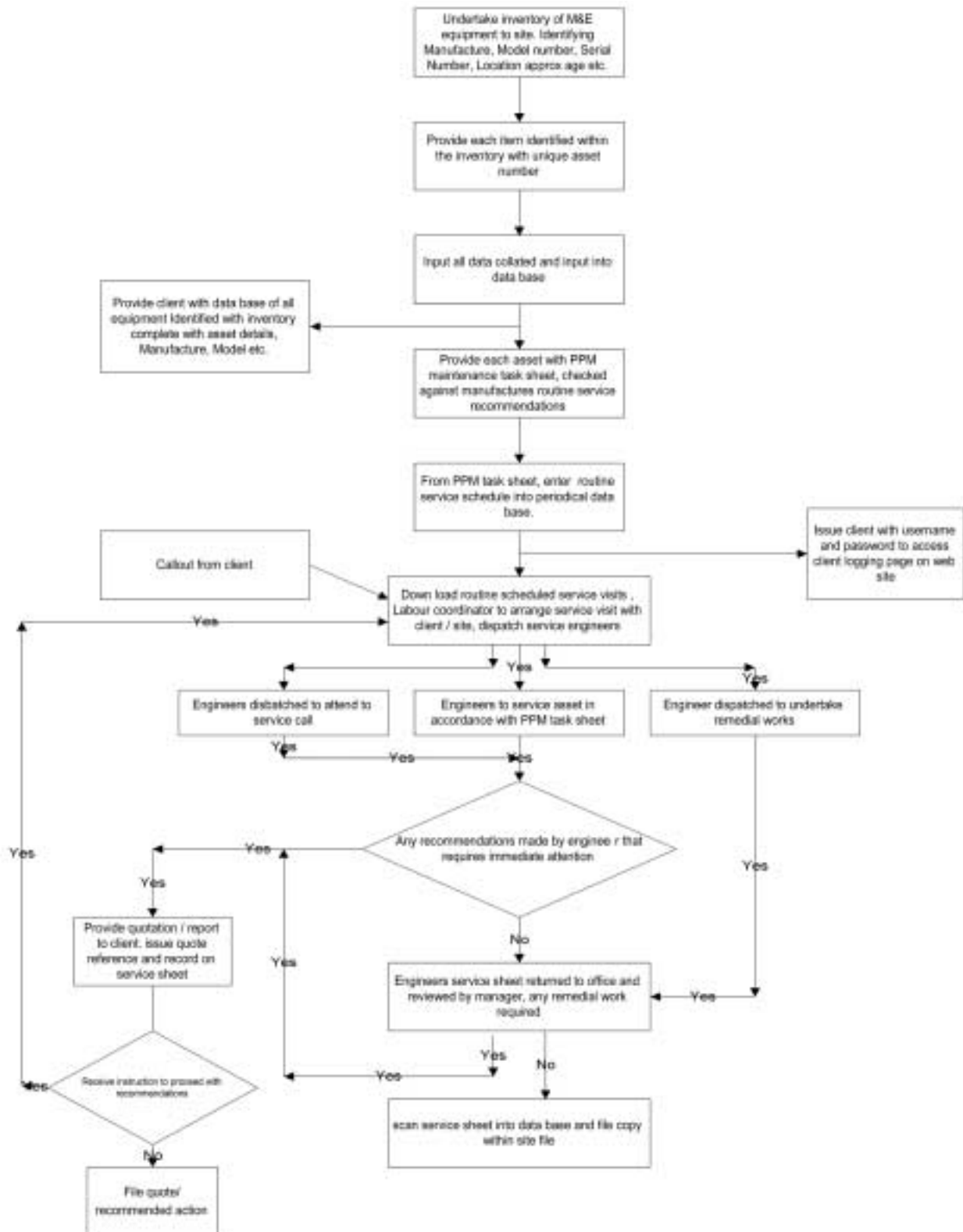


Building Service & Maintenance



the management process

procedure flow chart



introduction

Jupiter Facilities Management Ltd is the one stop contact for Facilities Managers looking to outsource the management of their building services. Services include service and maintenance to Electrical, Mechanical, Air-conditioning & HVAC (Heating Ventilating & Air Conditioning), equipment and much more.

