

CERTEK  
Custom  
Care

Trust Your Maintenance to CERTEK



Customizable Plans

**CERTEK**

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## Introduction

CERTEK Custom Care (CCC) is a managed preventive maintenance and repair maintenance plan. The plan is customized to offer structure to your maintenance for a purchased CERTEK laboratory product or for an existing laboratory or other facility. The plan for an existing facility is developed from a CERTEK on-site assessment. The assessment can also be performed by the owner with guidance from CERTEK to accumulate proper information. The plan will be customized from this information and approved by the client and CERTEK before purchasing is finalized.

This is a service offered through CERTEK's  
'Small Products and Services.'



## The CERTEK Custom Care APP

This is an IOS or Droid tablet device application (APP) and is necessary for the proper and complete management of the Maintenance Plan (MP). The APP was developed for CERTEK and is used by CERTEK to evaluate the performance of the facility through the reporting process. The client also receives reports of their staff's completed maintenance tasks and of CERTEK's completed tasks from each contracted site visit. The application is user friendly and prompts the user through the process of completing their scheduled tasks. There are measures built into the application to assist the user how to complete and document all repair information performed through a task for thorough reporting. The APP saves time for the users. It offers reminders to assist them to stay on schedule. There are prompts to offer more efficiency. The APP compiles reports and submits them automatically. Most importantly, by following the entire process, the APP helps add longevity to your laboratory or other facility. This is accomplished through a complete maintenance program, which includes an APP (software application), CERTEK recommended maintenance (an assessment may be needed), thorough reporting, CERTEK reviews of the reports, and CERTEK on-site maintenance visits to validate scheduled maintenance throughout the year and of the functionality of the systems.



## Maintenance Plan Overview of the APP Process

The preventive maintenance and repair maintenance (MP Plan) is managed for the client and CERTEK's maintenance staff using an APP on an IOS or Android tablet device to perform scheduled tasks, make repairs, or to make a repair request. When all tasks, including repairs, are completed in a scheduled time frame a prompt will ask if the user would like to submit a report of that scheduled period. (**REMINDER:** *By using a prompt to the user, the software application will not allow a report to be submitted until all tasks including repairs are completed for a specific schedule. Effort must be applied to complete Repair Requests in a timely manner for reporting purposes.*) The reports are reviewed and evaluated by CERTEK and submitted to the client's main contact. CERTEK's maintenance staff will make contracted visit(s), depending upon the purchased plan, to perform preventive maintenance tasks, report any repairs needed to the client, consult the client's staff, and perform annual filter certifications, if applicable. The client is to make all repairs for all scheduled client tasks and for all scheduled CERTEK tasks. CERTEK will perform the testing and certification (through a 3<sup>rd</sup> party certification company), if applicable, of all filters annually, and a thorough inspection of all filters will be made on the bi-annual visit if this visit is part of the purchased plan.



## CERTEK's Intention

It is our intention to assist you in maintaining your CERTEK product for personnel safety and satisfactory long-term operation. Our laboratories are commissioned by a third party for their functionality of systems and overall operation.

It is also our intention to assist you to maintain your existing facility when you have selected to utilize our assessment program to customize a maintenance plan for your existing facility.

This Maintenance Plan (MP) offers a recommended preventive maintenance and repair maintenance plan with schedules for weekly, monthly, bi-monthly, quarterly, seasonal-spring, bi-annual, seasonal-fall, annual, 18-month, 24-month, 36-month, and 10-Year routine preventive maintenance and repair maintenance for the client to perform with their own qualified maintenance personnel (users) or qualified contractor. *(The schedules, mentioned above, used for your specific plan will be determined after the equipment and functionality of your facility has been assessed.)* CERTEK's visit(s) (predetermined by the contract) to perform maintenance routines offers several accountability measures, which is in favor of the owner's investment in a CERTEK product *(or in maintaining their existing facility)*, The Maintenance Plan (MP), and the safety of their personnel working in the facility.



