

 UTS	HANDLING SYSTEM & FACILITIES DEFECTS COMPLAINTS	Doc. No:	UTS/MFS/P03
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AMENDMENT RECORDS

No.	Date	Remarks	Revision No.	Approved by
1	26/07/18	Establishment	00	Manager, MFS
2	08/08/22	Review the whole contents	01	Manager, MFS
3	19/07/24	Review whole content; - Combine SOP for P03,P04,P05,P08,P17,P18,P19 & P20	02	Manager, MFS
4	01/10/24	- review 3.0 References, 4.0 Definitions/Abbreviations, 5.0 Responsibility & 8.0 Records - revise Maintenance Facilities Defect Form	03	Manager, MFS
5	14/10/24	Change the title of the SOP	04	Manager, MFS

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1.0 OBJECTIVE

The objective of this SOP is to ensure that all facilities such as the air conditioner, CCTV, telephone, paging, lighting, lift and electrical power system are managed smoothly and the number of complaints are minimised.

2.0 SCOPE

This procedure applies to all Person-In-Charge of the systems and technician in MFSD.

3.0 REFERENCES

- 3.1 Hands-On Manual CCTV System
- 3.2 Hands-On Manual Paging System
- 3.3 Hands-On Manual Telephone System
- 3.4 Hands-On Manual Lighting System
- 3.5 Hands-On Manual Building Management System
- 3.6 Hands-On Manual Electrical Power System
- 3.7 Hands-On Manual Lift System
- 3.8 Hostel Maintenance & Repair : <https://shorturl.at/qYMod>

4.0 DEFINITIONS/ABBREVIATIONS

- SOP : Standard Operating Procedure
- UTS : University of Technology Sarawak
- HOD : Head of Department
- MFSD : Maintenance, Facilities & Security Department
- CCTV : Closed-Circuit Television
- LED : Light Emitting Diode
- IP : Internet Protocol
- MCB : Miniature Circuit Breaker
- ELCB : Earth Leakage Circuit Breaker
- DB : Distribution Board

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- MCCB : Molded Case Circuit Breaker
- BMS : Building Management System
- FB : Facilities Booking
- VAV : Variable Air Volume
- IBOX : Intesis Box
- AHU : Air Handling Unit
- ELV : Extra Low Voltage
- GBI : Green Building Index
- CA : Card Access

5.0 RESPONSIBILITY

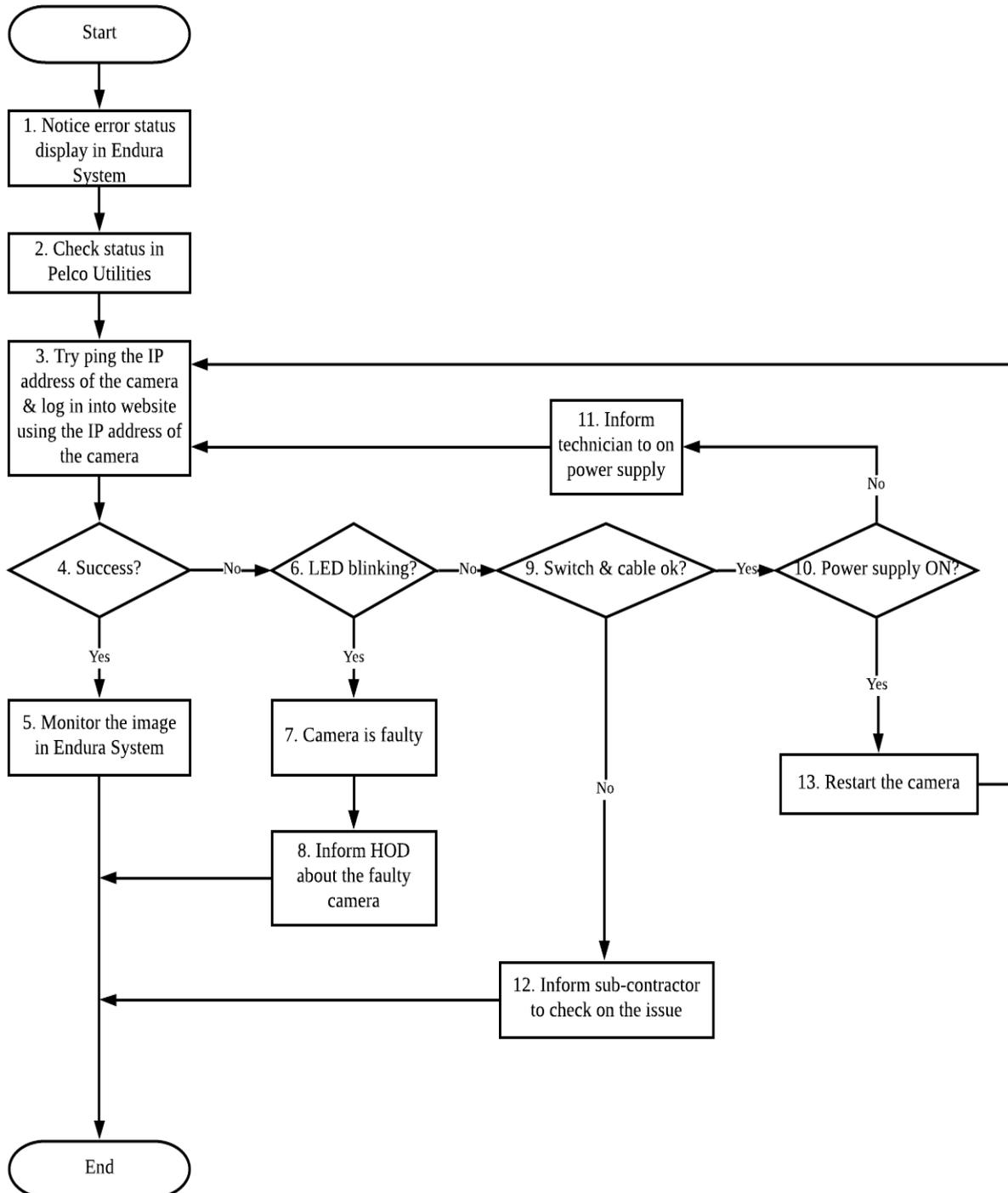
- 5.1 Head of Department is responsible to ensure the SOP is adhered to.
- 5.2 MFSD staff is responsible to follow and adhered to this SOP.
- 5.3 Sub-contractor is responsible for rectifying any breakdowns if needed.



