

Out of Service Assets – Help Center

 help.fractal.com/hc/en-us/articles/35750893298317-Out-of-Service-Assets

"Out of service" refers to the status in which equipment cannot be used due to conditions affecting its normal performance. These conditions range from failures to unsafe situations and unscheduled downtime.

Why is this category useful in maintenance?

- **Asset status control:** There is clarity on which equipment is operational and which is not.
- **Resource management:** It allows for more efficient assignment of technicians and materials.
- **Informed decisions:** It aids in prioritizing interventions and planning downtime.
- **Historical tracking:** It can be analyzed how often a piece of equipment is out of service and actions can be taken to reduce it.

How to visualize if an asset is out of service?

Go to the asset catalog and navigate to the desired group or type of asset. From the overview, you will be able to identify if an asset is in operational status or out of service, which is reflected in its status information visible in the list.

From - Until
2025-03-24 / 2025-04-24

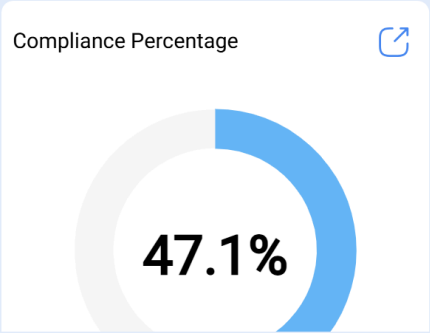
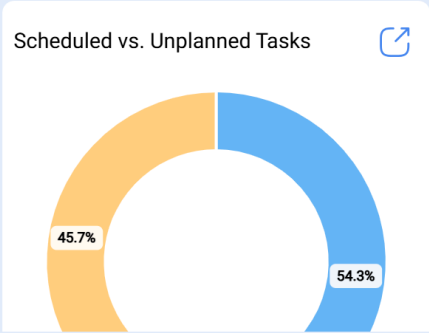
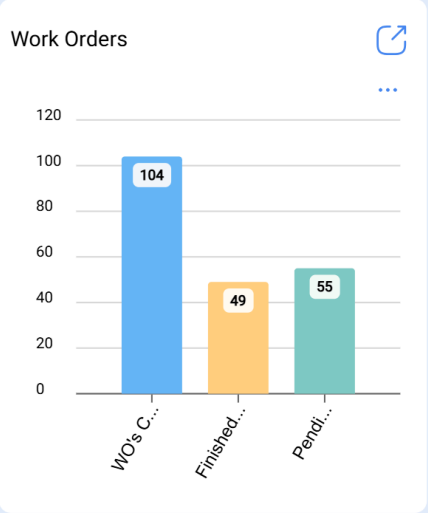
Is part of

39
WOs in Process

16
WOs in Review

49
Closed WO's

28
Pending Tasks with Delay



Work Requests

FRACTAL ONE

Version: 5.4.00

Start Fractal AI

- Catalogs
 - Assets
 - Inhouse Personnel
 - Third Parties
- Warehouses
- Work Management
- Monitoring
- Dispatcher

