



Installation Procedures (TD-GL-INST-001 Rev.0)

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1.0 PURPOSE

This procedure discusses the process and proper steps when installing the products and equipment supported by Altamedica Inc. It also includes demonstrations and demo-to-install requests.

2.0 SCOPE

- 2.1 This procedure is applicable to all Altamedica staff. It is also applicable to all equipment supplied/supported by Altamedica Inc.
- 2.2 This procedure shall be applicable when the worksite authority has complied with the submitted pre-installation requirements by Altamedica Incorporated.

3.0 RESPONSIBILITIES

Position	Responsibility
Technical Manager (TM)	<ul style="list-style-type: none"> Overall responsibility and authority for every action of the department. Establish an overall plan, assign team members to specific tasks, and assist team members in achieving their tasks by using effective direction of the operations Formulate the strategic plan based on experience and an understanding of daily operations
Technical Supervisor (TS)	<ul style="list-style-type: none"> Takes over the functions of the Technical Manager if he/she is not available or cannot perform his/her functions
Technical Personnel (TP)	<ul style="list-style-type: none"> Perform pre-installation checkup, installation, of the equipment. Train users on the proper usage and maintenance of the equipment. Fill-up the proper documentation needed Follow the implemented rules and policies that has to do with the assigned operation. Will handle the functions of the Service Assistant if he/she is not available or cannot perform his/her functions
Service Assistant (SA)	<ul style="list-style-type: none"> Keep all records including logbooks, service reports, receipts, etc. Receive the Service Request forms from the worksite authorities, allocate a technical staff for the repair, and coordinate with the Technical Manager for scheduling Coordinate with the worksite authorities in the absence of the technical staff in charge of the equipment installation. Assist the Technical personnel in terms of documentation, and communication with the worksite authorities
Sales Personnel (SP)	<ul style="list-style-type: none"> Submit an installation request to the SA/TM. Liaise between the client and the Technical Department regarding the equipment installation.
Safety and Health	<ul style="list-style-type: none"> Provide training and education on how to perform Job Hazard Analysis, and Safety Guidelines when performing a job. Create programs and guidelines that will be instrumental on the safety of the employees and everyone involved in the work process.

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Position	Responsibility
	<ul style="list-style-type: none"> Keep the S&H records

4.0 GENERAL REQUIREMENTS

- 4.1 An approved service request form has to be submitted to the Technical Department before further actions are allowed. The Installation request form shall be approved by the following Department Heads;
- Sales
 - Credit & Collection
 - Technical
 - Admin/General Manager
- 4.2 Pre-sales requirements of the equipment shall be complied before installation.

5.0 PRE-SALES REQUIREMENTS

- 5.1 The pre-sales requirement contains the accessories and parameters required in order to keep the machine safe and maintain its optimal condition. [Please refer to the Pre-Sales Requirement.](#)

6.0 INSTALLATION PROCEDURES

6.1 Pre-installation

- 6.1.1 The SP shall submit an approved service request form to the SA.
- 6.1.2 Once approved, SA/TM shall assign and schedule a trained TP to handle the installation.
- 6.1.3 If the machine is still within the company premises, the TP shall check the equipment to be installed. Before installation, the equipment must be thoroughly checked and it should bear an Altamedica QC Sticker. Otherwise, the equipment must be checked by a TP prior to delivery and shall bear an Altamedica QC Sticker.
- 6.1.4 The TP shall communicate with the client or SP with regards to the compliance with the submitted pre-sales requirements. In order to protect the equipment, the TP may postpone the installation if the installation site is non-compliant to the submitted pre-sales requirements. Under certain circumstances and the worksite authority still wants the installation to push through, it shall be noted in the Service Report and a waiver shall be signed by the Worksite Authority stating that he/she understands the risk of not following the installation requirement of the equipment.
- 6.1.5 Once all of the requirements has been complied, the TP shall proceed as scheduled.
- 6.1.6 The following items must be prepared;
- Job Order (JO)
 - Job Hazard Analysis Form (JHA)
 - Service Report (SR)
 - Sales Invoice (SI) (if applicable)
 - Acknowledgement Receipt (AR) (if applicable)
 - Installation Sticker
 - Training Form
 - Tools
 - PPE
 - Packing list

