



6 Can you fix it?

Troubleshooting

- 1  Listen to some people talking about things that don't work. What kind of device or equipment is each conversation about?

- 2  Listen to conversation 1 again and complete these questions.

- 1 the paper tray?
2 the connections?
3 plugged in?


What other things has he checked?

- 3 Work with a partner. Have a similar conversation about this vacuum cleaner. Use these words to help you.

A
It's not working!





B
dust bag full?
connections?
plugged in?
hose blocked?
fuse?
manual?
switched on?

- 4  Listen to conversation 2 again. Complete these questions.


- 1 What happens when you?
2 Have you tried?
3 How soon?

- 5 Read the whole of conversation 2 with a partner.


A  out of the heating vent.


B What happens when you  ?

A  I've tried  but it makes no difference.

B Have you tried  ?

A Where's that?

B OK, I'll come and have a  at it.

A  can you get here?

B Tomorrow.

A But  here!

- 6 Work with some other students. Take turns explaining the problems below. The other students should suggest solutions, beginning *Have you tried ...?*

- 1 My computer's running slowly.
- 2 I can never remember my computer passwords.
- 3 I receive too much spam.
- 4 I want to lose weight.
- 5 I can't get to sleep at night.
- 6 I have hiccups.

Example

- A My computer's running slowly.
B Have you tried deleting files?
A Yes, but it didn't work.
C Have you tried ...-ing?
B Yes, but ...

7  Listen to conversation 3 again.

- 1 What's missing?
- 2 Did he save it?
- 3 What are the possible causes of the problem?

Troubleshooting questions

Is it switched on / plugged in / blocked / full, etc.?

Have you checked the ...?

Have you tried ...-ing?

What happens when you ...?

How soon can you ...?

8 There are some problems with this refrigerator. Suggest possible causes.



Begin

It could be ... /

It might be ...

- 1 The interior light doesn't come on when you open the door.
- 2 The door makes a squeaking noise when you move it.
- 3 It's the wrong temperature. It's too cold.
- 4 There's a funny smell coming from inside.

9 Work in two teams.

Team A – you are computer experts.

Team B – you are car experts.

Team A

1

You have an old car and you're having a lot of problems with it. Make a list of the different problems.



2

Exchange your lists.

3

Read the problems **team B** is having with their computer. What could cause them? Prepare questions to ask about them.

3

Read the problems **team A** is having with their car. What could cause them? Prepare questions to ask about them.

4

Talk to the other team. Find out more about their problems and suggest solutions.

Team B

1

You have an old computer and you're having a lot of problems with it. Make a list of the different problems.



Repairs

- 1 Name the things in the pictures. Write the letters in the list. What can sometimes be wrong with these things?

Example

Bulbs can be burnt out, dirty, or broken.

- | | |
|-------------------------|-------|
| 1 bulb | |
| 2 screws | |
| 3 lock | |
| 4 rollers | |
| 5 tank | |
| 6 book | |
| 7 electrical connection | |
| 8 filter | |
| 9 battery | |
| 10 scissors | |
| 11 hose | |
| 12 paper tray | |



- 2 Find things in 1 that can be:

- | | |
|-------------|-------|
| 1 flat* | |
| 2 rusty | |
| 3 burnt out | |
| 4 stiff | |
| 5 blunt | |
| 6 torn | |
| 7 blocked | |
| 8 dirty | |
| 9 jammed | |
| 10 loose | |
| 11 empty | |
| 12 leaking | |

Think of other things that can be flat, rusty, burnt out, etc.

a flat battery – a battery goes flat **BrE**

a dead battery – a battery dies **AmE**

- 3 If a battery is flat, you have to replace it. If it's a rechargeable battery, you can recharge it. How can you fix problems with the other things?

- 4 Listen to a conversation about three of the items in 1. Which items are they and what are the problems?

- 5 Complete the words. Then listen again and check your answers.

- I'm r..... some safety tests.
- The sound system i..... w.....
- One of the speakers is m..... a f..... noise. We think it's a l..... connection.
- Are the batteries f.....?
- Perhaps the bulb's b..... o.....

Present Continuous

We use the Present Continuous to describe what's happening now.

I'm running some safety tests.

It's making a funny noise.

Change the word order to make questions and use **not** to make negatives.

What are you doing?

The sound system isn't working.

- 6 Your teacher will mime some repairs to the items in 1. Watch and guess what they're doing. The verbs in the list will help you.

recharge	oil or lubricate	solder	tape
change	replace	clean	fill
sharpen	tighten	clear	unblock

Example

A Are you recharging some batteries?

B No, I'm not.

A Are you soldering a wire?

B Yes, I am.

- 7 Work with a partner. Take turns miming some verbs in 6. Your partner must guess what you're doing.

- 8 Work with a partner.

A – look at the information below.

B – look at file 21 on page 108.

A

Describe this picture to your partner. Your partner has a similar picture, but there are eleven differences. Find and circle the differences. Why are the pictures different?

