

SUGGESTED SPECIFICATION
For
Automatic Delayed-Transition Transfer
& Bypass-Isolation Switches

Division 26 - Electrical
Standby Power Generator Systems

PART 1 GENERAL

1.01 Scope

- A. Furnish and install automatic delayed transition transfer & bypass-isolation switch (DTTS/BPS) with number of poles, amperage, voltage, and withstand current ratings as shown on the plans. Each DTTS/BPS system(s) shall consist of a delayed transition transfer switch and a two-way bypass/isolation switch. All DTTS/BPSs and control modules shall be the product of the same manufacturer.
- B. The DTTS/BPS shall transfer the load in delayed transition (break-before-make) mode. Transfer is accomplished with a user-defined interruption period in both directions adjustable from 1 second to 5 minutes in at least 15 increments.

1.02 Codes and Standards

The automatic delayed transition transfer & bypass-isolation switches and accessories shall conform to the requirements of:

- A. UL 1008 - Standard for Transfer Switch Equipment
- B. CSA certified to CSA 22.2 No. 178 – 1978 Automatic Transfer Switches
- C. IEC 60947-6-1 Low-voltage Switchgear and Controlgear; Multifunction equipment; Automatic Transfer Switching Equipment
- D. NFPA 70 - National Electrical Code
- E. NFPA 99 - Essential Electrical Systems for Health Care Facilities
- F. NFPA 110 - Emergency and Standby Power Systems
- G. IEEE Standard 446 - IEEE Recommended Practice for Emergency and Standby Power Systems for Commercial and Industrial Applications
- H. NEMA Standard ICS10-1993 (formerly ICS2-447) - AC Automatic Transfer Switches
- I. International Standards Organization ISO 9001:2008
- J. UL508 Industrial Control Equipment

1.03 Acceptable Manufacturers

Automatic delayed transition transfer & bypass-isolation switches shall be ASCO Series 7000. Any alternate shall be submitted to the consulting engineer in writing at least 10 days prior to bid. Alternate bids must list any deviation from this specification.

PART 2 PRODUCTS

2.01 Mechanically Held Transfer Switch

- A. The transfer switch unit shall be electrically operated and mechanically held. The electrical operator shall be a solenoid mechanism, momentarily energized. The transfer switch unit shall include both electrical and mechanical interlocks to prevent both sets of main contacts from being closed at the same time. Main operators which include overcurrent disconnect devices OR do not include electrical and mechanical interlocks will not be accepted.
- B. All transfer switch sizes shall use only one type of main operator for ease of maintenance and commonality of parts.
- C. The switch shall be positively locked and unaffected by momentary outages, so that contact pressure is maintained at a constant value and contact temperature rise is minimized for maximum reliability and operating life.
- D. All main contacts shall be silver composition. Switches rated 600 amperes and above shall have segmented, blow-on construction for high withstand and close-on capability and be protected by separate arcing contacts.
- E. Inspection of all contacts shall be possible from the front of the switch without disassembly of operating linkages and without disconnection of power conductors. Switches rated 800 amps and higher shall have front removable and replaceable contacts. All stationary and moveable contacts shall be replaceable without removing power conductors and/or bus bars.
- F. Designs utilizing components of molded-case circuit breakers, contactors, or parts thereof, which are not intended for continuous duty, repetitive switching or transfer between two active power sources are not acceptable.
- H. Where neutral conductors are to be solidly connected as shown on the plans, a neutral conductor plate with fully rated AL-CU pressure connectors shall be provided.

