

Chedraui HVAC Change Requests



Standard Operating Procedure (SOP)

Title: Chedraui HVAC Change Requests

Purpose

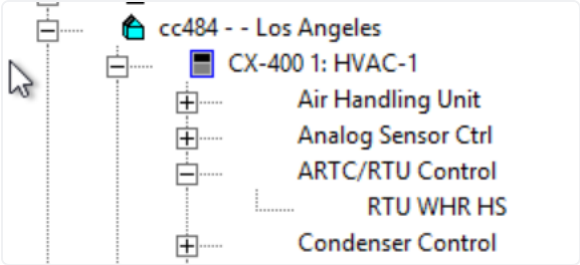
Use this SOP when Chedraui store personnel report that an area feels too hot or too cold and request an HVAC setpoint change from the standard 68°F heating / 72°F cooling settings. The goal is to distinguish true mechanical or programming issues from comfort-only requests, obtain the required Chedraui Operations Center approval before any temporary override, and fully document all decisions, approvals, and changes in Corrigo and Keedian.

Scope

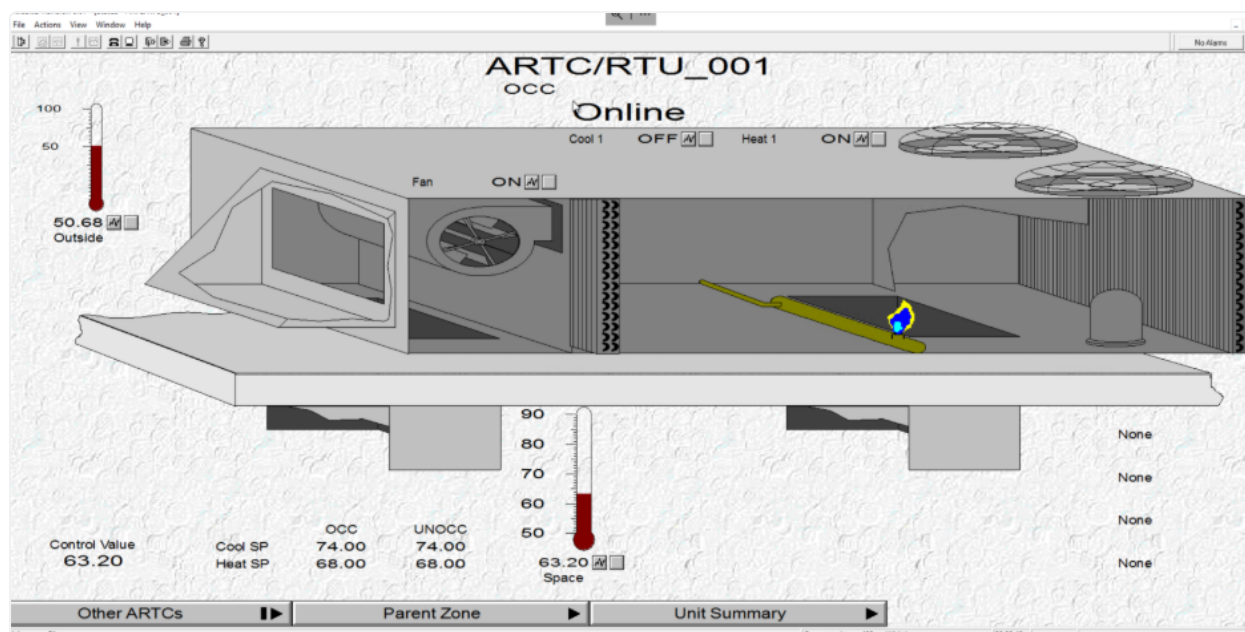
This procedure applies to all BSS levels within the refrigeration team.

