

Technology



Preview

Warm up. What's a warranty?



MicroTastic®

Commercial Microwave Oven



Warranty

All warranty service is to be provided by an authorized MicroTastic® technician.
For service, call 1-800-MTASTIC.

Length of warranty—MicroTastic® will replace or repair:

<p>Full one-year: from date of purchase Any part that fails because of a defect in materials or workmanship. During this one-year period, all parts and labor will be provided free of charge.</p>	<p>Limited three-year: second through fourth year from date of purchase The magnetron tube, if it fails because of a defect in materials or workmanship. During this period, purchaser will be responsible for costs of labor.</p>
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Unit 3 objectives

- Read and understand a product warranty.
- Admit a possible error.
- Reassure someone.
- Express frustration with equipment malfunctions.
- Troubleshoot a problem.

Practical conversations

Model 1 Discuss a warranty.

A. Listen and read.

http://jeisee.com/tten/text/download/sound/?id=522&filename=U03_01_p30_A.mp3

A: I wonder if this freezer is still under warranty.

B: When was it purchased?

A: About six months ago.

B: No problem. It has a one-year warranty on parts and labor.



B. Listen again and repeat.

http://jeisee.com/tten/text/download/sound/?id=523&filename=U03_02_p30_B.mp3

Vocabulary

Equipment and machines



a sewing machine



a power saw



a freezer



a fax machine



a printer



a floor polisher



a fryer



a drill

C. Pair work. Discuss a warranty. Use the vocabulary or your own machines and warranties.

A: I wonder if this _____ is still under warranty.

B: When was it purchased?

A: _____.

B: _____. It has _____ warranty.

Model 2 Admit a possible error. Reassure a worried person.

A. Listen and read.

http://jeisee.com/tten/text/download/sound/?id=525&filename=U03_04_p31_A.mp3

- A: Uh-oh. I'm going to get in trouble.
 B: What do you mean?
 A: Well, I think I broke this sander.
 B: Maybe you'd better tell someone.
 A: I don't know. They'll think it's my fault.
 B: Don't worry. It's always good to speak up.



B. Listen again and repeat.

http://jeisee.com/tten/text/download/sound/?id=526&filename=U03_05_p31_B.mp3

Vocabulary

What to do when something is broken



call the manager



call the help line



call maintenance



ask someone for help

C. Pair work. Express concern about breaking something. Talk about what to do. Use these machines or the ones on page 30. Or use your own machines.

- A: Uh-oh. I'm going to get in trouble.
 B: What do you mean?
 A: Well, I think I broke _____.
 B: Maybe you'd better _____.
 A: I don't know. They'll think it's my fault.
 B: Don't worry. It's always good to speak up.



Do it yourself!

A. Personalization. Complete the chart with machines or equipment you have, or a friend has.

Machine	New / Used		Warranty?	Terms
<i>my car</i>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<i>6 months or 3000 miles</i>
1.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

B. Discussion. Talk about the information on your chart.

Practical conversations

Model 3 Express frustration with an equipment malfunction. Empathize.

A. Listen and read.

http://jeisee.com/tten/text/download/sound/?id=528&filename=U03_07_p32_A.mp3

A: Can you believe it? This hose is clogged again.
 B: You're kidding. When was it serviced?
 A: Just last week.
 B: That's ridiculous. What a waste of time!
 A: You can say that again! Let's write up a repair or replace order.



B. Listen again and repeat.

http://jeisee.com/tten/text/download/sound/?id=529&filename=U03_08_p32_B.mp3



Vocabulary

Mechanical problems



clogged



stuck



jammed



out of service

C. Pair work. Decide to write up a repair or replace order. Use these machines and equipment or your own machines and equipment.

- copier
- sink
- sewing machine
- toilet
- vacuum cleaner

A: Can you believe it? The _____ is _____ again.
 B: You're kidding. When was it _____?
 A: _____.
 B: That's ridiculous. What a waste of time!
 A: _____. Let's write up a repair or replace order.

