

Odoo Equipment Repair Request Guide

Table of Contents

Odoo Equipment Repair Request Guide.....	1
1. Applicable Scenarios	1
2. Navigation Path	1
3. Instructions for Completing the Request	2
3.2 Equipment.....	3
3.3 Responsible Person.....	4
3.4 Priority.....	4
3.5 Description.....	4
3.6 Scheduled Date	5
4. Final Check Before Submission	5
5. Progress Tracking and Request Closure	6
5.1 Viewing Request Status.....	6
5.2 Closing the Request After Repair.....	6
6. Notes	7

1. Applicable Scenarios

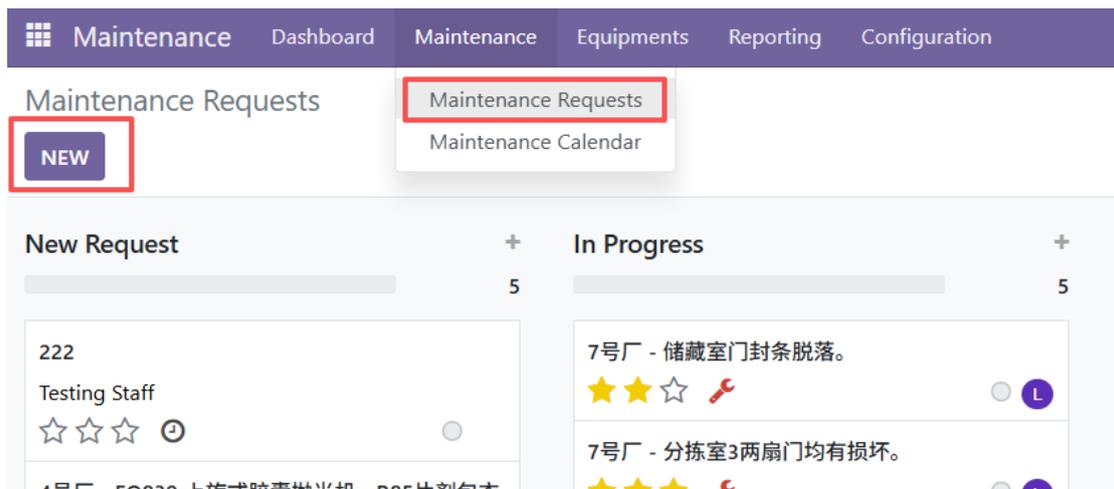
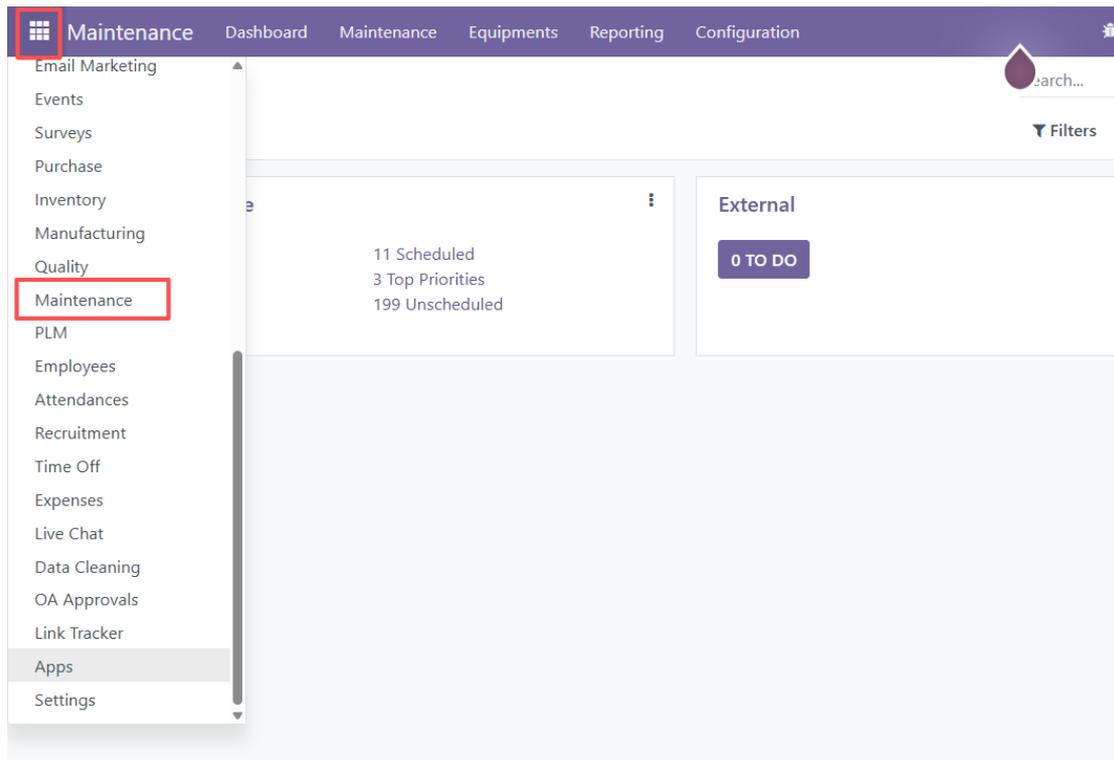
When equipment has a malfunction, abnormal condition, damage, or requires support from the Engineering Department for inspection or repair, please submit a maintenance request in Odoo so that the maintenance team can arrange follow-up actions in a timely manner.