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6.0 PROCEDURE

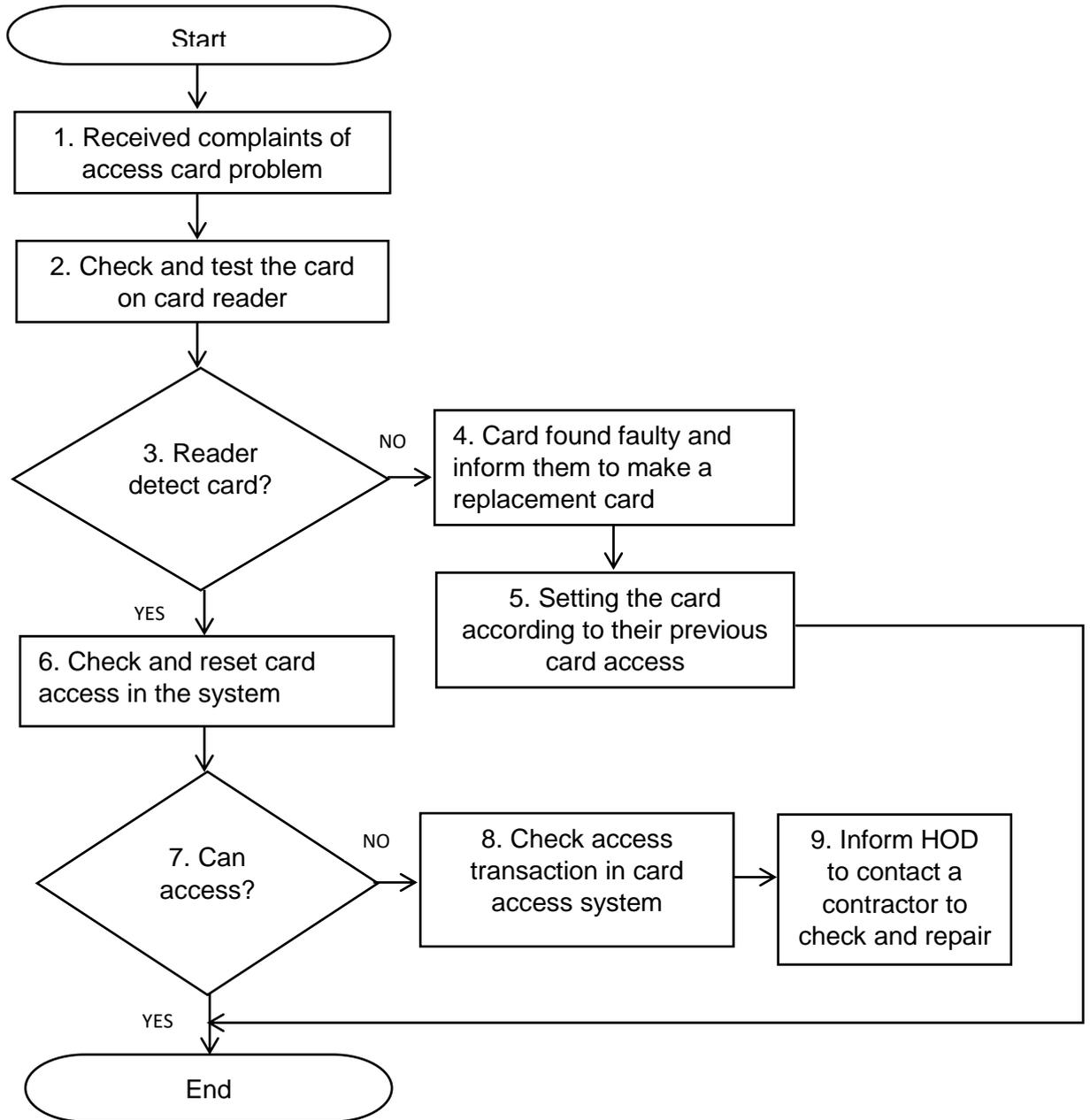
a) CCTV System Breakdown





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b) Card Access System Breakdown



