

Circular

Title:	Level 1 Radio Servicing – 2019/2020 Season
Date:	10 July 2019
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Department:	Lifesaving
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Audience:	Directors of Lifesaving, Communications Officers, Office Administrators
Summary:	Surf Life Saving Western Australia has engaged Radlink to conduct Level 1 Radio Servicing for all Emergency Communication Radio Network (ERCN) capable handheld Motorola radios.
Action:	Once requested by Radlink, Clubs are requested to send all Club handheld Motorola radios via Australia Post to Radlink.

Surf Life Saving Western Australia (SLSWA) will support Level 1 Radio Servicing on all ERCN capable handheld Motorola radios prior to the start of the 2019/2020 season. Radlink Communications will provide this service.

Level 1 Radio Servicing comprises of the following:

- A physical check of the radios external's;
- Cleaning of external and gold contacts using a chemical cleaning process;
- Battery optimisation via manufacturers test jig, with condition report to be sent to the respective Club and SLSWA;
- Complete radio functionality test and optimisation with condition report to be sent to the respective Club and SLSWA;
- All firmware and software versions annotated in a service report to be provided to SLSWA.

Where repair is required, the SLSWA Operations Officer will be provided a quote for approval. On the basis the repair is economically viable, the works will be completed and paid for by SLSWA. If damage to radios is considered by the repairer to be through lack of care or attention, or resulted through inappropriate operator maintenance or use, these repairs may become the responsibility of the Club. Any units that fall into this category will be communicated to the Club via the SLSWA Operations Officer. Club representatives will be informed throughout this decision making process.

Due to the number of radios requiring servicing, Clubs have been categorised into three groups to achieve an efficient service program. This is shown in Annex A. Radios will be serviced during the respective month and take approximately three weeks (excluding freight time) to complete. In the event a Club requires handheld radios during this time, please liaise with the SLSWA Operations Officer as soon as possible to arrange for loan radios.

The servicing process is as follows:

1. SLSWA has sent packaging materials to each Club for the required number of radios. This includes a pre-paid satchel with signature on delivery and insurance, as well as bubble wrap sleeves. Due to a recent policy change within Australia Post, SLSWA is now permitted to send radios and radio batteries through Australia Post without the requirement for Dangerous Goods trained personnel.
2. Radlink will contact each Club direct when they require radios to be sent in.



3. The contacted Club is required to package radios as per the process shown in Annex B and drop the pre-paid satchel to Australia Post. **Note – No payment to Australia Post by the Club upon drop off is required.**
4. Radlink will complete Level 1 Radio Servicing and report back to SLSWA.
5. Following any necessary repairs, Radlink will freight radios back to each Club.

Directors of Lifesaving / Communications Officer / Officer Administrators are requested to cooperate with Radlink when contact is made requesting radios to be sent in for servicing. If SLSWA has provided insufficient postage supplies to the Club, please contact the SLSWA Operations Officer for additional supplies.

It is important to note that should Radlink not receive the requested radios within two weeks of their request date, they may not be able to service the units in time for the commencement of the Clubs patrolling season.

As all SLSWA affiliated Clubs received a new 6 bank radio charger throughout the course of the 2018/19 season as part of the DFES Capital Equipment Support Program, servicing of radio chargers is not part of this servicing program. This additional servicing will be assessed after all radios have been serviced and repaired.

Please contact the SLSWA Operations Officer for queries relating to this Circular (mowens@slnwa.com.au or (08) 9207 6666).

A handwritten signature in black ink, appearing to read 'J. O'Toole'.

James O'Toole
Chief Executive Officer

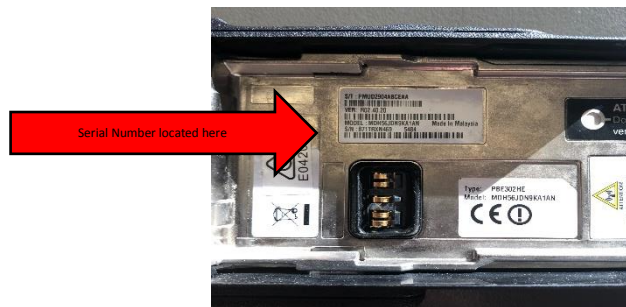
CLUB	NUMBER OF RADIOS	Service Schedule 2019
Albany	8	July
Alkimos	4	
Binningup	6	
Busselton	9	
Champion Bay	6	
City of Bunbury	9	
City of Perth	7	
Coogee Beach	10	
Cottesloe	8	
Dalyellup	5	
Denmark	5	
Dongara-Denison	5	August
Broome	6	
Esperance-Goldfields	6	
Floreat	7	
Fremantle	12	
Geraldton	6	
Mandurah	9	
Margaret River	4	
Mullaloo	12	
North Cottesloe	11	
Port Bouvard	6	
Port Walcott	0	
Quinns-Mindarie	8	September
Scarboro	12	
Secret Harbour	10	
Smiths	10	
Sorrento	12	
Swanbourne-Nedlands	6	
Trigg Island	12	
Yanchep	6	
Air Ops	4	

Motorola Handheld Radio Packaging Instructions

1. Complete visual inspection of radio, and conduct routine operator maintenance, ensuring each unit is free of dirt and sand by wiping down with a lint free cloth.



2. Record serial number for each radio and email these to the SLSWA Operations Office. This will ensure correct radios are returned to the Club.



3. Ensure the battery is secured to the handheld radio. Handheld radios CANNOT be posted with detached batteries!



4. Ensure the radio is turned off.



5. Remove the antenna by gently turning the antenna anti-clockwise, and place antenna and radio within a supplied bubbled sleeve.



6. Lightly tape the bubble sleeve as ensure the sleeve is form fitted to the radio and the radio is unable to become free from the sleeve during transport.



7. Place UP TO FOUR wrapped radios within the supplied, prepaid postage satchel, and seal ready for transport.



8. Drop package off at local Australia Post Office.