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6.2 Installation

- 6.2.1 The TP shall make sure that the requirements are satisfied.
 - Electrical
 - Space
 - Waste Disposal
 - Consumables
- 6.2.2 The TP shall present his/her Job Order for approval by the worksite authority.
- 6.2.3 Before performing the job, he/she shall perform a Job Hazard Analysis ([Refer to JHA Procedure: OSHGL-SFT-JHA-001 Rev.0](#))
- 6.2.4 Present the JHA Form to the worksite authority and coordinate in order to control the hazards. Make sure that all hazards have been controlled before starting the job.
- 6.2.5 Whenever there is an uncontrolled hazard or the TP feels unsafe he/she shall postpone the job until the hazards has been controlled and deemed safe.
- 6.2.6 If the worksite safety rules and regulations are implemented, make sure to abide by these rules implemented by the worksite.
- 6.2.7 The TP shall proceed with the installation as instructed in the equipment installation manual and the JHA.
- 6.2.8 Make sure to wear the recommended PPEs.
- 6.2.9 The TP has the right to stop the job whenever he/she feels unsafe until the hazards has been controlled and deemed safe.
- 6.2.10 Test the equipment multiple times (at least 5 times) before declaring that it is ready to use.
- 6.2.11 It is mandatory to perform calibration on the newly installed machines (selected).
- 6.2.12 An installation sticker should be attached to the PM/calibrated machines.

6.3 User Training

- 6.3.1 The TP shall train the users on the following;
 - Proper usage of the equipment
 - Daily Maintenance
 - Weekly Maintenance (user level)
 - Monthly Maintenance (user level)
 - Basic Troubleshooting
- 6.3.2 The TP shall address all the questions and concerns of the users.
- 6.3.3 After the training, the TP shall require the trained users to sign the training form.

6.4 Post-Installation

- 6.4.1 Submit the Training Form for signature of the worksite authority.
- 6.4.2 Submit a Service Report for the installation performed.
- 6.4.3 Submit a Sales Invoice for signature (if applicable).
- 6.4.4 Submit Acknowledgement Receipt for signature (if applicable).

6.5 Incomplete or Cancellation of Installation

Due to some unforeseen reasons that may cause an incomplete installation, the following procedure shall be followed.

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Incomplete or Damaged Parts

When a part of the equipment for installation is incomplete or damaged due to transportation, the following steps shall be followed;

- 6.5.1 The TP may proceed with the installation if the part is not vital to the installation process.
- 6.5.2 The TP or SA shall coordinate to the manufacturer to replace the damaged part.
- 6.5.3 If the part is available locally, It shall be purchased and installed with the permission of the Department Head.
- 6.5.4 It shall be noted in the Service Report that the installation is incomplete due to an incomplete or damaged part.
- 6.5.5 Once the part is available the TP shall proceed with the installation procedure.

Lack of Reagents, Controls, and Standards

When the chemicals/substances that are needed for the machine is missing (lost or undelivered);

- 6.5.6 The TP shall proceed with the installation of the machine if the chemical/substance is not vital to the installation steps.
- 6.5.7 The TP shall coordinate with the responsible Altamedica staff regarding the delivery of the lacking chemical/substance.
- 6.5.8 The TP shall continue the installation and training if some tests and procedures can still be performed with the available chemical/substance.
- 6.5.9 It shall be noted in the Service Report that the installation is incomplete due to a lacking chemical/substance.
- 6.5.10 When the lacking chemical/substance is available or delivered, the TP shall return to the worksite and finish the installation.

