Assessing the Installation: Making Onsite Inspections

Jerry Isenhour
CVC Success Group

One of the challenges of a field technician is encountering issues in the field and then determining not only how to solve them, but also how to communicate these issues to the customer in a way that is profitable and also keeps the liability of the company at it's lowest level. This session will provide you guidance in how to proceed and problem solve.

2019 HPBExpo Education
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ACCESSING ON-SITE INSTALLATIONS
MAKING FIELD DECISIONS
DEVELOPING A PROCESS AND STRATEGY

Presented By
Jerry Isenhour

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INDUSTRY EDUCATION REQUIRED

- CODES
- APPLIANCES
- VENTING
- STANDARDS
- HISTORY
- PRACTICES
- COMMON NON-COMPLIANCE ISSUES

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COMMON SENSE IS OFTEN A BENEFIT

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INSPECTION & DOCUMENTATION TOOLS REQUIRED

CAMERA
NOTE TAKING
FORMS, CHECKLISTS & SOFTWARE

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COMMUNICATION SKILLS REQUIRED

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WHY ARE YOU DOING THE SITE ASSESSMENT / INSPECTION?

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WHAT IS THE FUEL (S)

WOOD
GAS
OIL
COAL
ELECTRIC
PELLET
BIOFUEL

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STANDARD OF CARE

THE 3 LEVELS OF INSPECTION
PER NFPA 211

LEVEL 1 LEVEL 2 LEVEL 3

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CONCEALED AREAS ARE AN ISSUE

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TODAY'S CONSTRUCTION PRESENTS CHALLENGES TO PROPER APPLIANCE OPERATION

LESS AIR FOR COMBUSTION
MORE EFFICIENT HEATING SYSTEMS
COOLER FLUE GAS TEMPERATURES
HIGHER ACID CONTENTS OF GASES

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CVC COACHING

DEVELOP A SYSTEM THAT ENSURES YOU COVER ALL BASES

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PERFORMANCE
SAFETY
MAINTENANCE

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WIDE ANGLE VIEW
CLARITY
FOCUS

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BUT, IT MET CODES & STANDARDS AT THE TIME OF INSTALLATION

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BUT IT'S BEEN WORKING FINE FOR YEARS

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HAS THE APPLIANCE / VENTING SYSTEM REACHED, OR APPROACHING THE END OF IT'S USEFUL LIFESPAN?

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REVIEW ALL OPTIONS

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COMMUNICATE ALL OPTIONS TO THE CUSTOMER IN A WAY THEY UNDERSTAND AND BUY INTO

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RESEARCH MAY BE REQUIRED

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YOU WILL ENCOUNTER INSTALLATIONS
THAT DO NOT MEET PRESENT DAY CODES & STANDARDS

LEARN TO USE THE TERM
CONSIDERATION OF AN UPGRADE TO THE INSTALLATION
AND BACK THIS OPINION UP WTH FACTS

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YOU ARE OFFERING AN OPINION BASED ON CODES, STANDARDS, INSTALLATION MANUALS & LOSS STATISTICS

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YOUR OPINION SHOULD BE WRITTEN AND STATED WHERE IT IS CLEARLY UNDERSOOD BY THE LAYMAN

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CYA PROCESSES & PROCEDURES

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YOUR OPINION SHOULD BE DOCUMENTED IN A WAY TO REDUCE THE POTENTIAL OF LIABILITY ACTION IN CASE BAD THINGS HAPPEN

SUBROGATION OFTEN REARS IT'S UGLY HEAD

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Thanks For Joining Me Today

Jerry Isenhour

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