

DATE OF FAULT	MACHINE	DETAIL OF FAULT	REPORT NUMBER	REPORTED BY	DATE FIXED	Number of days not operational	Number of days to Fix (working days)	potential loss of income
03/04/18	Shadycombe 1	Vault Fault	1193163	Wayne	04/04/18	1	1	none second machine
03/04/18	Mayor's Avenue 1	Clam shell stuck open	1193164	Aslan	04/04/18	1	1	none second machine
03/04/18	Strete Gate	Shutter stuck closed	1193165	Aslan	04/04/18	1	1	£94
03/04/18	Park & Ride 2	Shutter stuck closed	1193166	Aslan	03/04/18	0	0	none second machine
03/04/18	Bigbury 4	Not accepting coins & every other ticket isn't cutting	1193167	Wayne & Lee	04/04/18	1	1	none 4 other machines
03/04/18	Memorial 2	Vault Fault	1193171	Wayne	04/04/18	1	1	none second machine
01/04/18	north sands	Vault Fault		wayne	not operational 1-9 and 24-31			£2,256.25
03/04/18	Mayor's Avenue 2	Shutter stuck closed	1193218	Lee	04/04/18	1	1	none second machine
04/04/18	fore street	printer error	1193616	Lee	04/04/18	1	0	none
05/04/18	Heaths Nursery 2	Ecsrow stuck	1193933	Bill	12/04/18	7	5	none second machine
09/04/18	Longmarsh 1	Start up failure	1194529	Lee	10/04/18	1	1	none second machine
09/04/18	Old Market	No Payment methods available	1194530	Lee/Aslan	10/04/18	1	1	none second machine
09/04/18	Shadycombe 1	Vault Fault	1194532	Wayne	24/04/18	15	11	none second machine
09/04/18	Memorial 1	Clam shell stuck open	1194533	Aslan	10/04/18	1	1	none second machine
09/04/18	Fore Street	Not cutting tickets	1194534	Lee	10/04/18	1	1	£93
09/04/18	Bigbury 2	Escrow fault	1194535	Lee	10/04/18	1	1	none 4 other machines
10/04/18	cattlemarket	coins not going through	1194800	peter	14/04/18	3	3	£93
12/04/18	Fore Street	Vault won't open	1195495	Wayne	Done	0	0	none
12/04/18	Heaths Nursery 2	Escrow stuck	1195496	Bruce	12/04/18	0	0	none second machine
12/04/18	Cattlemarket	No Communications	1195604	Aslan	Done	0	0	this fault doesn't effect use - still in operation
12/04/18	Heaths Nursery 1	Vault needs resetting	1195605	Wayne	24/04/18	12	8	none second machine
17/04/18	Cattle Market	Coins not going in machine	1196372	Chris	24/04/18	7	5	£158.90
20/04/18	Old Market	Clam shell stuck/not accepting coins	1196992	Bruce	24/04/18	4	2	£810.30
23/04/18	quay 1	coin sensor stuck	1197143	peter	24/04/18	1	1	none machine still in operation
23/04/18	cattlemarket	coin sensor stuck	1197144	peter 1197563	27/04/18	4	4	£171.50
25/04/18	quay 1	weather shield stuck and been disabled	1197559	bruce	27/04/18	2	2	none machine still in operation
25/04/18	bigbury 2	out of use language. Key not recognised	1197560	bruce	27/04/18	2	2	none 4 other machines
25/04/18	North Street	clam shell stuck	1197561	bruce	27/04/18	2	2	none machine still in operation
25/04/18	Glanvilles Mill	out of service escrow	1197562	lee	17/05/18	21	14	£2,705.30
25/04/18	torcross layby	green button not working		gareth reported direct				none
30/04/18	Shadycombe 1	Coins going under escrow	1198149	Chris	08/05/18	8	6	none second machine
01/05/18	Old Market	Coin System Failure, Escrow stuck	1198572	Chris	08/05/18	7	5	see below
01/05/18	Fore Street	A service		Given to a colleague to schedule but not logged Wayne				machine still in operation accumulated see total loss in
03/05/18	Fore Street	Printer not available	1198972	Chris	08/05/18	7	3	15/05/2018 cell
03/05/18	Old Market	No Payment methods available	1198973	Aslan	08/05/18	5	3	£521.55
