

# 預防勝於治療

## Prevention is Better than Cure

**我**們致力確保機電科技應用得當，安全可靠，以促進社會安全和提升市民生活質素。為此，我們竭力為客戶進行緊急維修，務求從速解決客戶問題。另一方面，我們堅信預防總是勝於治療，每有事故發生，定必立即進行調查，採取預防措施並制定預防指引，確保同類事故不再發生，好讓客戶安心。

去年10月在一座法院大樓發生的消防事故正可作為例子，展示我們的專業團隊如何迅速進行調查，找出故障成因，部署採取適切的後續預防措施，提升安全水平和優化服務。

該宗消防事故於下午發生，雖然火勢在半小時內被撲滅，但濃烈的燒焦煙味影響了三個法庭的運作。我們連夜趕工，去除燒焦煙味，確保受影響的法庭於翌日早上恢復正常運作。

我們進行調查後，發現該宗事故源於空調系統風櫃房內的諧波過濾器的電容部件出現問題，而有關故障極為罕見，在香港從未出現過。我們於是立即對相關產品採取了嚴格的預防措施，要求製造商檢測同一批次生產的諧波過濾器電容部件，以及提升未來的產品質素。

除此之外，我們亦在短時間內，就所有為客戶安裝和維修的諧波過濾器完成全面周詳的檢查，確保所有相關部件都安全可靠。我們並特地就那些諧波過濾器，特別是電容部件，研訂新的技術程序及定期預防性維修指引。

我們致力成為業界榜樣，努力落實各項良好做法和新技術，協助客戶為市民大眾提供更佳服務。

**W**e are committed to enhancing the safety and quality of life of our community by ensuring that E&M technologies are harnessed in a safe and reliable manner.

我們在一個月內完成檢查所有已安裝的諧波過濾器，確保類似的消防事故不再發生。

We checked all installed harmonic filters within a month to prevent recurrence of similar fire incidents.

As such, we strive to help customers fix problems by providing prompt emergency repair. But we also believe that prevention is always better than cure. That is why whenever an incident happens, our approach is to promptly investigate, take preventive action and develop preventive guidelines in order to avoid recurrence of similar incidents in future – all aiming to give customer the peace of mind.

A case in point is a fire incident in a court building last October. It demonstrated how our professional team took prompt action to investigate and identify the fault cause, and deployed appropriate follow-up preventive measures to enhance safety and our services.

The fire incident happened in the afternoon. Although the fire was extinguished within half an hour, the strong burnt smell still affected the operation of three court rooms. We worked overnight to remove the burnt smell and ensured that the affected courts could resume operation the next morning.

Investigation of the incident found that it broke out in the middle of the harmonic filter inside the air-handling unit room of the air-conditioning system, which involved a faulty capacitor with a rare defect never found in Hong Kong before. We immediately took stringent preventive measures targeting the related products and asked the manufacturer to check out other capacitors in the same batch, and to enhance the quality of future products.

Within a month, we completed an extensive and thorough inspection of all the harmonic filters installed and maintained for our customers, to ensure all related products were free of defects. Specific to the harmonic filters, we developed a set of new technical procedures and guidelines on regular preventive maintenance, particularly for the capacitor.

As we strive to become the industry's role model, we shall spare no efforts in implementing good practices and new technologies, in order to help our customers better serve the community.



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