We have a highly skilled mobile workforce based around the Home Counties, to undertake the scheduled Planned Preventative Maintenance of all HVAC equipment, backed up by a skilled office staff at offices in Basildon, Essex.

Our aim is to deliver high quality servicing with a fast efficient response to all service visits, breakdowns, repair and administration paperwork.

On the successful agreement of the proposal document, Jupiter Facilities Management Ltd would within 30 days of the contract start date, undertake a survey of each building, and produce an inventory of the equipment on that site.

Each item of equipment listed within the inventory would be issued with a unique asset number. Each asset number would provide the client with equipment details including manufacture, make, model and serial number, approximate age of equipment, any defects, repairs, expected life cycle etc. Where air-conditioning units are

identified, the type and quantity of refrigerant would be recorded and a digital photo of the asset would be taken. All details will be available to view on our web site via our customer log in page.

Log books will be issued on site to record all maintenance tasks undertaken and scheduled tasks to be completed.

A Health & Safety log book would also be issued detailing generic and site specific risk assessments, COSHH data sheets etc.

All log books are required to be kept in a tidy manner, in a location suitable i.e. on shelves or within cabinets.

Within 30 days of the contract start date, a unique username and password will be issued to enable our client to access our customer log in page, where all data relating to their contract can be readily viewed.

Prior to routine or remedial works being undertaken, the site building manager or named responsible person will be contacted, to ensure that it is a convenient time to undertake the works scheduled.

On the start of a maintenance contract, a member of the management team would introduce both the site engineer and area supervisor to the office or building manager.



accreditations

Jupiter Facilities Management Limited is accredited to the following professional bodies:-



Confederation for the Registration of Gas Installers, CORGI is the National Watchdog for Gas Safety in the United Kingdom. For more info visit www.corgi-gas-safety.com.



Heating Ventilation Contact Association. The HVCA represents the interests of firms active in the design, installation, commissioning and maintenance of heating, ventilating, air conditioning and refrigeration (hvacr) products and equipment.



The National Inspection Council for Electrical Installation Contracting is the industry's independent, non profit-making, voluntary regulatory body covering the whole of the United Kingdom. The NICEIC's sole purpose is to protect consumers from unsafe and unsound electrical work. For more info visit www.niceic.org.uk.



Mitsubishi Electric Accredited Installer ensures that only approved installers are accredited to install and service air-conditioning equipment and issue extended warranty cover. For more info visit www.mitsubishi-aircon.co.uk.



ISO 9001 is a series of documents which define requirements for the Quality Management System Standard.



OHSMS18001 is an assessment specification for Occupational Health and Safety Management Systems. It was developed in response to companies in need of achieving their health and safety obligations in an efficient manner.



ISO 14001 was first published in 1996 and specifies the actual requirements for an environmental management system. It applies to those environmental aspects which the organization has control of and which it can be expected to have an influence.



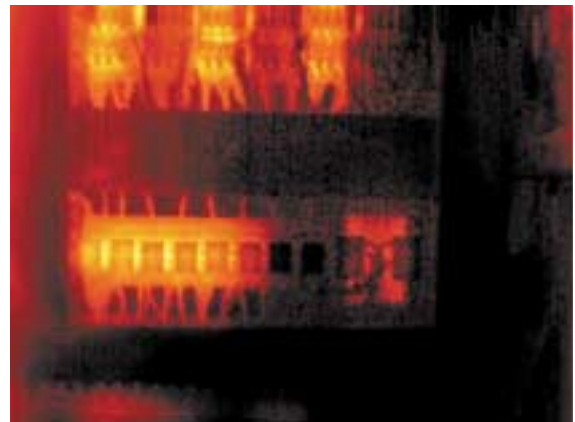
EXOR Accredited – Government required to work within local authorities, ensures that an accredited company fully meets with current standards and Health & Safety legislation.

planned preventative maintenance

Thermal Imaging is a helpful tool which is used to identify potential electrical overload



Bright areas identify a fuse that is having high load potential overload/ weak joint



The thermal image above shows a number of electrical contacts in use. This shows an installation in sound condition

planned preventative maintenance

To ensure that all the equipment is serviced correctly, first an inventory of equipment is undertaken where each item is issued with a unique asset number. The asset number is specific to that item of equipment which details Manufacture, Model Number, Serial number and location etc. and any other site specific detail.