2.02 Bypass-Isolation Switch

- A. A two-way bypass-isolation switch shall provide manual bypass of the load to either source and permit isolation of the automatic transfer switch from all source and load power conductors. All main contacts shall be manually driven.
- B. Power interconnections shall be silver-plated copper bus bar. The only field installed power connections shall be at the service and load terminals of the bypass-isolation switch. All control interwiring shall be provided with disconnect plugs.
- C. Separate bypass and isolation handles shall be utilized to provide clear distinction between the functions. Handles shall be permanently affixed and operable without opening the enclosure door. Designs requiring insertion of loose operating handles or opening of the enclosure door to operate are not acceptable.
- D. Bypass to the load-carrying source shall be accomplished with no interruption of power to the load (make before break contacts). Designs which disconnect the load when bypassing are not acceptable. The bypass handle shall have three operating modes: "Bypass to Normal," "Automatic," and "Bypass to Emergency." The operating speed of the bypass contacts shall be the same as the associated transfer switch and shall be independent of the speed at which the manual handle is operated. In the "Automatic" mode, the bypass contacts shall be out of the power circuit so that they will not be subjected to fault currents to which the system may be subjected.
- E. The isolation handle shall provide three operating modes: "Closed," "Test," and "Open." The "Test" mode shall permit testing of the entire emergency power system, including the automatic transfer switches with no interruption of power to the load. The "Open" mode shall completely isolate the automatic transfer switch from all source and load power conductors. When in the "Open" mode, it shall be possible to completely withdraw the automatic transfer switch for inspection or maintenance to conform to code requirements without removal of power conductors or the use of any tools.
- F. When the isolation switch is in the "Test" or "Open" mode, the bypass switch shall function as a manual transfer switch.
- G. Designs requiring operation of key interlocks for bypass isolation or ATSS which cannot be completely withdrawn when isolated are not acceptable.

2.03 Microprocessor Controller

- A. The controller's sensing and logic shall be provided by a single built-in microprocessor for maximum reliability, minimum maintenance, and the ability to communicate serially through an optional serial communication module.
- B. A single controller shall provide twelve selectable nominal voltages for maximum application flexibility and minimal spare part requirements. Voltage sensing shall be true RMS type and shall be accurate to $\pm 1\%$ of nominal voltage. Frequency sensing shall be accurate to $\pm 0.2\%$. The panel shall be capable of operating over a temperature range of -20 to +60 degrees C and storage from -55 to +85 degrees C.
- C. The controller shall be connected to the transfer switch by an interconnecting wiring harness. The harness shall include a keyed disconnect plug to enable the controller to be disconnected from the transfer switch for routine maintenance. Sensing and control logic shall be provided on multi-layer printed circuit boards. Interfacing relays shall be industrial grade plug-in type with dust covers. The panel shall be enclosed with a protective cover and be mounted separately from the transfer switch unit for safety and ease of maintenance. The protective cover shall include a built-in pocket for storage of the operator's manuals.
- D. All customer connections shall be wired to a common terminal block to simplify field-wiring connections.
- E. The controller shall meet or exceed the requirements for Electromagnetic Compatibility (EMC) as follows:
 - 1. EN 55011:1991 Emission standard - Group 1, Class A
 - 2. EN 50082-2:1995 Generic immunity standard, from which:
 - EN 61000-4-2:1995 Electrostatic discharge (ESD) immunity
 - ENV 50140:1993 Radiated Electro-Magnetic field immunity
 - EN 61000-4-4:1995 Electrical fast transient (EFT) immunity
 - EN 61000-4-5:1995 Surge transient immunity
 - EN 61000-4-6:1996 Conducted Radio-Frequency field immunity

2.04 Enclosure

- A. The DTTS/BPS shall be furnished in a Type 1 enclosure unless otherwise shown on the plans.
- B. All standard and optional door-mounted switches and pilot lights shall be 16-mm industrial grade type or equivalent for easy viewing & replacement. Door controls shall be provided on a separate removable plate, which can be supplied loose for open type units.

PART 3 OPERATION

3.01 Controller Display and Keypad

A. A four line, 20 character LCD display and keypad shall be an integral part of the controller for viewing all available data and setting desired operational parameters. Operational parameters shall also be available for viewing and limited control through the serial communications input port. The following parameters shall only be adjustable via DIP switches on the controller:

1. Nominal line voltage and frequency
2. Single or three phase sensing
3. Operating parameter protection
4. Transfer operating mode configuration
(Open transition, Closed transition or Delayed transition)

All instructions and controller settings shall be easily accessible, readable and accomplished without the use of codes, calculations, or instruction manuals.

