



SUBJECT	CUSTOMER REMOVALS - WHAT IS THE CLIENT'S RESPONSIBILITY

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Facilitator:

Ask the group what they think are items that they cannot touch or move when doing a removal for a client. This will help you gauge what your group already know about what their responsibility is and what they think the client's responsibility is.

SESSION:

Special Attention Items

Appliances requiring specialised attention include:

- Refrigerators
- Deep freezers
- Washing machines
- Dishwashers
- Microwave ovens
- Stoves and heaters (electric and gas)
- Audio equipment
- Television sets
- Battery-operated items
- Computers

Other items include:

- Waterbeds
- Barometers
- Clocks that require dismantling (eg: grandfather clock)
- Chandeliers

Items that cannot be removed by Removalist:

- Hazard substances
- Firearms
- Jewellery, private papers, currency etc.

Limits to the Removalist's Responsibility

There will be an ever-changing list of domestic appliances you will encounter as a removalist. Common sense must be used when confronted with new appliances.

The owners will take responsibility for dismantling their own appliances unless they specifically require the specialised attention of a qualified technician. You are not responsible for the disassembly of items such as stereo, audio and television equipment and the client are the one to unplugging the item.



The client should have been advised prior to the move to have the necessary work conducted by a technician before removal.

The packer must be able to recognise items that need securing prior to uplift of packing and be able to check that the articles have been suitably dealt with. If the items have not been adequately secured, they are likely to be damaged during transit. If items such as stoves, washing machines, etc, have not been prepared properly, telephone your office to arrange a qualified technician. The client may prefer to organise this, so check with them first.

The removalist is NOT required to:

- Disconnect electric and gas cookers or stoves.
- Dismantle or re-assemble television and wireless aerials.
- Disconnect sophisticated audio or video units.
- Dismantle electric fittings that are wired to the main electricity supply.

Note: It is the client's responsibility to prepare all electrical items for removal, switching off the item and unplugging it at the power point, televisions, fridges, washing machines, the disconnection of some items like 2 door fridges (ice makers), stoves, dishwashers may require the services of a qualified technician.

The responsibility for removing the majority of fixtures and fittings is the client or a qualified technician.

Check with the client and arrange with your office if a qualified technician is needed.

ELECTRICAL APPLIANCES

Refrigerators

Client's responsibility:

- Check that the client has defrosted the refrigerator.
- The inside of the refrigerator must be clean and dry to prevent mould occurring during storage or transit.
- If the motor needs securing the client will have to engage the services of a qualified technician.

Removalist's Responsibility:

Remove all shelving and trays, etc. be removed wrapped and packed separately in a standard carton. Ensure all bundles are clearly marked to avoid misplacement. If shelves are well fitted (ie: screwed or glued) they may be left inside the refrigerator.

Deep Freezers

Check that the client has defrosted the freezer and that the interior is clean and dry.

1. Remove shelves, trays and food containers. Wrap and pack separately in a standard carton. Ensure all bundles are clearly marked to avoid misplacement.
 - a. Shelving must be removed and packed separately.



- b. Do not pack anything inside the cabinet as the interiors are easily marked and damaged.
2. Coil and tape the cord securely to the back of the cabinet.
3. Freezer units must be loaded onto the trolley in an upright position and stowed in the van in the same manner.

Washing Machines

It is the client's responsibility to prepare the washing machine for removal.

If the removalist was to do this it may result in a claim against the company.



Dishwashers

It is the client's responsibility to prepare the dishwasher for removal.

If the removalist was to do this it may result in a claim against the company.

Microwave ovens

Check the type of microwave oven you are removing. Some contain a removable plate and carousel. If possible, remove these items from inside the oven and wrap separately. Pack the microwave oven in a suitably sized carton. The plate and carousel should be packed together in a carton. Ensure all bundles are clearly marked to avoid misplacement.

Irons, kettles or items containing water

Client must empty water from all items prior to packing.

OTHER HOUSEHOLD ITEMS

Gas Heaters & Stoves

It is the client's responsibility for disconnection of gas heaters and stoves which may require the services of a qualified technician. It is illegal for anyone else to attempt to disconnect a unit with gas supply. After the item has been disconnected, remove any loose shelves, trays and gas burners. Wrap separately and pack in a general-purpose carton. Label each bundle clearly to avoid misplacement.

