**Appendix 1 – Service Visit Requirements**

1. **General Requirements**

1.1 At each service visit, in addition to the specific requirements set out in the following sections, the complete installation being serviced must have a visual check and all defects reported to Magenta Living by email to an agreed mailbox. Where the Contractor considers the defects to be an emergency they must be reported by telephone. Where the required works are not part of the schedule of inclusive replacements, the remedial works must be authorised by Magenta Living.

1.2 Following a routine service/maintenance visit the Contractor will supply the following to the Magenta Living Contract Supervisor:

* Electronic servicing certificates – these must be provided electronically within 24 hrs of completion of the services and/or repair. The files will be transferred electronically and named in accordance with the protocol ‘UPRN – YYYY/MM/DD’ so that they are compatible with Magenta Living’s document management system.
* Specification details for the installed fire detection systems and emergency lights.
* Service Reports, which includes all servicing details.
* A report of the Contractor’s assessment of the condition of systems/ components including estimated residual life, in accordance with the following categorisation:

|  |  |  |
| --- | --- | --- |
| Year Installed | Condition (select A, B , C or D) | Residual life |
| The year of install | * **Condition A** – Condition is as new. * **Condition B** – Condition is good and as expected for the age of the component. * **Condition C** – Poor condition and requires some repair. * **Condition D –** The component is dangerous and requires immediate replacement | An estimation of the component’s remaining life before replacement is required. |

**Log Books**

1.3 Contractor is required to provide log books to all sites. Location of these log books is to be agreed at the pre-site meeting but is likely to be in reception areas, offices and riser cupboards. The contractor will be expected to ensure these are kept updated on every site and replace if missing. The contractor is expected to record the following:

* Date & Time of Visit
* Nature of Visit i.e. fire alarm test/service/repair
* Brief description of works undertaken
* Name of attending operative
* Statement indicating that system/s is safe for continued use.
* Details of any remedial works carried out or required and expected date of return.
* Signature of Operative

NB – This is in addition to electronic copies being sent to the Client.

**Inspection of Communal Areas**

1.4 When attending premises with communal areas, the Contractor will undertake an inspection, specifically in relation to the installation/equipment being serviced or maintained, of the communal areas of the premises. This is required during each visit. The Contractor must report any risks identified to the Magenta Living Contract Supervisor and make safe the installation.

1. **Fire Alarm System Checks**

2.1 Carry out maintenance, servicing and checks of fire alarm systems listed in Appendix 2, in accordance with BS 5839-1:2017 and BS 5839-6:2013.

2.2 In addition to the visual check of the whole system (specified at 1.1), 25% of all activators (i.e. smoke detectors, heat detectors or manual call point) from EACH zone must be tested.

2.3 Every sounder connected to the installation must also be checked for satisfactory operation. The results of the tests must be entered in the logbook for the premises, indicating clearly the designated number of the alarm activator chosen in each zone. A different activator in each zone must be operated at each visit and the Contractor will operate a strict rota to ensure that all activators in any particular zone are subject to operational testing prior in each testing cycle.

2.4 Battery voltages and charging currents must be checked with respect to the type of system installed and, where applicable, in accordance with the manufacturer’s instructions.

2.5 The battery installation and the battery housing must be cleaned. The electrical connections to the battery, together with inter-cell connections, must be thoroughly cleaned and checked for security. Any signs or corrosion must be addressed immediately. The specific gravity of each cell must be ascertained, and the result of the test entered on the Service Report. Measurements must be taken to verify that the battery is fit for further use, i.e. the voltage of each cell on a known and very high rate of discharge. The readings obtained must be entered in the Service Report, together with any observations.

2.6 The test conditions and the significance of the readings will depend on the type of cell and the use to which it is being put. The Contractor is expected to be familiar with the equipment and installation or must take such steps as are necessary to ensure their familiarity with the equipment in use within any particular installation.