[†]About (two) days / weeks ago

Model 4 Troubleshoot a problem.

A. Listen and read.

http://jeisee.com/tten/text/download/sound/?id=532&filename=U03_11_p33_A.mp3

A: What's the matter?

B: My computer **crashed**. And I need to order supplies.

A: Did you try restarting it?

B: Yes, I did. But that didn't help.

A: Maybe you'd better tell someone.



B. Listen again and repeat.

http://jeisee.com/tten/text/download/sound/?id=533&filename=U03_12_p33_B.mp3

Computer malfunctions

crashed
is down
isn't working

is broken
is frozen

Vocabulary

Computer activities



order supplies



check stock



make reservations



print receipts

write memos

C. Pair work. Discuss a computer problem. Use activities from the vocabulary or your own computer activities.

A: What's the matter?

B: My computer _____. And I need to _____.

A: Did you try restarting it?

B: Yes, I did. But that didn't help.

A: Well, maybe you'd better _____¹.

¹ call the help line, ask someone for help

Do it yourself!

A. Pair work. Complete the chart about problems with two of your machines.

B. Discussion. Talk about what you did when a machine malfunctioned.

Machine	sticks	clogs	jams	crashes
<i>my camera</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



The passive voice

Where **was** that machine **purchased**?

It **was purchased** here in the electronics department.

And **was** it **purchased** this year?

Yes, it **was**.

Sentences in the active voice and the passive voice can have similar meanings but a different focus.

Active voice

The night shift workers **clean** the meeting rooms. (focus on the subject)

Passive voice

The meeting rooms **are cleaned** by the night shift workers. (focus on the action)

Form the passive voice with **be** and the past participle.

be + past participle

The bathrooms **are cleaned** every morning by the housekeepers.

A. Underline the forms of **be** and circle the past participles.

1. This freezer was serviced three times last year.
2. The hose is cleaned every time the machine is used.
3. When was the manager called?
4. Why were those phones installed in the hall?

B. Write the past participle on the line.

- | | |
|--|---|
| 1. When was this sander _____?
<i>fix / fixed</i> | 3. Were the old tires _____?
<i>remove / removed</i> |
| 2. Why was this computer _____?
<i>service / serviced</i> | 4. Were the rooms _____?
<i>clean / cleaned</i> |

C. Complete each sentence in the passive voice. Use the past participle.

1. This cassette player was just _____! But it's still not working.
fix
2. Was the coffee maker _____ by the night staff?
start
3. This freezer wasn't _____. What's the number of the service center?
service
4. The batteries were _____ yesterday, but now they're dead.
replace

D. Complete each sentence in the passive voice.

- A: When was the filter changed?
B: It _____ last week.
- A: Where was the truck purchased?
B: It _____ at Trucks, Inc.
- A: Was the thermostat adjusted?
B: Yes, it _____ this morning.
- A: Were the phones moved?
B: Yes, they _____ by Ann.

Irregular past participles: Review

The following verbs have irregular past participles.

Verb	Simple past	Past participle	Verb	Simple past	Past participle
begin	began	begun	give	gave	given
break	broke	broken	make	made	made
bring	brought	brought	sell	sold	sold
buy	bought	bought	send	sent	sent
choose	chose	chosen	take	took	taken
drive	drove	driven	write	wrote	written

A more complete list of irregular past participles can be found on page 148.

E. Complete each sentence in the passive voice.

- The repair or replace order was written a week ago.
write
- Where _____ the car _____ for repairs last time?
bring
- When _____ this washing machine _____?
buy
- That floor polisher _____ not _____ the day before yesterday.
break

► Do it yourself!

Pair work. Look at the service receipts for two cars. Compare what was done by Vinny's Car Repair and Maisie's Garage.

