

JCP Mechanical Variance SOP



Standard Operating Procedure (SOP)

Title: JCP Mechanical Variance SOP

Purpose

This SOP outlines the steps and guidelines to ensure mechanical variance requests are reviewed, validated, and executed accurately while maintaining compliance with setpoint rules and platform standards.

Scope

This procedure applies to all EMS technicians and support personnel responsible for processing JCP Mechanical Variance requests.

Procedure

1. Step-by-Step Process

Step 1: Review the Variance Request

Only review the required fields:

- Store number
- Start date / Stop date
- Equipment to be overridden
- HVAC, Lighting, or Both
- Setpoint request (raise/lower to)
- 24-hour schedule required (Yes/No)
- Area served
- Explanation of request

If the request is **Lighting Only**, do not proceed—this is a Schedule Request, not a Mechanical Variance.

Step 2: Confirm Setpoint Rules

- Cooling cannot be set below **71°F**
- Heating cannot be set above **70°F**
- Any exception must be approved by **Travis McWilliams**

If the approver modifies the temperature, their change overrides all previous instructions.

Step 3: Copy Required Email Content

Only include:

- From “Reference #”

- Through “Provide detailed explanation why variance is being requested”

Do not include the full email chain.

Step 4: Create the Ticket

- Ticket Type: **Mechanical Variance Request – Email**
 - If approver made changes:
 - Place those changes at the top of the ticket
 - Exclude unnecessary email content
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Step 5: Apply Setpoints and Overrides

- Always use **Timed Overrides** when available

SC / SC+ Locations:

- Do not change setpoint offset
- Only adjust **Setpoint Temperature**

Niagara / Tridium Systems:

- Right-click the point → Actions
 - Use “Override” if available (timed)
 - If only “SET” is available, note it is permanent
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Step 6: Process Overnight Requests

PMT Locations:

- Start: 00:00
- Stop: 23:59
- All offsets: 00:00

Trane / Summit Locations:

- Set Override Mode: BOS → Occupied
 - Set Priority to **P4**
 - Verify SC/SC+ behavior before applying (may be reversed)
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Step 7: Handle Non-PMT Niagara / Tridium Requests

Locate occupancy override under:

- HVAC Area, or
- Unit level

Look for:

- Schedule State (Area)
- nviOccupancy (Unit)

If override exists, apply timed override.

If not, manually set Occupied/Unoccupied.

Step 8: Process iScope (Non-PMT)

- Navigate to Scheduler → HVAC Area
- Change core offsets to **-12:00 / 12:00**

Document in ticket:

- Previous offsets
- New offsets

Step 9: Document the Ticket

Record all changes, including:

- Setpoints
- Overrides
- Schedules
- Occupancy adjustments

Dispatch settings:

- Remotely Resolve → Dispatch Technician
- Level 1: EMS
- Level 2: Corporate Request
- Level 3: Mechanical Variance

Use clear formatting (slashes or dashes) for readability.

Step 10: Final Validation Check

Before closing the ticket, confirm:

- Request matches approver instructions exactly
- Setpoints are within allowed limits
- Only correct equipment was modified
- Overnight scheduling is accurate
- Ticket notes are clear and step-by-step

2. Quality Assurance

Verify all applied changes match the approved request and comply with setpoint limitations and platform rules.

Document all actions and validation steps within the ticketing system.

Troubleshooting

Issue 1: Request is Lighting Only

Solution: Redirect and process as a Schedule Request instead of a Mechanical Variance.

Issue 2: Setpoint Outside Allowed Range

Solution: Do not proceed unless explicit approval is provided by Travis McWilliams.

