Emergency Criteria

HVAC:

- Power Failure
- Equipment or Compressor Failure
- Failed controllers, relays, contactors and sensors
- Any failed, seized or noisy refrigeration fan
- Any refrigerant or oil leak
- Air Conditioning failure in the sales area, cash cage or comms room (CISIC)
- Heating failure in the store during the heating season
- Heating distribution network failed controllers, pumps or leaks

Note: Plug-in refrigeration equipment is NOT an emergency

Doors:

- Any exterior door that cannot be closed and locked (standard, automatic, rolling)
- Any customer door that cannot be opened (manually)
- Any dock leveler in a position that will not allow an exterior door to be closed

Electrical:

- Full loss of power in the building (excluding scheduled work)
- Partial power loss in the building (excluding scheduled work)

NOTE: Non-working outlets do not meet the criteria unless over a larger area or critical operational equipment is connected and there is no alternative outlet nearby.

Plumbing:

- Bathroom toilet, lavatories or sinks overflowing onto the floor that cannot be shut off via a valve
- Floor drains clogged up or backed up and flowing onto the floor surface presenting a hazard.
- Hot water not available in food preparation areas where sanitation is required
- Any water leaks (pipe breaks or running water) that cannot be isolated via shutoff valve
- Any frozen water pipe or hose bib breakage

Note: minor leaks/drips are not emergencies

Alarm:

- Fire alarm
- Security alarm
- Failure of ventilation fan (smoke extractor)

Equipment:

- Ovens and Proofers –any fault that prevents operation and there is no alternate or back up
- Hot food counters (self-contained and inline)
- Hot food display (when only one is available in the store)