

Logmaster EWD Fault Reporting Guide

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What to Do If You Think Your EWD Is Faulty

If you ever think something's wrong with your Electronic Work Diary (EWD)—for example, data not saving properly or the system behaving unexpectedly—you have a legal obligation to report it.

Why It Matters

The National Heavy Vehicle Regulator (NHVR) requires that all EWD users must report faults to their technology provider within 24 hours of becoming aware of the issue. This applies to every EWD approved by the NHVR, not just Logmaster.

This rule helps make sure that faults don't go unnoticed and that your records can be fixed quickly and accurately. It also protects you in case you're asked to explain missing or unusual records during an inspection.

Official source: NHVR Electronic Work Diary - Responsibilities

<https://www.nhvr.gov.au/safety-accreditation-compliance/electronic-work-diaries/ewd-user-responsibilities>

"If a driver believes there is a fault with the EWD, they must notify their EWD provider within 24 hours of becoming aware of the issue."

What Logmaster Will Do

If you report a possible fault, Logmaster will immediately start an internal engineering investigation. We'll confirm what happened and respond with:

- A clear explanation of the issue
- Any fixes or updates needed
- Support materials if you're inspected while the issue is under review

We'll always take your report seriously, and we act fast to protect your compliance.

How to Report a Fault

If you're using Logmaster and believe there's a technical fault, contact us within 24 hours at:

Email: support@logmaster.com.au

Phone: 02 72 286 269

We're here to support you, and your report helps keep the whole system running smoothly.
