

When The Line Stops: The First 15 Minutes

A Practical Guide to Finding the Right Maintenance Information When Time is Against You

When a line goes down, maintenance teams rarely start from scratch... There could be previous work orders, fault notes, manuals, asset records, shift handovers, photos, spreadsheets or maintenance engineer comments... But under pressure, the right information can still be hard to find.

This guide is designed for maintenance teams that understand the difficulties of turning previous jobs, documents and site experience into useful context during a breakdown, even with the systems they already have in place.

Inside...

- A practical breakdown of the first 15 minutes of a fault.
- A clear view of where useful maintenance knowledge often gets stuck.
- Questions to assess how quickly your team can find previous fixes.
- A simple framework for making maintenance history easier to reuse.



The First Few Minutes of a Fault...

A fault is reported. The line is stopped, production is waiting, and the maintenance team needs to work out what is happening quickly. At this point, the maintenance engineer needs to build the right context quickly:

- Which asset is affected?
- Has this happened before?
- What was done last time?
- Did the previous fix hold?
- Is there a known cause?
- Is there a manual, drawing or fault code that explains it?
- Who on the team knows this asset best?

These answers likely exist somewhere, but rarely in one place...

Some of the info may be in a CMMS or EAM.

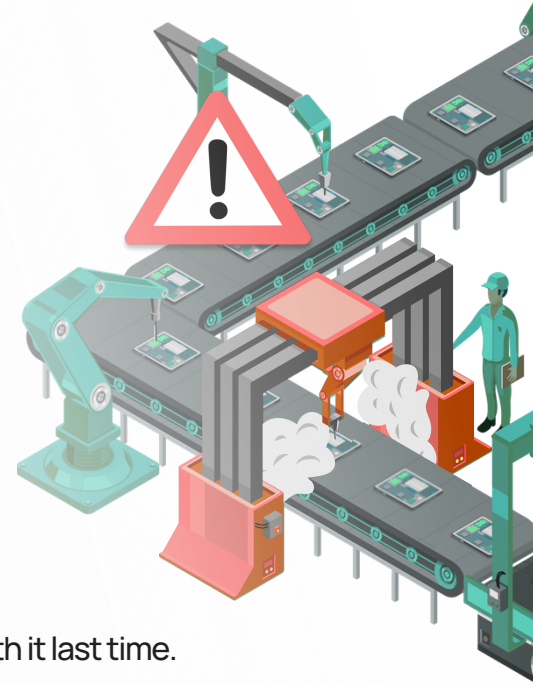
Some clues may be found in an old work order.

Some could be in a PDF, or a physical manual.

Some details might be in a spreadsheet or shift note.

Some may only be known by the maintenance engineer who dealt with it last time.

This is where time starts to disappear... The issue isn't always a lack of maintenance data... More often, it's that the data is difficult to search, poorly connected, or missing the practical detail maintenance engineers need most during a fault.



When the line stops, where's the answer?

-  **CMMS?**
-  **MANUALS?**
-  **WORK ORDERS?**
-  **SPREADSHEETS?**
-  **SOMEONE'S HEAD?**



Why the First 15 Minutes Matter...

A clear first 15 minutes can help the team:

- Identify whether the problem has happened before.
- Avoid repeating a fix that already failed.
- Find the right manual or technical document faster.
- Bring the right person into the conversation earlier.
- Understand whether the issue is isolated or recurring.
- Capture better information for the next maintenance engineer.

A poor first 15 minutes can lead to the opposite:

- Multiple people searching separately.
- Maintenance engineers relying on memory.
- Old work orders being opened one by one.
- Useful detail being missed.
- Temporary fixes being repeated.
- The same issue returning without better context.

Not every fault can be solved in 15 minutes, but the first 15 minutes should at least give the maintenance team a better starting point, not another search exercise.



Where Useful Information Usually Sits...

Most maintenance teams already have a large amount of useful knowledge, spread across different systems, formats and people.



CMMS / EAM records

These systems may hold work order history, asset records, planned maintenance schedules and fault logs, but the useful detail can be hard to find if records are inconsistent, descriptions are vague, or past jobs aren't linked to the current issue.



Work orders

Old work orders often contain the most relevant clues. They may show what was changed, what was inspected, which part failed and which maintenance engineer attended the job.



Manuals and technical documents

OEM manuals, drawings, fault code lists and SOPs are valuable, but they are not always easy to search during a breakdown. The maintenance engineer may know the information exists, but not which document, page or section is relevant.



Shift notes and handovers

Informal notes often contain the context that formal systems miss. They may explain what was behaving strangely, what production noticed, or what the engineer aimed to check next. But if those notes sit outside the main record, they're easy to lose.



Spreadsheets and local trackers

Many teams still keep separate logs for faults, downtime, spares, recurring problems or asset-specific issues. These can be useful locally, but they often become disconnected from the wider maintenance history.