From the information collated the manufacturers' routine service information is obtained. This information is transferred to a PPM Maintenance Task Sheet. The PPM Task Sheets detail what maintenance is to be undertaken and at what frequency. Where no service data is available, we take guidelines from the HVCA maintenance schedules. We have approx 300 PPM task sheets on our database for various items of equipment, from air-conditioning units to boilers etc; We are constantly up-dating and adding more task sheets.

Unit details are entered on to our bespoke maintenance software package. A search by asset number on our data base will list all manufacturer's data, service history and repairs etc.

From the information above, each asset number is allocated routine maintenance visits which are scheduled by week number. The number of service visits and length of service required will be taken from the allotted maintenance task sheet.

Each week the maintenance is downloaded from our software and displayed on large 42" plasma TVs within our office. From here we can clearly see the maintenance due - this can also be viewed on our web site via our customer

logging button.

Each site maintenance visit is allotted a unique job number which is sent to our service engineer via text message to their mobile phone.

Service visits are scheduled by the labour co-ordinator and appointed to the service engineer.

Following our engineer's service visit, the engineer service sheets and certificates etc. are returned to the office and duplicate copies are filed on site within the site maintenance log book. All service sheets certificates, etc. are scanned onto our data base. The scanning software uses character recognition software and matches the allotted job number to the task. The engineer's service sheets are stored electronically behind the site reference; all scanned data can be viewed on our web site. The engineer's service sheets are then stored within the site files within our office.

No maintenance task to any item of equipment can be removed from the outstanding work list without a scanned engineer's service sheet or certificate etc. Any item that remains outstanding for more than 2 weeks is displayed on a separate plasma TV within the office. This unique software designed specifically for Jupiter Facilities Management Ltd ensures that no service visit is missed and records are always available.

Plasma TVs are used as they provide instant information which clearly shows valuable information at a single glance.



Plasma TVs used to display periodical maintenance, callouts and remedial works

emergency cover

Jupiter Facilities Management Ltd operates a 24 hour / 365 day emergency help desk facility in order to deal with emergencies that may arise. Jupiter Facilities Management Ltd endeavour to respond to requests for service call-outs both during and outside normal working hours within 4 hours of the initial call, on the understanding that Jupiter Facilities Management Ltd reserves the right to delay attending if it is reasonably

apparent that the reported fault does not represent a serious risk to life or property, then an engineer will attend within 24 hours of the call.

If a call-out is identified as being "non-urgent" the call-out may be delayed, but we guarantee an engineer will attend within a minimum of 24 hours.

maintenance task sheets

Shown below is an example of one our standard PPM (Planned Preventative Maintenance) task sheets. Task sheets can be matched to any item of equipment and can list manufacturer's recommendations as well as site specific requirements.

