

HOW TO IDENTIFY

Urgent **Vs** Non-Urgent Electrical Issues

This guide is designed to help site staff, maintenance teams, and contractors **correctly identify electrical issues** and determine the appropriate **level of urgency**.



URGENT ELECTRICAL ISSUES

These require immediate attention.

Log the job as URGENT if the issue involves:

SAFETY RISKS

- Exposed live wiring
- Electric shocks or tingling sensations
- Burning smells, sparks, or smoke
- Tripping of safety switches that cannot be reset

OPERATIONAL IMPACT

- Power outages
- Loss of lighting in critical areas (eg. stairwells, exits, workspaces)
- Failure of essential equipment due to power issues

COMPLIANCE & EMERGENCY SYSTEMS

- Emergency or exit lighting not functioning
- Fire indicator panel power failure
- Critical alarms or safety systems without power

OTHER SITUATIONS

- Water ingress affecting electrical equipment
- Electrical faults creating immediate risk to people or property
- Major water leak in ceiling space or near distribution boards



NON-URGENT ELECTRICAL ISSUES

These can be arranged as non-urgent reactive or planned works.

The below issues usually do not require same day attendance and can be logged as NON-URGENT:

- Faulty or damaged power points (no safety risk)
- Lighting outages in non-critical areas
- Flickering lights without safety concerns
- Minor switch or fitting replacements
- Data or power upgrades
- Test and tag or routine inspections
- New installations or improvements



How To Help Us Respond Faster

When logging an **urgent** job, please include:

- As many details of the electrical issues as possible
- Exact location (building, level, room)
- Access details and site contact
- Any safety or operational impacts

Need help deciding?

If you're unsure whether an issue is urgent, call or log the job and clearly explain the situation — our team will assess and prioritise accordingly.