Failure Class: HARDWARE **Hardware Failures**

Problem	Problem Description	Cause	Cause Description	Remedy	Remedy Description
MONBLANK	Monitor Blank				
		MONITOR	Bad Monitor		
				REPLMON	Replace Monitor
		VIDEOCD	Bad Video Card		
				REPLVDC	Replace Video Card

Failure Code Hierarchy

Failure Class: MECHASSY MECHANICAL ASSEMBLY

Problem	Problem Description	Cause	Cause Description	Remedy	Remedy Description
MACHPART	MACHINE PARTs				
		BROKEN	BROKEN MACHINE PARTS		
				REPLACEP	REPLACE MACHINE PART
		WORN	Worn pins and bushings		
				GRIND	REGRIND TOOLING
				REPLACEP	REPLACE MACHINE PART
OPERATOR	OPERATOR ERROR				
		LOADING	PARTS NOT LOADED PROPERLY IN EQUIP		
				TRAIN	OPERATOR TRAINING
SETUP	PRODUCTION SETUP OF EQUIPMENT				
		INCORECT	Incorrect Setup		
				TRAIN	OPERATOR TRAINING
				UPDATEMI	UPDATE MANUFACTURING INSTRUCTIONS
TOOLING	PRODUCTION TOOLING FOR EQUIPMENT				
		DIRTY	EQUIPMENT NOT CLEAN		
				CLEAN	CLEAN EQUIPMENT
		INCORECT	Incorrect Setup		
				UPDATEMI	UPDATE MANUFACTURING INSTRUCTIONS
		WORN	Worn pins and bushings		
				GRIND	REGRIND TOOLING

Failure Code Hierarchy

Failure Class: MOLD **MOLDING EQUIPMENT**

Problem	Problem Description	Cause	Cause Description	Remedy	Remedy Description
CLOGGED	EQUIPMENT CLOGGED				
		DIRTY	EQUIPMENT NOT CLEAN		
				CLEAN	CLEAN EQUIPMENT
		WORNTOOL	WORN TOOLING		
				REFURB	REFURBISH TOOLING
LOWHEAT	INSUFFICENT HEAT TO FORM PART				
		FLOWLINE	FLOW LINE CLOGGED		
				REFURB	REFURBISH TOOLING
SETUP	PRODUCTION SETUP OF EQUIPMENT				
		INCORECT	Incorrect Setup		
				TRAIN	OPERATOR TRAINING

Failure Code Hierarchy

Failure Class: NETWORK **Network Issues**

Problem	Problem Description	Cause	Cause Description	Remedy	Remedy Description
NETWACC	Can Not Access Network				
		CABLE	Faulty Network Cable		
				REPLCBLE	Replace Cable
				SWIDROP	Switch To Nearby Network Drop
		CABLEEND	Faulty Cable End		
				REPLCBEN	Replace Cable End
				REPLCBLE	Replace Cable
				SWIDROP	Switch To Nearby Network Drop
		SERVERDN	Server Down		
				REBOOT	Reboot Server

Failure Code Hierarchy

Failure Class: PIPES **Pipe Failures**

Problem	Problem Description	Cause	Cause Description	Remedy	Remedy Description
LEAK	Leaking				
		FITTING	Fitting Leaking		
				REPLFTG	
		RUST	Valve body rusted		
				REPVBODY	Replace Valve Body
		SEAL	Seal Leaking		
				REPL	Replace Seal
		STEM	Stem Packing Worn		
				REPLSTEM	Replace Stem Packing
LOWPRES	Low Pressure				
		LPOBSTR			
				REMOBSTR	
STOPPED	Stopped				
		OBSTR	Obstruction		
				RMVOBSTR	

