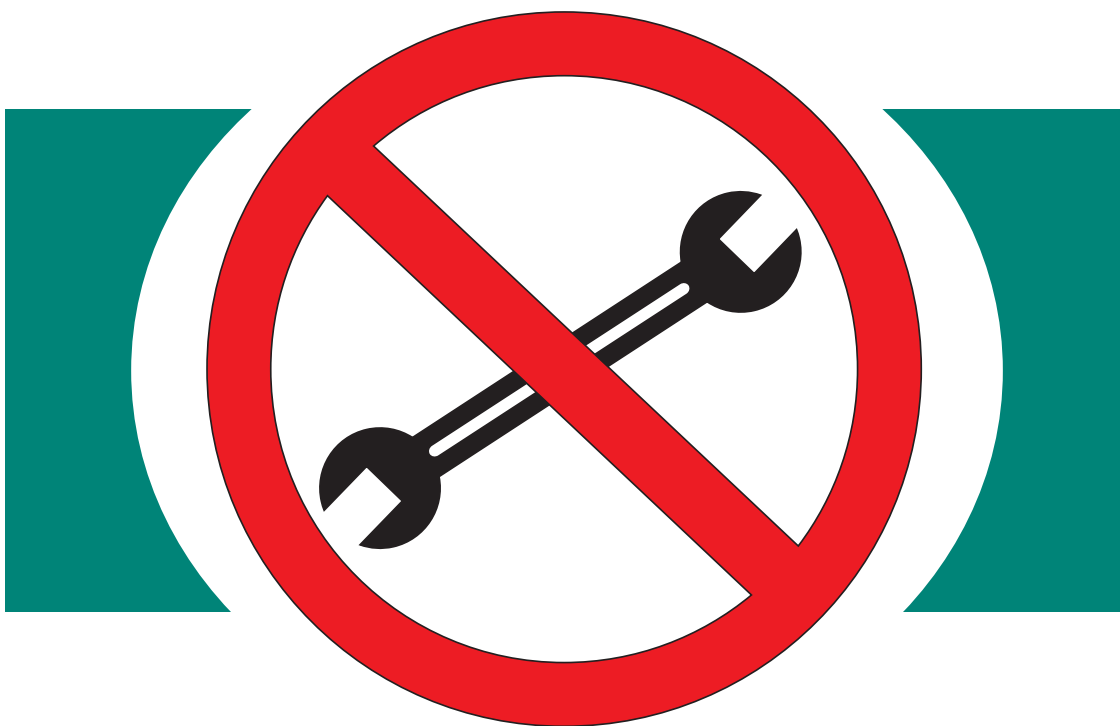




Vehicle & Operator Services Agency

Defect Rectification Policy



This policy allows, subject to certain conditions as specified overleaf, for some minor repairs and/or adjustments to be carried out on supervised test lanes, but only at the request of the presenter. Failure to obtain permission, or to comply with the instructions of VOSA staff, could result in you being asked to leave the site. You may also forfeit your test appointment and fee.

Permission will not be granted for repairs or adjustments to be carried out other than on a supervised test lane, and subject to the following conditions:

- this concession relates only to minor defects found during the test, which the presenter asks to repair, and which, in the opinion of the examiner, can be rectified quickly and safely by the presenter;
- a suitable and sufficient on the spot risk assessment has been completed by a competent member of VOSA staff, nominated by the station manager;
- the person carrying out the repair/adjustment has the correct tools and is considered to be competent to carry out that work;
- all station health and safety procedures are followed;
- the repairs/adjustments will not delay the passage of any vehicle along the lane, or of vehicles through the station;
- under no circumstances will VOSA staff supply tools and/or materials, or assist with the repair and/or adjustment.



The following is strictly prohibited:

- the use of jacks and axle stands or any working underneath raised vehicles irrespective of lifting method;
- welding, cutting or heating;
- removal or repair of major components such as road springs and associated items, air suspension bags, spring brake chambers, and the splitting of any brake chamber to replace diaphragms;
- working under raised tipper bodies;
- repair or adjustment within 1.5 metres of the roller brake machine;
- any work, however minor, involving the lifting or removal of heavy items, i.e. access doors on livestock carriers;
- or any other repair not authorised by VOSA staff.

Emergency Repairs

Exceptionally, there may be an occasion where defects are found that are so severe, that to allow even a restricted movement of the vehicle on the public highway would be dangerous. In these exceptional circumstances, VOSA staff may authorise an emergency repair to be completed on site. Before the necessary repairs can proceed, the repairer must be given and have read and signed the Emergency Defect Repair Concession form. All such repairs will be fully supervised by VOSA staff and their health and safety directions followed at all times.

Contact

If you have a query or complaint about this policy or the application of it then please contact the local Station Manager. If the Station Manager cannot resolve your query/complaint then please refer to VOSA's published complaints procedure.