

Archibus Problem Types

When reporting a maintenance issue, please be sure to select one of the updated Problem Type Codes listed below.

This will ensure your Archibus request is promptly and accurately assigned to those who can help.

Problem Type Code	Problem Type Description
ACCESS CTRL	Access Control
AIRCON FAULT	Air Conditioning Fault
AIRCON TEMP. ADJ	Temperature Adjustment
APPLIANCES I GENERAL	Repair or replacement of appliances (microwaves, dishwasher)
ARCHIBUS	Request a change to your Account details
ARCHIVE	Archive Box Collection (Only to be requested by CRU)
ASBESTOS	Asbestos
ASSET COLLECT	Asset Collection
AUDIT/INSPECTION	Perform Audit or Inspection
AV	Audio Visual
BMS	Building Management System Fault
CAR PARK	Car Park Maintenance
CCTV	CCTV System
CEILING TILE	Adjust or replace ceiling tile(s)
CLEANING	Clean as required
CLEANING EXTRA	Extra cleaning not included in spec.
COMMS	Telecommunication
COMMS - SECURITY	Help Phones & Duress Buttons
CONSTRUCT	Construct
COVID	COVID-19
DELIVERIES	Deliveries
DOOR	Adjust or fix door
DOOR REPLACE	Replace door
ELECTRICAL	Electrical
ELECTRICAL LIGHTBULB	Lightbulb replacement
ELECTRICAL OUTLET	Fix or install outlet
ELECTRICAL POWER	Electrical power issue
ELECTRICAL I SAFETY	RCD's testing, testing and tagging and E&E lights.
ELECTRICAL I SOLAR	Solar repairs or installations
EMERGENCY SAFETY	Emergency or Safety Hazard
FIRE PROTECTION	Fire Protection System
FLOORING	Flooring
FUME CUPBOARD	Fume Cupboard
FURNITURE	Furniture Repair, disposal or replacement
GROUNDS - INDOOR	Grounds - Indoor Plants
GROUNDS - OUTDOOR	Grounds - external maintenance



Problem Type Code	Problem Type Description
KEY	Make/change keys / order new keys
LAB EQUIPMENT	Lab Equipment Problem
LEAK ROOF	Roof Leak
LEAK OTHER	Leaks (other)
LIFT	Lifts
LIGHTS	Light replacement / repair
LOCK	Lock requires Maintenance
MACHINERY	Machinery related requests
MAIL (SHIFT)	Mail Delivery Shift
MAINTENANCE	Maintenance
MOULD	Mould
OFFICE EQUIPMENT	Office Equipment
PAINT	Paint as required
PAINT Linemarking	Linemarking
PEST	Pest Control
PLUMBING	Plumbing including sinks, toilets, drains
PLUMBING TESTING	TMV's, Backflow devices
PLUMBING ZIP	Repairs or replace ZIP water units.
POOL MAINTENANCE	Pool maintenance
PREVENTIVE MAINT	Preventive Maintenance
QUOTE	Please supply quote
ROADS AND FOOTPATHS	Road and footpath repairs and replacement
ROOF	Roof repairs, height safety equipment
RELOCATION (Office or equipment)	Plant/Equipment Relocation
ROOM SETUP	Room Setup for Exams etc
SDU	Sanitary Disposal Unit
SECURITY	Security & Access
SECURITY CARD ACCESS	Make/change key card
SIGNAGE	Signage
SYSTEMS BACK-UP	UPS, PFC and Generators
TECHNOLOGY SERVICES	Technology Services
VANDALISM	Vandalism Repair
WASTE - CHEMICAL	Chemical Waste Storage
WASTE - CONFIDNT	Confidential Waste Removal
WASTE - GENERAL	General Waste Removal
WASTE - RECYCLE - CARDBOARD	Cardboard Waste Removal
WASTE - RECYCLE - COMINGLE	Comingle Waste Removal
WINDOW/GLASS	Window/glass broken or repair