

HSN Safety Guide

Appliance & Electronic Repair Safety

- Always wear gloves.
- Be sure to wear safety boots.

(Steel-toe boots are recommended but, not required, flip-flops are not allowed.)
- Be sure to wear shoe cover (booty) in customer properly
- Be sure to wear safety arm sleeves.
- Refrain from wearing loose clothing.
- Remember to remove any loose jewelry.
- Tie back long hair.
- Wear safety glasses.
- Use the correct tools and make sure they are in good condition.
- Keep your work area well-lit and clean.
- Advise customers and children, pets, etc. to have a clear distance from the work area
(Please ensure you don't interact directly with pets or young family members.)

Top 5 Appliance Safety Tips for the Customer

- Make sure appliances installed in damp locations are plugged into a GFCI outlet. ...
- Keep all cords, outlets, and electronics away from water. ...
- Only use extension cords as a temporary solution. ...
- Always read the operating manual for any appliance you buy. ...
- Unplug small appliances when not in use.

How to keep yourself and your customer safe on the job site

Being an appliance repair technician can mean long days traveling around town, in and out of customers' homes, crouching and lifting, up and down stairs. There are no guarantees what sort of working conditions you'll find yourself in, or the type of tasks you'll need to do. In short, this job can be physically demanding. The best way to handle this uncertainty is to come prepared, with the proper equipment and the right mindset. If you're new to the industry, or thinking about getting into repairs, this article will walk you through the steps to protect you, your customers, and your company from any injuries or issues.

Protect Yourself from Injuries

Every job comes with its own set of hazards, but when you're on the road and working in other people's homes you want to take some extra precautions. Add in the fact that you're dealing with electrical equipment, plus water and gas lines? You definitely want to have safety on the mind! The right gear makes all the difference, here are the pieces of safety equipment you should have:

- Knee pads – whether built into your work pants, or an external pair you strap onto your legs, knee pads are going to make things much easier on your body. Kitchen or laundry room floors typically are tile or cement, and when crouching down to fix those appliances all day, you'll want the extra padding.
- Safety glasses – dust, debris, or chemicals can seriously harm your eyes, so a pair of safety glasses should be a no brainer. Even if you wear glasses for vision correction, an extra pair of safety goggles can help prevent severe damage to your eyes.
- Back support – appliances are heavy, and if you're moving them around for access or installation, you'll want some support. Items like a back brace, dollies, hand carts, or air-sleds can all reduce the strain on your body and make the job easier.
- Non-slip safety shoes – don't be working in your sock feet! If customers don't want you wearing outdoor shoes in their home, have a pair of dedicated indoor shoes to change into. That's not a practical choice if constantly running back and forth to the truck, but we're focused on your safety first.

Other common items to keep in your kit are work gloves and ear protection. If you have long hair, keep it tied back out of your face. You should also avoid wearing jewelry or loose clothing on the job site, as these could get snagged or caught on equipment or sharp edges.

Protect Your Customer and Their Property

Having the customer present to provide information and explain their issues can be helpful with your diagnosis. However, when they start poking their fingers into the appliance, or hovering way too close, some boundaries need to be set. There is a potential for them to end up hurt or further damaging equipment if they are in your work zone. Have the conversation with the customer at the start, get the details from them, then explain how the rest of the appointment will proceed. They'll likely be interested in the process but explain ahead of time that you will be working with electrical equipment and set a safe distance for them to observe from. It will be a much smoother process if these parameters are put in place before you begin your diagnostics and repairs.

When arriving at a client's home, there's no telling what sort of work zone you're going to wind up in. A seasoned homeowner may have gone through the repair process before and will have access cleared to the appliance in question. Others may not be as accommodating. If needed, carefully move anything that impedes your workspace. When putting down your tools or other items, be mindful not to damage any surfaces in the home like flooring or countertops. When you've finished the job, remove any debris or garbage, sweep or mop up any spills, and return any items that have been moved. You're not there as a cleaning service, but do not leave the work site in a worse condition than when you arrived. If you need to come back later to finish the repair, tell the homeowner what they can do to make things easier for when you return.

