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Title: MANDATORY COMMISSIONING REPORT
Category: *GENERAL* Termination Date:
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Models CAC:
Affected: BDP:

Mandatory Commissioning Report

Summary

Effective 1/1/2000, Carrier Commercial Service shall file a commissioning report for every machine started by Carrier Commercial Service.

Failures to file the commissioning report MAY RESULT IN REJECTED CLAIMS to Carrier Commercial Service. Claims will only be rejected in the event that a DOA warranty claim is filed.

Details

Warranty reduction efforts began in the last 3 years have been quite successful. There is general agreement on the high quality of the 19XR product line. However, in order to achieve world-class and industry leading quality levels, additional focus on quality is needed. Specifically, we wish to have perfect quality at startup. To enable our design center and manufacturing facility to obtain this level of quality, we are asking for improved data flow from the jobsite.

The purpose of the commissioning report is to help the factory reduce field failures at startup (DOA's), decrease the time required for startup, and to increase the overall quality of the equipment in the eyes of our customers. The report will enable an improvement in the overall quality of Carrier equipment by getting direct job-site feedback from the startup technician to service engineers and the quality department. The report will help lower the total start-up time by identifying obstacles that exist that delay the startup.

One report per unit started is required for all chillers (16,17, 19, 23and 30 series). One report per jobsite is required for all other commissioning. Additional reports may be filled out for specific pieces of equipment at the discretion of the technician who wishes to emphasize the (good or poor) quality of a particular unit.

Failures to file the commissioning report MAY RESULT IN REJECTED CLAIMS to Carrier Commercial Service. Claims will only be rejected in the event that a DOA warranty claim is filed. DOA's are defined as failures within 30 days of startup or failures before or at the

C9923A – MANDATORY COMMISSIONING REPORT

Page 2 of 2

time of startup. Due to the limitations of the warranty system, CSS can not restrict the filing of claims to units that have had a commissioning report filed. The District Manager will enforce this policy comparing the warranty claims filed to commissioning reports. The District Manager will inform the branch when this policy has been violated and give the branch 1 week to file the missing commissioning report.

With this policy, there is no change in the startup procedure at the jobsite, or with the documents which are left for the customer.

Once the startup is complete, the technician who did the startup fills out the commissioning report. The commissioning report is NOT shared with the customer. The commissioning report can be filled in at the jobsite or in the office after returning from the startup. At the office, place the commissioning report in the job folder for later reference if needed.

The commissioning report must be filed with the District Manager responsible for the product line of the unit that was started. District Managers have been assigned by Carrier Commercial Service region, with the exception of the East Zone that has been split in two at Washington D.C. The current district manager **assignments are:**

Region	16,17,19,23 series equipment	All other equipment
Northeast (north of Potomac)	Brice Auten (interim)	Dilip Vyavaharkar
Southeast (south of Potomac)	Brice Auten	Leon Leighton
Midwest	Quanah Martin (interim)	Curt Wealti
Southwest	Quanah Martin	Al Schantz
West	Terry Cammack	John Egan
Non-USA	Eric Adams	Eric Adams

The district manager will use the report in two ways. First, the district manager will validate any DOA warranty claims by comparing the commissioning report to the warranty claim. The office will be contacted if the District Manager has any questions about the startup process or the related claims that are filed. Second, the district manager is responsible for summarizing the results of the commissioning reports and forwarding both the summary and a copy of the reports to the responsible service-engineering group as well as the quality department at the responsible factory. The reports and summaries thereof will be used to start corrective actions to improve the quality of the product. The exact process used to start corrective actions and complete them will vary by factory.

This policy applies to all equipment sold by CSS and started up in the USA by Carrier Commercial Service. We are happy to accept reports from outside the USA in order to help us improve the quality of the product. The filing of Commission reports is not mandatory outside the USA.

COMMISSIONING REPORT ATTACHED