Procedure

1. Step-by-Step Process

1. When a store requests an HVAC setpoint change: Create or update a Keedian ticket for the call and log: store ID, caller name/role, areas affected (whole store, meat dept, warehouse, offices, etc.), and whether the complaint is 'too hot' or 'too cold'. Connect to the site in Ultrasite and record current zone temperatures and setpoints for each affected area in the Keedian ticket. Note that any setpoint change *must* be approved by Chedraui Corp; store staff alone is not sufficient approval.
2. **Diagnose respective units:** This is how the circuit looks like on Ultrasite:
 - A screenshot of the Ultrasite interface showing a list of HVAC units for a specific site. The site is identified as "cc484 - Los Angeles". The units listed are: "CX-400 1: HVAC-1", "Air Handling Unit", "Analog Sensor Ctrl", "ARTC/RTU Control", "RTU WHR HS", and "Condenser Control". Each unit has a small icon next to it, and they are connected by a vertical line. A mouse cursor is visible on the left side of the list.
 - Normally it will have a few more units listed under the RTU flag, but in some cases it will be only 1 or none, depending on the store. Check every rack for an HVAC, RTU or AHU flag.

- This is a detailed graphical view of this kind of circuit:



Status: It will either be Online or Offline. Make sure it is correspondent with the affected area as per our previous point. It should be online in nearly all scenarios, if it is offline, first consult in Corrigo for open/pending Wos for this asset. If none, congrats, you found the cause of the issue and you can go ahead and create a WO for this asset advising MOD this is the cause and a change is not needed.

Outside: Temperature outside, which should be the air temperature of the air getting into the unit trough the air vents.

Cool and Heat SP: This is important. This is the low limit and high limit setpoint, heating and cooling setpoints. They are supposed to be on 68f/72f and is the parameter store personnel is requesting to temporally change.

Space: this is an important reading. Space temperature is what the people at the store feel at face level. If it is too hot or cold, this is the number we are looking for. OCC and UNOCC are additional parameters meaning store will be on those setpoints when it is occupied or unoccupied. For Chedraui there wont be any difference but for other clients big in energy savings, they wont mind keeping the store a bit colder/warmer when unoccupied than when occupied.

Supply: The temperature of the air getting pushed inside of the building.

Cool1, 2, 3: Relays for cooling stages. Whenever space temp increases over the Cooling Setpoint, relays will be triggered and cooling stages will be initialized, lowering the temperature of the supply air and eventually cooling down the space. Once space gets back under cooling SP, relays will stop energizing the compressors. It will be either be ON or OFF. When it is ON, we can say the unit is Calling for Cooling.

Heat 1, 2, 3: Relays for heating components inside of the units. If temperature falls under heating setpoint, this relay will activate the heating components on the system and supply air will start to warm up. Once heating SP is reached, heating components will be OFF. It will either be ON or OFF, when it is ON, we can say the unit is Calling for Heating.

How to diagnose:

Use the following decision steps:

- If space temp is below heating SP **and** Heat relays are OFF → unit is likely in heat failure → **create an HVAC WO in Corrigo for that unit** and inform the store that a tech is needed.
- If space temp is above cooling SP **and** Cool relays are OFF → likely cooling failure → **create an HVAC WO in Corrigo.**
- If relays are ON but space temp is not moving toward setpoint, check Supply temp:

-If store is too hot and Supply is not significantly colder than space/outside → mechanical cooling issue → **create HVAC WO.**

