

# SERVICE CALL

(To be completed by the Contractor and saved in the Contractor's CMMS)

FACID/Building: VA701

Date of Visit: 12/02/20

Contractor Personnel on Site:

1. Moore's Services

4. \_\_\_\_\_

2. \_\_\_\_\_

5. \_\_\_\_\_

3. \_\_\_\_\_

6. \_\_\_\_\_

Service Call Number

CSS# 27291

WO# 13314

Description of Repairs

reset vfd's, freeze stats, chiller alarms, and  
left boiler off until maintenance replaces  
faulty part. further troubleshooting is needed  
will submit quote

## CERTIFICATION OF WORK

To be signed by the Contractor:

Print Name: Bryan Map

Date: 12/02/20

Signed: \_\_\_\_\_

To be signed by Facility Manager:

By signing the Certification of Work, the said government representative signature does not constitute acceptance of any work performed by the contractor, it only acknowledges that the contractor was on-site during the identified timeline:

Print Name/Rank: SFC Terry Casey

Date: 02 DEC 2020

Signed: \_\_\_\_\_

E-Mail: \_\_\_\_\_



## CERTIFICATION OF WORK SERVICE CALL

(To be completed by the Contractor and saved in the Contractor's CMMS)

FACID/Building: VA701 Date of Visit: \_\_\_\_\_

### Contractor Personnel on Site:

- |                          |          |
|--------------------------|----------|
| 1. <u>Moore Services</u> | 4. _____ |
| 2. _____                 | 5. _____ |
| 3. _____                 | 6. _____ |

### Service Call Number

CSS# 27291 WO# 13314

### Description of Repairs

Changes multiple settings and  
spoke with control representative  
no further adjustments can be  
made via army core engineering

## CERTIFICATION OF WORK

To be signed by the Contractor:

Print Name: Bryan Mayo Date: 12/16/20

Signed: \_\_\_\_\_

To be signed by Facility Manager:

By signing the Certification of Work, the said government representative signature does not constitute acceptance of any work performed by the contractor, it only acknowledges that the contractor was on-site during the identified timeline:

Print Name/Rank: SFC Terry Casey Date: 12/16/20

Signed: \_\_\_\_\_

E-Mail: \_\_\_\_\_





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Billing Address	Site Address
<b>Customer:</b> TIDEWATER, INC <b>Address:</b> 6625 SELNICK DRIVE ELKRIDGE MD 21075 <b>Phone:</b> 614-623-9569	<b>Customer:</b> USARC VA701 SUFFOLK <b>Address:</b> 886 CAROLINA ROAD SUFFOLK VA 23345 <b>Phone:</b> 614-623-9569
<b>Service Call #:</b> COM0143677	<b>Call Type:</b> COM-HVAC

Service Requested
<p>PO: 13314 Please inform your techs that it is mandatory to wear face coverings and follow social distancing CDC guidelines. (see email attachment).</p> <p>We have a new request that came in for one of our sites in VIRGINIA and I was wondering if you would be able to head out to the site and provide us with a quote for repair? Please respond to this email notification so we know you have received.</p> <p>SOW: AHU 1 is in alarm and can't be reset.</p> <p>We will also need a "BEFORE" picture provided with your quote if repairs will be more than \$450.00.</p> <p>Please also see attached Certificate of Work (COW) form that needs to be filled out completely and signed by your Technician and the facility POC upon completion of the site visit along with picture of the completed work.</p> <p>NOTE: This is only approval for your tech to work on this scope of work. IF site personnel requests other work to be completed outside of stated work -please ask them to put a service call request in with the AFOS or RFOS and then we can get their concerns addressed -Thank you</p> <p>Moore's can be onsite tomorrow morning, December 2nd at 8:00 to give access. POC is Angela Williams-Taylor 757.544.7039 *** CUSTOMER SHEET ATTACHED ***</p> <p>12.2.20 ST QUOTE SUBMITTED TO TINA VIA EMAIL.</p> <p>12/4/20 anh- QUOTE APPROVED 2875.00 / 2 MEN @ 8 HRS EACH</p> <p>DESCRIPTION OF EQUIPMENT: "Daikin Model # AGZ075EDSEMNN00 Serial # STNU171100067"</p> <p>DESCRIPTION OF PROBLEM: Tech checked in with manager on duty upon arrival. Was shown all equipment throughout building and alarms on ascent computer program. Found chiller general alarm, chiller low temperature evaporator alarm and boiler 2 offline. Inspected boiler 2 and found power off. Turned on power and observed unit run with no issues. Spoke with Angela and was informed that maintenance crew had found faulty part. Left boiler off. Boiler cannot run until part is replaced by maintenance. Inspected chiller and found multiple issues as to why chiller alarmed on low temperature evaporator. Found that vfd for air handler 1 and 3 had been tripping on alarm 2021 start enabled one signal missing. Found both units freeze stat tripped. Reset stats system. Now calling for fan but vfd not receiving signal to start. Reset low supply temp alarms on computer and all fans began running. Cleared low evaporator temperature alarm on chiller interface and system began running. Chiller low temperature evaporator now cleared but chiller general alarm still tripped. Computer control system stating that chiller should be running but chiller interface showing no alarms and status reading waiting for load. Was also informed by employees that original installation company has been out multiple times for issues with this system.</p> <p>DESCRIPTION OF REPAIRS: "Moore's is proposing to return to site to further troubleshoot.</p> <p>*Customer is responsible for any and all non-returnable items and/or restocking charges that apply, should the quote be cancelled by the customer, or the scope of work changes in any way after Moore's has received approval. "</p>