## The Five Accountability Measures

1. We follow up with the routine maintenance documents that are submitted to us, and use them in determining whether the recommended maintenance and repairs are performed properly, the logs are completed accurately, and that all reports are submitted in a timely manner.

2. We schedule our (CERTEK) maintenance visit(s) based on the completion of all submitted reports from the client's users, and whether all maintenance tasks and repairs are completed by the client's users before the departure of CERTEK's personnel to the facility location. This will help to have a successful contractually predetermined maintenance visit by CERTEK.

3. When it is the scheduled time for CERTEK personnel to arrive for their contractually predetermined maintenance, a decontamination test must be performed by the client either just prior to CERTEK's arrival or during CERTEK's visit. If the test is prior to CERTEK's visit, the reports will be reviewed by CERTEK personnel. If the test is during CERTEK's visit, each step of the process will be observed by CERTEK personnel. The Maintenance Plan (MP) will determine whether the test is a review or an observation.

...continue



## The Five Accountability Measures Cont'd

4. During the contractually predetermined visit, CERTEK will perform a Trace Gas Test of the secondary containment barrier of the laboratory facility to verify that the containment integrity of the facility is maintained. A complete report is submitted of all MEP, door, and window penetration test points. Any failures are reported to the client's users on-site to repair, and then verified by CERTEK. (NOTE: These repairs must be made in an expeditious manner while CERTEK is on-site and within CERTEK's schedule for the repairs to be verified.) If the verification does not happen on-site, it will happen through a reporting process even after CERTEK's departure.

5. While our personnel are at the site, we will have a two (2) hour consultation with the regular maintenance staff or preferred contractor that normally performs your maintenance to determine if they have been performing maintenance properly, and if they have questions or concerns.

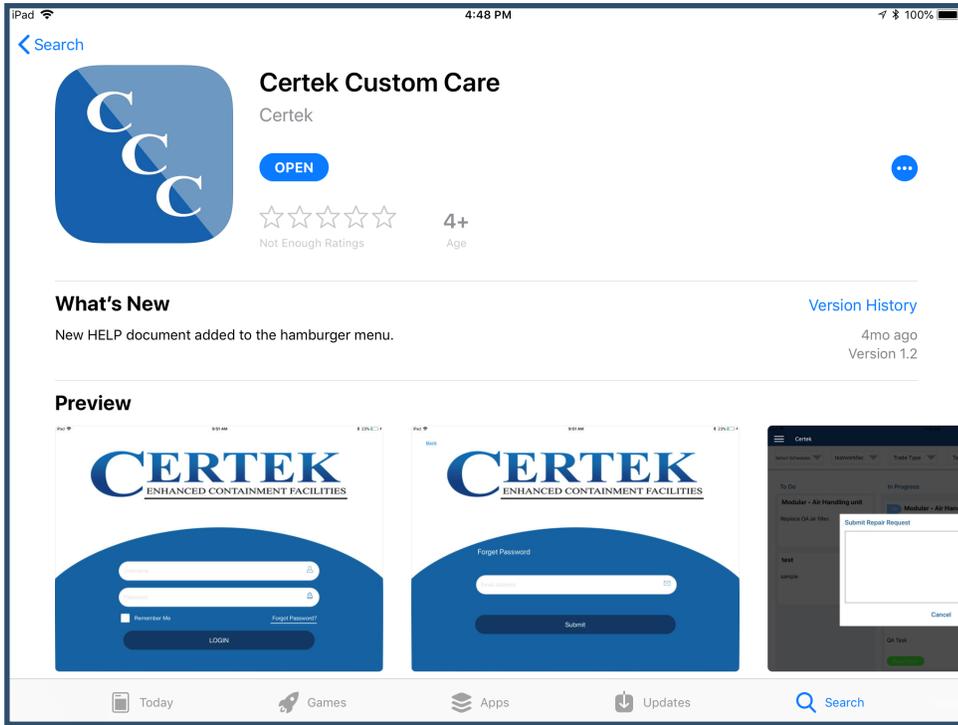
We believe these accountability measures help determine whether your product will continue to function properly and will create a safe environment for your personnel.