Is part of

55
Closed WO's

19
Pending Tasks with Delay

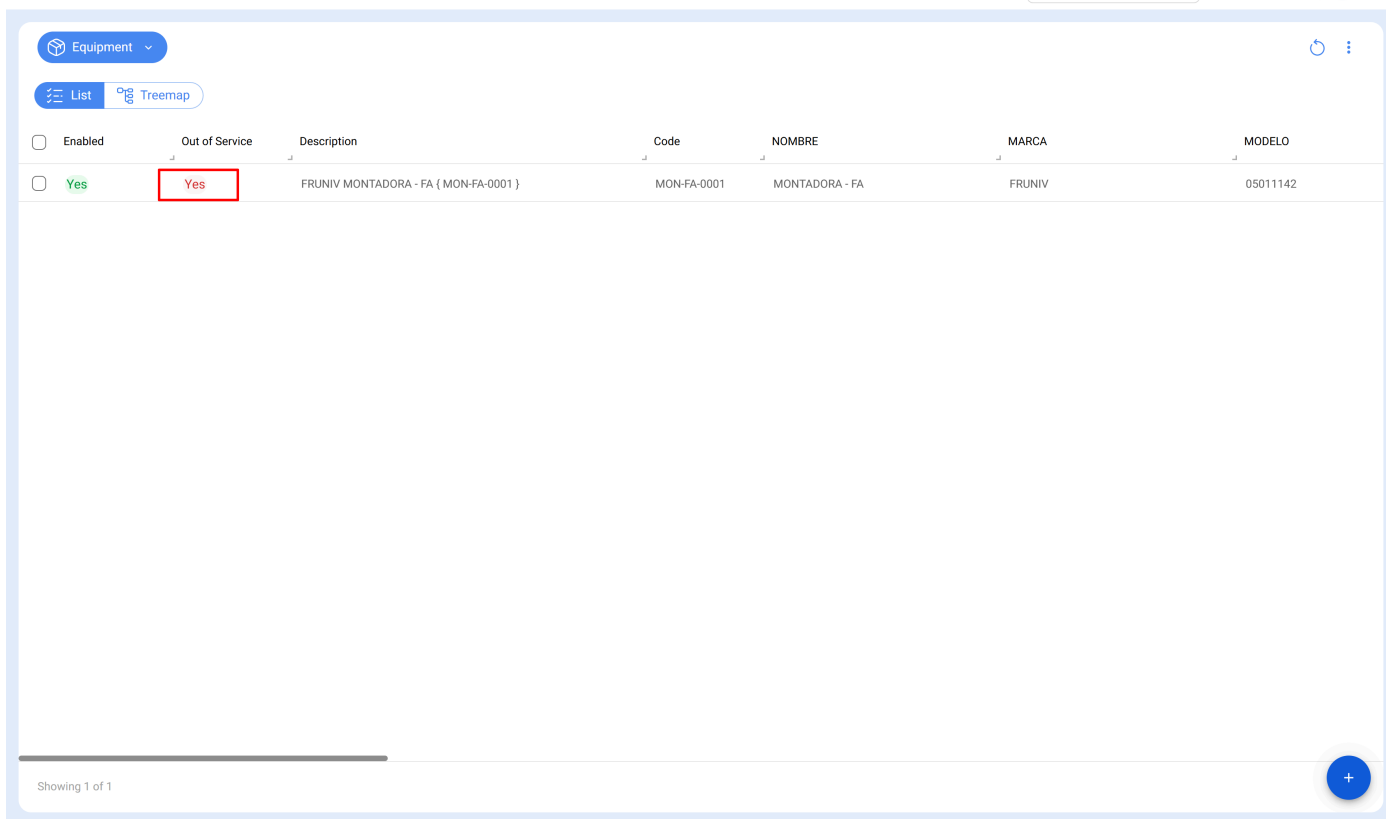
Work Orders

Category	Count
WO'...	114
Finis...	55
Pe...	59

Compliance Percentage

48.2%

Work Requests



Enabled	Out of Service	Description	Code	NOMBRE	MARCA	MODELO
<input type="checkbox"/>	Yes	FRUNIV MONTADORA - FA { MON-FA-0001 }	MON-FA-0001	MONTADORA - FA	FRUNIV	05011142

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How to mark an asset as out of service when creating an unscheduled task?

It is possible to manually record the service status of an asset when creating an unscheduled task. To do this, follow these steps:

1. Start recording a new *unscheduled task*.

The screenshot displays a Kanban board for Work Management, organized into four columns: Pending Tasks (182 items), WOs in Process (2780 items), WOs in Review (229 items), and Closed WOs. Each card represents a work order with details such as asset name, task description, due date, and progress. A red box highlights a plus sign icon in the bottom right corner of the Closed WOs column, indicating the option to add a new task.