3.02 Voltage, Frequency and Phase Rotation Sensing

A. Voltage and frequency on both the normal and emergency sources (as noted below) shall be continuously monitored, with the following pickup, dropout and trip setting capabilities (values shown as % of nominal unless otherwise specified):

<u>Parameter</u>	<u>Sources</u>	<u>Dropout / Trip</u>	<u>Pickup / Reset</u>
Undervoltage	N&E, 3 ϕ	70 to 98%	85 to 100%
Overvoltage	N&E, 3 ϕ	102 to 115%	2% below trip
Underfrequency	N&E	85 to 98%	90 to 100%
Overfrequency	N&E	102 to 110%	2% below trip
Voltage unbalance	N&E	5 to 20%	1% below dropout

- B. Repetitive accuracy of all settings shall be within $\pm 0.5\%$ over an operating temperature range of -20°C to 60°C .
- C. Voltage and frequency settings shall be field adjustable in 1% increments either locally with the display and keypad or remotely via serial communications port access.
- D. The controller shall be capable (when activated by the keypad or through the serial port) of sensing the phase rotation of both the normal and emergency sources. The source shall be considered unacceptable if the phase rotation is not the preferred rotation selected (ABC or CBA).
- E. Source status screens shall be provided for both normal and emergency to provide digital readout of voltage on all three phases, frequency and phase rotation.
- F. The controller shall include a user selectable algorithm to prevent repeated transfer cycling to a source on an installation which experiences primary side, single phase failures on a Grounded Wye – Grounded Wye transformer which regenerates voltage when unloaded. The algorithm shall also inhibit retransfer to the normal (utility) source upon detection of a single phasing condition until a dedicated timer expires, the alternate source fails, or the normal source fails completely and is restored during this time delay period. The time delays

associated with this feature shall be adjustable by the user through the controller keypad and LCD.

3.03 Time Delays

- A.** An adjustable time delay of 0 to 6 seconds shall be provided to override momentary normal source outages and delay all transfer and engine starting signals. Capability shall be provided to extend this time delay to 60 minutes by providing an external 24 VDC power supply.
- B.** A time delay shall be provided on transfer to emergency, adjustable from 0 to 60 minutes, for controlled timing of transfer of loads to emergency.
- C.** An adjustable time delay of 0 to 6 seconds to override momentary emergency source outage to delay all retransfer signals during initial loading of engine generator set.
- D.** Two time delay modes (which are independently adjustable) shall be provided on re-transfer to normal. One time delay shall be for actual normal power failures and the other for the test mode function. The time delays shall be adjustable from 0 to 60 minutes. Time delay shall be automatically bypassed if the emergency source fails and the normal source is acceptable.
- E.** A time delay shall be provided on shut down of engine generator for cool down, adjustable from 0 to 60 minutes.
- F.** A time delay activated output signal shall also be provided to drive an external relay(s) for selective load disconnect control. The controller shall have the ability to activate an adjustable 0 to 5 minute time delay in any of the following modes:
 - 1. Prior to transfer only.
 - 2. Prior to and after transfer.
 - 3. Normal to emergency only.
 - 4. Emergency to normal only.
 - 5. Normal to emergency and emergency to normal.
 - 6. All transfer conditions or only when both sources are available.
- G.** The controller shall also include the following built-in time delays for Delayed Transition & Bypass-Isolation operation:
 - 1. 0 to 5 minute time delay for the load disconnect position for delayed transition operation.
- H.** All time delays shall be adjustable in 1 second increments, except the extended parallel time, which shall be adjustable in .01 second increments.
- I.** All time delays shall be adjustable by using the LCD display and keypad or with a remote device connected to the serial communications port. The time delay value displayed on the LCD or remote device shall be the remaining time until the next event occurs.

3.04 Additional Features

- A. A three position momentary-type test switch shall be provided for the **test / automatic / reset** modes. The test position will simulate a normal source failure. The reset position shall bypass the time delays on either transfer to emergency or retransfer to normal. Switches which require utilizing the keypad and display function or have no manual time delay bypass means are not acceptable.
- B. A SPDT contact, rated 5 amps at 30 VDC, shall be provided for a low-voltage engine start signal. The start signal shall prevent dry cranking of the engine by requiring the generator set to reach proper output, and run for the duration of the cool down setting, regardless of whether the normal source restores before the load is transferred.
- C. Auxiliary contacts, rated 10 amps, 250 VAC shall be provided consisting of one contact, closed when the DTTS is connected to the normal source and one contact closed, when the DTTS is connected to the emergency source.
- D. LED indicating lights (16 mm industrial grade, type 12) shall be provided; one to indicate when the DTTS is connected to the normal source (green) and one to indicate when the DTTS is connected to the emergency source (red).
- E. LED indicating lights (16 mm industrial grade, type 12) shall be provided and energized by controller outputs. The lights shall provide true source availability of the normal and emergency sources, as determined by the voltage sensing trip and reset settings for each source.