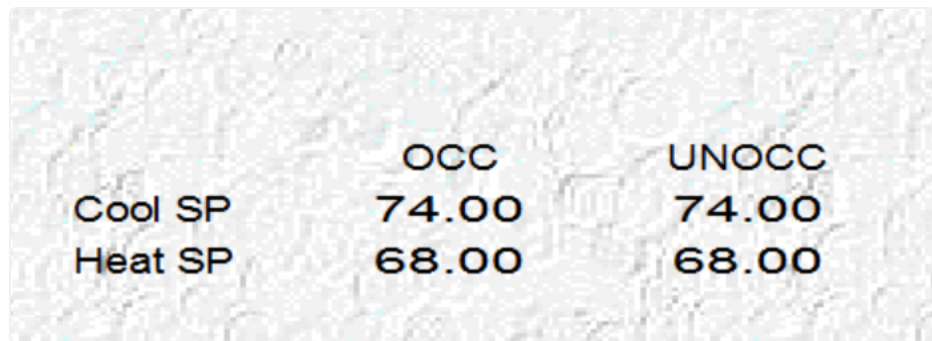
-If store is too cold and Supply is not significantly warmer than space/outside → mechanical heating issue → **create HVAC WO.**

-Only if relays are working and Supply temps look correct but comfort is still an issue, proceed to the override section (possible comfort/air distribution problem).

3. Only use a temporary setpoint override when: You have ruled out mechanical or programming issues using the diagnosis steps above, and Comfort is still an issue (store still reports too hot/too cold).

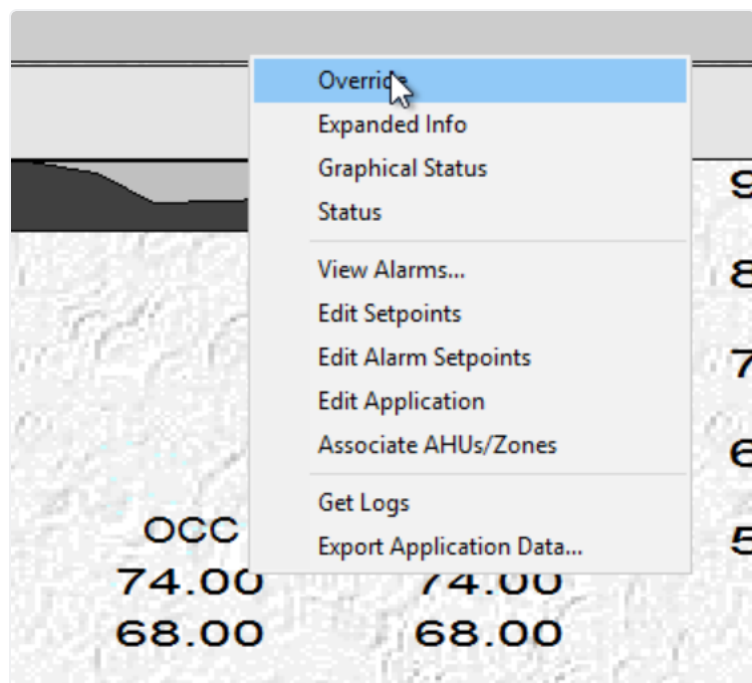
Before changing any setpoint:

Call the Chedraui OC and explain the diagnosis and proposed override. Obtain explicit approval, including: new heating/cooling setpoints, start time, and duration or end time. Document the approved values and duration in both Corrigo (non-dispatched WO) and the Keedian ticket. Apply the override in Ultrasite exactly as approved. At the end of the approved duration, clear the override and return to standard 68°F/72°F settings, then update both tickets.