2.7 Where a telephone line is connected directly to the installation, this must be thoroughly checked for operation in the manner required by the receiving/monitoring company.

2.8 A stringent check must be made to ensure that the installation has been left in perfect working order in every respect and the Contractor’s servicing engineer shall sign the Service Report indicating their satisfaction that this is the case.

2.9 In the event that there is a malfunction requiring rectification, the Contractor must immediately notify the person in charge of the premises (if relevant) and Magenta Living’s Contract Supervisor. The Contractor must ensure that any potential hazard to the occupiers or users of the building, caused by the fire alarms installation being partially or totally non-operational, can be neutralised by whatever means the person in charge of the building deems necessary.

2.10 The Contractor will be expected to make their own arrangements with the Alarm Receiving Centre (ARC) to enable the proper and necessary operational testing of the fire alarm transmission equipment to be undertaken. The Contractor shall confirm with the ARC that all signs have been received and in the correct format.

***Smoke Detectors, Heat Detectors And Carbon Monoxide Detectors***

2.11 All smoke, heat and carbon monoxide detectors must be removed, and accessible electrical connections and mechanical fixings checked and any defects rectified. Where applicable optical detector heads will be opened up and the chamber cover exposed and cleaned.

2.12 The fixed detector base plate housing the wiring terminals is not required to be disturbed unless a fault is suspected. An identification label will be provided by the Contractor and securely fixed to the outside of the detector base, indicating the date of servicing and/or testing. The asset list provided by Magenta Living must kept up to date with the date of the servicing and/or testing for the duration of the Contract.

2.13 The method of designation for identification purposes shall be agreed with Magenta Living’s Contract Supervisor. Wherever possible it shall be compatible with the detector designation as applied to the ‘as-fixed’ drawings for the particular installation. This identification detail must then be entered into the installation ‘log book’ kept on the premises and supplied by the Contractor.

2.14 On all subsequent service visits the security and legibility of all identification tapes to detectors which are the subject of examination and/or testing shall be checked, updated and replaced if necessary.

***Manual Call Points (MCPs)***

2.15 The front plate to all manual call points must be removed and the security of the frangible (glass) window checked. If any defect such as scratching of the glass or discolouration is present as to prevent easy reading of the operating instructions in the event of fire, the window shall be renewed immediately with the correct glass as prescribed by the manufacturers.

2.16 The electrical connections must be checked, together with the correct operation of the switching mechanism. Any defects must be rectified immediately. If a test button is provided within the call point unit this should be checked for correct operation. In addition, an identification label must be provided and securely fixed to the MCP indicating the date of servicing. These labels shall take the form of white lettering on a black background.

2.17 The method of designation for identification purposes shall be agreed with Magenta Living’s Contract Supervisor. Wherever possible it shall be compatible with the detector designation as applied to the ‘as-fixed’ drawings for the particular installation. This identification detail must then be entered into the installation ‘log book’ kept on the premises and supplied by the Contractor.

2.18 On all subsequent service visits the security and legibility of all identification labels to manual call points which are the subject of examination and / or testing must be checked, updated and replaced if necessary, and log book updated accordingly.

***Control Panels***

2.19 Control panels must be opened and a careful check made of all connections and components to ensure that obvious defects are not present. Where control panels are of the self-contained type (i.e. integral batteries and charging equipment) the condition of the battery must be checked and charging rate adjusted where applicable. All visual indicator windows and associated lettering, etc., must be cleaned and the panel left clean and tidy. The Contractor shall affix an identification label. These labels shall take the form of white lettering on a black background.

***Repeater Panels (Fire Zone Indicators)***

2.20 Repeater panels must be opened and a careful check made of connections. The condition of the indicator lamps and displays as well as their holders must be carefully examined. Any defects must be rectified immediately. The Contractor must affix an identification label. These labels shall take the form of white lettering on a black background.