The following features shall be built-in to the controller, but capable of being activated through keypad programming or the serial port only when required by the user:

- F. Provide the ability to select “commit/no commit to transfer” to determine whether the load should be transferred to the emergency generator if the normal source restores before the generator is ready to accept the load.
- G. The controller shall be capable of accepting a normally open contact that will allow the transfer switch to function in a non-automatic mode using an external control device.
- H. **Engine Exerciser** - The controller shall provide an internal engine exerciser. The engine exerciser shall allow the user to program up to seven different exercise routines. For each routine, the user shall be able to:
 - 1. Enable or disable the routine.
 - 2. Enable or disable transfer of the load during routine.
 - 3. Set the start time, .
 - time of day
 - day of week
 - week of month (1st, 2nd, 3rd, 4th, alternate or every)
 - 4. Set the duration of the run.

At the end of the specified duration the switch shall transfer the load back to normal and run the generator for the specified cool down period. A 10-year life battery that supplies power to the real time clock in the event of a power loss will maintain all time and date information.

The following feature shall be built - into the controller, but capable of being activated through keypad programming or the communications interface port.

Note: The transfer switch will operate in a non-automatic mode with this feature activated.

I. Terminals shall be provided for a remote contact which opens to signal the DTTs to transfer to emergency and for remote contacts which open to inhibit transfer to emergency and/or retransfer to normal. Both of these inhibit signals can be activated through the keypad or serial port.

J. **System Status** - The controller LCD display shall include a "System Status" screen which shall be readily accessible from any point in the menu by depressing the "ESC" key a maximum of two times. This screen shall display a clear description of the active operating sequence and switch position. For example,

***Normal Failed
Load on Normal
TD Normal to Emerg
2min15s***

Controllers that require multiple screens to determine system status or display "coded" system status messages, which must be explained by references in the operator's manual, are not permissible.

K. **Self Diagnostics** - The controller shall contain a diagnostic screen for the purpose of detecting system errors. This screen shall provide information on the status input signals to the controller which may be preventing load transfer commands from being completed.

L. **Communications Interface** - The controller shall be capable of interfacing, through an optional serial communication module, with a network of transfer switches, locally (up to 4000 ft.) or remotely through modem serial communications. Standard software specific for transfer switch applications shall be available by the transfer switch manufacturer. This software shall allow for the monitoring, control and setup of parameters.

M. **Data Logging** - The controller shall have the ability to log data and to maintain the last 99 events, even in the event of total power loss. The following events shall be time and date stamped and maintained in a non-volatile memory:

1. Event Logging

1. Date and time and reason for transfer normal to emergency.
2. Date and time and reason for transfer emergency to normal.
3. Date and time and reason for engine start.
4. Date and time engine stopped.
5. Date and time emergency source available.
6. Date and time emergency source not available.

2. Statistical Data

1. Total number of transfers.
2. Total number of transfers due to source failure.
3. Total number of days controller is energized.

4. Total number of hours both normal and emergency sources are available.

N. Communications Module – Shall provide remote interface module to support monitoring of vendor's transfer switch, controller and optional power meter. Module shall provide status, analog parameters, event logs, equipment settings & configurations over embedded webpage and open protocol. Features shall include:

1. Email notifications and SNMP traps of selectable events and alarms may be sent to a mobile device or PC.
2. Modbus TCP/IP, SNMP, HTTP, SMTP open protocols shall be simultaneously supported.
3. Web app interface requiring user credentials to monitor and control the transfer switch supporting modern smart phones, tablets and PC browsers. User will be able to view the dynamic one-line; ATS controls status, alarms, metering, event logging as well as settings.
4. Secure access shall be provided by requiring credentials for a minimum of 3 user privilege levels to the web app, monitor (view only), control (view and control) and administrator (view, control and change settings). 128-Bit AES encryption standard shall be supported for all means of connectivity.
5. Shall allow for the initiating of transfers, retransfers, bypassing of active timers and the activating/deactivating of engine start signal shall be available over the embedded webpage and to the transfer switch vendor's monitoring equipment.
6. An event log displaying a minimum of ninety-nine (99) events shall be viewable and printable from the embedded webpages and accessible from supported open protocols.
7. Four (4) 100 Mbps Ethernet copper RJ-45 ports, five (5) serial ports, Termination dip-switches and LEDs for diagnostics.
8. DIN rail mountable.