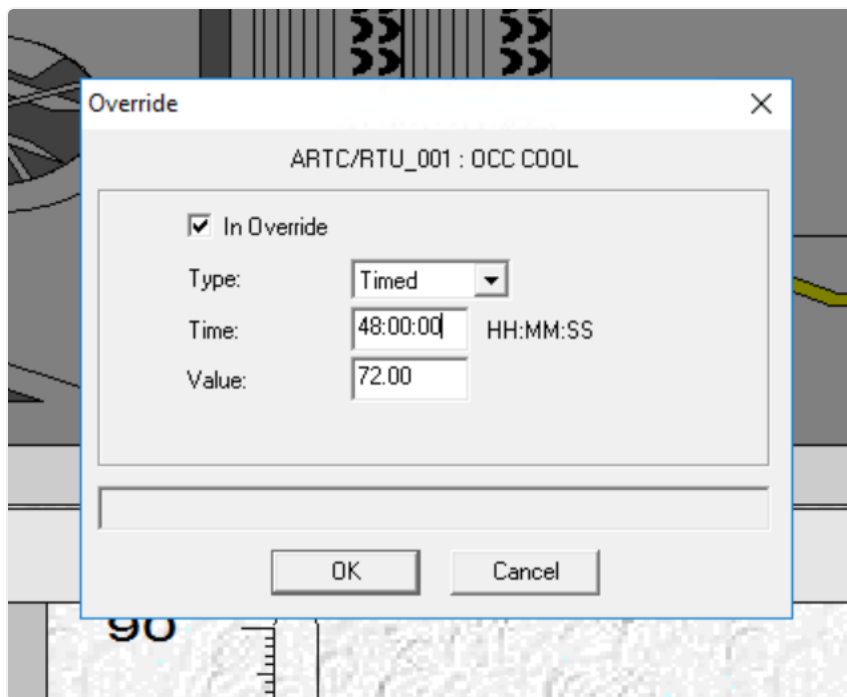


	OCC	UNOCC
Cool SP	74.00	74.00
Heat SP	68.00	68.00

- Right click on the value we want to change.



- Click on Override.



- Set the changes as per OC instructions. When speaking with them, you should ask them how high/low can we go and for how long.

	OCC	UNOCC
Cool SP	72.00	74.00
Heat SP	68.00	68.00

- Once it is highlighted you are done and can move on to the next step.

4. **Document in Corrigo and Keedian:** This is important. Create a non-emergency ticket in Corrigo and DON'T SEND IT. This is only for OC and Keedian tracking purposes. Create another ticket in the Keedian platform documenting the change, who approved it, who requested it and how much, for how long and what was changed. After the time has passed and override is cleared, cancel the Corrigo WO.

Quality Assurance

- Verify that: All diagnosis checks in Section 2 (status, space vs supply vs outside temps, relay states) were completed and documented. Any suspected mechanical or programming issues resulted in a Corrigo WO. Any overrides have OC approval, documented setpoints, and a clear end time recorded in both Corrigo and Keedian.
- Document who is requesting, who approved, what was approved, for how long and how much in Corrigo and Keedian.

Troubleshooting

- **Non mechanical issues affecting HVAC:** Sometimes, HVAC efficiency will be affected due to issues out of EMS control. Stuff like the location of the space temp sensor (too high or too low, close or on top of equipment like ovens or freezers), can affect information the controller is receiving, leading it to cool/heat even when it is already hot/cool. If the readings coming from the space temp sensor don't make sense, simply moving it instead of replacing it, can solve the problem.