2. Navigation Path

From the home page, click the **App Launcher** in the upper-left corner and enter the **Maintenance** module.

Then go to:

Maintenance → **Maintenance Requests** → **New**



3. Instructions for Completing the Request

3.1 Title

In the **Title** field, enter the subject of the repair request.

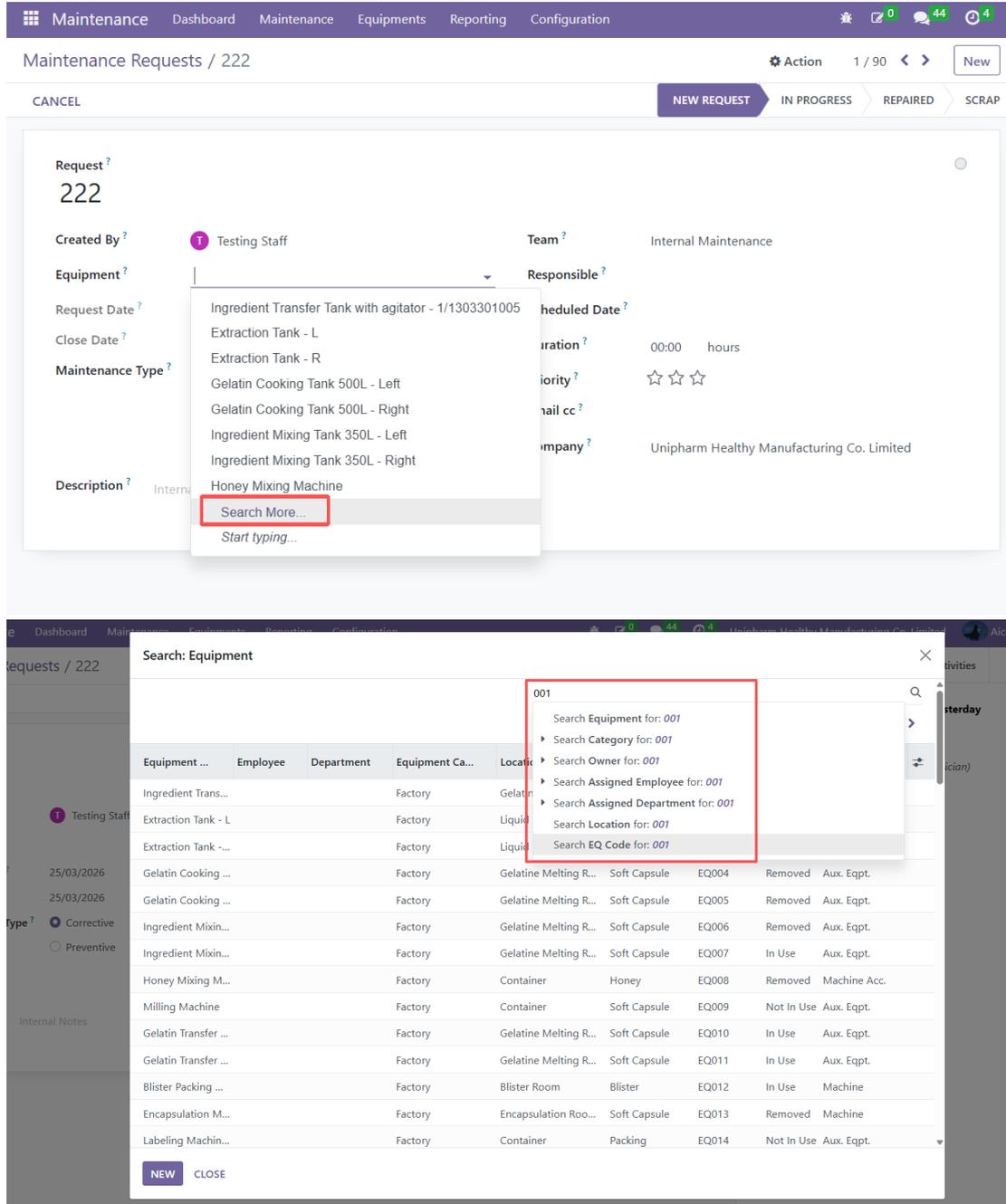
The title should clearly state the specific equipment name and the issue observed, so that the request can be identified and processed more efficiently.