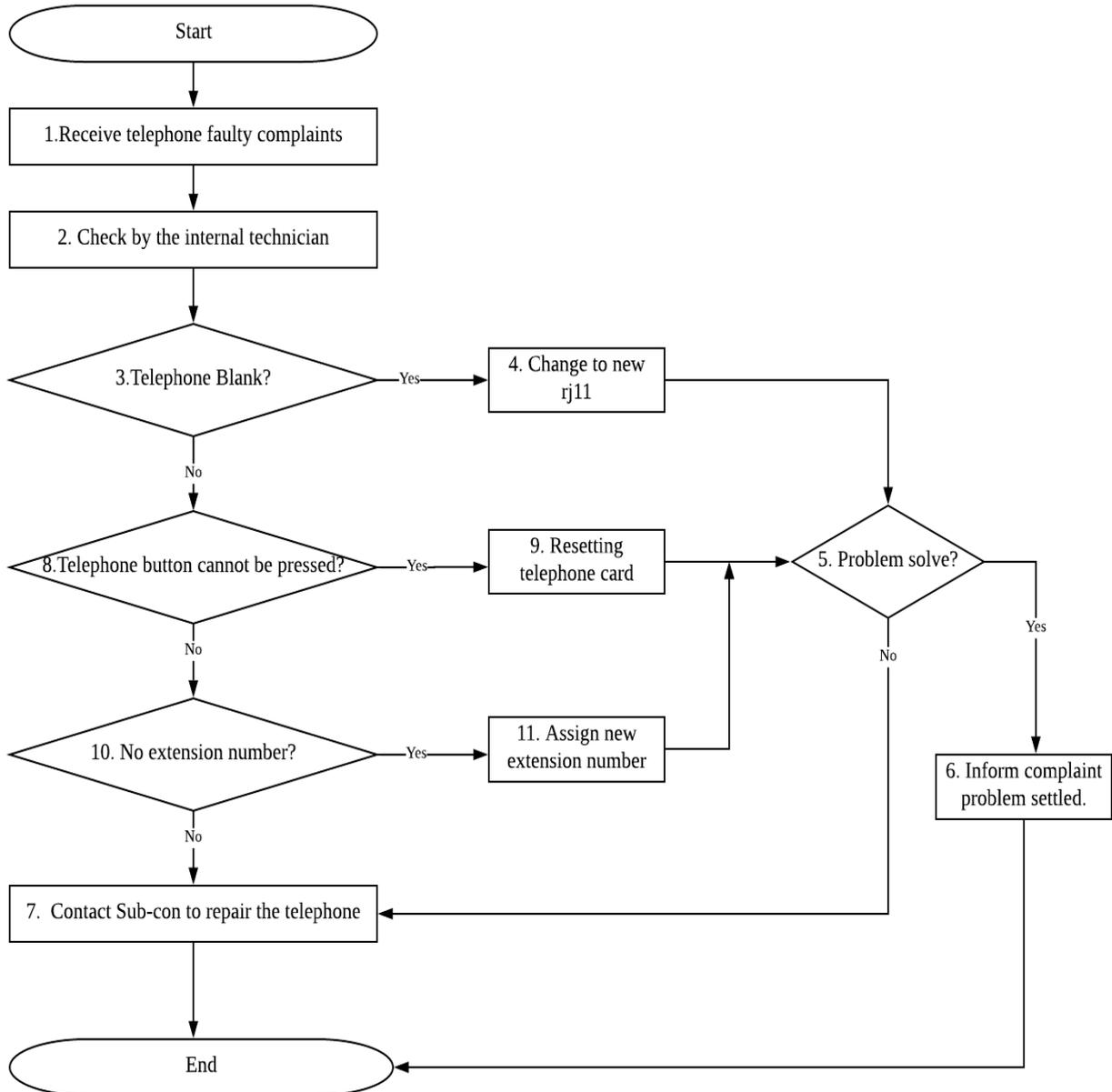


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c) Telephone System Breakdown