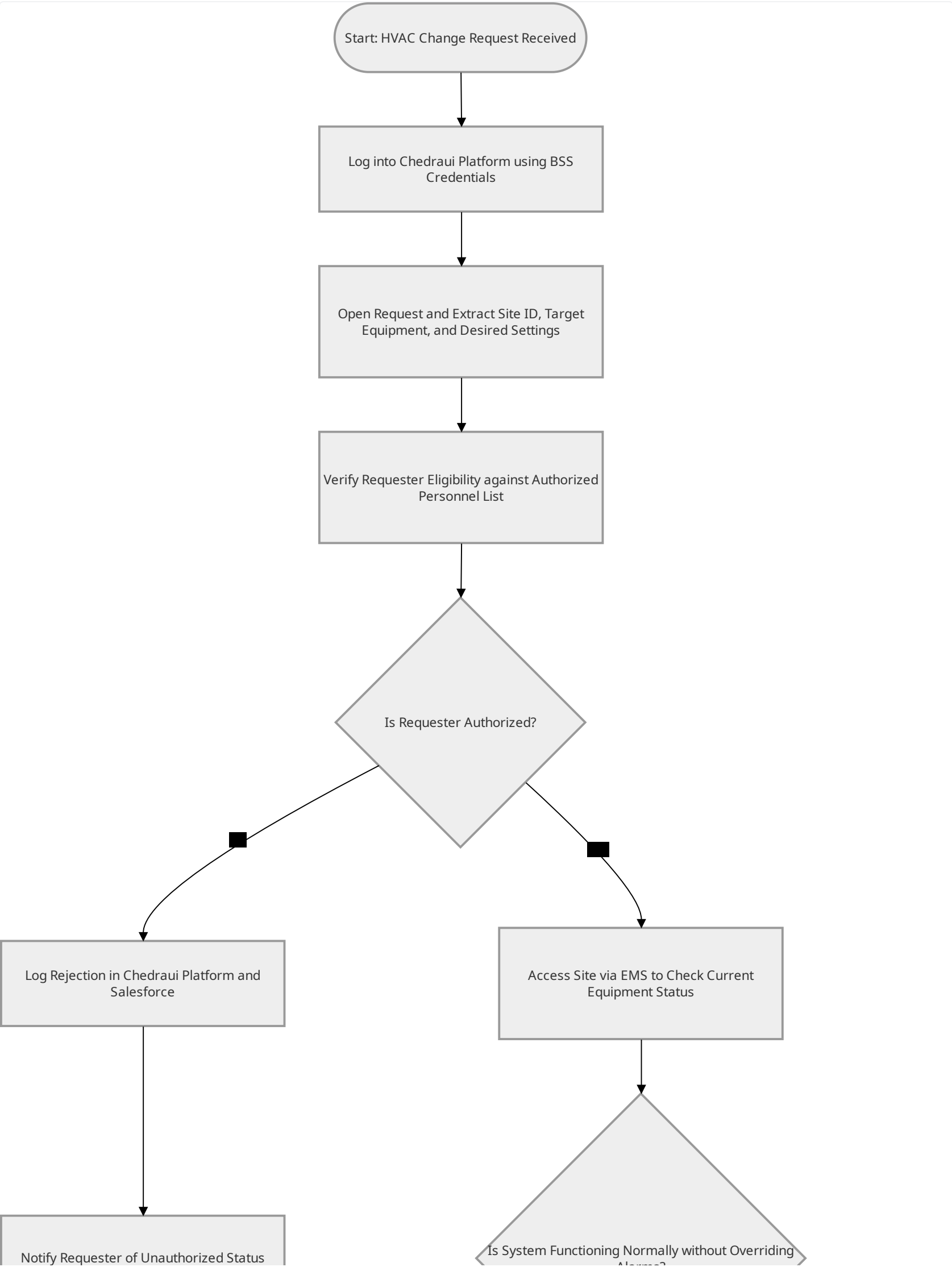
- **Location of air vents:** Depending no how the space is build and distributed, it can take some time to warm up. This is due to thermodynamics: cool air will sink as warm air will rise. If the vents are located very high, when heating is needed it will take significantly longer to warm up the place due to the warm air accumulating near the vents. For this one the only solution would be to move the vents to a more reasonable place, but that is hardly possible in most cases. Store will just have to wait.
- **Actual sensor issues:** If we see a reading for -100F or 200F and the logs make it clear these are sudden changes, it is likely that the sensor just went bad. This will prompt the unit to permanently cool or heat up the place. If that's the case, create an urgent WO for replacement of the damaged sensor, including all pertinent information and inform the store on the issue.