01/05/18	Torcross Layby	Not printer all of ticket & green button not working	1200219	Lee/Gareth	14/05/18	9	2	£280
10/05/18	Fore Street	Printer not available	1200214	Aslan	11/05/18	1	1	accumulated see total loss in 15/05/2018 cell
10/05/18	Mayor's Avenue 1	Printer not available	1200215	Aslan	11/05/18	1	1	none second machine
10/05/18	Shadycombe 1	Vault Fault	1200218	Wayne	17/05/18	6	5	none second machine
10/05/18	Strete Gate	Shutter stuck closed	1200217	Aslan	14/05/18	4	2	none machine still in operation
10/05/18	Heaths Nursery 2	Shutter stuck closed	1200216	Aslan	11/05/18	1	1	none machine still in operation
10/05/18	Sunbay Layby	Printer and Escrow Error	1200213	Lee	11/05/18	1	1	£20
01/05/18	North Sands	Vault Fault	1200342		14/05/18	14	10	£1,291.20
11/05/18	Fore Street	Printer Comms Failure & Knife Stuck	1200400	Pete	14/05/18	3	1	£3,228.40
14/05/18	Civic Hall	Front buttons not working	1200667	Dave	17/05/18	3	3	£69
15/05/18	Mayor's Avenue 1	Printer error i2c comms fail	1200874	Lee	17/05/18	2	2	none machine still in operation
15/05/18	Fore Street	Printer keeps going down	1200863	Aslan	17/05/18	2	2	£304.90
17/05/18	Shadycombe 1	Escrow error and vault fault	1201358	Bruce	26/06/18	40	27	none second machine
17/05/18	Torcross Layby	Not printing tickets correctly	1201359	Lee				none
18/05/18	Heaths Nursery 1	Fault Vault	1201504	Wayne	22/05/18	4	2	none second machine
18/05/18	Victoria Street 1	Fault needs resetting	1201505	Wayne	22/05/18	4	2	none second machine
18/05/18	Leonards Road 2	Modem error response	1201505 - I think it shou	Wayne				this fault doesn't effect use - machine still in operation
18/05/18	Mayor's Avenue 1	Clam shell stuck open & i2c comms fail	1201507	Aslan/Chris	22/05/18	4	2	none second machine
18/05/18	Torcross Layby	Coins getting jammed on the slider	1201509	Chris	22/05/18	4	2	none second machine

21/05/18	Bigbury 1	Freezes, resets itself and works	1201731	Wayne	22/05/18	1	1	none 4 other machines
21/05/18	Longmarsh 1	Vault needs resetting	1201733	Aslan	22/05/18	1	1	none second machine
21/05/18	Civic Hall	Green button not working	1201773	Bill	30/05/18	6	1	£376.80
22/05/18	Sunbay Layby	i2c comms fail	1201905	Lee	24/05/18	2	2	£80
22/05/18	Fore Street	Green button not working	1201916	Lee	Cancelled 23/05/2018 by Wayne	0	0	none
22 or 23/05/2018	Mayor's Avenue	i2c comms fail	1202124	Bill	24/05/18	1	2	none second machine
23/05/18	Park & Ride 4	Modem error	1202030	Bruce	24/05/18	1	1	this fault doesn't effect use - machine still in operation
24/05/18	Pavilions 1	Vault needs resetting	1202150	Wayne	24/05/18	0	0	none second machine
25/05/18	North Street	Escrow failure	1202491	Chris	01/06/18	7	4	£700
25/05/18	Pavilions 1	No modem response	Neither got a response	Aslan/Lee				this fault doesn't effect use - machine still in operation
25/05/18	Bigbury 1	Print Failed	1202495	Lee	01/06/18	7	4	none 4 other machines
29/05/18	Heaths Nursery 2	Green button not working	1202599	Lee	Cancelled by Lee	0	0	none
29/05/18	Torcross Layby	Vault won't open	1202811	Wayne	01/06/18	3	3	£284
30/05/18	Mayor's Avenue 1	Escrow Stuck	1202867	Aslan	01/06/18	2	2	none second machine
31/05/18	Old Market	Vault Fault	1203029	Wayne	06/06/18	6	4	none machine still in operation
31/05/18	Heaths Nursery 1	Vault needs resetting	1203030	Wayne	01/06/18	1	1	none machine still in operation