Issue 3: Override Option Not Available

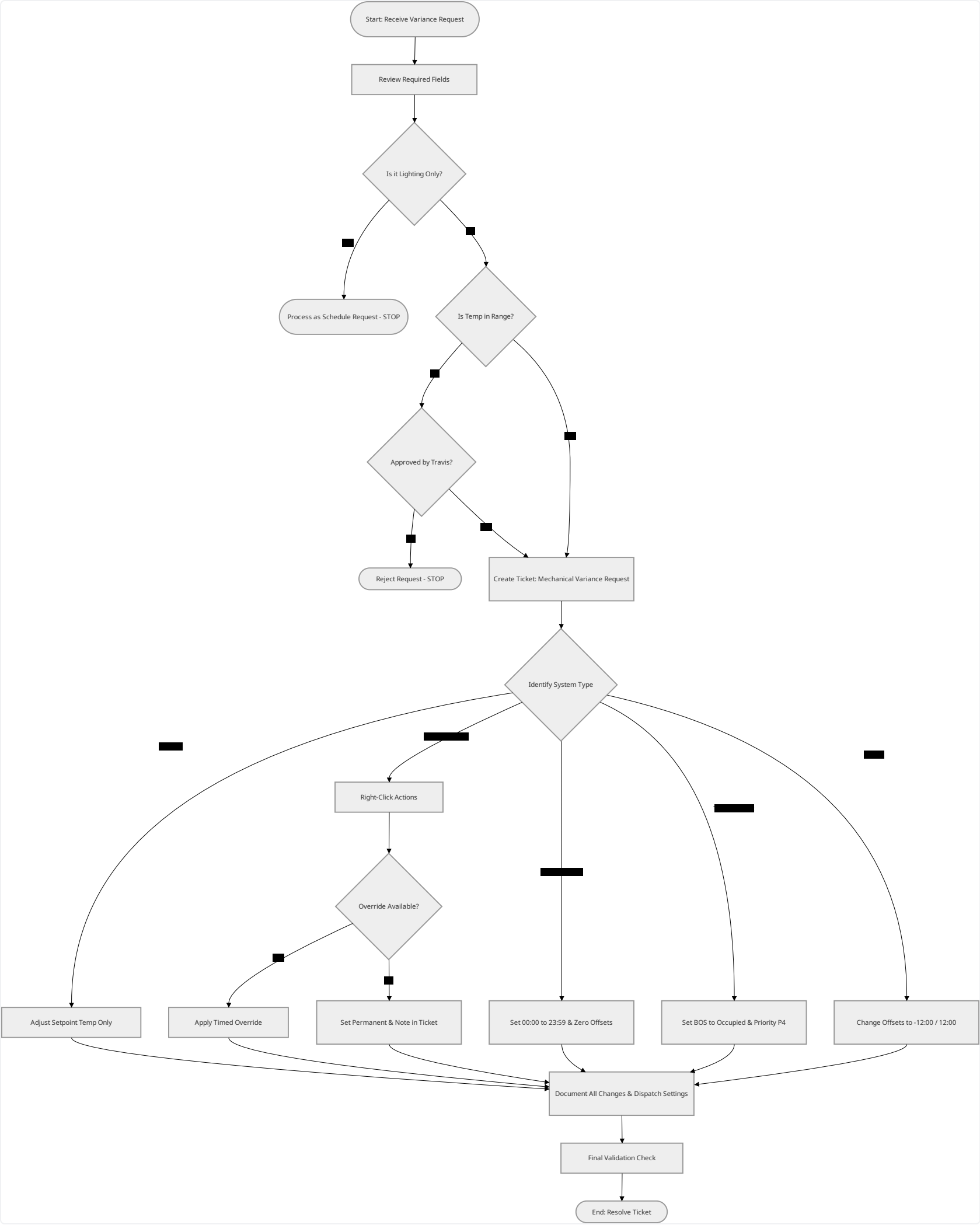
Solution: Use manual Occupied/Unoccupied settings or document if only permanent “SET” is available.

Documentation and Reporting

Record all request details, actions taken, overrides, and final validation notes in the designated ticketing system.

Process Map

undefined



Editable Mermaid Diagram

JCP Mechanical Variance SOP.drawio

Revision History

Version	Date	Author	Changes Made
1.0	03/19/2026	Dylan Turman	Initial draft
1.1	[MM/DD/YY]	[Author Name]	[Description of changes]

Approval

Approved by: [Name and Title]

Date: [MM/DD/YY]