This option shall be equivalent to ASCO accessory 72EE2

O. External DC Power Supply – An optional provision shall be available to connect an external 24 VDC power supply to allow the LCD and the door mounted control indicators to remain functional when both power sources are dead. This option shall be equivalent to ASCO accessory 1G.

***Note Spec Writer:** *The following section is optional and should be deleted if not required.*

P. Power Meter – (This feature shall be equal to ASCO accessory 135L, or feature bundle accessory 150*).

The Power Meter shall conform to the requirements of:

1. UL 3111-1-Electrical Measuring and Testing Equipment
2. CAN/CSA-C22.2 No. 23-M89-CSA Safety Requirements for Electrical and Electronic Measuring and Test Equipment
3. The Power Meter shall be capable of operating without modification at a nominal frequency of 45 to 66Hz.

4. The Power Meter shall be rated for an operating temperature of -4°F to 158°F and a storage temperature of -22°F to 176°F. and shall be rated for an 85% non-condensing, relative humidity.
5. The Power Meter shall accept inputs from industry standard instrument transformers (120 VAC secondary PT's and 5A secondary CT's). Direct phase voltage connections, 0 to 600VAC nominal, shall be possible without the use of PT's.
6. The Power Meter shall accept single, 3 phase, or three & four wire circuits. A fourth CT input shall be available to measure neutral or ground current.
7. The Power Meter shall contain a built-in discrete contact to wire an ATS 14A auxiliary contact to indicate switch position.
8. The Power Meter shall accept AC voltage from the sensing lines for operation. Additional provisions shall be provided for external DC voltage input range 9-36 VDC with a nominal of 24 VDC.
9. The Power Meter shall be equipped with a continuous duty, long – life, 4 line x 20 character green backlit LCD
10. All setup parameters required by the Power Meter shall be stored in non- volatile memory and retained in the event of a control power interruption.
11. The Power Meter shall be flush mountable on a surface.
12. The Power Meter enclosure shall be sealed to IP-51 (NEMA 1) and the faceplate shall be sealed to IP-65 (NEMA 4). All push buttons shall be sealed tact switches.
13. The Power Meter shall send, when prompted, information to a central location equipped with a manufacturer supplied critical power management system or 3rd party monitor through manufacturer supplied communication modules. All 3rd party monitor must utilize industry standard open protocols Modbus/RTU Modbus/TCP or SNMP.
14. An embedded RS-485 port will be provided which will enable communication at 9600, 19.2K, 38.4K, or 57.6K baud. DIP switches will be provided on the RS-485 port allowing a user to select 2-wire or 4-wire communication as well as the option to activate a terminating resistor on the port.
15. The Power Meter shall help facilities comply with NEC 220. It shall provide Maximum Demand calculations for the past 24 months, as per standards with 15 minute averages.

- 16.** The following data will be available on the display and Modbus registers of the Power Meter:
- *Line-to-neutral voltages (V_{AN} , V_{BN} , and V_{CN})*
 - *Line-to-neutral voltage average (V_{AVE})*
 - *Line-to-line voltages (V_{AB} , V_{BC} , and V_{CA})*
 - *Line-Line voltage average (V_{LAVE})*
 - *Current on each phase (I_A , I_B , and I_C)*
 - *Current on the neutral conductor (I_N)*
 - *Average current (I_{AVE})*
 - *Active power, KW per phase and total (W_A , W_B , W_C , and WT)*
 - *Apparent power, KVA per phase and total (V_{AA} , V_{AB} , V_{AC} , and V_{AT})*
 - *KWHours importing, exporting and net (KWH_{IMP} , KWH_{EXP} , and KWH_{NET})*
 - *KVARHours leading, lagging and net ($KVARH_{LEAD}$, $KVARLAG$, and $KVARHNET$)*
 - *Power factor (PF)*
 - *Signal Frequency (Hz)*
 - *Digital Input*
- 17.** The Power Meter shall offer an LCD which can display no less than nine different languages.
- 18.** Displaying each of the metered values shall be done through the use of menu scroll buttons. There will be an escape button which will be used to take the user back to the previous page or to cancel a setting change. Pressing escape no more than three times will return the user to the home screen.
- 19.** For ease of operator viewing, the display can be configured to remain on continuously, with no detrimental effect on the life of the Power Meter.
- 20.** The display's contrast shall be configurable in intervals of 10% (ranging 0%-100%).
- 21.** Setup of a system requirements shall be allowed from the front of the Power Meter.