Maintenance Task Reference Number: PPM Task Sheet: PPM/43

Site Location: GEMINI HOUSE – HARLOW

Equipment Specification: SPLIT AIR CONDITIONING UNITS

Frequency of service and item to be serviced: 1-5, 1-13

LOCATION	GEMINI HOUSE – HARLOW					
EQUIPMENT	SPLIT AIR CONDITIONING UNITS					
FREQUENCY	Daily	Weekly	Monthly	3 Monthly	6 Monthly	Yearly
TASKS				1-5		1-13
NB Any practice which release CFCs into the atmosphere must not be used.						
1) Check condenser and evaporator units including compressor, fans and motors for undue noise and vibration.						
2) Ensure condenser/evaporator coils are clean and free from obstruction.						
3) Check filter condition, clean as required.						
4) Wipe down and clean both indoor unit and external condenser.						
5) Ensure filter alarm switch operates correctly (if fitted).						
6) Ensure condensate pump/drains operate freely.						
7) Clean fan motors and impellers, adjust and lubricate as required.						
8) Check security of mountings and drives on compressors and fans.						
9) Check solenoid valves, service valves, pressure relief valves and refrigerant check valves for operation.						
10) Carry out complete inspection and service to evaporator and condenser controls, including contactors, timers, overload protection, fuse ratings, terminations, etc.						
11) Clean internals of control panels using a soft cloth, free from loose threads and metallic fibres.						
12) Check condition of pipework insulation, report any defects.						
13) Examine and clean external surfaces of chillers, condensers, make good any signs of corrosion.						

extra works

Where a routine service visit or callout has identified a fault with an item of equipment which can be repaired on site, it can be approached in several ways depending upon the client's views. Listed below is a brief summary of the various ways we manage this to current clients:-

- 1 On finding a fault that cannot be remedied on site – A quotation is forwarded on to our client by e-mail, fax or letter. On receipt of written instruction we return to site and undertake repair.
- 2 As authorised and agreed at the time of contract with the client, a pre determined sum to undertake repairs to an individual item of equipment, identified faulty during service visit / call out. A cost analysis is submitted with each invoice detailing material and labour time.
- 3 On identifying the fault while on site – A senior member of the office will contact the authorised person/client to seek verbal permission prior to undertaking any repair and prior to any action being undertaken.

All other works would be either quoted or charged on a time and material basis at the scheduled rates agreed by both parties.

web based maintenance records and certification

We are dedicated to providing our clients with confirmation that the service and maintenance work entrusted to Jupiter Facilities Management Ltd will be maintained to the highest standard. To provide this we have invested in bespoke maintenance software designed specifically for Jupiter Facilities Management Ltd, where all maintenance records and scheduled service visits can be viewed on line via our web site at www.jupiterfm.com via our customer log in page.

We have described within the "Planned Preventative Maintenance" section how the data is logged onto the system. This information is available to view via our web site in format that meets with our clients' requirements, all data is generally stored in PDF format.

Access is limited to user name and password which can be changed at any time.

Records of equipment service sheets are updated each night - one year's records are available to view at all times.

Schedule service planners can be viewed to display periodical service visits and completed works etc.

All data including test certificates e.g. NICEIC electrical test certificates, CORGI gas safety inspections etc. are available to download from our web site, all files are PDF unless an alternative file type is required.

contract management

Jupiter Facilities Management Ltd has a unique bespoke computerised maintenance package, designed to meet our clients' needs.

All maintenance visits are entered on the labour programme. Each week the following week's site visits are downloaded and scheduled for the next week - this also applies to sub-contractors routine servicing.

No service visit can be removed from the service list unless it is accompanied by the relevant paperwork. This ensures all service visits are undertaken on time - nothing is missed.

Routine site meetings with the building manager/ client will be undertaken where a review of the contract and its progress

can be discussed - the frequencies of such meetings are at the client's discretion.

All engineer's service sheets, sub-contractor's reports etc. are reviewed by a senior member of the management team, prior to being scanned into our data base. Any recommendations or remedial works identified within the service sheets are relayed back to our client by way of e-mail, fax or letter.

All clients can review the progress of the routine maintenance by viewing our engineer's service sheets. Sub-contractor's service sheets are certificated??? via accessing our customer login page via our website at www.jupiterfm.com.

documentation

Each site will be issued with several logbooks, dependent on the service provided:-

- Site Maintenance / Log Book** - Copies of labour planner, PPM task sheets, engineer's service sheets, and Refrigerant log etc.
- Water Treatment / Log Book** - Copies of monthly tap temperatures, sub-contractor's water analysis reports.
- Health & safety / Log Book** - Copies of the Company health & safety policy along the generic and site specific risk assessments and COSHH data.
- Fire / Log Book** - Copies of monthly emergency light tests and weekly fire bell tests etc.





JUPITER

facilities management

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