Experienced Maintenance Engineers

Some of the most valuable information sits with the people who know the site and equipment best. That knowledge is useful when they are available, but risky when they are off shift, on holiday, close to retiring, moving site or tied up on another job.

What Makes Maintenance History Useful?

When the line is down, the maintenance team may have to move between several sources before they find something useful. Each source may hold part of the answer, but rarely the full picture.

The team has information, but not always a clear route through it. Over time, this creates a hidden cost: the same issue comes back. The same questions get asked. The same experienced people get interrupted. The same asset history remains difficult to use.

The team may have years of work orders, notes, manuals and asset history, but still struggle to answer a simple question during a fault...

What do we already know about this problem?

Maintenance history becomes more valuable when it gives practical context. A useful previous record should help a maintenance engineer answer questions like:

- Was this the same symptom as last time?
- Was the same part involved?
- Was the issue mechanical, electrical, process-related or operator-related?
- Was a component replaced, adjusted, cleaned, reset or inspected?
- Was the fix temporary or permanent?
- Did the issue return later?
- Was the underlying cause ever identified?
- Is there anything the next maintenance engineer should check first?

This is why short or inconsistent notes make repeat faults harder to manage. A work order that says “attended and fixed” may close the job, but it doesn’t help the next technician much. A better record explains what was found, what was done and what was learned. That doesn’t mean burying maintenance engineers in additional admin - it means capturing the useful knowledge from the job in a way that is quick, structured and easy to reuse.



A Practical First-15-Minutes Framework

The next time a fault occurs, these are the areas worth focusing on...

1. ASSET CONTEXT

Can the maintenance engineer quickly see the asset, location, recent work and fault history?
If not, time is lost building basic context before the real troubleshooting starts.

2. PREVIOUS OCCURENCES

Has the same fault, symptom or component issue happened before?
If yes, the previous response should be easy to find and compare.

3. PREVIOUS FIX QUALITY

Does the record explain what was actually done? Useful records show more than job closure.
They explain the practical fix, the suspected cause and whether further action was needed.

4. TECHNICAL INFORMATION

Can maintenance engineers find the relevant manual, fault code or procedure without searching folders and PDFs manually? Technical info is only useful during a fault if it can be found quickly.

5. MAINTENANCE ENGINEER KNOWLEDGE

Is the most useful knowledge captured in the system, or does it depend on knowing who to ask?
If the answer depends on one person being available, the team has a knowledge-retention risk.

6. REPEAT FAULT PATTERNS

Is this an isolated breakdown, or part of a recurring issue?
If repeat faults are not easy to identify, teams keep treating symptoms as one-off events.

7. KNOWLEDGE CAPTURE AFTER THE FIX

Will the next maintenance engineer understand what happened?
The job is not fully complete if the learning disappears as soon as the line is running again.

A Simple Check For Your Team...

When a fault happens, can your team quickly find:

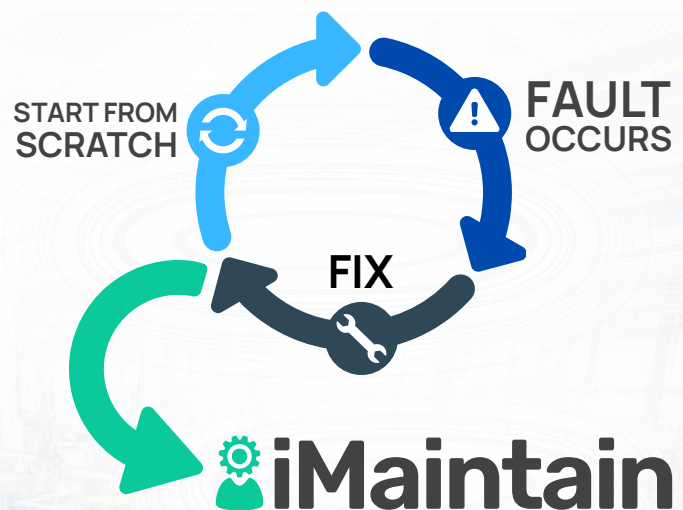
- ☐ The last time this asset failed?
- ☐ Similar faults on similar assets?
- ☐ The technician who attended the previous job?
- ☐ What was tried last time?
- ☐ Whether the previous fix lasted?
- ☐ The relevant manual, drawing or fault code?
- ☐ Any notes from shift handover?
- ☐ Whether this is part of a repeat fault pattern?
- ☐ What should be recorded after the job?

If the answer is “not easily” to any of these, then the issue likely isn’t the amount of data you have - it’s how searchable, connected and reusable that data is...

Where iMaintain Fits...

iMaintain helps manufacturing maintenance teams get more value from the maintenance knowledge they already have with iMaintain RMP - a Reliability Management Platform that works alongside existing CMMS, EAMs, work orders, manuals, asset histories and maintenance engineering knowledge, to make maintenance information easier to find, connect, capture and reuse.

**THE SAME FAULT SHOULDN'T
MEAN STARTING FROM SCRATCH**



iMaintain RMP

Reliability Management Platform

What is an RMP?