VINNY'S Car Repair 024986

Date: March 5, 2003

Model: Monsoon van, model year 1999

Services performed

- change oil
- clean air filter
- replace fan belt

- replace wipers
- perform State Inspection



Maisie's Garage

030355

DATE <u>March 5, 2003</u>	
SERVICE BILL TO: <u>Skyview sedan</u>	MODEL YEAR <u>2000</u>
SERVICE PERFORMED	
<input checked="" type="checkbox"/> rotate tires	<input checked="" type="checkbox"/> perform State Inspection
<input checked="" type="checkbox"/> replace left tail light bulb	<input checked="" type="checkbox"/> recharge freon (air conditioner)
TECHNICIAN	CUSTOMER PHONE NUMBER

At Vinny's, the air filter was cleaned.



At Maisie's, the tires were rotated.



Authentic practice

http://jeisee.com/tten/text/download/sound/?id=537&filename=U03_16_p36.mp3

1 Oh, my gosh! I can't believe what I just did. I'm really in hot water now.

What did you do?

I was clearing this burner, and I broke the wires. This is the third time I've done that.

2 I'm going to get fired.

Don't be ridiculous. I'm sure the wires can be reconnected.

Yeah, but it's a big deal. You have to turn off the power first.

No problem. We can do that in a jiffy.

3 No way! That's a job for a licensed electrician.

We could get into big trouble if we tried doing it ourselves.

4 Maybe I should just forget about it. I'll try cooking with the other three burners.

Not a good idea. Laura, I really think you should speak up.

A. Read and listen again. Then check True, False, or Maybe.

http://jeisee.com/tten/text/download/sound/?id=538&filename=U03_17_p36_A.mp3

	True	False	Maybe
1. The wires were broken before.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. The cooks will reconnect the wires.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. The worker who broke the wires will speak up.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

B. Listen. Underline your response.

http://jeisee.com/tten/text/download/sound/?id=539&filename=U03_18_p36_B.mp3

- | | |
|-------------------------------------|--------------------------------------|
| 1. <u>YOU</u> Is it clogged? | <u>YOU</u> What do you mean? |
| 2. <u>YOU</u> That's ridiculous. | <u>YOU</u> Now it won't work at all. |
| 3. <u>YOU</u> What a waste of time. | <u>YOU</u> Great. Let's start now. |

C. Listen again. Read your response out loud.

http://jeisee.com/tten/text/download/sound/?id=540&filename=U03_19_p36_C.mp3

Technical assistance on the telephone

A. Listening comprehension. Listen to the conversation about a computer problem. Then listen again and check True, False, or Maybe.

https://dl.dropboxusercontent.com/u/20887618/Ready_to_Go_3/Unit03/U03_20_p37_A.mp3

- | | True | False | Maybe |
|---|--------------------------|--------------------------|--------------------------|
| 1. The computer crashed. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. The computer was purchased at Electronics World. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Holding down the control key helps for a while. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. The computer needs more memory. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

B. True story. Tell your partner about a machine or piece of equipment that was serviced or repaired.



I sent it to a service center.



I took it to a repair shop.



I fixed it myself.

Do it yourself!

A. Write your own response. Then read your conversation out loud with a partner.



I'm definitely in big trouble now.

YOU _____



The hose was clogged. I disconnected it, but I forgot to turn off the machine. Now there's dirt all over the floor.

YOU _____



Maybe I should just say I found it like this when I got here. Then no one will know who made the mess.

YOU _____

B. Culture talk. In the country you come from, how do you tell a supervisor that you made a mistake? Compare cultures with your classmates.



Speak up about equipment breakdowns.

A. Read and listen to the letters.

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Ask Joan

Culture tips for newcomers

Dear Joan:

I'm a cafeteria worker in a manufacturing plant. I like my job. I was hired only six months ago, and last week I was promoted! I have a problem, though, and I hope you can help me with it.

I am responsible for purchasing all supplies and preparing breakfast for the first shift. I come in early, and there's not much time to clean up and get ready. Sometimes I work too fast. When I try to clean under the burners, I sometimes disconnect the wires by mistake. This has

already happened three times, and I'm afraid to tell the manager that I did it again today. She might think I'm not careful with the equipment.