***Note Spec Writer:** *The following section is optional and should be deleted if not required.*

5.01 ATS Remote Annunciator

General

Provide and install ATS Remote Annunciators for monitoring and control of automatic transfer switches remotely over Ethernet.

A. Hardware Specifications

The ATS Remote Annunciator shall be listed to cUL-60950-1 and UL 1008 and include the following features and ratings:

- *User-configured labels with ATS names and power sources*
- *Dual 10/100 Base-T auto sensing and auto crossover Ethernet ports*
- *LED indication of source acceptability, switch position, common alarm, time delay and Ethernet link activity*
- *Push button for transfer/retransfer control operations and time delay bypass*
- *Push buttons for Alarm Silence and Lamp Test*
- *Key lock to enable and disable the transfer push button*
- *Audible and visual alarm to indicate Communication Error ATS Locked Out Failure to Synchronize Extended Parallel and any of the 8 user-configured discrete inputs*
- *Programmable watchdog timer that can generate a system reset upon timeout (minimum 1 sec)*
- *Factory reset capability*
- *100 ms power ride-through*

B. Software Specification

The ATS Remote Annunciator shall contain embedded web pages accessible via various web browsers with the following capabilities:

- *Configuration for protocol and communications management with the ability of auto discovering transfer switches on network*
- *Ability to create and print customized labels for ATS names and power sources*
- *The ability to choose a continuous or periodic audible alarm with customizable interval time*
- *View detailed packet status counters i.e. transmitted received and dropped packets with the ability to reset counters*
- *ATS source name configuration page which allows users to configure power source names and print labels*
- *Upgrade firmware from Ethernet network without interrupting equipment operation*

C. Communications

Dual 10/100 Base-T (RJ-45) Ethernet ports are provided to support TCP/IP communications for up to eight automatic transfer switches via individual remote connectivity modules or daisy-chained serial modules into a single Connectivity Module.

Additional features include:

- *Supports Full Duplex Flow Control (IEEE 802.3x)*
- *3.3V power supply with 5V I/O tolerance*
- *Supports 3 LEDs to indicate traffic link speed and collision*

D. Mounting

The ATS Remote Annunciator is suitable for:

- *Surface mounting using mounting screws studs*
- *Flush Mount from behind a cutout section (Enclosure Door Mounting)*
- *Flush Mount from the front of a cutout section (Enclosure Door Mounting)*

E. Power Supply

The ATS Remote Annunciator shall be capable of accepting 24VDC, 120 VAC or 240 VAC power source.

F. Environmental

The ATS Remote Annunciator shall have an Ambient Operating Temperature range of -4 ° to 158 ° F (-20 ° to +70 ° C) @ 5~85% humidity and Ambient Storage Temperature of -40 ° to 185 ° F (-40 ° to 85 ° C).

PART 6 ADDITIONAL REQUIREMENTS

6.01 Withstand and Closing Ratings

- A. The DTTS/BPS shall be rated to close on and withstand the available RMS symmetrical short circuit current at the DTTS/BPS terminals with the type of overcurrent protection shown on the plans.
- B. The DTTS/BPS shall be UL listed in accordance with UL 1008 and be labeled in accordance with .025 and .050 seconds, time based ratings, or appropriate short time rating(s) as applicable. DTTS/BPSs which are not tested and labeled with .025 and .050 time based rating(s), or appropriate short time rating(s) and have series, or specific breaker ratings only, are not acceptable.

6.02 Tests and Certification

- A. The complete DTTS/BPS shall be factory tested to ensure proper operation of the individual components and correct overall sequence of operation and to ensure that the operating transfer time, voltage, frequency and time delay settings are in compliance with the specification requirements.
- B. The DTTS/BPS manufacturer shall be certified to ISO 9001:2008 International Quality Standard and the manufacturer shall have third party certification verifying quality assurance in design/development, production, installation and servicing in accordance with ISO 9001:2008

6.03 Service Representation

- A. The DTTS/BPS manufacturer shall maintain a national service organization of company-employed personnel located throughout the contiguous United States. The service center's personnel must be factory trained and must be on call 24 hours a day, 365 days a year.

- B.** The manufacturer shall maintain records of each switch, by serial number, for a minimum of 20 years.