Non-compliance with the Pre-Sales Requirement

- 6.5.11 The TP shall inform the client about the lacking pre-installation/pre-sales requirement.
- 6.5.12 Pre-sales requirements shall be complied before installation could continue.
- 6.5.13 The TP may decide if the installation can still be performed and if the machine and user can still operate safely. The following criteria shall be considered but not limited to;
 - Equipment Safety;
 - Equipment Stability;
 - Test Repeatability and Accuracy;
 - Waste Disposal;
 - Installer's Safety;
 - User Safety;
- 6.5.14 Under certain circumstances and the worksite authority still wants the installation to push through, it shall be noted in the Service Report and a waiver shall be signed by the Worksite Authority stating that he/she understands the risk of not following the installation requirement of the equipment.

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6.5.15 When the pre-sales requirements have been complied the TP shall continue the installation procedures. The TP may coordinate with the client on the status of the pre-sales requirements daily.

6.6 Maintenance

Altamedica Inc. provides a 1-year warranty to all its installed equipment or as stated in the contract. The warranty includes four sessions of Preventive Maintenance (P.M.) which shall be performed quarterly by Altamedica Inc.

6.6.1 After the installation, the SA shall include the newly installed machines into the P.M. schedule.

6.6.2 Once the equipment is due for P.M. the SA shall schedule a TP to perform the service. [Please refer to TD-GL-RMC-001 Rev. 0: Repair, Maintenance, and Calibration Procedures.](#)

6.7 Reporting

For audit, review and other purposes, all generated Service Reports are to be submitted to the SA for compilation. [Please refer to TD-GL-RMC-001 Rev. 0: Repair, Maintenance, and Calibration Procedures.](#)

6.7.1 Service Report

Service Reports should be filled up accordingly. Instrument status and Labor charge section should be filled up with the correct codes.

6.7.2 Instrument Status;

- **Fully Operational (FO)** – Equipment has been installed and ready to use;
- **Under Observation (UO)** – Equipment has been installed but some parameters and performance are to be monitored. The TP shall communicate with the worksite authority on the status of the equipment after a 24-hour period.
- **Further Repair (FR)** – Equipment has been installed but needs repair
- **Further Installation (FI)** – Installation is on-going or incomplete, to be continued on the next visit;

6.7.3 Labor;

All spaces in the **Labor** section should be filled up. Labor charge/hour shall only be filled up if applicable. Charges should be based on the latest and approved service charges for Altamedica Inc. Technical Department. For installation services, The TP shall indicate **Under Warranty (W)** in the Total Labor Charge unless stated in the contract.

- **Unfinished Installation**

In the event of an unfinished installation the labor charge and the Instrument status should be similar;

Further Installation (FI)

Example;

Instrument Status: FI

Total Labor Charge: FI

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7.0 COMMUNICATION

- 7.1 When the job has to be delegated to another TP all information pertaining to the job shall be completely communicated/endorsed. The new TP shall review the documents (SR, JHA, Installation Request) for the job before proceeding with the repairs.
- 7.2 The worksite authority should be well informed on the status of the job and their equipment before the TP leaves the premises.
- 7.3 During the end of the job the TP shall discuss with the team members and share the learned knowledge when performing the job.

8.0 TRAINING

- 8.1 This procedure should be periodically reviewed to the technical staff and newly hired employees.
- 8.2 It shall be included in the Technical Department orientation.
- 8.3 Other affected staff should be trained as well.
- 8.4 Every technical person should be trained on how to properly handle all the tools and equipment that is being used and equipment as well as the safe repair conduct.
- 8.5 The Technical Personnel has the right to refuse the Job if he is not properly trained on the given work.

9.0 AUDIT

- 9.1 The management shall carry out yearly audits on this procedure. Factors to be considered but not limited to;
 - 9.1.1 Effectivity of the procedure
 - 9.1.2 Amendments and improvements
 - 9.1.3 Change in company policies



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