Column	Count	Card ID	Asset	Task	Due Date	Progress	Assignee
Pending Tasks	182	OS801-25	MINISPLIT1 { AA-MS-0001 }	MANTENIMIENTO ANUAL	2025-04-23	0%	Abelardo Perez
Pending Tasks	182	WO800BAS	CNC { CNC-001 }	MANTENIMIENTO GENERAL	2025-04-15	0%	ADRIANA GRANADOS GER
Pending Tasks	182	OT1042UFSM	02 - C02.1 PARQUE CARRER 30-PINADA (LA CAÑADA) { 02 - C02.1 }	Inspección ocular de áreas de juegos - Semanal	2025-04-14	0%	Alexander Fuentes
WOs in Process	2780	OS803-25	01 - C01 PARQUE DE FÚTBOL EL PLANTÍO (LA CAÑADA) { 01 - C01 }	Inspección ocular de áreas de juegos - ...	2025-04-24	100%	Ricardo
WOs in Review	229	OS802-25	OTIS ELEVADOR #1 { EL01 }	EL EQUIPO NO LLEGA HASTA EL FINAL DE ...	2025-04-23	100%	DIEGO VERGARA
WOs in Review	229	OT1043UFSM	01 - C01 PARQUE DE FÚTBOL EL PLANTÍO (LA CAÑADA) { 01 - C01 }	Inspección funcional de áreas de juegos - ...	2025-04-22	100%	Alexander Fuentes
Closed WOs		OT1039UFSM	FRUNIV MONTADO	test	2025-04-16	100%	Jonas Campos
Closed WOs		OT1036UFSM	MUELLE { 05 - C0...	F-950-080-21 Parte	2025-04-16	100%	Jose Manuel - EULEN
Closed WOs		OT1035UFSM	01 - C01 PARQUE I CAÑADA) { 01 - C01 }	Inspección ocular c	2025-04-14	100%	Alexander Fuente

2. Complete the relevant asset data and check the option "Did the asset fail?".

← Non Scheduled Tasks

1 Asset 2 Task 3 Sub Tasks 4 Resources

Asset
FRUNIV MONTADORA - FA { MON-FA-0001 } v x

Incident date
2025-04-24 11:06

Requested By
Jonas Campos

Has the asset failed? ←

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3. You will be asked for additional details about the failure, such as type, cause, and method of detection, among others.

← Non Scheduled Tasks

1 Asset 2 Task 3 Sub Tasks 4 Resources

Asset
FRUNIV MONTADORA - FA { MON-FA-0001 }

Incident date
2025-04-24 11:06

Requested By
Jonas Campos

Has the asset failed?

Fault Type
Fault Cause
Fault Detection Method

Fault Type can't be blank
Fault Cause can't be blank
Fault Detection Method can't be blank

Fault Severity
= Medium

Type of damage
None

It caused disruption of other assets?
000:00

Asset out of service

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Note: It is possible to disable the requirement to complete these fields beforehand in the Work Orders module: [How to disable the obligation to complete failure catalogs?](#)

4. Finally, select the options "Out of Service" and "Since when", to enter more relevant information about the asset's status.

← Non Scheduled Tasks

1 Asset 2 Task 3 Sub Tasks 4 Resources

Asset
FRUNIV MONTADORA - FA { MON-FA-0001 }

Incident date: 2025-04-24 11:06 Requested By: Jonas Campos

Has the asset failed?

Fault Type: Correctivo Fault Cause: Bateria Fault Detection Method: ANALISIS DE VIBRACIONES

Fault Severity: Medium Type of damage: None It caused disruption of other assets?: 000:00

Asset out of service Since when: 2025-04-24 11:08

5. Selecting “out of service” enables an additional field to relate sub-assets of the same set. For more information, see the article "[How to relate multiple assets to the same out of service?](#)"

← Non Scheduled Tasks

1 Asset 2 Task 3 Sub Tasks 4 Resources

Asset
MONTADORA - FA { MON-FA-0001 } ⌵ ✕

Incident date
2025-07-03 09:30

Requested By
Jonas Campos

Has the asset failed?

Fault Type ⌵ Fault Cause ⌵ Fault Detection Method ⌵

Fault Severity
— Undefined severity ⌵ Type of damage
None ⌵ It caused disruption of other assets?
000:00

Asset out of service

Since when
2025-07-03 09:31

Does this outage affect other assets? →



This asset is related to
Unrelated ⌵

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6. Follow the subsequent steps completing each stage of the task, subtasks, and resources and finish so that the task is recorded.

← Non Scheduled Tasks

✓ Asset✓ Task✓ Sub Tasks✓ Resources

	Qty	Unit	Description	Type	Unit Cost	Total cost	Resource Source
 	1	LITROS	DETERGENTE { DET-001 }	Inventory	\$ DOP 0,00	\$ DOP 0,00	

< BackFinish >+

Upon completing the opening of the unscheduled task, the status of this asset will remain as out of service until that task is completed.