Failure Code Hierarchy

Failure Class: PKG **Packaging Line Failures**

Problem	Problem Description	Cause	Cause Description	Remedy	Remedy Description
FEED	Feeder System				
		BELTFAIL	BELT MALFUNCTION		
				REALIGN	REALIGN COMPONENTS
				REPLBELT	REPLACE BELT
		LOWFEED	Low Feed Volume		
				CHUTE	Cleared Jammed Feed Chute
				MATL	Removed Sticky Material
				VALVE	Cleared Jammed Rotary Valve
		NOFEED	No Feed		
				CHUTE	Cleared Jammed Feed Chute
				MATL	Removed Sticky Material
				VALVE	Cleared Jammed Rotary Valve
LIFT	Lift and Filling System				
		FOAM	Container Foams on Filling		
				TIMING	Adjusted Timing of Lifter
		LOAD	Irregular Loading		
				MISALIGN	Misalignment of Stripper Claw - Aligned to Carton
				STICKING	Carton Sticks in Guide - Aligned Carton Guide
		POSITION	Bad Container Positioning On Conveyor		
				MISALIGN	Misalignment of Stripper Claw - Aligned to Carton
				STICKING	Carton Sticks in Guide - Aligned Carton Guide
		SPILL	Carton Spillage		
				MISALIGN	Misalignment of Stripper Claw - Aligned to Carton
				OVERFLOW	Over Filling of Carton - Talked to Operator
				STICKING	Carton Sticks in Guide - Aligned Carton Guide
				TIMING	Adjusted Timing of Lifter

Failure Code Hierarchy

Failure Class: PKG **Packaging Line Failures**

Problem	Problem Description	Cause	Cause Description	Remedy	Remedy Description
LUBE	Lubrication and Electrical Systems				
		CHAIN	Premature Wear of Drive Chain		
				LOWLUB	Insufficient Lubrication - Filled Reservior
				SLOLUB	Oil Drip Rate is Slow - Adjusted Oiler Nozzles
		CYLINDER	Sluggish Movement of Cylinder		
				CAPILAR	Cracked Capillary Tubing - Replaced Tubing
				LOWLUB	Insufficient Lubrication - Filled Reservior
				SOLTIME	Solenoid Timing was Incorrect - Reset Timing

Failure Code Hierarchy

Failure Class: PRINTER **Printer Issues**

Problem	Problem Description	Cause	Cause Description	Remedy	Remedy Description
FAINTPRN	Print Jobs Printing Faintly				
		CARTRIDG	Empty Printer Cartridge		
				REPLCART	Replace Cartridge
				REROUTE	Reroute print Job
		TONER	Printer Out of Toner		
				ADDTONER	Add Toner
				REROUTE	Reroute print Job
NOPRINT	Print Job Not Printing				
		CARTRIDG	Empty Printer Cartridge		
				REPLCART	Replace Cartridge
				REROUTE	Reroute print Job
		NOPOWER	No Power To Printer		
				PLUGIN	Plug Cord Into Wall Receptacle
				REPLPOWS	Replace Power Supply
				TURNON	Turn Printer Power On
		OFFLINE	Printer Offline		
				REROUTE	Reroute print Job
				RESTORON	Restore Printer to Online Status
		PAPEROUT	Printer Out of Paper		
				ADDPAPER	Add Paper to Printer Tray
				REROUTE	Reroute print Job
		PRINTDRV	Printer Driver		
				INSTDRVR	Install Proper Printer Driver
		PRINTJAM	Printer Jam		
				CLRJAM	Cleared Jam
				REROUTE	Reroute print Job

Failure Code Hierarchy

Failure Class: PRINTER **Printer Issues**

Problem	Problem Description	Cause	Cause Description	Remedy	Remedy Description
NOPRINT	Print Job Not Printing				
		PRINTRAY	Wrong Print Tray Selected		
				ALTTRAY	Specify Alternate Print Tray
				REROUTE	Reroute print Job
		TONER	Printer Out of Toner		
				ADDTONER	Add Toner
				REROUTE	Reroute print Job
		WRONGPRI	Wrong Network Printer Specified		
				SPECLOC	Specify Local Printer

