

NOTES:-

- ① Check with A/C engineer or other branch installation coordinator as necessary.
- ② eg. No room, not compatible are good reasons
- ③ Check for partials, supportable system eg. DEC console terminal + DEC media.
- ④ Inform installing cost centre installation coordinator & send copy of Sales order form.
- ⑤ If new options to the cost centre are on order form, inform supervisors of possible training requirements & logistics of need to stock spares.
- ⑥ Inform Colin Smith at LAP, he will arrange visit if necessary & handle any problems.
- ⑦ Visit, armed with Field Service, environment, handouts. Have knowledge of equipment involved with heat dissipation & power requirement figures. Open & close Think Small log. no.
- ⑧ Arrange to install & de-install Dranetz. Analyse printout & inform customer of any filter or voltage stabiliser requirements. Open Think Small log. no. & close only if installation is more than one month away.
- ⑨ Use F hold if no one can be loosely assigned to installation. Release when engineer can be assigned
- ⑩ Take SMG. See separate flowchart.
- ⑪ Engineer must report shipping damage to salesman via installation coordinator & short ships to logistics via inst. coordinator ASAP after arrival on site. Also system serial no. & contact phone no. Also return customer follow up report ASAP.
- ⑫ Engineer to fill out expiration of warranty on Service card on engineers acceptance, ignore short ships & ship damage if customer can use system. Obtain customer signature on acceptance form if possible otherwise leave for him to sign.
- ⑬ Quote 2x BMC for installation if previously on contract, otherwise per call rates apply. 1x BMC for deinstallation.
- ⑭ Remove card & flow from current C.I.