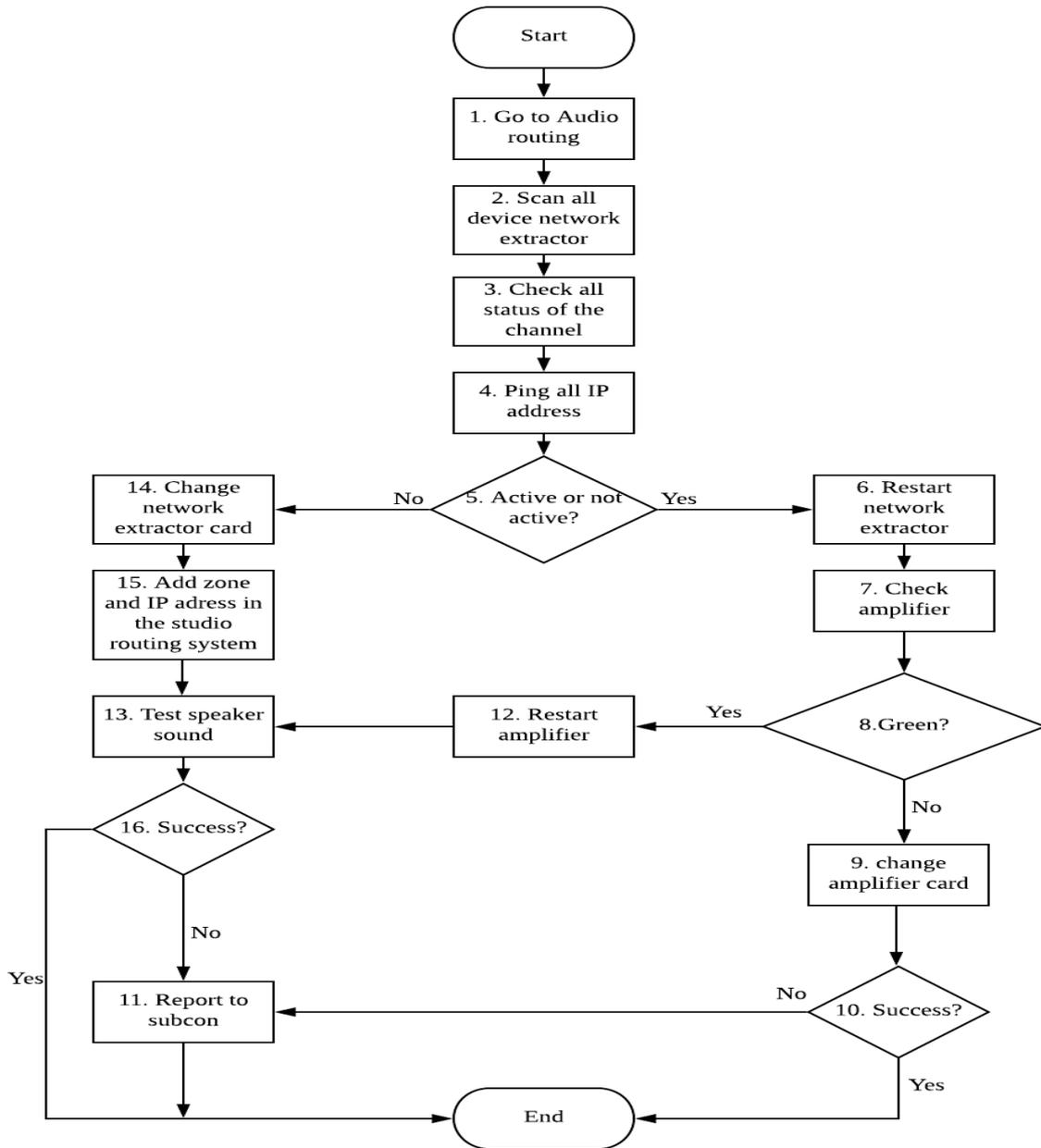


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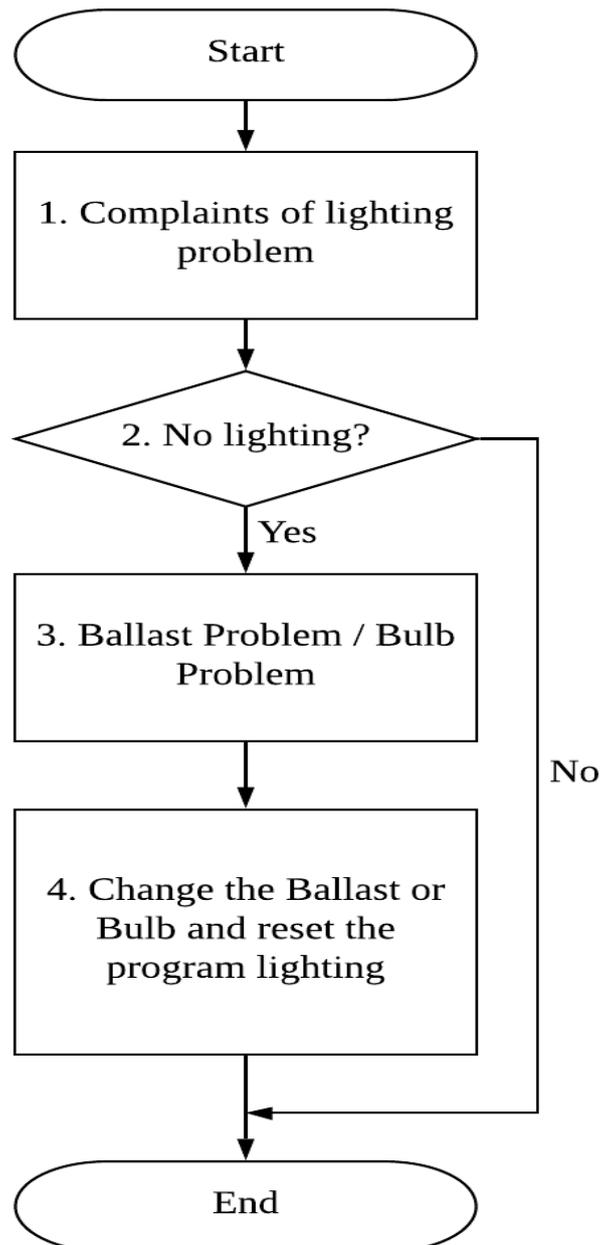
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d) Paging System Breakdown