Equipment

List Treemap

Enabled	Out of Service	Description	Code	NOMBRE	MARCA	MODELO
<input type="checkbox"/>	Yes	FRUNIV MONTADORA - FA { MON-FA-0001 }	MON-FA-0001	MONTADORA - FA	FRUNIV	05011142

Showing 1 of 1

Once this task has been successfully completed, the asset will no longer be in the out of service status.

Enabled	Out of Service	Description	Code	NOMBRE
<input type="checkbox"/>	<input type="checkbox"/>	FRUNIV MONTADORA - FA { MON-FA-0001 }	MON-FA-0001	MONTADORA - FA

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How to mark an asset as out of service from an open work order?

To record that an asset is out of service from an ongoing work order, follow these steps:

1. Select a work order associated with the asset in question.

The screenshot displays a Kanban board for Work Management, organized into four columns: Pending Tasks (181 items), WOs in Process (279 items), WOs in Review (222 items), and Closed WOs (2468 items). The board is titled "Work Management View Kanban" and includes a user profile "JC" in the top right corner.

The "WOs in Process" column is highlighted with a red border. The selected work order is:

- OT1031UFISM** (Created by Jonas Campos)
- Asset:** FRUNIV MONTADORA - FA (MON-FA-0001)
- Task:** Mantenimiento (0% progress)
- Due Date:** 2025-04-15
- Assignee:** Jonas Campos

Other work orders visible in the board include:

- Pending Tasks:**
 - Asset:** AutoCad Autodesk 325534 2024 (Cad-0002)
 - Task:** 3. Revisión de señalización de seguridad - 1 año (EVERY 1 YEAR(S))
- WOs in Review:**
 - OT1029UFISM** (Created by BAUTISTA LABAYEN): **Asset:** TOYOTA CAMIONETA (EQ.RB-000)
 - OT1011UFISM** (Created by Ricardo Rangel): **Asset:** (EQ-HSSTE-001) LAVA COMODO
 - OT1006UFISM** (Created by JOSÉ FERNANDO CRUZ MOSQUEDA): **Asset:** ACONDICIONAMIENTO (ACON-02)
 - WO-1008INAC** (Created by JOSÉ FERNANDO CRUZ MOSQUEDA): **Asset:** Baño de Caballeros de Albercas (Baño de Caballeros de Albercas)
- Closed WOs:**
 - WO-1018INAC** (Created by Jonas Campos): **Asset:** (FR-FABIAN-0005 HUB) CALDERA
 - WO-1015INAC** (Created by Ramon Toro): **Asset:** (BANDA-2) BANDA TRANSPORTADORA 2
 - WO-1012INAC** (Created by Imène Chakroun): **Asset:** (BANDA-2) BANDA TRANSPORTADORA 2 (CANCELLED)

2. When identifying the task in the work order, complete the relevant information in the "Did the Asset Fail?" field.

The screenshot shows a mobile application interface for a 'Work Order'. At the top, there is a navigation bar with a back arrow and the text 'Work Order'. Below this, the user's name 'Jonas Campos' and the work order ID 'OT1039UFSM' are displayed. A date and time indicator shows '2025-04-16' and '00:10'. A progress bar indicates '100%' completion. A 'Note' field is present but empty. The main section is titled 'Work Management' and shows a list of tasks. The selected task is 'FRUNIV MONTADORA - FA { MON-FA-0001 }' with a sub-label '// Fractal/'. The task details are: 'test', Priority: Medium, Task type: 00 Correctivo, Group 1: (empty), Group 2: (empty), Work Request Num... (empty), Actual Schedule Dat...: 2025-04-16, Estimated Duration: 00:10:00. At the bottom of the task details, it shows 'RESOURCES 0 | ATTACHMENTS 0'. A red rectangular box highlights the task details area.

This screenshot shows a similar mobile application interface for a 'Work Order'. The navigation bar shows 'Work Order' and the user 'Jonas Campos'. The work order ID is 'FRUNIV { MON-FA-0001 } MONTADORA - F...'. The date and time are '2025-04-08' and '00:10'. The progress bar shows '00:00'. The task details are: 'Revisión de Equipo', Priority: Medium, Task type: ASISTENCIA, Group 1: 04 Operador sin unidad, Group 2: (empty), Work Request Num... (empty), Actual Schedule Dat...: 2025-04-08, Estimated Duration: 00:10:00. It shows 'RESOURCES 1 | ATTACHMENTS 0'. On the right side, there is a 'Trigger' section with 'Non Scheduled Tasks' and an 'Event date' field containing '2025-04-08 11:44'. Below this is a 'Failures Information' section with a checkbox labeled 'Has the asset failed?' which is checked and highlighted with a red box. At the bottom, there are 'Start' and 'Log' buttons.

