

Task 1. Match the pictures A-F with the problems 1-7.**A****B****C****D****E****F**

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|---------------------------------------|-----------------------------|
| 1) Data synchronization error | 4) Power supply instability |
| 2) Robotic arm misalignment | 5) Sensor failure |
| 3) Motor vibration and abnormal noise | 6) PLC system malfunction |

Task 2. Match each sentence describing a problem (1-10) with the correct reporting verb from the dropdown menus. Use each verb only once.**Problems:**

1. "The factory robot made a strange noise and then stopped moving entirely." _____
2. "The drain in the shower is not letting water through; it's pooling at my feet." _____
3. "The camera app on my phone shows a black screen and doesn't take photos." _____
4. "The elevator doors won't close because something is blocking the sensor." _____
5. "During the online meeting, my colleague's voice kept breaking up with delays." _____
6. "The office air purifier sometimes turns off by itself for no reason." _____
7. "This old laptop takes almost ten minutes just to start up." _____
8. "The car's engine temperature light came on, and steam was coming from the hood." _____
9. "The entire network shut off for a few seconds during the storm last night." _____
10. "One of the shelves in the bookcase isn't fixed properly anymore; it wobbles." _____

Task 3. Choose the correct option a, b or c.

Language: Diagnosing a technical problem

- **Present possibility**

- **may / might / could + be / present continuous**

- The PLC *might be* malfunctioning.
- The motor *may be* overheating.
- The sensor *could be* giving incorrect readings.

- **Present certainty**

- **must + be / present continuous**

- The power supply *must be* unstable.
- The robotic arm *must be* operating incorrectly.
- The system *must be* causing production errors.

- **Past possibility**

- **may / might / could + have + past participle**

- The software *may have* crashed.
- The sensor *might have* failed.
- The data *could have been lost* during synchronization.

- **Past certainty**

- **must + have + past participle**

- You *could* replace the *faulty* sensor.

Language: Suggesting a solution

- **try + verb +-ing**

- Try restarting the system.

- **Why don't you run a diagnostic test?**

- **Why don't you reset the PLC controller?**

- **You could** contact the faulty sensor.

1. **Problem:** "This batch of sensors is failing quality control."

- a) The calibration **might have came** incorrect from the start.
- b) The calibration **might have been** incorrect from the start.
- c) The calibration **must be came** incorrect from the start.

2. **Problem:** "The conveyor belt has stopped."

- a) A component **might be** jammed.
- b) A component **might being** jammed.
- c) A component **might been** jammed.

3. **Problem:** "The robotic arm is misaligned."

- a) The arm **may have been bump** during the last changeover.
- b) The arm **may have bump** during the last changeover.
- c) The arm **may have been bumped** during the last changeover.

4. **Problem:** "The assembly line is producing defective units."

- a) The tool **could have lost** its calibration.
- b) The tool **could have lose** its calibration.
- c) The tool **could has lost** its calibration.

5. **Problem:** "The coolant isn't circulating."

- a) The flow valve **may have been close** accidentally.
- b) The flow valve **may have been closed** accidentally.
- c) The flow valve **may have been closing** accidentally.

6. **Problem:** "The 3D printer nozzle is clogged."

- a) The filament **might are** contaminated.
- b) The filament **might be** contaminated.
- c) The filament **might being** contaminated.

7. **Problem:** “The network in the production area is down.”
- a) A cable **could have came** unplugged.
 - b) A cable **could have coming** unplugged.
 - c) A cable **could have come** unplugged.
8. **Problem:** “The weld quality is inconsistent.”
- a) The wrong gas mixture **may have been use**.
 - b) The wrong gas mixture **may have been used**.
 - c) The wrong gas mixture **may have been using**.
9. **Problem:** “The robotic arm is misaligned.”
- a) It **could are** a software glitch.
 - b) It **could be** a software glitch.
 - c) It **could been** a software glitch
10. **Problem:** “The coolant isn't circulating.”
- a) **Try check** the pump.
 - b) **Try checking** the pump.
 - c) **Try to checking** the pump.

Task 4. Read the email below from a facility manager to the technical support team.

To: tech.support@techflow.com

From: maria.fernandez@techflow.com

Subject: Multiple Equipment Issues – Urgent Attention Required

Date: November 17, 2023

Dear Technical Support Team,

I am writing to report a series of malfunctions in the main production hall this morning, which are severely impacting our workflow.

Firstly, the primary conveyor belt on Line 3 **broke down** at 08:15. It made a loud grinding noise before stopping completely. We suspect a motor has **failed**. Additionally, the robotic arm at Station 5 is **acting up**; its movements are erratic and it is not aligning parts correctly, which has caused it to **produce defects** in the last batch.

There is also a concerning issue with the new cooling system. We noticed a pool of liquid on the floor, and it appears a main hose is **leaking**. The system control panel is **displaying** a constant “Low Pressure” warning. Given that the system’s compressor tends to **overheat** under strain, this needs immediate checking to prevent a complete shutdown.

In the packaging area, the label printer **jammed** twice, causing minor delays. Furthermore, the software on the central monitoring computer **froze** and had to be forcibly restarted, and since then it has been **running slowly**, making real-time tracking difficult.

Lastly, during the restart, one of the main server racks **cut out** briefly, and a network cable seems to have **come loose** from its port, as the connection in the east office is now unstable.

We require your team’s urgent assistance to diagnose and resolve these issues. Please coordinate a visit as soon as possible today.

Best regards,

Maria Fernandez

Facility Manager, Production Hall

1. What was the first major problem reported in the production hall?

- a) The primary conveyor belt broke down.
- b) The robotic arm overheated.
- c) The cooling system started leaking.

2. What is the specific problem with the robotic arm at Station 5?

- a) It is leaking oil onto the floor.
- b) It has completely stopped and won't turn on.
- c) It is moving erratically and making defective products.

3. What evidence does Maria give for the cooling system problem?

- a) A strange noise and an error message.
- b) A pool of liquid and a warning message on the control panel.
- c) The system is running slowly and overheating.

4. What happened to the central monitoring computer?

- a) It was destroyed by a power surge.
- b) It jammed while printing a report.
- c) It froze and now runs slowly.

5. What caused the unstable network connection in the east office?

- a) The main server broke down.
- b) A network cable came loose.
- c) The Wi-Fi is lagging.

Task 5. Find the reporting verb or phrase in the email that matches each definition below.

- 1. Stopped working completely (for a machine): _____
- 2. To show information or a warning: _____
- 3. To behave in an unpredictable or faulty way: _____
- 4. To become too hot: _____
- 5. To make faulty products: _____
- 6. To become stuck: _____
- 7. To stop responding (for software): _____
- 8. To operate at a reduced speed: _____
- 9. To stop suddenly and briefly (for power/systems): _____
- 10. To become disconnected or not fixed tightly: _____