**Note:** All accountability measures may not apply to your facility.



# In the APP Store

## Screenshot #1



## Screenshot #2





## Download the APP and Sign Up



Username



Password



Remember Me

[Forgot Password?](#)

Login

Once you are setup as a user in CERTEK's portal, you will receive an email to set your password. This will be confirmed by going to the above screen to login.



# When Tasks are Verified Start Using

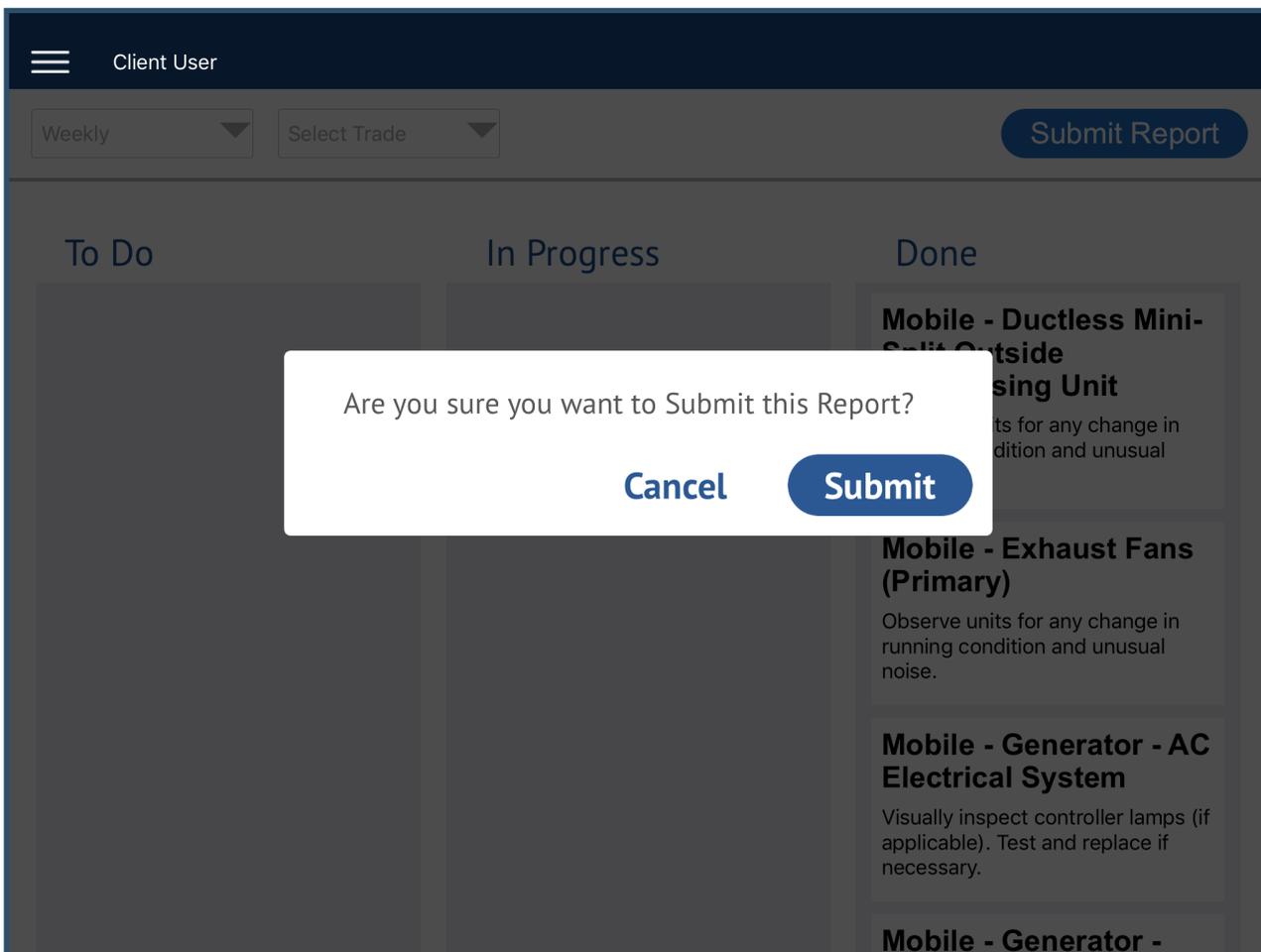
The screenshot shows a user interface for a 'Client User'. At the top, there are two dropdown menus: 'Monthly' and 'Mechanical'. Below these are three columns representing task stages: 'To Do', 'In Progress', and 'Done'.