I can't fix the wires myself, and I can't do all the cooking if I don't have all the burners working. What should I do? I don't want to get in trouble or lose my job.

I really need advice.

Laura

Dear Laura:

You have no idea how many letters like yours I receive! Many workers are afraid to tell their managers when something

breaks. So instead of reporting a problem, workers often avoid working with the machine, probably hoping that someone else will solve the problem for them.

Remember: Managers want the work to get done. If you are having a problem with equipment, just speak up. Your manager will help you. She can probably show you how to clean under the burner without breaking the electrical connection. Don't worry. Your concern about the equipment will be rewarded, not blamed!

Joan

B. Choose an answer to each question. Fill in the ovals.

1. What's the problem?

(a) A worker is afraid to speak up about a problem.

(b) The stove is dirty.

2. How often has this problem occurred?

(a) Once.

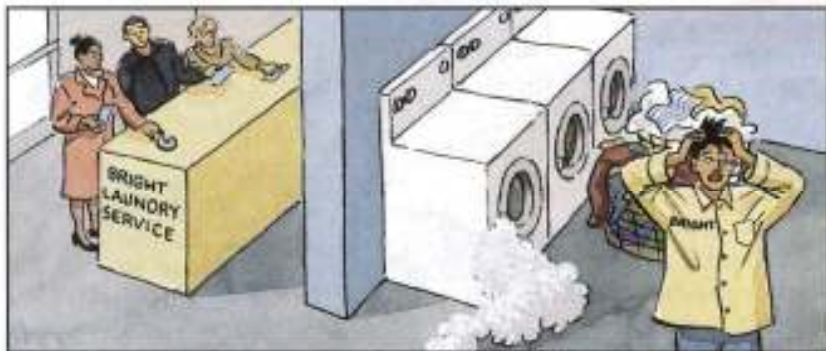
(b) Several times.

3. What advice does Joan give?

(a) Blame the manager.

(b) Tell the manager.

C. What's your advice? Look at the picture. Tell the worker what to do.



Product warranties and proof-of-purchase cards

Read the warranty and proof-of-purchase card. Answer the questions.



MicroTastic®
Commercial Microwave Oven

Warranty

All warranty service is to be provided by an authorized MicroTastic® technician. For service, call 1-800-MTASTIC.

Length of warranty—MicroTastic® will replace or repair:

<p>Full one-year from date of purchase Any part that fails because of a defect in materials or workmanship. During this one-year period, all parts and labor will be provided free of charge.</p>	<p>Limited three-year: second through fourth year from date of purchase The magnetron tube, if it fails because of a defect in materials or workmanship. During this period, purchaser will be responsible for costs of labor.</p>
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MicroTastic®

Microwave Oven Models MTMO 3400 and 3405

PROOF OF PURCHASE
(MUST BE SENT IN WITHIN ONE MONTH OF PURCHASE TO ACTIVATE WARRANTY)

Your name Tina Park

Your address 131 Stanley Street, Pine Plains, New Jersey 07077

Where was your MicroTastic® microwave oven purchased?
City Wide Electronics, 2 Central Ave., North Orange, NJ 07079

When was it purchased? January 1, 2002

If your MicroTastic® microwave oven needs to be serviced, call the authorized Customer Service Center nearest you. A complete list can be found on the back of this card.

- Under the terms of the warranty, who has to provide service for the microwave?

- What does the purchaser have to do to activate the warranty? _____
- Who will pay for the cost of labor if the magnetron tube is replaced in 2003?

Do it yourself! A plan-ahead project

What's the warranty for?

How long is it good for?

Pair work. Bring in a product warranty from a product you purchased. If you don't have a warranty, use one on page 154. Compare warranties with a classmate.



