

Service Technicians Handbook

The Service Technicians Handbook replaces the Engineers Handbook which has been fully revised and expanded upon for 2011 onwards. The handbook has been produced to accompany the City & Guilds examination in Caravan Service Engineering and sits alongside the Approved Workshop Scheme's "Standard Working Procedures", and therefore it also provides everyday reference material for workshop and mobile service technicians.

The handbook is divided into 27 chapters following the standard working procedures for the service of touring caravans and motorhomes and upon which candidates taking the Caravan Service Engineering award will be assessed upon. The chapters include the following:

- Essential working area and acceptance of a unit for service
- Coupling head, jockey wheel and corner steadies
- Chassis and flooring
- Wheel, tyres and breaks
- Suspension system
- Road lighting
- 12 volt and 230 volt electricity systems
- Gas system and appliance testing
- Damp testing
- Water systems and toilets
- Ventilation
- Internal structure, doors and windows
- Industry Standards
- Health & Safety
- Working as a team for customer service
- City & Guilds exams and assessment syllabus



Publication Price

£45.00

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