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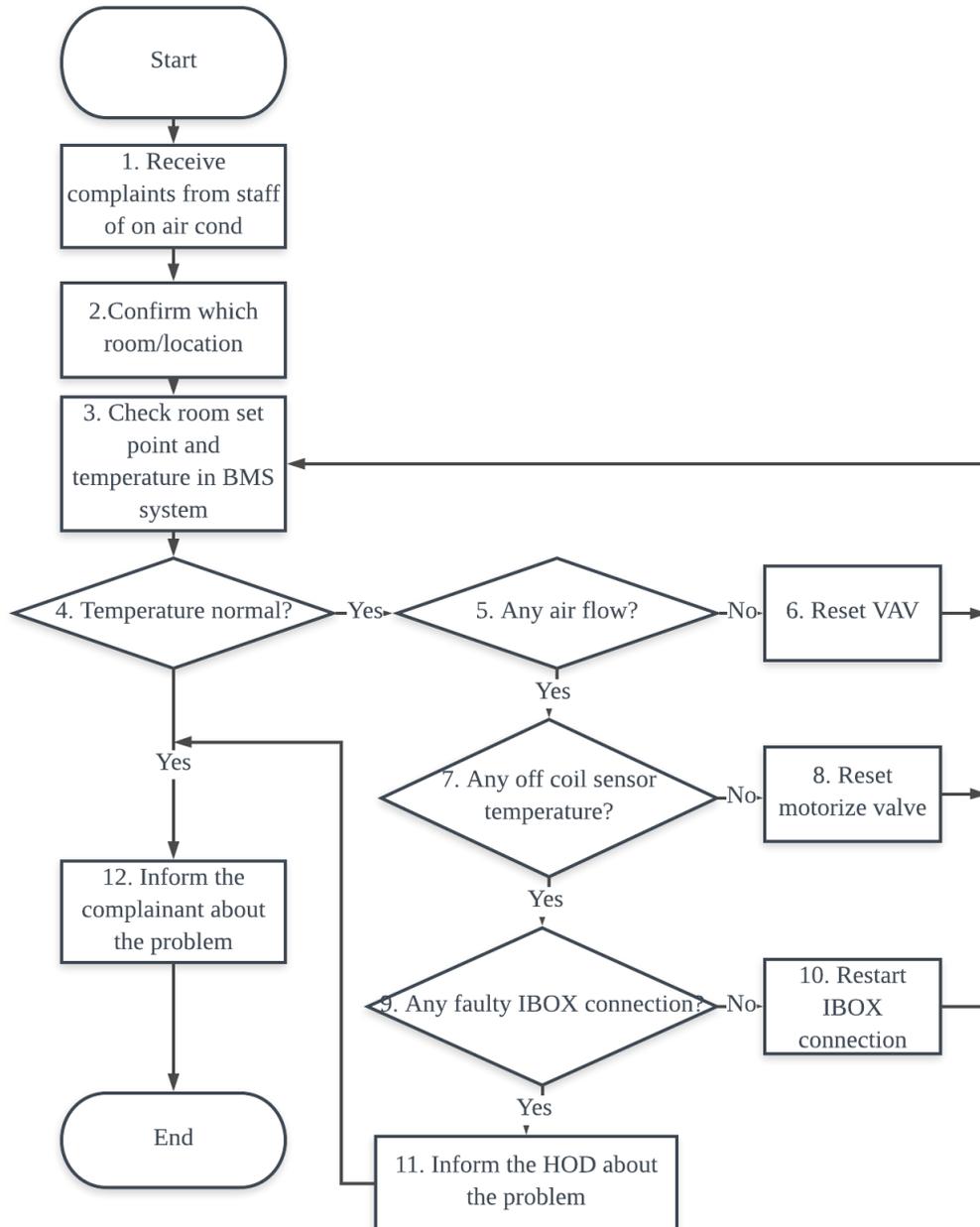
e) Lighting System Breakdown





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f) Air Conditioner System Breakdown





