



National HVAC Management Services

CALL SLIP NUMBER: 1860322

125 South Main Street
Freeport, NY 11520
Phone # 800-649-6804 Fax # 800-876-3928
http://www.brinco.com/

CLIENT PO #: .

Table with 3 columns: SERVICE LOCATION # 00597, BURLINGTON COAT FACTORY #0597, 300 LYCOMING MALL CIRCLE, EMS SUITE 3021, PENNSDALE, PA 17756-8072, Phone # 570-940-0223; VENDOR INFORMATION NATIONAL TAB, 1329 E. Kemper Road, Suite #4210, CINCINNATI, OH 45246, Phone # 855-682-6822, Fax #, Mechanic # S032; DISPATCH DETAILS Dispatch Date: 02/09/22 02:39 pm, Schedule Date: 2/9/2022, Response Time: 4 Hours, Priority: Same Day response - 4 Hours, Not To Exceed: \$ 3,000.00, Problem Code: PROACTIVE REPLACEMENT CHANC, Overtime Approved No, # of Technicians: 1

MANDATORY IVR INSTRUCTIONS

Technicians MUST utilize Brinco's proprietary APP to validate work performed and time on site (check-in and check-out) which includes the GPS validation of presence onsite.

Contractor #: 13504

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SITE SPECIFIC INSTRUCTIONS

EMS Contact Number: NOVAR 800-348-1236; EMS Contact Number: 800-348-1235; EMS Jewrett Bailey CSS: 216-509-1361 If your tech is on hold for more than 1/2 hour or does not receive a return call within 1/2 hour after leaving a voicemail, Please call the following persons directly at Burlington : Ryan Mitzell - 609 668 1445 Nicole VanHorn -609-351-1646 Diane Mandelko - 609-667-4931 These contacts are for use during normal business hours.

Note: If the key to the roof hatch padlock is not available from Store Management, the HVAC technician is authorized to cut the pad lock to gain access to the roof. In addition, purchase a new lock and install it on the roof hatch, providing the manager with the keys to the new lock.

DESCRIPTION OF WORK

Perform T&B on the new units

BRINCO REQUIREMENTS

- 1. Technicians MUST utilize Brinco's proprietary APP to validate work performed and time on site (check-in and check-out) which includes the GPS validation of presence onsite.
2. PHOTOS must be provided of unit nameplate and condition prior to work being performed, and condition after the work is completed, for each unit the technician worked on. On all DIAGNOSTIC CALLS, a photo of the unit nameplate and the failed component (where possible) must be provided to validate work performed. On all PREVENTIVE MAINTENANCE, a photo of the nameplate, and a photo of new dated filters installed in the unit will be required.
3. Upon completion of mobile app check out, please follow the instructions on the screen. On a PM visit, if no additional work is required, you will not be required to speak with Brinco's service contact center (SCC). In all other cases, you will be required to call the SCC to report your findings and resolution in real time, and receive your Brinco process number to expedite invoice processing.
4. Technicians will not enter sites unless they must do so to access the roof or HVAC Equipment.
5. Technicians will be required to wear PPE including masks and gloves if they must enter the occupied space.
6. Technicians must put a fresh pair of gloves on before actually entering a site.
7. Technicians must wipe down any items they touch within the occupied space with a disinfectant.
8. Technicians will maintain social distancing requirements (keeping at least six feet between themselves and any other person at the site) to the extent possible.
9. Managers will not be asked to sign paper or electronic work orders.
10. Technicians will not use store phones for IVR validation.
11. If the above schedule date and time of arrival cannot be met, you must call Brinco and speak with a representative immediately.
12. If repairs can be completed while the technician is onsite, or the following day, and an increase in NTE is needed; please contact a live Brinco representative at 1-800-649-6804. If work cannot be completed within this time frame, or an increase in NTE



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cannot be provided in real time, a written proposal must be provided within 24 hours.

- 13. All work tickets must state, time in, time out, Unit Number, make, model, and serial number, number of technicians, technician's name(s), work performed, manager's signature and store stamp (if available).
14. Overtime and multiple technicians must be approved by Brinco in advance.
15. All work tickets must be submitted to Brinco within 24 hours of completion.
16. Do not exceed the NTE amount listed above without prior authorization from Brinco.
17. Travel and truck charges are NOT allowed, we allow a charge of one hour for the first half hour for unapplied time.
18. This Call Slip is subject to the terms and conditions of your vendor agreement with Brinco Mechanical Management Services, Inc., including any addendums.
19. All required insurance coverages must be in full force and effect at the time work is performed.