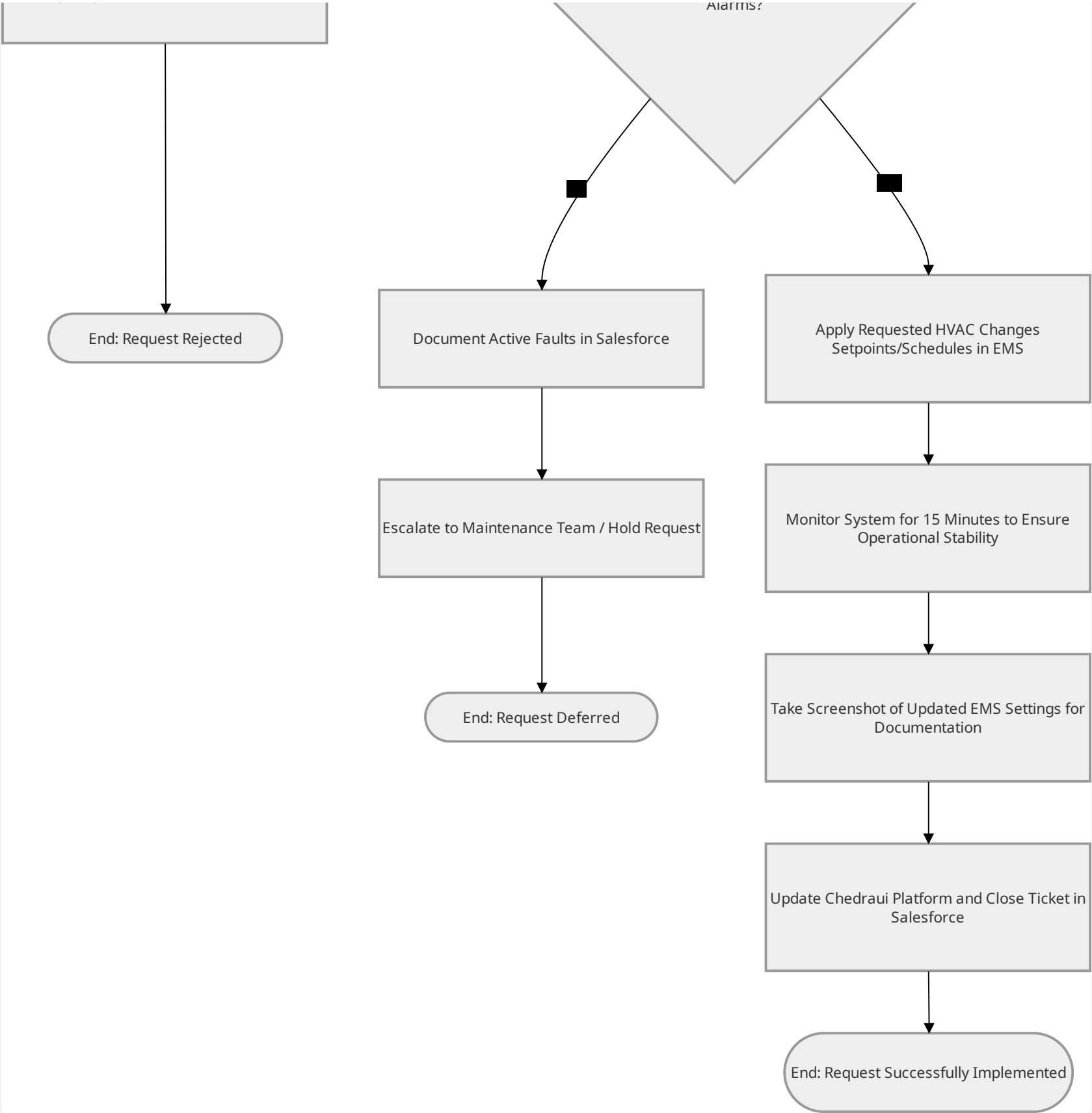
Documentation and Reporting

- Record all pertinent information on Keedian and Corrigo.
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Process Map

undefined
undefined





Editable Mermaid Diagram

Revision History

Version	Date	Author	Changes Made
1.0	3/20/26	David Dillard	Initial draft
1.1	6/4/26	David Dillard	Revised

Approval

Approved by: [Name and Title]

Date: [MM/DD/YY]