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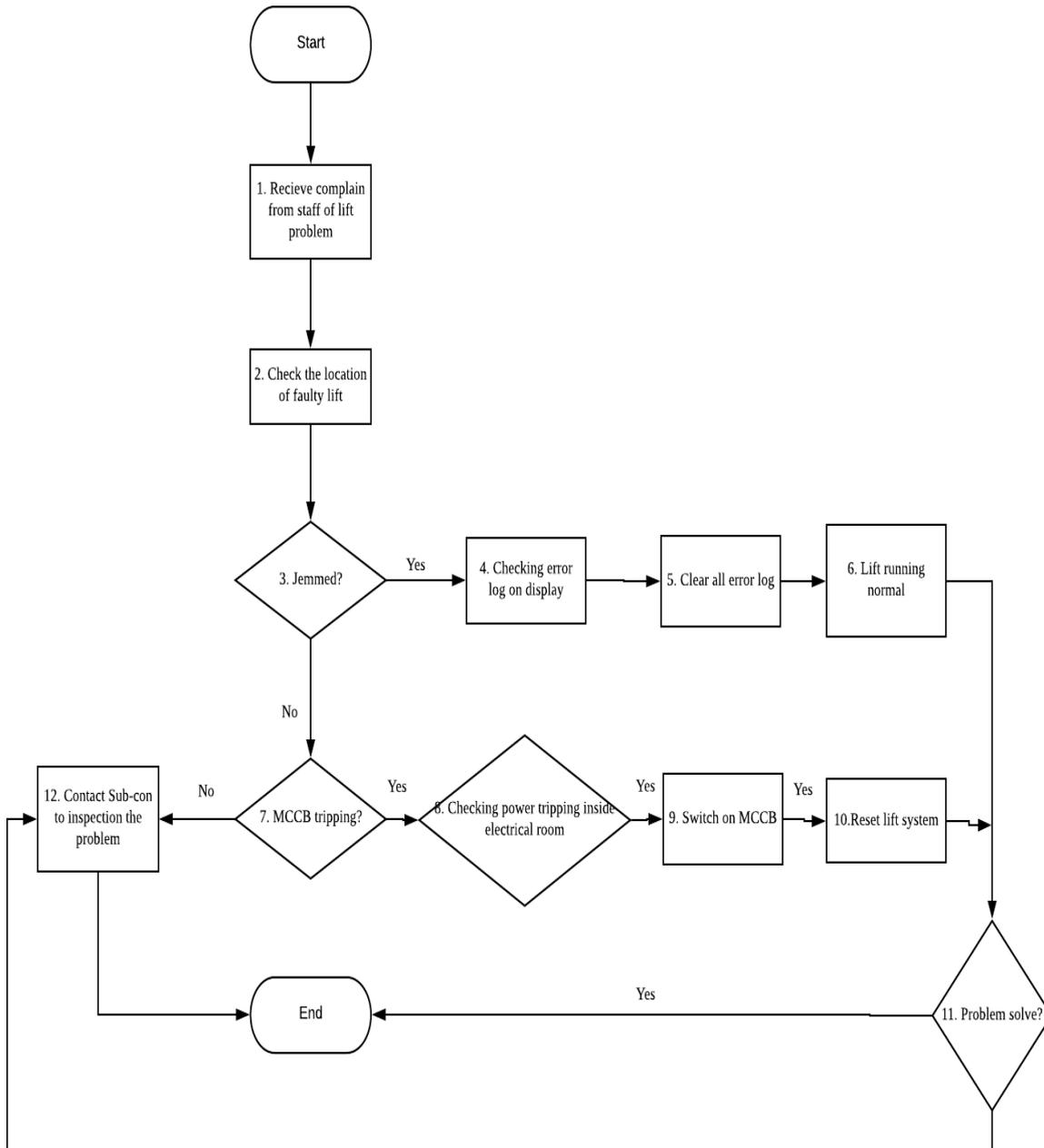
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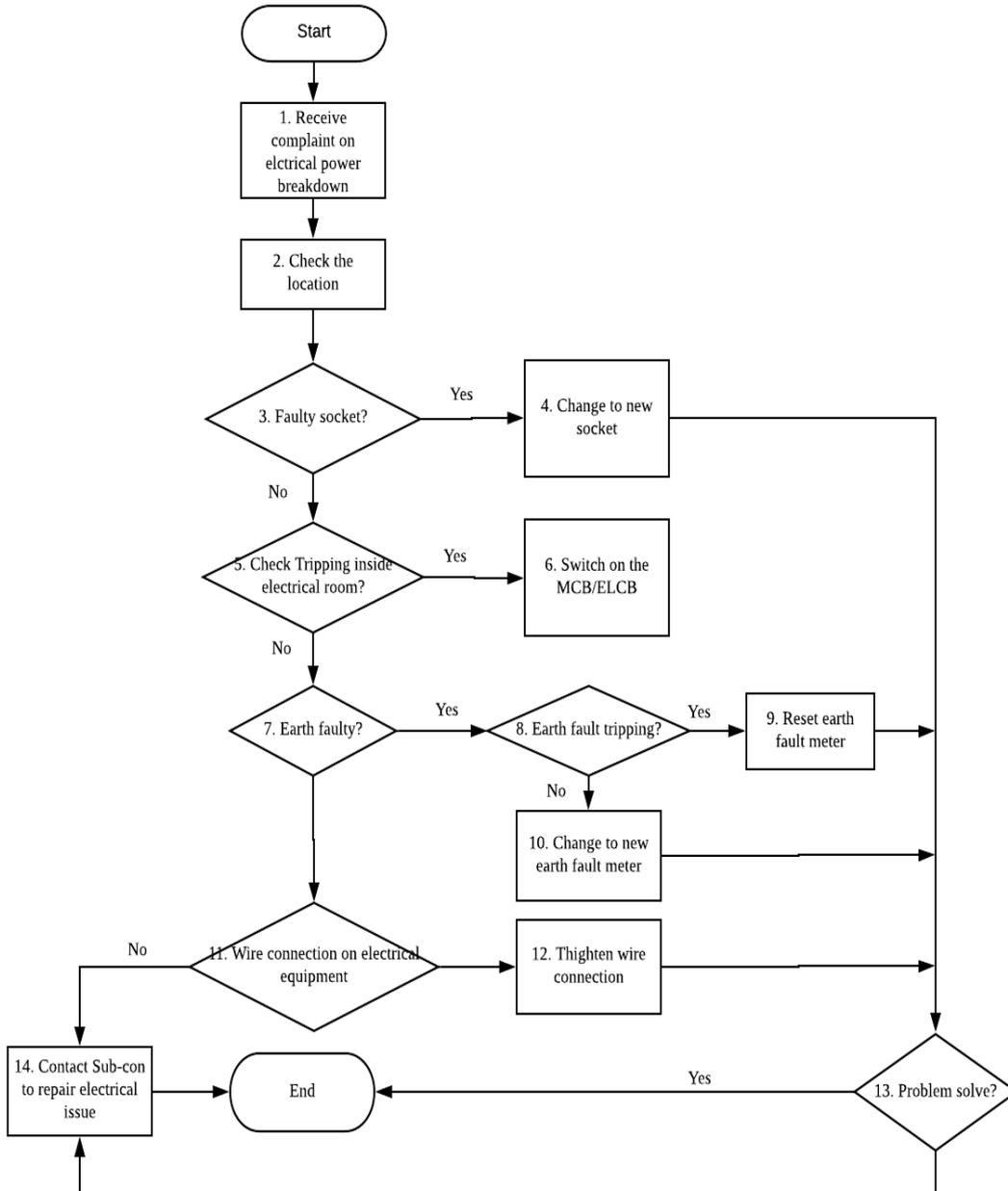
g) Lift System Breakdown





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h) Electrical Power Breakdown



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7.0 DESCRIPTION

A. CCTV System Breakdown

No	Description	Person in Charge	Document
1	Upon checking the CCTV System, person-in-charge of CCTV will notice the error status display in Endura System.	Technician	NIL
2	When error status is displayed, person-in-charge of CCTV will check the status in Pelco Utilities.	Technician	NIL
3	To check the camera whether it works or not, person-in-charge of CCTV will ping the IP address of the camera in command prompt or by clicking the right click and click 'continues ping'. The setting of the camera can also be logged in through website using the IP address of each camera.	Technician	NIL
4	Person-In-Charge of CCTV will monitor whether the IP address is successfully ping or not.	Technician	NIL
5	If successful, the image of the CCTV will appear in Endura System and there is a need to monitor back the image of camera.	Technician	NIL
6	If not successful, technician will go to the location of the CCTV to check the condition of the camera.	Technician & Sub-contractor	NIL
7	If the LED of the camera is blinking, it shows that the camera is faulty.	Technician & Sub-contractor	Service Report & Monthly Checklist
8	Person-In-Charge of CCTV will inform HOD about the faulty camera for HOD's action.	Technician & HOD	Service Report & Monthly Checklist
9	Back to process No.6, if LED is not blinking, technician will check the switch and PoE cable of the camera.	Technician & Sub-contractor	NIL
10	If the condition of switch and cable are ok, check the power supply.	Technician	NIL
11	If power supply is OFF or tripped, inform technician that is in charge of electrical to switch on power supply. Person-In-Charge of CCTV will start back to procedure No.3 in the control room.	Technician	NIL
12	If the switch and cables are faulty, technician will inform sub-contractor to resolve the issue. Person-In-Charge of CCTV has to document in the monthly checklist or log book about the faulty.	Technician & Sub-contractor	Monthly Checklist