***Sounders (Klaxons, Bleepers, Bells Etc.)***

2.21 Sounders must be checked for security of mounting and/or damage, general cleanliness and the presence of any foreign matter. Electrical connections to the sounder will also be subjected to a careful check. Any defect must be rectified immediately. The Contractor will affix an identification label. These labels must take the form of white lettering on a black background.

***Batteries***

2.22 Batteries sited external to the control panel will be checked and electrolyte level and charging rate adjusted where applicable / necessary. Cell posts and interconnections must be thoroughly cleaned and security of connections checked. An anti-corrosive agent (i.e. petroleum jelly or similar) will be applied to all battery connections.

***Battery Charging Equipment***

2.23 Battery charging equipment will be thoroughly checked and all components and connections carefully examined for defects or deterioration. The equipment and its housing must be cleaned and any debris removed. Any signs of corrosion due to spilled battery acid or any other reason will be treated immediately and any other defects rectified.

***Self-Contained Unit Alarms***

2.24 Isolated buildings that form part of an integral complex, and have installed within them a self-contained fire alarm installation, must be serviced in accordance with the foregoing instructions contained within this specification. The Contractor must affix identification label/s. These labels will take the form of white lettering on a black background.

2.25 Buildings containing a self-contained dry battery alarm system actuated by manual call points only must be serviced in accordance with the foregoing instructions contained within specification. In addition, the dry batteries must be renewed once per annum, irrespective of any necessary renewals during the preceding twelve-month period. The Contractor will affix identification labels. These labels will take the form of white lettering on a black background.

***Magnetic Doors Release and Fire Dampers***

2.26 Particular attention must be paid to the security of fixing of magnetic door releases and component parts. All aspects of the ‘holding’ equipment will be thoroughly cleaned and electrical connections checked. The smooth operation of the release mechanism must be ensured and any defects rectified. The Contractor will affix identification label.

2.27 Where fire dampers are installed the Contractor will check they are free to operate and would fully close in the event of a fire situation. The Contractor must affix identification labels. These labels will take the form of white lettering on a black background.

***Vibrating Pad Pillow Alarm***

2.28 The Contractor must check the operation of pillow alarm pads and record the findings in the inspection log. Any defects must be reported to the person in charge of the premises and the Magenta Living Contract Supervisor.

***Electrical Testing***

2.29 All secondary (low voltage) wiring media must have an electrical test applied during the first year of the Contract. This test will consist of an insulation resistance test between conductors and between conductors and earth. A DC voltage not exceeding 1000 volts will be applied with all electronic component parts disconnected. The resistance value obtained should not be below one megohm. Similarly, the early continuity of the installation must be tested and a value obtained. On successful completion of the test a completed test certificate must be provided to Magenta Living.

2.30 The lockable mains switch fuse (where applicable) controlling the AC mains supply to the charging unit will be opened and the interior components examined and cleaned. The outgoing cable(s) feeding the charging unit must be disconnected at its extremities and an insulation test applied, as prescribed in the current edition of the IET Regulations. If the tests are satisfactory, the cable(s) will be carefully re-connected. Any defects must be rectified immediately. The test readings must be recorded in the appropriate section of the service report. The Contractor shall affix identification labels. These labels will take the form of white lettering on a black background.

1. **Emergency Lighting**

3.1 Carry out maintenance, servicing and checks of emergency lighting systems listed in Appendix 2, at the frequency set out therein. All work is to be in accordance with BS 5266-1: 2016 (BS EN 50172: 2004), BS EN 1838:2013, BS EN 50172:2004 and BS5266-8:2004.

3.2 Servicing frequencies are specified in Appendix 3 and will consist of four visits per annum at three monthly intervals in the case of installations with a central battery supply, and one visit per annum for servicing purposes in the case of installations with self-contained luminaries. Certain sites are to be serviced on a monthly basis, again as set out in Appendix 3.

