

# Saving Robot Zak

**LINKS TO:**

Stage 3, Module 4

Learning Object 3: *Peter's nightmare*

## Exercise 1

Answers:

### 1.1 What is the cause of the problem with Zak?

Zak has an oil system problem.

### 1.2 What solution should Anna and Peter try first?

The first solution they should try is changing Zak's oil. They can find the instructions for this on page 54 of the manual.

### 1.3 What should Peter and Anna do if all of the suggested solutions don't fix the problem?

If none of the troubleshooting guide suggestions work, they should call the service line for assistance, or take Zak to a robot-repair person.

### 1.4 What problems would Zak be experiencing if he had memory failure?

If Zak had memory failure he would be mixing up words, speaking an unknown language and not recognising his users.

### 1.5 Where would Peter and Anna find instructions for how to run Zak's auto-restore program?

The instructions for running Zak's auto-restore program are on page 323 of the manual.

## Exercise 2

Answers:

### 2.1 Which supplier offers genuine ZCC2000 parts? Support your answer with quotations from the text.

Dunia Robot supplies genuine spare parts for the ZCC2000. Pak Bobi at Dunia Robot says *Kami mempunyai stok suku cadang asli yang lumayan besar* (We stock a wide range of genuine parts).

### 2.2 What is the difference between using genuine and non-genuine parts? Support your answer with quotations from the text.

Pak Roby at *Robot Roby* (Roby's Robots) says the only difference is that using non-genuine parts might *membuat jaminan tidak berlaku lagi* (void your warranty). Pak Bobi at *Dunia Robot* says that his customers have used non-genuine parts and experienced problems such as the parts wearing out quickly and causing *kerusakan pada sistem pengoperasian Zak* (damage to the Zak operating system).

### 2.3 Which supplier offers the cheaper part? Support your answer with quotations from the text.

Pak Roby at Robot Roby (Roby's Robots) offers the cheaper part.

### 2.4 Which supplier has the parts in stock? Support your answer with quotations from the text.

Dunia Robot has the part in stock and can deliver it the next day. They will even send a technician to install the part.

**2.5 Which supplier's advice do you think is the most reliable? Give reasons for your answer.**

I think Bob at Robot City is the most reliable supplier. He offered evidence based on his experience of the importance of using genuine parts, and stated that he owns a ZCC2000 himself. His general tone and manner were more friendly and supportive, whereas Ricky referred to Zak as an 'antique' and didn't discuss the real impact of using non-genuine parts.

**2.6 From which supplier would you advise Peter and Anna to purchase the spare part? Give reasons for your answer.**

I would advise Anna and Peter to buy the genuine part from Robot City, because according to the advice they have received, using non-genuine parts could void any warranty they still have, as well as wearing out quickly and even causing damage to Zak's operating system. Although the part is more expensive, it will be delivered quickly and professionally installed.

**Exercise 3**

**Use the information from the two telephone enquiries in Exercise 2 to write a conversation between Anna and Peter in Indonesian in which they discuss their options, and decide which supplier to use.**

Sample answer:

**Peter:** Pak Roby dari Robot Roby bilang dia bisa menjual suku cadang bukan asli kepada kita dengan harga Rp590.000, dan akan tersedia dalam waktu enam minggu.

**Anna:** Enam minggu! Saya pikir Zak pasti tidak akan senang menunggu. Pak Bobi dari Dunia Robot bisa mengantarkannya besok, tapi ...

**Peter:** Tapi apa?

**Anna:** Tapi suku cadangnya lebih mahal: Rp890.000, tapi dia bisa mengantar dan memasang suku cadang itu.

**Peter:** Itu jauh lebih mahal.

**Anna:** Ya, memang lebih mahal, tapi dia menjelaskan padaku bahwa kalau kita menggunakan suku cadang yang lebih murah dan bukan yang asli, suku cadangnya akan cepat aus dan ada kemungkinan akan menyebabkan lebih banyak kerusakan.

**Peter:** Aku tidak tahu. Apa kita punya uang sebanyak Rp890.000?

**Anna:** Kupikir lebih penting melakukan hal yang benar untuk Zak. Dan kalau seorang teknisi profesional memasang suku cadang itu artinya tidak ada lagi yang akan rusak.

**Peter:** Ok. Ok. Kamu benar. Mari kita beli suku cadang dari *Dunia Robot*.

**Anna:** Aku setuju – mari kita telepon Pak Bobi segera sehingga dia bisa datang ke sini besok.