**SOP 52 – Incident Involving Park-Owned Equipment Failure or Breakdown** *Douglas Forest RV Resort LLC – 106 Douglas Road, Webster, MA*

1. If a piece of park-owned equipment (e.g., mower, utility vehicle, HVAC unit, washer/dryer, generator) fails or malfunctions, stop use immediately and secure the area.
2. Do not attempt repairs unless you are specifically authorized and trained to do so.
3. Notify the General Manager or on-site lead as soon as the issue is discovered.
4. If the failure creates a safety hazard (e.g., exposed wiring, fluid leak, moving parts), block off the equipment with cones or tape and post a “Do Not Use” sign.
5. Record:  
   * Time the failure was discovered
   * Description of the issue
   * Equipment ID or location
   * Who was operating or inspecting the equipment at the time
6. Take clear photos of the damaged area or malfunction, especially if there is any visible hazard or potential for warranty review.
7. If a guest or staff member was affected (e.g., injured or inconvenienced), complete a separate Incident Report for that individual.
8. Complete an Incident Report for the equipment failure including:  
   * Type and condition of equipment
   * Description of the malfunction
   * Actions taken to isolate or control risk
9. Tag the equipment as “Out of Service” until it is inspected and cleared by a qualified technician.
10. Management will determine repair or replacement plans, vendor coordination, and whether to report the incident to insurance or maintenance logs.