

## Woking Repair Cafe

### Frequently Asked Questions (FAQ)

#### **When and where does Woking Repair Cafe (WRC) operate?**

We operate on the second Saturday of every month from 10am to 1pm. The doors will close to new arrivals at 12.30pm. In 2026 we are alternating between 2 venues, these are Old Woking Community Centre (GU22 9AT) and Trinity Methodist Church in the town centre (GU21 4LH). Please see website for details of next dates and venues.

#### **What sort of household products can I bring for repair?**

You can bring along most household products. Typical products include; items of clothing, textiles, bags, rucksacks, lamps, radios, Hi-Fi equipment, strimmers, hedge trimmers, electric mowers, toasters, food mixers, coffee makers, kettles, chairs, small tables, typewriters, computers, laptops, tablets, printers, sewing machines, toys, power tools, battery-operated clocks, ceramics, jewellery and bicycles. Bicycles will be done on a “weather permitting” basis as they will usually be done outside.

If possible, product owners bringing computers, laptops or tablets for repair should have taken a full back-up of all data beforehand and must understand that WRC are not liable for any data loss incurred during the repair.

Please note that there are some products we do not repair – see next FAQ.

#### **What products do we NOT repair?**

- WRC does not undertake repairs on petrol driven products, industrial devices, 3 phase power tools, mobile phones or electric scooters.
- Products that could present a hazard to repairers such as those known to contain or be made from asbestos should not be brought to the Repair Cafe.
- Complex alterations to clothing or textiles are also not undertaken by WRC due to the time required.
- Larger items of furniture that need 2 or more people to carry.

#### **How many products can I bring?**

You may enter one product for repair at a time. However after one product has been repaired you can rejoin the queue and enter an additional product for repair if there is time before we close our doors at 12:30.

## **Do I need to bring the lead/charger/batteries with me for electrical or electronic products?**

Yes, please remember to bring anything the repairer will need in order to power the item up and attempt a diagnosis of the fault.

## **What happens when I arrive with my faulty electrical product?**

On arrival you are asked to check in at our reception desk to register your product and complete some simple paperwork with one of our volunteers. We will then undertake an initial check to see if we think a repair is likely and to check if there are any safety issues for our volunteers.

Then you will either be directed to a suitable repairer or be asked to wait in the seating area until one becomes available. Once a repairer becomes available, they will discuss the fault with you and then attempt to diagnose and fix the problem with your product. You can sit at the repair station whilst your product repair is being undertaken. You may want to discuss the fault symptoms and even assist the repairer. We actively encourage visitors to discuss with their repairer what is being done, particularly with items that may have developed a simple fault that you could experience again. You may be able to use this knowledge to help rectify or prevent the same problem occurring in future.

Electrical items will be safety checked again before you leave.

## **What happens when I arrive with any other faulty product?**

This will be the same process as above but without the initial safety check.

## **Will I have to wait before my item gets seen?**

At busy times there may be a queue and you may have to wait until we have a repairer available to help you. Refreshments and seating are available and we find that visitors enjoy chatting to each other. You will be given a number to show your place in the queue. Occasionally people may be seen out of order, depending on the skills of the repairers available.

## **Do you charge to carry out repairs?**

WRC does not make any charge to look at and attempt the repair of products or give advice concerning its repair. We do not charge for our time. If spare parts or materials are needed to carry out the repair, then you are expected to pay for these if they are items we do not hold in stock. Some repairers may order parts with your prior authority that you can then reimburse the repairer for once fitted, or alternatively the repairer may ask you to purchase the parts yourself and then bring these along to a future Repair Cafe for fitting.

We will be grateful for any donations to help us with our running costs and to develop our service. These can be put in the donation jar at the welcome desk or you can pay by card.

Any surplus generated will be used by Working Environment Action (WEAct) to support our overall running costs and our local activities and projects. Please see WEAct website for more information on our activities.

### **Will my item always get fixed on the day?**

Sometimes our repairers may decide that they would prefer to work on your item at home. This may be because it needs more time or specialist tools that they don't have at the repair cafe. The decision to do this is entirely at the discretion of the repairer. If they do decide to take it home, they will give you a receipt and we will record this in our tracker book so we know which repairer has taken which item. The fixer will then contact you to discuss collection of the item, this could potentially be at the next repair cafe event.

Computers, laptops and tablets will never be taken home for data security reasons.

### **Does WRC dispose of faulty products?**

We do not dispose of faulty products. If a product is no longer required, then we recommend that it is taken to an approved recycling centre or local authority waste management centre for disposal. Product owners are responsible for the removal of all items that cannot be repaired.

### **Is there a maximum size of product that I can bring?**

The product should be able to be carried by one person and usually not be larger than a piece of airline carry-on luggage. If you are in doubt or have something unusual, please contact us via email: [repaircafe@wokingenvironmentaction.org](mailto:repaircafe@wokingenvironmentaction.org)

### **Can I let you know what I am planning to bring?**

It would be very helpful if you could send us an email and let us know what you are planning to bring and what the problem is with your item. This will help our repairers know what tools they might need. Our email address is [repaircafe@wokingenvironmentaction.org](mailto:repaircafe@wokingenvironmentaction.org)

please tell us which event you are going to come to. We may also ask you to send us photos so we can see more clearly what your item is.

### **What happens if you need to purchase spare parts?**

WRC holds some common consumable items in stock including some lamp spares and fuses. If we do not hold the item needed in stock the product owner will be responsible for providing (or paying for) any consumables such as leads, batteries, plugs, zips etc., that may be needed to attempt the repair. If parts are not available to complete the repair the product owner may be asked to bring the item back to a future Repair Cafe for fitting.

## **Can you carry out a PAT (safety) test on an electrical product?**

We have a PAT tester available that can be used by one of our electrical repair volunteers who can carry out a general inspection and test to check the electrical safety of mains powered electrical devices. If you are unsure whether an electrical item is safe you should stop using it immediately, ensure it is unplugged from the mains supply and have the item checked by a competent electrician. We will always PAT test an electrical item before you leave the repair cafe and will record the result on the product repair form and apply the relevant sticker (pass or fail).

## **Do repairs come with a warranty?**

Repairers offer no guarantee or warranty for any repairs carried out with or without their help and are not liable if any repaired items do not work properly at home or break down again in the future.

## **Do I need to stay with the product whilst you carry out the repair?**

Product owners are expected to remain with the repairer while the repair is being carried out. Items should not be left with the repairer and be picked up at a later time during the session unless agreed with the repairer and a receipt provided for you.

## **Can I bring my children and my dog?**

Only assistance dogs on a lead are welcome. Parents or Guardians are responsible at all times for the behaviour and safety of their children and assistance dogs during their visit to Woking Repair Café.

## **Do you have wheelchair access?**

Yes, and if needed we can also carry out repairs to wheelchairs for their owners. If you need any additional assistance please speak to one of our volunteers at the check-in reception desk.

## **Do you repair mobile phones or watches?**

In general we do not attempt the repair of these items. There are repairers in the area who can undertake this type of product repair and have the necessary specialist tools required.

## **Do you repair electric scooters?**

We do not attempt the repair of these items. Specialist knowledge is required to do this safely.

## **What do you do with any of my personal data that you gather?**

Please see the WEAct Privacy Policy on the Key Documents page of our website which answers this question.