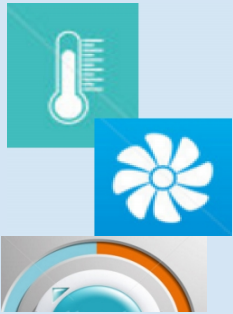


# Comfort or Operational Trouble?



## Make EFA Your First-Call.

### Know The Local Conditions



***Building custodian goes to the area of complaint.***

- Get space temperature with hand-held thermometer.
- Check available thermostat or slider-device setting.
- Determine air flow conditions and fan/damper status.
- Ask when problem started and if occurs frequently.
- Investigate if any recent work performed in the area.



**10%**  
Resolved By  
Condition  
Checks

### Contact EFA's Operations Center



**60%**  
Resolved By  
Remote BOC  
Assist

***Custodian calls Building Operations Center @973-228-4412.***

- Report name & all found conditions at time of complaint.
- Ticket is opened, BAS reviewed, system status discussed.
- Resolution attempted via remote BAS adjustments.
- Troubleshooting advice provided to custodian to attempt resolution. Building technical files & photos consulted.
- Advise custodian call maintenance department if unresolved.



### Escalate To Maintenance/Engineering



***Maintenance investigates current local conditions.***

- Call EFA to review BAS conditions and get additional engineering recommendations.
- Unless critical, limit maintenance assistance calls between 8:30am -3:30pm. Schedule extended troubleshooting efforts in advance.
- Report or request engineering assistance for non-critical issues via email [efasupport@efaonline.com](mailto:efasupport@efaonline.com).



**30%**  
Resolved By  
Maintenance +  
EFA Engineers