3.3 The Contractor must switch on, in the emergency mode, each luminaire and each internally illuminated exit sign from its battery by simulation of failure of the supply to the normal lighting for a period sufficient to ensure that each lamp is illuminated. During this period, all luminaires and signs must be checked to ensure that they are present, clean and functioning correctly. At the end of this test period, the supply to the normal lighting must be restored and any indicator lamp or device checked to ensure that it is showing that the normal supply has been restored. The Contractor must, on completion of the works, enter the relevant details into the Service Report.

***AC Mains Supply***

3.4 The Contractor must check the fused source of the AC mains supplies and verify the rating of the fuse-wire / HRC cartridge fitted, and rectify if necessary. If the circuit is a single feed to a centralised battery-charging unit, the cable must be disconnected to its extremities and an insulation test applied as prescribed in the current edition of the IET Regulations.

3.5 If the tests are satisfactory the cable must be carefully re-connected. Any defects must be rectified immediately. The test reading must be recorded in the appropriate section of the site logbook. Where more than one circuit is involved, each individual circuit must be tested in accordance with paragraph 3.5.

***Secondary (Low Voltage) Wiring Installations***

3.6 All switching devices, automatic or otherwise must be checked for condition and operation. Fuses in circuits must be checked for correct rating and general physical condition. Any defects must be rectified. All cables will be subjected to an insulation test and any defects rectified immediately. The results of the tests must be recorded in the logbook.

***Luminaries***

3.7 All luminaries, irrespective of type, must be provided with an identification label which will be securely fixed to the exterior of the fitting base. The method of designation for identification purposes will be agreed with the persons responsible for the particular premises and the Magenta Living Contract Supervisor, and wherever possible shall be completed with the luminaries’ designation as set out in the ‘as fixed’ drawings for the particular installation. This identification detail will then be entered into the installation Service Report supplied by the Contractor.

3.8 On all subsequent service visits, the security and legibility of all identification tapes to luminaries which are the subject of examination and / or testing will be checked and replaced if necessary.

3.9 At each of the three monthly service visits, all luminaries which together form the emergency lighting installations shall be closely inspected and cleaned. A thorough check must be made of the wiring connections and all component parts. Any sign of overheating must be reported immediately to the Magenta Living Contract Supervisor.

3.10 The condition of batteries and lamps, and the rating of same, must be checked and any defects reported to the Magenta Living Contract Supervisor. At the end of this test period, the supply to the normal lighting must be restored and any indicator lamp or device checked to ensure that it is showing that the normal supply has been restored.

***Self-Contained Luminaries***

3.11 The Contractor must complete a test and inspection of all self-contained luminaries once per year. The test period shall be as specified for the duration of emergency lighting battery for 3h self-contained luminaries. Internally illuminated signs must be energised from their battery for a continuous period of 1 hour by simulation of a failure of the supply to the normal lighting. If the luminary is rated as having duration of 1 hour, then the period of simulated failure should be 15 minutes. At the end of this test period, the supply to the normal lighting must be restored and any indicator lamp or device checked to ensure that it is showing that the normal supply has been restored. The Contractor must affix an identification label.

3.12 The Contractor will comment on the testing facility used in mains failure simulation within the service report. The Contractor must note the expiry date of the battery and record this on the service report.

1. **Automatic Opening Vents**

4.1 Carry out servicing, maintenance and testing of automatic opening ventilation systems (AOV) listed in Appendix 4 to comply with all current relevant British Standards and Building Regulations. i.e. including but not limited (BS EN 12101:2 2017), (BS EN 12101:3 2015), (BS 7346), (BS 5588).

4.2 Servicing must be carried out every six months, in accordance with the requirements of Article 17.1 of the Regulatory Reform (Fire Safety) Order 2005.