Problems					
Description	Tech	Equip. Desc and Model	Manufacturer	Equip. Serial	Asset ID
TROUBLE SHOOT UNIT	BRYANMAYO	chiller M#AGZ075EDSEMNN00	DAIKIN	STNU171100067	
TROUBLE SHOOT UNIT	JACOB LONG				

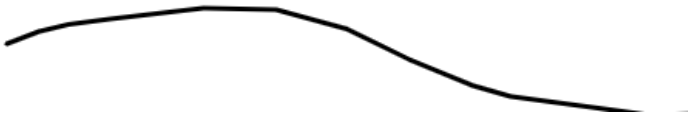
Tech Notes
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Tech: BRYAN MAYO, Date: 12/2/20 - checked in with mod upon arrival. was shown all equipment throughout building and alarms on ascent computer program. found chiller general alarm, chiller low temp evap alarm and boiler 2 offline. inspected boiler two and found power off. turned on power and observed unit run with no issues. spoke with Angela and was informed that maintenance crew had found faulty part. left boiler off. boiler cannot run until part is replaced by maintenance. inspected chiller and found multiple issues as to why chiller alarmed on low temp evap. found that vfd for ahu 1 and 3 had been tripping on alarm 2021 start enabled 1 signal missing. found both units freeze stat tripped. reset stats system now calling for fan but vfd not receiving signal to start. reset low supply temp alarms on computer and all fans began running. cleared low evap temp alarm on chiller interface and system began running. chiller low temp evap alarm now cleared but chiller general alarm still tripped. computer control system stating that chiller should be running but chiller interface showing no alarms and status reading waiting for load. was also informed by employees that original installation company has been out multiple times for issues with this system. further troubleshooting is required. will submit quote

Tech: BRYAN MAYO, Date: 12/16/20 - Upon arrival, AHU#1 was tripped on freeze stat, only one of the 2 boilers was operational and only reaching 100 degree water temp, Chiller has no alarms but is currently off due to outside air temps are low. Went through system and found multiple setting for AHU 1&3 that were causing the fan to shut off which caused the freeze stat to trip. Found multiple parameters on the boiler keeping it from achieving 140 degree setpoint in addition to running both boilers instead of 1. Currently side C of the building had multiple sections with space temps ranging from 64-66 degrees. Went through all vav settings and adjusted set-points. Currently all thermostats have a 5 degree offset meaning heating set-point is 5 degrees cooler and cooling set point is 5 degrees higher than set point. Spoke with controls company and was informed this setting can not be changed without approval from army core in Kentucky. After all adjustments and repairs were made space temps for entire building are now all ranging around 68-73 as designed. May need to inspect chiller in the spring due to low temps outside. Job complete, if site is uncomfortable at the current settings they will need to speak to their commanding officers to be able to change parameters.

Labor			
Date	Technician	Description	Hours
12/2/2020	BRYAN MAYO	COMMERCIAL TRAVEL TIME	1.00
12/2/2020	BRYAN MAYO	REGULAR HVACR LABOR	6.50
12/16/2020	BRYAN MAYO	REGULAR HVACR LABOR	8.00
12/16/2020	JACOB LONG	REGULAR HVACR LABOR	8.00

Materials			
Date	Part Number	Description	Quantity
12/2/2020	CMISCX-TRIP CHARGE	TRIP CHARGE	1.000
12/2/2020	CMISCX-TRUCK CHARGE	TRUCK CHARGE	1.000
12/2/2020	CMISCX-QUOTED GS AMOUNT	QUOTED AMOUNT SUBMITTED FOR THIS GENERAL SERVICE JOB	23.500

<b>Signed By</b>	<b>TERRY CASEY</b>	<b>Signature</b>		<b>Date</b>	<b>12/16/2020</b>
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