Review

A. Pair work or group work.

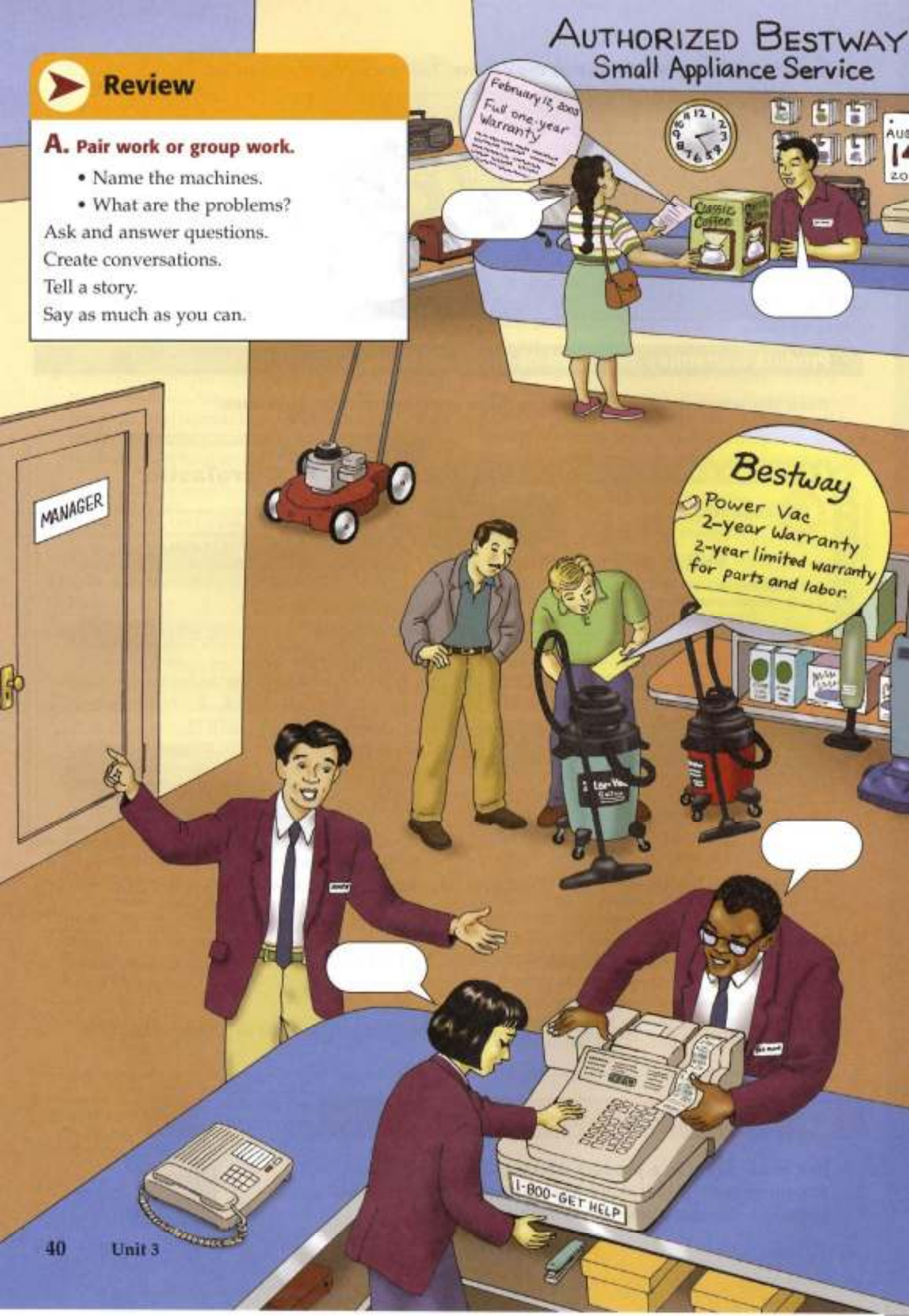
- Name the machines.
- What are the problems?

Ask and answer questions.

Create conversations.