A Reliability Management Platform brings together the systems, data and knowledge your maintenance team already uses to help improve reliability across your operation.

By connecting existing CMMS and EAM data, manuals, work orders, asset histories and maintenance engineering knowledge, iMaintain RMP helps teams troubleshoot faster, reduce repeat issues, improve knowledge capture and support better reliability without adding unnecessary admin or replacing existing systems.

Why It Matters

When maintenance knowledge is scattered, teams lose time searching, repeat investigations, rely too heavily on key individuals and struggle to turn repair history into useful learning. iMaintain RMP helps close that gap. It gives maintenance engineers faster access to the information they need, while helping managers build a stronger, more consistent maintenance knowledge base.

The result is faster fault resolution, better maintenance records, improved knowledge retention and more useful data for future reliability improvement.

What iMaintain helps teams do



Find the Answer Faster

Surface relevant answers at the point of need with intelligent searches across work orders, asset data, manuals, SOPs and historical repair information.



Get more value from existing systems

Make messy CMMS / EAM records, work orders and maintenance histories easier to understand and reuse, without replacing existing software.



Capture engineering knowledge

Turn every repair into reusable knowledge, helping teams retain expertise from experienced maintenance engineers and support less experienced staff.



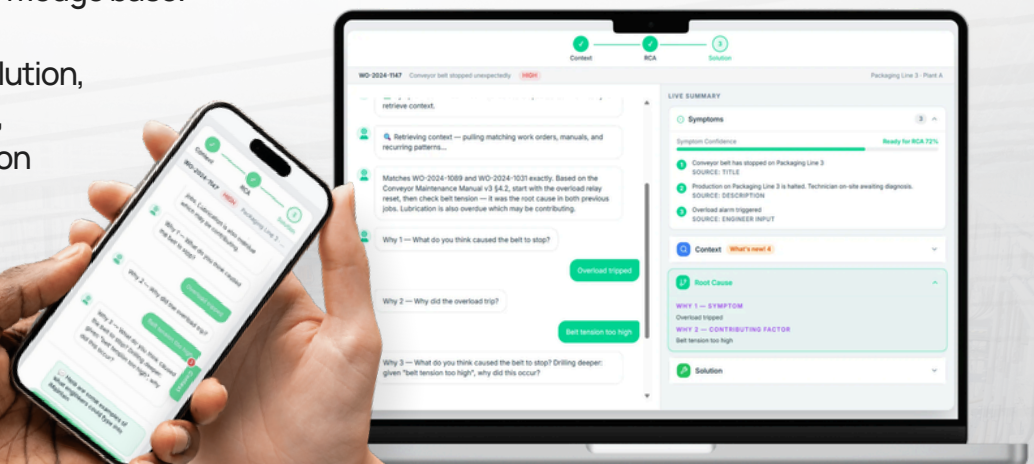
Reduce admin burden

Improve work order documentation, repair summaries and knowledge capture without adding unnecessary friction for maintenance engineers.



Reduce repeat faults

Identify recurring failure patterns, learn from previous fixes and support better root-cause investigation over time.



Who It's For

Maintenance Engineers & Technicians



Respond & Capture

Maintenance Managers & Supervisors



Prioritise & Coordinate

Reliability & Improvement Engineers



Analyse & Improve

Engineering & Operations Leaders



Measure & Optimise

Key Capabilities

- AI-assisted search across historical work orders and records.
- Quicker access to OEM manuals, SOPs and technical documentation.
- Work order, asset data and symptom analysis with automated summaries.
- Real-time troubleshooting recommendations.
- Guided root cause analysis workflow.
- Smart shift handover generation
- Recurring failure pattern identification.
- Continuously growing maintenance knowledge base.

Key Outcomes

- Reduced equipment downtime.
- Faster fault resolution.
- Improved engineering productivity.
- Fewer repeat failures.
- Better maintenance consistency.
- Retention of critical maintenance knowledge.
- Knowledge sharing across sites.
- Increased value from existing CMMS and maintenance data.
- Reduced administrative burden on maintenance engineers.
- Support for continuous improvement and reliability initiatives.

Book a Demo

Get in touch to book a walkthrough and explore how iMaintain can support your maintenance team.

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Systems & Data

MaintainX Limble
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CMMS or EAM



Work Order History



Asset & Sensor Data

Knowledge Resources



Manuals, SOPs, OEM Docs



Engineer Know-how



Spreadsheets & Analytics

Processes



Planned Preventative Maintenance

iMaintain RMP
Reliability Management Platform

Respond



Smart Shift Handover



Maintenance Assistant



Knowledge Capture



Assisted Work Orders



Root Cause Analysis

Manage



Identify Repeat Faults



Financial Impact Reporting



Reliability Projects: built from existing data and assigned to maintenance engineers



Automatic Project Monitoring and Savings reports

Predict



Predict Faults with historical data