3. Check the "Did the Asset Fail?" option and then select "Asset Out of Service".

The screenshot displays a mobile application interface for a work order. The left panel, titled "Work Order", shows the user "Jonas Campos" and the date "2025-04-08" with a duration of "00:10". Below this, there is a "Note" field and a "Work Management" section. The "Work Management" section includes the asset ID "FRUNIV (MON-FA-0001) MONTADORA - FA 22222.0111.07" and a "Revisión de Equipo" section with details: Priority: Medium, Task type: ASISTENCIA, Group 1: 04 Operador sin unidad, Group 2: (empty), Work Request Num... (empty), Actual Schedule Dat.: 2025-04-08, and Estimated Duration: 00:10:00. At the bottom of the left panel, it shows "RESOURCES 1" and "ATTACHMENTS 0".

The right panel, titled "FRUNIV (MON-FA-0001) MONTADORA - F...", shows a "Trigger" section with "Non Scheduled Tasks" and an "Event date" of "2025-04-08 11:44". Below this is the "Failures Information" section, which includes a checked checkbox for "Has the asset failed?". The "Fault Type" is "Alta temperatura", "Failures Causes" is "Bateria", "Fault Detection Method" is "Analise Visual", and "Fault Severity" is "Medium". The "Type of damage" is "None". The "It caused disruption of other assets?" field is "00:00". The "Asset out of service" checkbox is checked and highlighted with a red box. The "Since when" field is "2025-04-15 14:08". At the bottom of the right panel, there are "Start" and "Log" buttons.

4. Once selected, you will be able to enter the date when the asset went out of service.

The screenshot displays a mobile application interface for a Work Order. The left panel, titled "Work Management", shows details for the asset "FRUNIV (MON-FA-0001) MONTADORA - FA 22222.0111.07". It includes a "Revisión de Equipo" section with fields for Priority (Medium), Task type (ASISTENCIA), Group 1 (04 Operador sin unidad), Group 2, Work Request Num., Actual Schedule Dat. (2025-04-08), and Estimated Duration (00:10:00). The right panel, titled "Failures Information", contains several sections: "Trigger" (Non Scheduled Tasks) with an "Event date" field set to "2025-04-08 11:44"; "Failures Information" with a checked "Has the asset failed?" checkbox; "Fault Type" set to "Alta temperatura"; "Failures Causes" set to "Bateria"; "Fault Detection Method" set to "Analise Visual"; "Fault Severity" set to "Medium"; "Type of damage" set to "None"; "It caused disruption of other assets?" set to "00:00"; and "Asset out of service" with a checked checkbox and a date field set to "2025-04-15 14:08". A red box highlights the date field. At the bottom of the right panel, there are "Start" and "Log" buttons. A red box also highlights a button in the top right corner of the right panel.

Once the required data is completed, click "Save" to automatically update the status of the asset related to the task, marking it as "Out of Service".

Enabled	Out of Service	Description	Code	NOMBRE	MARCA	MODELO
<input type="checkbox"/>	<input checked="" type="checkbox"/>	FRUNIV MONTADORA - FA { MON-FA-0001 }	MON-FA-0001	MONTADORA - FA	FRUNIV	05011142

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Upon successfully completing the task, the asset will return to its previous state, no longer appearing as "Out of Service".