4.3 On completion, ensure system operation and links/contacts to fire alarm systems are fully operational.

4.4 The Contractor is to carry out all servicing and repairs from normal wear and tear fully inclusive of the contract. Items that are damaged because of vandalism are non-inclusive and will be paid for by Magenta Living following approval in accordance with the process set out in sections 3.7 to 3.9 inclusive of the Service Specification.

1. **Fire Fighting Equipment**

5.1 Carry out all servicing and repairs to firefighting equipment listed within Appendix 5, in accordance with the specification and frequency listed below.

5.2 All repairs required as a result of normal wear and tear are to be fully inclusive within the contract. Items that are damaged because of vandalism are non-inclusive and will be paid for by Magenta Living following approval in accordance with the process set out in sections 3.7 to 3.9 inclusive of the Service Specification.

|  |  |  |  |
| --- | --- | --- | --- |
| **Item** | **Frequency** | **Action** | **Notes** |
| ***Portable CO2 Fire Fighting Equipment Servicing Schedule*** | | | |
| Extinguisher body | Annually | Examine for corrosion or damage | If replacement indicated report to Magenta Living. |
| Contents | Annually | Weigh and check against records; recharge if loss is greater than 10% | Record weight |
| Horn, hose and valve assembly | Annually | Examine, clean and replace if not in good condition |  |
| Operating mechanism | Annually | Check operating mechanism and discharge control (where fitted) for free movement.  Clean, rectify or replace as necessary. |  |
| Safety clip | Annually | After maintenance activity renew tamper seal and record service data on the extinguisher inspection tag. |  |
| ***Portable Foam Fire Fighting Equipment Servicing Schedule*** | | | |
| Pressure indication device | Annually | Check operation pressure | If the device is inoperative or pressure is below specified limit, refer to the manufacturer’s instructions. If no device fitted use connection, if provided to verify pressure. |
| Extinguisher body | Annually | Examine for corrosion or damage | If replacement indicated report to the client |
| Contents | Annually | Weigh and check against records; recharge if loss is greater than 10%. | Record weight |
| Horn, hose and valve assembly | Annually | Examine, clean and replace if not in good condition |  |
| Operating mechanism | Annually | Check operating mechanism and discharge control (where fitted) for free movement.  Clean, rectify or replace as necessary. |  |
| Safety clip | Annually | After maintenance activity, renew tamper seal and record service data on the extinguisher inspection tag. |  |
| Internal Inspection | 4 Yearly | a) discharge contents  b) examine for corrosion  c) refill if condition satisfactory |  |
| ***Portable Water (Stored Pressure) Fire Fighting Equipment Servicing Schedule*** | | | |
| Pressure indication device on stored pressure equipment | Annually | 1. if bent, damaged or otherwise unserviceable, depressurise (discharge) and replace. 2. if pressure is low, check for leaks. 3. if over pressurised (overcharged), depressurise (discharge) and follow recharging instructions. | Where device is not fitted, check by means of connector provided. |
| Contents | Annually | Weigh the extinguisher and check against weight tolerances printed on the label. | Report any loss to Magenta Living. |
| Extinguisher body | Annually | Examine for corrosion or damage | If replacement indicated report to Magenta Living. |
| Nameplate/label | Annually | Check to ensure that the label is securely fastened and legible. |  |
| Horn, hose and valve assembly | Annually | a)examine and clean as necessary  b) check hose for wear or damage  c) blow air through nozzle and hose to ensure that passage is clear of any obstruction or replace if necessary. |  |
| Safety clip | Annually |  |  |
| Operating mechanism, if detachable | Annually | Check operating mechanism and discharge control, (where fitted) from free movement. Clean, rectify or replace as necessary |  |
| ***Portable Powder Fire Fighting Equipment Servicing Schedule*** | | | |
| Pressure indication device | Annually | Check operation pressure | If the device is inoperative or pressure is below specified limit, refer to the manufacturers instructions. If no device fitted use connection, if provided, to verify pressure. |
| Powder condition | Annually | Open container and examine the powder, if any evidence of lumps, caking or foreign bodies, recharge. |  |
| Extinguisher body | Annually | Examine for corrosion or damage | If replacement indicated report to Magenta Living. |
| Gas cartridge | Annually | Examine for corrosion or damage | Refer to contents weight as marked, if any loss noted, replace |
| Horn, hose and valve assembly | Annually | Examine, clean and replace if not in good condition |  |
| Vent holes | Annually | Examine and clean |  |
| Operating mechanism and discharge controls | Annually | Check for free movement  Clean rectify or replace as necessary. |  |
| Washers and diaphragms | Annually | Examine and replace if necessary |  |
| Safety clip | Annually | Replace after maintenance activity or renew wire seal as appropriate. |  |