Protect Your Company and Their Property

Whether you're self-employed or a member of a team, when you're with a customer you are representing your company. When you have finished your work and are leaving the client's home, you have a responsibility to ensure that all electrical, gas, and water hookups have been reconnected to code. If you notice issues with these areas, bring this to the attention of the homeowner. Getting this information in writing is beneficial and can protect everyone (you, the client, and the company) if future issues arise.

If the company is providing you with tools and safety equipment, you also have a responsibility to maintain them. The company should look at you, the service technician, as an important investment, so keeping you safe on the job and having properly functioning tools is a crucial factor. Ensuring that you take care of this equipment and report back with any issues will help prevent you from

Checkpoint before processing repairs at a jobsite

1. Disconnect Electrical Power Before Beginning the Repair

2. Use the Proper Personal Protective Equipment (PPE)

Wearing the proper protective gear and using safety equipment is crucial to staying safe during DIY repairs. Follow these tips when working on your appliances:

Always wear safety goggles to protect your eyes from debris and chemicals.

Wear work gloves to protect your hands from sharp edges or hot surfaces. Wear insulated rubber gloves to avoid electrical shock when working on electric components (even though you should also have electrical power to the appliance disconnected).

Avoid touching exposed wires as much as possible.

Always use insulated tools.

Wear rubber-soled shoes to minimize the risk of electric

3. Keep the Workspace Well-Lit and Organized

Keep your repair workspace clean, well-lit and organized to avoid tripping hazards. When using power tools, ensure the cords are in good condition and not frayed. Have a fire extinguisher close by and know how to use it in case of emergencies.

4. Always Reconnect Ground Wires

Ground wires are typically green in color. They help prevent electrical shocks when a wire or component does short out. Be sure that you connect all ground wires when reassembling the appliance.

5. Use the Right Tools

It's always tempting to innovate and overcome obstacles during appliance repair by using the tool that you have immediately available. Sometimes, that approach can cause injury. Always use size and type of screwdriver, wrench or other tool when disassembling and reassembling appliances.

If you don't have the right type of tool needed for an appliance repair, you may consider having a service technician complete the repair rather than buying a tool that you'll rarely use.

By following these appliance repair safety tips, you can minimize the risk of accidents and ensure your safety while working on your appliances. Remember, safety should always come first.

Common Safety Mistakes to Avoid

Safety should always be a top priority when it comes to appliance repair. Our seasoned technicians have identified some common safety mistakes that homeowners should avoid. By being aware of these mistakes and taking the necessary precautions, you can ensure a safe environment for yourself and your family.

One of the most common safety mistakes is rushing into appliance repair without considering potential risks. Always follow the manufacturer's instructions and safety guidelines when working with appliances. This includes wearing protective gear, such as gloves and safety glasses, and turning off the power supply before attempting any repairs.

Another common mistake is ignoring warning signs and red flags. Appliances often give warning signs when something is wrong, such as unusual noises, smells, or sparks. Ignoring these signs can result in further damage to the appliance or even electrical hazards. If you notice any warning signs, stop using the appliance and seek professional help.

Many homeowners make the mistake of not seeking professional help when needed. While DIY repairs may seem cost-effective, they can be risky, especially without the necessary skills. Technicians are trained to handle appliance repairs safely and efficiently. By seeking professional help, you can prevent accidents, ensure proper repairs, and extend the lifespan of your appliances.

Finally, if you come across any situation, please make sure to reach out to the following as needed.

- Triage Team (email) Triage@hsnfe.com
Contact 201-672-9501 Ex-331 Sungwoo Ex-332 Minji
- Ricky (Service detector) 301-957-4349
- Chunho (Triage manager) 516-920-5221
- Angel (Triage manager) 516-920-5226