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13	Back to procedure No.10, if the power supply is ON, technician will try to restart the camera and return to procedure No.3.	Technician	NIL
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B. Card Access System Breakdown

No	Description	Person in Charge	Document
1	Receive complaints from staff or students of access card problems. They will come to Maintenance Office request to check on their cards.	CA Technician	1. Hostel Maintenance & Repair (https://shorturl.at/qYMod) 2. Maintenance Facilities Defects Form (UTS-MFS-P03-MFDF)
2	The problematic access card is checked and tested on a card reader to determine its functionality.	CA Technician	Nil
3	This decision point checks if the card reader is able to detect the access card. <ul style="list-style-type: none"> • No: If the reader does not detect the card, proceed to step 4. • Yes: If the reader detects the card, proceed to step 6. 	CA Technician	Nil
4	If the card is not detected, it is considered faulty, and the user is informed to make a replacement card. For staff cards, they may ask HCAD to print a new card for them while students will ask AARD to print a new card for them as well.	CA Technician	Nil
5	This step involves setting up the new card according to the user's previous access settings.	CA Technician	Nil
6	In this step, the card access is checked and reset in the system to ensure proper functionality.	CA Technician	Nil
7	This decision point checks if the user can access the system with the card. <ul style="list-style-type: none"> • No: If access is not granted, proceed to step 8. • Yes: If access is granted, the process ends here. 	CA Technician	Nil

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8	This step involves checking the transaction logs in the card access system to diagnose any issues.	CA Technician	Card Access Transaction Logs
9	If issues are found that cannot be resolved internally, the Head of Department (HOD) is informed to contact a contractor for further checks and repairs.	CA Contractor	Nil

C. Telephone System Breakdown

No	Description	Person in Charge	Document
1	Receive telephone faulty complaints from staff.	Technician	Maintenance Facilities Defects Form (UTS-MFS-P03-MFDF)
2	Check the telephone faulty.	Technician	NIL
3	Telephone does not display number (telephone is blanked).	Technician	NIL
4	Check the cable and change to new rj11 to make telephone function.	Technician	NIL
5	After changing to new rj11 and the telephone displays number, this means that the telephone is functioning.	Technician	NIL
6	Inform staff problem or faulty is settled	Technician	NIL
7	After changing into new rj11 and the telephone is still blank, contact subcon to repair the telephone	Subcon	NIL
8	Telephone button cannot be pressed this means the telephone hanging.	Technician	NIL
9	Go to server room and reset the telephone card. If the telephone function after resetting the telephone card, repeat step 5 and 6. If telephone is not function repeat step 7.	Technician and Subcon	NIL
10	Punch the available number for new extension at the server room	Technician	NIL
11	Assign new extension number to make telephone functions. Repeat step 5 and 6 if the telephone is functioning. Repeat step 7 if telephone is not functioning.	Technician and Subcon	NIL

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D. Paging System Breakdown

No	Description	Person in Charge	Document
1	Login into Vectus system and then go to audio routing	Technician	NIL
2	Scan all device network extractor	Technician	NIL
3	Check all status of the network extractor channel for all blocks.	Technician	Monthly checklist
4	Ping all IP address for network extractor	Technician	NIL
5	Check network extractor whether active or not.	Technician	NIL
6	If active, restart network extractor to check network extractor status	Technician	NIL
7	Check the amplifier to confirm output sound	Technician	NIL
8	Check amplifier led indicator whether green or red	Technician	NIL
9	If amplifier led is red this means amplifier is faulty. Change amplifier card.	Technician and Subcon	NIL
10	After change amplifier card its back to normal.	Technician	NIL
11	After changing amplifier card, but still show faulty, it means amplifier is faulty. Report to subcon.	Subcon	NIL
12	If amplifier led is green its means amplifier is normal. Restart the amplifier to test the speaker sound.	Technician and Subcon	NIL
13	Test the speaker sound to confirm the amplifier is functioning	Technician	NIL
14	If not active, change network extractor card to check network extractor status.	Technician and Subcon	NIL
15	Add zone and IP address in the studio routing system. Test the speaker sound to confirm its function.	Technician	NIL
16	After changing the network extractor card, and then adding the zone and IP address in the studio routing system everything is back to normal.	Technician	NIL

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E. Lighting System Breakdown

No	Description	Person in Charge	Document
1	This is the initial step where complaints regarding lighting issues are reported by staffs.	MFSD Staff	1. Hostel & Maintenance Repair (https://shorturl.at/qYMod) 2. Maintenance Facilities Defects Form (UTS-MFS-P03-MFDF)
2	This decision step involves checking if there is no lighting at all. It leads to the next step based on the answer (Yes/No).	MFSD Staff	Nil
3	If the answer to "No lighting?" is "Yes," the problem is identified as either a ballast problem or a bulb problem.	MFSD Staff	Nil
4	The final step involves changing the faulty ballast or bulb and resetting the program lighting to resolve the issue.	MFSD Staff	Nil