Failure Code Hierarchy

Failure Class: PUMPS **Pump Failures**

Problem	Problem Description	Cause	Cause Description	Remedy	Remedy Description
LEAK	Leaking				
		FITTING	Fitting Leaking		
				REPFIT	Replace Fitting
				TIGHTFIT	Tighten Fitting
		HOUSING	Housing Leaking		
				REPLGASK	Replaced Gasket
				REPLHOUS	Replaced Housing
				TIGHTEN	Tightened Bolts
		SEAL	Seal Leaking		
				ADJSEAL	Adjust Seal
				REPLSEAL	Replace Seal
		SHAFT	Shaft Scored		
				REPLSHFT	Replaced Shaft
LOWPRES	Low Pressure				
		JAMPIPE	Jammed Pipe		
				CLRPIPE	Cleared Pipe Jam
				REPLPIPE	Replaced Pipe
		WORNHOUS	Worn Housing		
				REPLHOUS	Replaced Housing
		WORNIMP	Worn Impeller		
				REPLIMP	Replaced Impeller
LOWVOL	Low Volume				
		JAMPIPE	Jammed Pipe		
				CLRPIPE	Cleared Pipe Jam
				REPLPIPE	Replaced Pipe
		WORNHOUS	Worn Housing		
				REPLHOUS	Replaced Housing

Failure Code Hierarchy

Failure Class: PUMPS **Pump Failures**

Problem	Problem Description	Cause	Cause Description	Remedy	Remedy Description
LOWVOL	Low Volume				
		WORNIMP	Worn Impeller		
				REPLIMP	Replaced Impeller
STOPPED	Stopped				
		BREAKTRP	Breaker Tripped		
				RESET	Reset Breaker
		MOTRFAIL	Motor Failed		
				REPLMOTR	Replaced Motor
		PUMPJAM	Pump Jammed		
				CLEANED	Cleaned Pump Housing
				CLRJAM	Cleared Jam

Failure Code Hierarchy

Failure Class: SPRAY **SPRAY EQUIPMENT**

Problem	Problem Description	Cause	Cause Description	Remedy	Remedy Description
JAM	EQUIPMENT JAMMED				
		DIRTY	EQUIPMENT NOT CLEAN		
				CLEAN	CLEAN EQUIPMENT
		LOADING	PARTS NOT LOADED PROPERLY IN EQUIP		
				CLEAN	CLEAN EQUIPMENT
		MACHPART	MACHINE PARTs		
				REPLACEP	REPLACE MACHINE PART
		NOZZLE	NOZZLE ON SPRAY EQUIPMENT		
				REPLACEP	REPLACE MACHINE PART
LOWPRES	Low Pressure				
		LINE	LINE FOR SPRAY EQUIPMENT		
				CLEAN	CLEAN EQUIPMENT
				REPLINE	REPLACE LINE ON EQUIPMENT
MATERIAL	MATERIAL COMPONENT FOR MANUFACTURE				
		LOADING	PARTS NOT LOADED PROPERLY IN EQUIP		
				CLEAN	CLEAN EQUIPMENT

Failure Code Hierarchy

Failure Class: TUMBLE **TUMBLE EQUIPMENT**

Problem	Problem Description	Cause	Cause Description	Remedy	Remedy Description
CLOGGED	EQUIPMENT CLOGGED				
		DIRTY	EQUIPMENT NOT CLEAN		
				CLEAN	CLEAN EQUIPMENT
MACHPART	MACHINE PARTs				
		WORN	Worn pins and bushings		
				REPLACEP	REPLACE MACHINE PART
MEDIA	TUMBLING MEDIA				
		INCORRT	INCORRECT		
				UPDATEMI	UPDATE MANUFACTURING INSTRUCTIONS
OPERATOR	OPERATOR ERROR				
		LOADING	PARTS NOT LOADED PROPERLY IN EQUIP		
				TRAIN	OPERATOR TRAINING
WATER	WATER PROCESS				
		WORNHOSE	WORN HOSE		
				REPLHOSE	REPLACE HOSE
		WORNSEAL	WORN SEAL ON EQUIPMENT		
				REPLSEAL	Replace Seal

Failure Code Hierarchy

Failure Class: VPN **Virtual Private Network (VPN) Difficulties**

Problem	Problem Description	Cause	Cause Description	Remedy	Remedy Description
REMOTEAC	Remote Access Issues				
		DATEDVER	Dated Software Version		
				REINSTSW	Reinstall Software
				UPDATVER	Update Software Version
		FIREWALL	Firewall Issue		
				MOVEAPP	Move Application Outside Firewall
				NEWPORT	Open New Port
		ROUTER	Router Issue		
				BYPASSRT	Bypass Router
				RESETCOM	Reset Communication Settings
				VPNINSTR	Supplied VPN Home Office Instructions