Audio Equipment

It is the client's responsibility to prepare all audio equipment in preparation for removal.

It is your responsibility to wrap each section of the unit separately and pack into a standard carton.

Note: Mark carton: 'Stereo Unit – Fragile'.



Television Sets

These do not require the attention of a qualified service technician as do some of the previously mentioned equipment. Care must be taken when preparing and packing a television set as it is a valuable household item.

Televisions are relatively easy to prepare and stow.

1. Make sure all the cords have been disconnected from the wall plugs by the client.
2. If possible, remove the legs and wrap and pack separately in a priority carton.
 - a. If the television is on a stand, remove the stand and wrap any screws in a bundle and pack into a priority carton. Mark carton appropriately. Label each bundle clearly to avoid misplacement.
3. Coil and secure the lead at the rear of the television.
 - b. If the set or remote control is battery operated, remove the batteries.

Note: Mark cartons: 'Television Set – Fragile – This Side Up

The removals industry has specially designed cartons for televisions with appropriate packing materials to protect the item.

Computers and computer components

It is the client's responsibility to prepare the computer for removal in accordance with manufacturer's instructions, as a qualified technician may be required.

The client is responsible for any special preparation of components and for providing any special packing materials.

Cables, cords, leads, adaptors, etc., should be unplugged and bundled together by the client or if attached to the equipment tied and secured to the machine.

If manufacturer's boxes and packing are not provided by the client, use approved cushioning materials as described in the earlier section of this chapter.

Dust sensitive components should be enclosed in plastic, wrapped in butcher's paper and placed in a carton.

Waterbeds

It is the client's responsibility to empty and prepare waterbeds for removal; this may require the services of a qualified tradesperson.

Your responsibility is to pad all timber parts and prepare them for loading.

Fragile & Valuable Items

Items that require special attention because of their value or fragile nature include:

- Barometers
- Clocks that require dismantling
- Chandeliers

Barometers

The preparation of these items will require the services of a qualified technician.



You will generally encounter three types of barometers - the banjo, the stick, and the circular.

Keep upright at all times to prevent damage to the mercury tubes.

Aneroid barometers do not contain mercury and so may be laid flat.

Experienced supervision is necessary to gain the skills involved in preparing and packing a barometer.

Continue to pack as you would for a normal fragile item.

Clocks that require dismantling

It is the client's responsibility to prepare all clocks that require for removal; this may require the services of a qualified technician.

Grandfather clocks vary from antiques to modern models. The dismantling procedure varies in all types. The complex antique grandfather clock requires a little more attention and preparation. Always remember that these are often irreplaceable.

If you are asked to do this, please check with your supervisor if it is within your companies' policies.

Following is the procedure for dismantling:

1. Open and remove the weights.
2. Mark the weights as they face you and their position:
 - left
 - right
 - chime
3. Set aside for packing when the clock has been fully dismantled.
 - Suspended chimes must be lifted from their supports and packed separately.
 - Fixed chimes are supported by sheet cardboard or paper which is pierced with holes to fit the chime position. Insert the chimes in holes and tape cardboard to the clock case.
4. Take care during packing that the hands do not bend or that the catgut is not over-riding.
5. Inspect the pendulum. Some have a mercury filling and this must be removed without spillage. Keep upright.
6. Check the screwcap for tightness. The pendulum section is extremely delicate and care is required when removing it as the crutch and wire spring is fragile.
7. Remove the pendulum carefully, protecting the thin pendulum spring as much as possible. If there are holes at the rear of the case, it can be mounted; otherwise, tape it to an appropriate piece of timber.
8. Coil and secure the wires or chains so they do not tangle.



9. Remove the hood, if possible, by sliding forward. Check that the mechanism is fixed into position (if fixed type). In some instances, the mechanism lifts out and must be packed separately.

Now that the grandfather clock is fully dismantled, the following items can be wrapped and packed into well-padded small boxes before being packed into normal cartons and loaded into the vehicle:

- case
- hood
- weights
- chimes
- pendulum

Prepare the clock mechanism by:

1. Inserting folded paper between the face and hands.
2. Supporting the gongs with paper.
3. Securing the hammers with string or tape.
4. Carefully wrapping and packing the mechanism into a well-padded general-purpose carton.