F. Air Conditioner System Breakdown

No	Description	Person in Charge	Document
1.	1. Receive complaints from staff on no aircond. <ul style="list-style-type: none"> Receive complaints from Staff through WhatsApp or Call. 	MFSD Staff	Maintenance Facilities Defects Form (UTS-MFS-P03-MFDF)
2.	2. Confirm which room/location. <ul style="list-style-type: none"> Go to room or classroom to see if the aircond is working or not. If not working immediately go to the control room to view the BMS System. 	MFSD Staff	BMS System (server)
3.	3. Check room set point and temperature in BMS System. <ul style="list-style-type: none"> Go to the control room to see the set point and temperature of the room. The best room temperature is 23.5°C temperature set according to GBI thermal comfort. 	MFSD Staff	BMS System (server)
4.	4. Temperature Normal. <ul style="list-style-type: none"> After looking at the BMS System the correct temperature for one room is 23.5 °c or 24°C. This temperature 		



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	<p>has been set according to GBI thermal comfort.</p> <ul style="list-style-type: none"> If no changes check any air flow at AHU Display in Computer. 	MFSD Staff	BMS System (server)
5.	<p>5. Any air flow.</p> <ul style="list-style-type: none"> If the temperature is not normal. Maintenance staff need to see the airflow. If there is no airflow. View VAV display. If there is airflow view coil sensor on the display AHU System in computer. 	MFSD Staff	BMS System (server)
6.	<p>6. Reset VAV.</p> <ul style="list-style-type: none"> If VAV is the cause of the problem. Maintenance Staff will go to room or classroom to see the VAV. After resetting VAV should be monitor first inside the Computer. 	MFSD Staff	Nil
7.	<p>7. Any off coil sensor temperature.</p> <ul style="list-style-type: none"> Set Point for Coil Sensor is 12.8 Deg. 	MFSD Staff	BMS System (server)
8.	<p>8. Reset motorize valve.</p> <ul style="list-style-type: none"> Motorise Valve will be stucked if the coil sensor is above 12.8 Deg in BMS System. MFSD Staff will go to AHU room to reset the motorise valve. 	MFSD Staff	Nil
9.	<p>9. Any faulty IBOX Connection.</p> <ul style="list-style-type: none"> Check any faulty IBOX connection in BMS System through the computer. 	MFSD Staff	BMS System (server)
10.	<p>10. Restart IBOX Connection.</p> <ul style="list-style-type: none"> If the IBOX system breaks the display on the computer will display "Cab Fail". Immediately go to ELV room to reset IBOX connection. 	MFSD Staff	BMS System (server)
11.	<p>11. Inform the HOD about the problems.</p>	MFSD Staff	Nil
12.	<p>12. Inform the complainant about the problems.</p>	MFSD Staff	Nil

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G. Lift System Breakdown

No	Description	Person in Charge	Document
1.	Received a complaint regarding lift issue reported by staff via phone call/WhatsApp	MFSD Staff	Maintenance Facilities Defects Form (UTS-MFS-P03-MFDF)
2.	Identify the specific location of the lift that is experiencing problems.	Technician	Nil
3.	Assess if the lift is physically jammed.	Technician	Nil
4.	If YES, review the error log displayed on the lift's control panel to identify any issues.	Technician	Nil
5.	Clear the recorded error logs to reset the system.	Technician	Nil
6.	Verify that the lift is functioning correctly after clearing the error logs.	Technician	Nil
7.	Determine if the issue is caused by the MCCB (Molded Case Circuit Breaker) tripping.	Technician	Nil
8.	Conduct an inspection inside the electrical room to identify the cause of the power tripping.	Technician	Nil
9.	Turn the MCCB back on to restore power.	Technician	Nil
10.	Perform a reset of the lift system to ensure all components are functioning properly.	Technician	Nil
11.	Check if the steps taken have resolved the lift issue.	Technician	Nil
12.	If the problem persists, contact a subcontractor for further inspection and resolution.	Technician and sub-con	Lift service report

H. Electrical Power Breakdown

No	Description	Person in Charge	Document
1	Receive complain from staff on electrical power breakdown.	Technician	1. Hostel Maintenance & Repair (https://shorturl.at/qYM od) 2. Maintenance Facilities Defects Form (UTS-MFS-P03-MFDF)
2	Confirm with staff which location of electrical power breakdown	Technician	Nil
3	Go to the location and identify the problem	Technician	Nil

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4	If the power socket got burn, replace with new socket.	Technician	Nil
5	Socket still has no power supply, check tripping inside electrical room.	Technician	Nil
6	Check on DB (Division Board) which MCB/ELCB (Miniature Circuit Breaker/Earth Leakage Circuit Breaker) drop and on the drop MCB/ELCB.	Technician	Nil
7	Check on Earth fault meter.	Technician	Nil
8	Earth fault meter tripping.	Technician	Nil
9	If the earth fault meter displayed red led light blinking and press the reset button.	Technician	Nil
10	If the meter still cannot be reset replace the new earth fault meter.	Technician	Nil
11.	Check all the wire connections on all electrical equipment	Technician	Nil
12	Tighten all the wire connections.	Technician	Nil
13	After all the electrical issues are rectified, double check all the equipment and make sure all the problem solved.	Technician	Nil
14	If all the electrical issues cannot be solved, contact Sub-con to repair the major problem.	Technician and Sub-con	Nil

8.0 RECORDS

No	Title / Records	Location / Responsibility	Retention Period
1	CCTV monthly checklist	Maintenance Office/Technician	1 year
2	Maintenance Facilities Defects Form (UTS-MFS-P03-MFDF)	Maintenance Office/Technician	1 year
3	Paging monthly checklist	Maintenance Office/Technician	1 year
4	Facilities Booking Form (UTS-MFS-P09-BFP)	Maintenance Office/Technician	1 year
5	Lift service report	Maintenance Office/Technician	1 year
6	Monthly Electrical Room Log Record	Maintenance Office/Technician	1 year
7	Hostel Maintenance & Repair (https://shorturl.at/qYMod)	Google Drive/SDSC	1 year