

ELE/Q3104 - Field Technician Other Home Appliances – V3

Review Date - 01/06/2025

Theory:

S No.	Question Text	Choice 1	Choice 2	Choice 3	Choice 4	Correct Choice
1	How should customer care address a late installation complaint?	Reschedule installation, consult customer.	Offer future service discount for delay.	Inform customer of delay, provide new schedule.	Ignore complaint, focus on other tasks.	Choice 3
2	When gathering detailed information about the age of an appliance, which of the following would be most useful?	Manufacturer's serial number	Color of the appliance	Size of the appliance	Retail price of the appliance	Choice 1
3	What are the potential challenges of installing a water purifier on the wall compared to under the sink (UTS)?	Risk of water leakage damaging the wall	Limited access for maintenance and repairs	Increased visibility leading to potential damage or tampering	Exposure to higher levels of dust and debris	Choice 2
4	Which tool should be used to check the availability of all necessary tools for the installation process?	Checklist	Screwdriver	Hammer	Tape Measure	Choice 1
5	If a loose housing is identified as the cause of leaks in the filter housing, what would be the most appropriate response?	Ignore the loose housing	Replace the entire filter assembly	Increase the flow rate	Tighten the housing securely	Choice 4
6	Why is it important to inspect each module separately when troubleshooting a fault?	To save time	To identify the root cause	To skip the troubleshooting process	To sell more units	Choice 2
7	After analyzing the usage pattern and initial inspection, what could be the probable fault if the mixer/grinder is not turning on at all?	Power cord is damaged	Switch is malfunctioning	Jars are not fitted properly	Fuse is blown	Choice 4
8	What could be the possible issue if the indicator switch is not functioning due to lack of power supply?	Loose connection in the power supply line	Faulty indicator switch	Short circuit in the wiring	Overloaded circuit breaker	Choice 1
9	What is the potential consequence of having a blown fuse in an electrical circuit?	Power surge	Short circuit	Open circuit	Electrical fire	Choice 3

10	If a fault is identified in the relay at a certain location, what action should be taken to resolve the issue?	Replace the faulty relay with a new one	Ignore the fault and continue operations	Bypass the relay and connect the circuits directly	Replace the thermostat instead	Choice 1
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Practical and Viva:

S No.	Question Text	Suggestion Solution	Equipment Required	Question Type
1	Demonstrate the steps to install an RO water purifier.	<p>The candidate must be able to:</p> <ol style="list-style-type: none"> 1. Disconnected the water supply line from the normal tap water. 2. Marked screw locations at the same horizontal level on the wall. 3. Screwed in two self-taping screws into the marked positions. 4. Hung the purifier with the help of wall mounting screws and fixed the SS ball valve to the port of a 3-way connector. 5. Connected the raw water supply to the 3-way connector. 6. Connected one end of the white pipe to the SS ball valve and the other to WATER IN fitting. 7. Connected one end of the blue pipe to the REJECT WATER fitting and left the other in drain. 8. Opened the SS ball to start the flow of water into the purifier. 	Self-taping screws SS ball valve 3 -way connector White pipe Blue pipe Drill Marker	Practical
2	What will you do after identifying any problem in an appliance?	<p>The candidate should mention the following:</p> <ol style="list-style-type: none"> 1. Discuss the problem(s) identified with customer 2. Suggest possible solutions and costs involved 3. Explain the time required for solving the problem 4. Seek customer's approval on further action 		Viva