An eight-day clock is recognisable by the two winding holes. Care must be taken with this type as the catgut is likely to spring up when the weights are removed.

A twenty-four-hour clock is recognisable by one winding hole. Care with the catgut also applies to this type of clock.

Some of the prior instructions may vary with modern grandfather clocks. Once you have mastered the older types, however, the newer ones, which need less preparation, will be easier to handle with a sound working knowledge of the more complex types.

Note: Mark all cartons containing clocks: 'Clocks – Fragile'

Chandeliers

As chandeliers are fragile and expensive to replace if damaged, extra care must be taken when they are being packed or prepared for packing. The chandelier must be completely dismantled with each section marked for reassembly.

A specialist (qualified electrician) must disconnect the wiring before removal.

1. Lower the chandelier as far as possible with one crew member supporting the item. Alternatively, the chandelier may be suspended, but care must be taken to prevent crystals knocking against each other.
2. The sections, rings and strings of crystals are all hooked into position and easily dismantled.
3. Work from the bottom upwards when dismantling. Pliers are required to undo the eye fastenings.
4. Remove the bottom ornament and wrap it in tissue paper. Mark clearly.



5. Unhook the lower strings of crystals and place flat on a table. Wrap separately in tissue paper. Mark clearly.
6. Remove glass arms or candle holders and wrap individually.
7. Continue process, working your way up the chandelier. Once each piece is wrapped and marked, pack into a carton.
8. The centre stem remains in one piece. Wrap and pad well.

The reassembly is conducted as follows:

1. Reverse the dismantling procedure.
2. Suspend the chandelier at a good working height.
3. Assemble from the top down to the bottom.
4. Close eye fastenings with pliers.
5. Raise and secure ceiling hook. **Do not reconnect electrical wiring as this task is performed by a qualified electrician.**

Collections and Special Interest Items

Private papers, photographs, currency, jewellery, collections, etc., should not be carried unless otherwise directed by the owner and check your company's policy on removal of these items.

Firearms should not be carried under any circumstances.

Items in a dirty or unhygienic condition

Do not remove items that are not in a clean or hygienic condition. The removal may be aborted and cost recovered if the above applies.

If there are any dirty or unhygienic items, contact your supervisor and wait for further instructions, as there could be health issues in some cases.

HAZARDOUS ITEMS

Please refer to Items ineligible for Removal attachment

Removalists do not transport hazardous items.

Fuel tanks

Ensure that the client has drained all flammable fluids from all fuel tanks. This is NOT the removalist's responsibility.

- Lawn mowers
- Motor bikes
- General portable motorised equipment

In every instance make sure there is no flammable liquid in any container that is being transported.

CLIENT'S RESPONSIBILITY TOOLBOX TALK



Items Raised/Corrective Action	Action By	Action completed	
		Sign off	Date

DATE:.....

FACILITATOR SIGNATURE.....



HAZARDOUS ITEMS

Some commodities cannot be accepted for transport by air, sea or road under general conditions. The following, in their classes, are a few examples.

Class 1: Explosives	Class 2: Flammable gases
1. Ammunition	1. Oxygen
2. Flares	2. Acetylene
3. Fireworks	3. LPG
4. Black powder	4. Methane
Class 3: Flammable liquids	Class 4: Flammable solids
1. Petrol	1. Matches
2. Paints	2. Magnesium
3. Turpentine	3. Phosphorous
4. Methylated spirits	4. Fire lighters
Class 5: Oxidising substances	Class 6: Poisonous and toxic substances
1. Calcium Hypochlorite	1. Pesticides
2. Ammonium Nitrate	2. Weed killers
3. Sodium Nitrate	3. Photographic developers
4. Hydrogen Peroxide	4. Arsenic
Class 7: Corrosive substances	Class 8: Miscellaneous
1. Oxides	1. Scuba tanks
2. Caustic sod	2. Gas cylinders
3. Hydrochloric acid	3. Aerosol cans
4. Sulphuric acid	4. Explosive devices

NOTE: Gas cylinders are to be carried in accordance with company policy and the appropriate dangerous goods code/legislation.