04/06/18	North Street	No Payment methods available	1203881	Aslan	06/06/18	2	2	
04/06/18	Memorial 2	Slider stuck open	1203880	Aslan	06/06/18	2	2	none second machine
04/06/18	Torcross Tank	No modem	1203879/1205251	Ongoing				this fault doesn't effect use - machine still in operation
04/06/18	Longmarsh 1	No Communications	1203882	Aslan	Cancelled by Wayne - 06/06/2018	0	0	none
06/06/18	Longmarsh 1	Vault Fault	added to 1203882	Wayne	Parts on order (06/06/2018)			none second machine
11/06/18	Heaths Nursery	Coin sensor not working	1204882	Pete	Cancelled by Pete (13/06/2018)	0	0	none
11/06/18	Strete Gate	Printer not available	1204882	Aslan	Cancelled by Chris (13/06/2018)	0	0	none
11/06/18	Fore street	Green button not working	1204922	Pete		9	7	£1,633.80
13/06/18	Whitestrand	escrow	1205136		26/06/18	13	9	no income lost machine in operation
14/06/18	Memorial 1	Coin slot broke	1205318	Lee	26/06/18	12	8	none second machine
15/06/18	Memorial 1	Clam shell stuck open		Aslan	19/06/2018 Parts on order			none second machine
15/06/18	Mayor's Avenue 1	12C Comms error	1205484	Aslan	21/06/18	6	3	none second machine
15/06/18	Longmarsh 1	Vault Fault	1205486	Lee	21/06/18	6	3	none second machine
	shadycombe 2	vault fault	1205749		19/06/18			none other machines
	torcross tank	printer error	1205750		19/06/18			none other machines
	Leonards Road 2	escrow	1206449		22/06/18			none other machines
19/06/18	Pavilions 1	No Communications	1205948	Aslan	21/06/18	2	2	this fault doesn't effect use - machine still in operation
19/06/18	Fore Street 1	Shutter stuck open	1205947	Aslan	21/06/18	2	2	none 2 other machines
19/06/18	North Sands	Modem not working	1205999	Aslan	26/06/18	7	5	This fault doesn't effect use - machine still in operation
19/06/18	Whitestrand	VRM pad faded	1205999	Emma	26/06/18	7	5	This fault doesn't effect use - machine still in operation
19/06/18	Bigbury 2	Clam shell stuck/printer error	1206007	Bruce	28/06/18	9	7	none 4 other machines
22/06/18	Bigbury 1	Keeps restarting itself	1206514	Bruce	28/06/18	6	4	none 3 other machines
22/06/18	Bigbury 4	escrow is stuck	1206514	Bruce	28/06/18	6	4	none 2 other machines
22/06/18	Park & Ride 2	Printer Error	1206515	Chris	28/06/18	6	4	none 1 other machines
22/06/18	Victoria Street 1	Vault needs resetting	1206516	Wayne	28/06/18	6	4	none second machine
26/06/18	Heathway 4	Print is fading	1206957	Pete	28/06/18	2	2	this fault doesn't effect use - machine still in operation
26/06/18	Heaths Nursery 2	Green button	1206958	Bruce	28/06/18	2	2	none second machine
26/06/18	Quay 3	Escrow Stuck	1206982	Lee	28/06/18	2	2	none two other machines
27/06/18	Pavilions 1	Vault needs resetting	1207084	Wayne	28/06/18	1	1	none other machine
27/06/18	Memorial 1	Vault Fault	1207085	Wayne	28/06/18	1	1	none other machine
29/06/18	Shadycombe 1	Vault Fault	1207490	Wayne	03/07/18	4	2	none second machine
29/06/18	Quay 3	No Payment methods available	1207492	Wayne	03/07/18	4	2	none two other machines
29/06/18	Heaths Nursery 2	Slidder stuck closed	1207494	Aslan	03/07/18	4	2	none second machine
01/07/18	Bigbury 2	Escrow Stuck	1208206	Lee	03/07/18	2	2	none 3 other machines
02/07/18	Sunbay Layby	i2c comms fail	1208379	Lee	Canceled 06/07/2018	0	0	none
05/07/18	Bigbury 1	Inside keypad not working	1208684	Wayne	09/07/18	4	2	This fault doesn't effect use - machine still in operation
