

SECTION 01 43 33
MANUFACTURERS' FIELD SERVICES

PART 1 GENERAL

1.01 DEFINITIONS

- A. Person-Day: One person for 8 hours within regular Contractor working hours.

1.02 SUBMITTALS

- A. Informational Submittals:

1. Training Schedule: Submit, in accordance with requirements of this Specification, not less than 28 calendar days prior to start of equipment installation and revise as necessary for acceptance.
2. Lesson Plan: Submit, in accordance with requirements of this specification, proposed lesson plan not less than 28 calendar days prior to scheduled training and revise as necessary for acceptance.
3. Training Session Recordings: Furnish Government with two complete sets of recordings fully indexed and cataloged with printed label stating session and date recorded.

1.03 QUALIFICATION OF MANUFACTURER'S REPRESENTATIVE

- A. Authorized representative of the manufacturer, factory trained, and experienced in the technical applications, installation, operation, and maintenance of respective equipment, subsystem, or system, with full authority by the equipment manufacturer to issue the certifications required of the manufacturer. Additional qualifications may be specified in the individual specification section.
- B. Representative subject to acceptance by Contracting Officer. No substitute representatives will be allowed unless prior written approval by such has been given.

PART 2 PRODUCTS (NOT USED)

PART 3 EXECUTION

3.01 FULFILLMENT OF SPECIFIED MINIMUM SERVICES

- A. Furnish manufacturers' services, when required by an individual specification section, to meet the requirements of this section.

- B. Where time is necessary in excess of that stated in the Specifications for manufacturers' services, or when a minimum time is not specified, time required to perform specified services shall be considered incidental.
- C. Schedule manufacturer' services to avoid conflict with other onsite testing or other manufacturers' onsite services.
- D. Determine, before scheduling services, that conditions necessary to allow successful testing have been met.
- E. Only those days of service approved by Contracting Officer will be credited to fulfill specified minimum services.
- F. When specified in individual specification sections, manufacturer's onsite services shall include:
 - 1. Assistance during product (system, subsystem, or component) installation to include observation, guidance, instruction of Contractor's assembly, erection, installation or application procedures.
 - 2. Inspection, checking, and adjustment as required for product (system, subsystem, or component) to function as warranted by manufacturer and necessary to furnish Manufacturer's Certificate of Proper Installation.
 - 3. Providing, on a daily basis, copies of manufacturers' representatives field notes and data.
 - 4. Revisiting the Site as required to correct problems and until installation and operation are acceptable to Contracting Officer.
 - 5. Resolution of assembly or installation problems attributable to or associated with respective manufacturer's products and systems.
 - 6. Assistance during functional and performance testing, and facility startup and evaluation.
 - 7. Training of Government personnel in the operation and maintenance of respective product as required.

3.02 MANUFACTURER'S CERTIFICATE OF PROPER INSTALLATION

- A. When so specified, a Manufacturer's Certificate of Proper Installation form, a copy of which is attached to this section, shall be completed and signed by equipment manufacturer's representative.
- B. Such form shall certify signing party is a duly authorized representative of manufacturer, is empowered by manufacturer to inspect, approve, and operate their equipment and is authorized to make recommendations required to ensure equipment is complete and operational.

3.03 TRAINING

A. General:

1. Furnish manufacturers' representatives for detailed classroom and hands-on training to Government personnel on operation and maintenance of specified product (system, subsystem, component) and as may be required in applicable Specifications.
2. Furnish trained, articulate personnel to coordinate and expedite training, to be present during training coordination meetings, and familiar with operation and maintenance manual information specified in Section 01 78 23, Operation and Maintenance Data.
3. Manufacturer's representative shall be familiar with facility operation and maintenance requirements as well as with specified equipment.
4. Furnish complete training materials, to include operation and maintenance data, to be retained by each trainee.

B. Training Schedule:

1. List specified equipment and systems that require training services and show:
 - a. Respective manufacturer.
 - b. Estimated dates for installation completion.
 - c. Estimated training dates.
2. Allow for multiple sessions when several shifts are involved.
3. Adjust schedule to ensure training of appropriate Government personnel as deemed necessary by Contracting Officer, and to allow full participation by manufacturers' representatives. Adjust schedule for interruptions in operability of equipment.
4. Coordinate with Section 01 91 14, Equipment Testing and Facility Startup, and Section 01 91 15, Total Building Commissioning.

C. Lesson Plan:

1. When manufacturer or vendor training of Government personnel is specified, prepare a lesson plan for each required course containing the following minimum information:
 - a. Title and objectives.
 - b. Recommended attendees (such as, managers, engineers, operators, maintenance).
 - c. Course description, outline of course content, and estimated class duration.
 - d. Format (such as, lecture, self-study, demonstration, hands-on).
 - e. Instruction materials and equipment requirements.
 - f. Resumes of instructors providing training.

D. Prestartup Training:

1. Coordinate training sessions with Government operating personnel and manufacturers' representatives, and with submission of operation and maintenance manuals in accordance with Section 01 78 23, Operation and Maintenance Data.
2. Complete at least 14 calendar days prior to beginning of facility startup.

E. Post-startup Training: If required in Specifications, furnish and coordinate training of Government operating personnel by respective manufacturer's representatives.

F. Recording of Training Sessions:

1. Furnish video recording of prestartup and post-startup instruction sessions, including manufacturers' representatives' hands-on equipment instruction and classroom sessions.
2. Video training materials shall be produced by a qualified, professional video production company.
3. Use DVD format suitable for playback on standard equipment available commercially in the United States.

3.04 SUPPLEMENT

A. The supplement listed below, following "End of Section," is a part of this specification:

1. Manufacturer's Certificate of Proper Installation.

END OF SECTION

MANUFACTURER'S CERTIFICATE OF PROPER INSTALLATION

FACILITY: _____ EQPT SERIAL NO: _____

EQPT TAG NO: _____ EQPT/SYSTEM: _____

PROJECT NO: _____ SPEC. SECTION: _____

I hereby certify that the above-referenced equipment/system has been:

(Check Applicable)

- ☐ Installed in accordance with Manufacturer's recommendations.
- ☐ Inspected, checked, and adjusted.
- ☐ Serviced with proper initial lubricants.
- ☐ Electrical and mechanical connections meet quality and safety standards.
- ☐ All applicable safety equipment has been properly installed.
- ☐ Functional tests.
- ☐ System has been performance tested, and meets or exceeds specified performance requirements. (When complete system of one manufacturer)

Note: Attach any performance test documentation from manufacturer.

Comments: _____

I, the undersigned Manufacturer's Representative, hereby certify that I am (i) a duly authorized representative of the manufacturer, (ii) empowered by the manufacturer to inspect, approve, and operate their equipment and (iii) authorized to make recommendations required to ensure equipment furnished by the manufacturer is complete and operational, except as may be otherwise indicated herein. I further certify that all information contained herein is true and accurate.

Date: _____, 20____

Manufacturer: _____

By Manufacturer's Authorized Representative: _____

(Authorized Signature)