Examples:

- Factory 7 – Tablet Press Cannot Start
- Factory 1 – Packaging Machine Has Abnormal Noise
- Factory 4 – Air Conditioner in a Certain Room Is Not Cooling

3.2 Equipment

In the **Equipment** field, select the equipment that requires repair. You may also choose **Search More** to open the detailed list.



If you are not sure about the exact equipment name, you may first review the equipment list and confirm it based on the location information.

In addition, you can click the **arrow / internal link icon** on the right side of the Equipment field to open the detailed equipment record and check more information. The equipment record usually includes details such as the maintenance team, technician, location, work center, plant, description, and scrap date. This helps ensure that the correct equipment is selected before submitting the request.

If you are still unsure, the field may be left blank, but the location and machine details must be clearly described in the **Description** field.

CANCEL NEW REQUEST IN PROGRESS REPAIRED SCRAP

Request? 222

Created By?	Testing Staff	Team?	Internal Maintenance
Equipment?	Ingredient Transfer Tank with agitator - 1/1303	Responsible?	Bruce Wang
Category?	Factory	Scheduled Date?	
Request Date?	25/03/2026	Duration?	00:00 hours
Close Date?	25/03/2026	Priority?	☆☆☆
Maintenance Type?	<input checked="" type="radio"/> Corrective <input type="radio"/> Preventive	Email cc?	
Description?	Internal Notes		
		Company?	Unipharm Healthy Manufacturing Co. Limited

3.3 Responsible Person

In the **Responsible** field, choose the appropriate person according to the actual situation:

- If the repair should be handled by Xing Gong, enter: xing lingchao
- If you are not sure who should be assigned, select: Gang li

If Gang li is selected, Mr. Li will coordinate and assign the task accordingly

3.4 Priority

In the **Priority** field, select the priority level based on the actual urgency of the equipment issue.

The priority should be set truthfully and should not be marked as the highest level without justification.

A higher priority may be selected in the following situations:

- The issue affects normal production or office operations
- There is a safety risk
- The equipment is completely unusable
- Immediate repair is required

3.5 Description

In the **Description** field, provide a detailed explanation of the issue.

It is recommended to include at least the following information:

- Location of the issue
- Specific room

- Specific equipment
- Faulty part
- Abnormal symptoms
- Whether the equipment can still be used

Examples:

“The ingredient transfer tank with agitator in Gelatine Melting Room (SC2) has an issue. Please ask Xing Gong to repair it.”

Or:

“The sealing machine on the right side of the packaging room on the third floor of Plant 2 cannot seal properly. Abnormal noise occurs during operation, and the heating component may be faulty. The equipment has been suspended from use.”

The more complete the description is, the easier it will be for the maintenance personnel to prepare the necessary tools and spare parts in advance.

3.6 Scheduled Date

In the **Scheduled Date** field, enter the expected repair date according to the actual situation:

- If the matter is urgent, you may enter **today** or **tomorrow**
- If it is not urgent, the date may be left for Mr. Li or Xing Gong to arrange later according to the work schedule

Maintenance Requests / 222

CANCEL NEW REQUEST IN PROGRESS REPAIRED SCRAP

Request? 222

Created By? Testing Staff

Equipment? Ingredient Transfer Tank with agitator - 1/1303

Category? Factory

Request Date? 25/03/2026

Close Date? 25/03/2026

Maintenance Type? Corrective Preventive

Team? Internal Maintenance

Responsible? Lingchao Xing

Scheduled Date? 26/03/2026 10:46:00

Duration? 00:00 hours

Priority? ★★☆☆

Email cc?