Pending Tasks

181

- Asset: AutoCad Autodesk 325534 2024 { Cad-0002 }
Task: 3. Revisión de señalización de seguridad - 1 año
00:10 2025-04-09
EVERY 1 YEAR(S)
- Asset: CALDERA { FR-FABIAN-0005 HUB }
Task: PRUEBA DE AGUA EN LA CALDERA
00:15 2025-05-14
EVERY 1 MONTHS
- Asset: FRUNIV MONTADORA - FA { MON-FA-0001 }
Task: Revisión de Equipo
00:10 2025-04-08
UNPLANNED
- Asset: Cuarto de Caldera # 1 { Cuarto de Caldera # 1 }

WOs in Process

2778

- OT1030UFSM
Created by ALEXANDER SANCHEZ
Asset: PORTATIL 02 { PTL-0002 }
Task: REVISION GENERAL
00:10 2025-04-15
Adrian Vargas
- OT1028UFSM
Created by Israel Acuña
Asset: XYZ Carton Machinery Ltd. IMPRESORA FLEXOGRAFCA { GT38-1 }
Task: Prueba de Carga
01:00 2025-01-31
Anselmo Alvarez
- OT1027UFSM
Created by ALEXANDER SANCHEZ
Asset: CALDERA 06 { CAL-006 }
Task: REVISION DE SISTEMAS DE SEGURIDAD
00:45 2025-04-08
PATRICIO JAIMES
- OT1026UFSM
Created by Ricardo Rangel
Assets: 3 Work Management: 3 1

WOs in Review

222

- OT1029UFSM
Created by BAUTISTA LABAYEN
Asset: TOYOTA CAMIONETA { EQ.RB-000 }
Task: INSPECCION SEMANAL
00:30 2025-04-17
Ricardo Cadario
- OT1011UFSM
Created by Ricardo Rangel
Asset: { EQ-ISSTE-001 } LAVA COMODO
Task: MTTO MENSUAL
00:10 2025-04-07
Ricardo
- OT1006UFSM
Created by JOSÉ FERNANDO CRUZ MOSQUEDA
Asset: ACONDICIONAMIENTO { ACON-02 }
Task: Mantenimiento mensual
04:00 2025-04-08
Miguel Mosqueda
- WO-1008INAC
Created by JOSÉ FERNANDO CRUZ MOSQUEDA
Asset: Baño de Caballeros de Albercas { Baño de Caballeros de Albercas }

Closed WOs

2469

- OT1031UFSM
Created by Jonas Campos
Asset: FRUNIV MONTADORA - FA { MON-FA-0001 }
Task: Mantenimiento
00:10 2025-04-15
Jonas Campos
- OT1025UFSM
Created by Imène Chakroun
Assets: 3 Work Management: 2 1
Multiple assets
12:15 2025-04-04
Adrian
- OT1021UFSM
Created by Ricardo Rangel
Asset: TOYOTA CAMIONETA { EQ.RB-000 }
Task: INSPECCION SEMANAL
00:30 2025-04-03
Ricardo
- OT1018UFSM
Created by ALEXANDER SANCHEZ
Asset: BOMBA CENTRIFUGA { BOMBA-C01 }

Enabled	Out of Service	Description	Code	NOMBRE	MARCA	MODELO
<input type="checkbox"/> Yes	<input type="checkbox"/> No	FRUNIV MONTADORA - FA { MON-FA-0001 }	MON-FA-0001	MONTADORA - FA	FRUNIV	05011142

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It is possible to create a new unscheduled task for an asset that is already out of service, according to the specific needs of that asset's maintenance plan.

← Non Scheduled Tasks

1 Asset
2 Task
3 Sub Tasks
4 Resources

Asset

Incident date

Requested By

Has the asset failed?

Fault Type

Fault Cause

Fault Detection Method

Fault Severity

Type of damage

It caused disruption of other assets?

Should this task also be terminated in order for the asset to re-enter service?

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During the creation of the task, by activating the option "**Did the asset fail?**", an additional checkbox is enabled that allows indicating if the asset should return to service upon completing the task.

By recording the start date of the out of service status and checking this option, the system will link the status change with the execution of the task, facilitating more precise management of the asset's availability.

← Non Scheduled Tasks

1 Asset 2 Task 3 Sub Tasks 4 Resources

Asset
{ MON-FA-0001 } MONTADORA - FA

Incident date
2025-05-27 08:55

Requested By
Jonas Campos

Has the asset failed?

Fault Type Fault Cause Fault Detection Method

Fault Severity Type of damage It caused disruption of other assets?

— Undefined severity None 000:00

Should this task also be terminated in order for the asset to re-enter service? Start date of out of service
2025-05-27 08:56

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Note: In case there are other work orders or tasks associated with an asset with the status "*Out of Service*", this status will only be updated once all related work orders and tasks have been completed.