- To Do:**
  - Mobile - XeteX Packaged Unit Integral Controls**  
Insure tightness of all control wiring connections and that relays are seated. (Blue arrow icon)
  - Modular - Small Air Handling Unit**  
Re-lubricate fan bearings if necessary. (Blue arrow icon)
- In Progress:**
  - Mobile - Heat Coils and Pipes**  
Check service valves and heat pipes for leaks. Recharge if necessary. (Red 'Pending Repair' badge, blue arrow icon)
- Done:**
  - Mobile - Heat Coils and Pipes**  
Check both coils and clean, if necessary.
  - Modular - Small Air Handling Unit**  
Clean or replace air filters if clogged or dirty.

Once you have signed up, you will receive another email when the tasks have been verified. This is when the client from the portal side has been completed and the tasks are ready to be used. This means the plan has started.



## The APP Offers Clear Directions



The reporting process is important to the success of the maintenance plan. Prompts offer reminders to assist the user. The user will see reminders through each step of moving tasks from one column to the other.



# Available Training

#8 - This screen shot shows a Weekly Schedule with NO Trade selected.

Client User

Weekly Select Trade Submit Report

To Do In Progress Done

Mobile - Ductless Mini-Split Outside Condensing Unit  
Observe units for any change in running condition and unusual noise.

Mobile - Exhaust Fans (Primary)  
Observe units for any change in running condition and unusual noise.

Mobile - Generator - AC Electrical System  
Visually inspect controller lamps (if applicable). Test and replace if necessary.

Mobile - Generator -

Are you sure you want to Submit this Report?

Cancel Submit

In this screenshot, all tasks are moved to the 'Done' column for all 'Trades' and the 'Submit Report' button has been clicked. Click the 'Submit' button in the white window and the report will be submitted. When the report has been submitted the tasks will repopulate for the next week for the 'Weekly' schedule. Repairs must be performed in a timely manner to maintain scheduled reporting.

Easy to learn training segments can be sent by email.

#9 - This screen shot shows a Weekly Schedule with the Mechanical Trade selected.

Client User

Weekly Mechanical Submit Report

To Do In Progress Done

Mobile - Ductless Mini-Split Outside Condensing Unit  
Observe units for any change in running condition and unusual noise.

Mobile - Exhaust Fans (Primary)  
Observe units for any change in running condition and unusual noise.

Modular - Small Air Handling Unit  
Observe unit for any change in running condition and unusual noise.

Alert  
There are still uncompleted tasks for this schedule.  
OK

In this screenshot, tasks for the Mechanical Trade have been completed and the 'Submit Report' button has appeared. However, when clicked a window states, 'There are still uncompleted tasks for this schedule.' There are tasks for other Trades that need to be completed before a report can be submitted.

A 'Help' document is in the APP with full explanations.



**Now, it is up to you!**

If you have purchased a modular or mobile laboratory from CERTEK, more than likely you have a maintenance plan included in your purchase.

# Maintenance

CERTEK

CUSTOM

CARE

Plan

Schedule your assessment today.

If you have not purchased and do not own a CERTEK laboratory we can still help you. Consider the assessment program that will assist us to customize a plan for your facility. Call us today!



## Call us, WE CAN HELP!

If you are considering a CERTEK laboratory, the Maintenance Plan will be an option.

If you need an assessment of your existing facility to customize a plan, call us **NOW**.

If you need an extension to your existing maintenance plan or to a CERTEK Custom Care Maintenance Plan, call us **NOW**.

If you need to talk to a CERTEK Custom Care representative, please contact us **TODAY** by using the information below.

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