Company? Unipharm Healthy Manufacturing Co. Limited

Description? The ingredient transfer tank with agitator in Gelatine Melting Room (SC2) has an issue. Please ask Xing Gong to repair it.

4. Final Check Before Submission

Before submitting the request, please confirm the following:

- Whether the title clearly describes the equipment and the issue

- Whether the correct equipment has been selected
- Whether the responsible person has been selected correctly
- Whether the priority matches the actual urgency
- Whether the description clearly includes the location, equipment, and fault symptoms
- Whether the scheduled date is reasonable

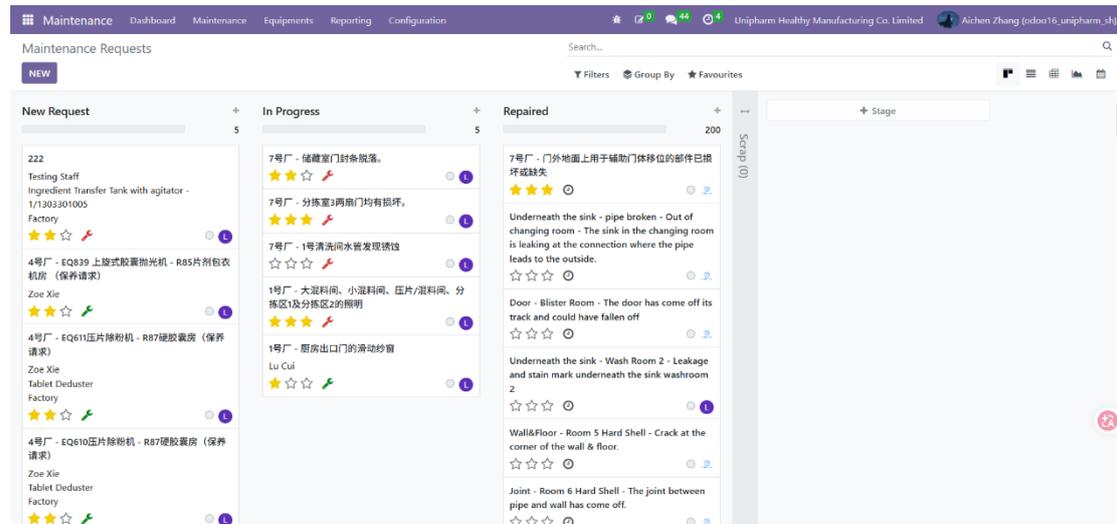
5. Progress Tracking and Request Closure

5.1 Viewing Request Status

At the top of the **Maintenance Requests** page, you can view requests under different statuses, which usually include:

- **New Request**
- **In Progress**
- **Repaired**
- **Scrapped**

The status bar allows users to quickly review maintenance tasks at each stage.



5.2 Closing the Request After Repair

After the repair is completed, the maintenance personnel can update the request status in the same interface to:

- **Repaired**
- **Scrapped**

Once the status is changed to **Repaired** or **Scrapped**, the request is considered officially closed.

At the same time, the actual repair duration should also be entered in the **Duration** field.

Maintenance Dashboard Maintenance Equipments Reporting Configuration

Maintenance Requests / 222

NEW REQUEST IN PROGRESS REPAIRED SCRAP

Request ?
222

Created By ? T Testing Staff

Equipment ? Ingredient Transfer Tank with agitator - 1/1303.

Category ? Factory

Request Date ? 25/03/2026

Close Date ? 25/03/2026

Maintenance Type ? Corrective Preventive

Team ? Internal Maintenance

Responsible ? Lingchao Xing

Scheduled Date ? 26/03/2026 10:46:00

Duration ? 00:00 hours

Priority ? ★★☆☆

Email cc ?

Company ? Unipharm Healthy Manufacturing Co. Limited

Description ? The ingredient transfer tank with agitator in Gelatine Melting Room (SC2) has an issue. Please ask Xing Gong to repair it.

6. Notes

1. The title must be accurate and concise. Avoid vague descriptions only.
2. The correct equipment must be selected. If necessary, use the internal link to review the equipment details for confirmation.
3. Priority should be selected based on the actual situation and should not be raised arbitrarily.
4. The Description field should be as detailed as possible so that maintenance personnel can prepare tools and spare parts in advance.
5. If the responsible person is unclear, gang li may be selected for unified assignment.
6. After the repair is completed, the request status should be updated promptly to avoid leaving the request in **In Progress** for too long.
7. If the equipment cannot be repaired or is no longer in use, select **Scrapped** to close the request properly.