05/07/18	Whitestrand	Clam shell stuck open	1208685	Aslan	Canceled 06/07/2018	0	0	none
06/07/18	Pavilions 2	Escrow stuck	1208952	Chris	11/07/18	5	3	none second machine

06/07/18	North Sands	Escrow stuck	1209041	Chris	11/07/18	5	3	£1,336.20	
09/07/18	Civic Hall	Green button not working	1209311	Chris	11/07/18	2	2	£160	
10/07/18	Longmarsh 2	Escrow stuck and comms error	1209390	Pete	11/07/18	1	1	none 1 other machines	
10/07/18	North Sands	No Communications	1209392	Aslan	11/07/18	1	1	this fault doesn't effect use - machine still in operation	
10/07/18	Strete Gate	Slider Stuck	1209483	Chris	17/07/18	6	5	this fault doesn't effect use - machine still in operation	
10/07/18	Heaths Nursery 1	Outside buttons not working	1209538	Pete	11/07/18	1	1	none 1 other machines	
13/07/18	memorial 1	vault fault	1209877	wayne	17/07/18	3	2	none 2 other machines	
13/07/18	shadycombe 1	vault fault	1209878	wayne	17/07/18	3	2	none 1 other machines	
18/07/18	Shadycombe 1	vault fault	1210481	wayne	20.07.2018	2	2	none 1 other machines	
17/07/18	north sands	machine commission		wayne				to be fixed wed 25/07/2018	
								£2,200	
								<b>TOTAL INCOME LOST</b>	<b>£18,868</b>

27/07/18	Bigbury 1	Coins dropping through	1211534	pete	28/07/18	1	1	none 3 other machines	
	Longmarsh 1	Keys aren't working	1211397	pete	27/07/18	0	0	none 1 other machine	
	Nursery	E12C Comms Failure	1211398	Aslan	27/07/18	0	0	none	
	Torcross Layby	no Power	1211298	Aslan	30/07/18	3	1		£285
30/07/18	Park & Ride 2	Printer Error	1211822	Pete	31/07/18	1	1	none 1 other machine	
30/07/18	Bigbury 2	Not cutting tickets	1211823	Pete	Cancelled by Bruce - 30/07/2018	0	0	none	
30/07/18	Victoria Street 1	No Payment methods available	1211824	Pete	31/07/18	1	1	none 1 other machine	
30/07/18	Shadycombe 2	No Communications	1211826	Aslan	31/07/18	1	1	none 1 other machine	
30/07/18	Longmarsh 2	Escrow Stuck	1211832	Bruce	31/07/18	1	1	none 1 other machine	
30/07/18	Mayor's Avenue 1	Not printing on tickets	1211893	?	31/07/18	1	1	none 3 other machines	
30/07/18	Bigbury 1	Only printing half of the tickets	1211895	Pete	31/07/18	1	1	none 3 other machines	
30/07/18	Poundwell Street	Upper lock fault	1211908	Dave	03/08/18	3	3		£210
31/07/18	Park & Ride 2	Vandalised	1212045	Pete	Visited on 31/07/2018	0	0		
01/08/18	Poundwell Street	Tickets not pulling through	1212755	Wayne	03/08/18	2	2		
02/08/18	Bigbury 1, 2 & 4	Not cutting tickets	1213019	?	Cancelled by Lee - 03/08/2018	0	0		
03/08/18	Creek 1	Taking coins but not issuing tickets	1213229	Dave					
03/08/18	Fore Street	Green button not working	1213229	Pete	06/08/18	3	3		
04/08/18	Memorial 1	Vault Fault	1213416	Pete	07/08/18	3	2		
04/08/18	Bigbury 1	Not cutting tickets	1213417	Bruce	06/08/18	2	1		
06/08/18	Creek 1	Not Issuing Tickets	1213468	Wayne					
06/08/18	Quay 2	Green button	1213517	Leigh	06/08/18	0	0		
07/08/18	Quay 3	Roller not catching tickets	1213539	Leigh	07/08/18	0	0		
07/08/18	Longmarsh 2	Slider Stuck	1213682		08/08/18	1	1		
10/08/18	Strete Gate	Display not working	1214148						
10/08/18	Mayor's Avenue 2	Slider Stuck	1214149						
11/08/18	Quay 2	Only cutting half of each ticket							
13/08/18	bigbury 1	vault needs restting	1214506	wayne	15/08/18	2	2		
	bigbury2	12c comms error		Wayne	15/08/18	2	2		
13/08/18	quay 2	knife not finding home	1214355	Wayne					
13/08/18	mayors ave 1	coin sensor not going back	1214354	Wayne					