Tell a story.

Say as much as you can.



B. Listen to the conversation between a customer and an employee at an electronics repair shop. Then listen again and check the malfunctions they talk about.

http://jeisee.com/tten/text/download/sound/?id=542&filename=U03_23_p41_B.mp3

	crashes	clogs	sticks	jams
1. the paper	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. the fax button	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. the toner hose	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. the computer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

C. Choose your response. Fill in the ovals.

- "Can you believe it? This drill is still under warranty."
 - That's too bad.
 - That's great.
- "I'm afraid I'm going to get in trouble."
 - What a waste of time.
 - Don't worry. It's always good to speak up.
- "Now it won't work at all."
 - That's ridiculous.
 - About six months ago.
- "Uh-oh."
 - You're kidding.
 - What's the matter?

D. Write the past participle on the line.

- The fryer was _____ in Taiwan.
make / made
- This car was _____ to me by my husband.
gave / given
- The best printers are _____ at Martin Electronics.
sell / sold
- Was the repair or replace order _____ by the night shift?
wrote / written

E. Complete each sentence in the passive voice.

- The fax machines _____ to the shop on May 1.
bring
- The sander _____ by the painters last week.
break
- The proof of purchase _____ to the company yesterday.
send
- The coffee maker _____ by the cafeteria manager.
repair

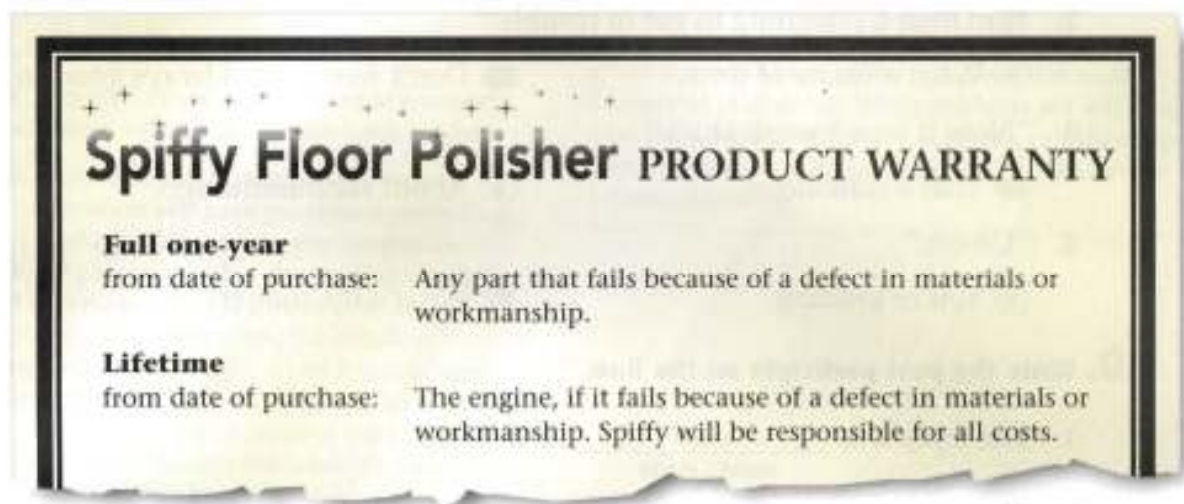
F. Write a response to each statement. Use your own words.

1. "I'm really in hot water now!"

2. "Maybe I should just try to do the work by hand. I don't want anyone to know that I broke the sewing machine."

3. "I think you should speak up. You won't be blamed."

G. Read the warranty. If you buy a Spiffy Floor Polisher today, what repairs will the company make under the warranty five years from today? Check the repairs.



1. the handle

2. the belts

3. the engine

H. Composition. On a separate sheet of paper, write about the picture on page 40. Say as much as you can.

Now I can

- read and understand a product warranty.
- admit a possible error.
- reassure someone.
- express frustration with equipment malfunctions.
- troubleshoot a problem.
- _____.