1. **Dry Risers**

6.1 Carry out all servicing. maintenance and repairs to dry risers listed within Appendix 6 in accordance with BS9990:2015.

6.2 Carry out visits and servicing in accordance with the following requirements:

|  |  |  |  |
| --- | --- | --- | --- |
| **Item** | **Frequency** | **Action** | **Notes** |
| Inlet and landing boxes | 6 monthly | Check:   * Inlets * Landing valves * Drain valves * Door hinges * Locking arrangements   Report any defects | Special attention should be given to all valves, spindles, glands and washers to ensure that they are in satisfactory condition so that all equipment is ready for immediate use.  Where defective valve assemblies are removed they should be immediately replaced either with the replacement valve, or plugged or blanked off so that the system remains operative. |
| Wet test | Annually | Check for leaks |  |

6.3 All repairs required as a result of normal wear and tear are to be fully inclusive within the contract. Items that are damaged because of vandalism are non-inclusive and will be paid for by Magenta Living following approval in accordance with the process set out in sections 3.7 to 3.9 inclusive of the Service Specification.

1. **Commercial Kitchen Duct & Extraction Vents Cleaning And Servicing**

7.1 Ventilation systems listed within Appendix 7 are to be serviced in accordance with the guidelines set out in the Building and Engineering Services Association Guide TR/19 Internal Cleanliness of Ventilation Systems.

7.2 Systems are to be risk assessed by the Contractor upon Contract Commencement and a service regime outlined to Magenta Living based on the TR/19 guidance and perceived grease production levels in accordance with the following:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Perceived Level of Grease Production** | **Example** | **Daily Usage Vs Cleaning Intervals** | | | |
| **Up to 6 hours** | **6-12 hours** | **12-16 hours** | **16+ hours** |
| **Low** | No significant production of grease laden aerosols during normal daily food production operations. | **12 monthly** | **12 monthly** | **6 monthly** | **6 monthly** |
| **Medium** | Moderate production of grease laden aerosols during normal daily food production operations. | **12 monthly** | **6 monthly** | **4 monthly** | **3 monthly** |
| **High** | Heavy, significant or continual production of grease laden aerosols during normal daily food production operations. | **6 monthly** | **3 monthly** | **3 monthly** | **2 monthly** |

7.3 The Contractor must provide Magenta Living with a Post-Clean Verification of Cleanliness report following each service visit. This report shall include the following information:

* The system(s) cleaned;
* Pre and post clean measurements;
* Pre and post clean photographic records;
* Additional works carried out (if any);
* COSHH data on any chemicals used;
* Recommendations for future cleaning requirements;
* A certificate summarising the cleaning works completed;
* A sketch or schematic of the system indicating access panels and testing locations, and clearly highlighting any un-cleaned/inaccessible areas with an explanation as to why the area could not be accessed/cleaned;
* A recommendation report for any remedial works identified and risk rating for completion timescales.

7.4 All repairs required as a result of normal wear and tear are to be fully inclusive within the contract. Items that are damaged because of vandalism are non-inclusive and will be paid for by Magenta Living following approval in accordance with the process set out in in sections 3.7 to 3.9 inclusive of the Service Specification.