

HVAC HIP Alarm Monitoring and Response – Tractor Supply



Standard Operating Procedure (SOP)

Title

HVAC HIP Alarm Monitoring and Response – Tractor Supply

Purpose

This SOP outlines the steps and guidelines to ensure **HVAC Human Illness Prevention (HIP) temperature alarms are actively monitored, investigated, and resolved** within the required service level agreement (SLA). HIP alarms indicate that **indoor temperatures may exceed safe working conditions**, potentially creating employee safety risks and regulatory compliance exposure. This procedure ensures that alarms are **not ignored and are handled consistently by operations personnel**.

Scope

This procedure applies to:

- **Building Systems Specialists (BSS)**
- **Operations Supervisors**
- **Dispatch Coordinators**

within **Keedian Operations** responsible for monitoring building automation system (BAS) alarms for **Tractor Supply locations**.

The SOP applies specifically to alarms configured as:

Alarm Type: HVAC HIP

Alarm Rule: Temp Illness Prevention

Criticality: Critical Level

Trigger Condition: Temperature condition persists for 5 minutes

SLA: 30 minutes

Alarm Suppression: Not allowed

Procedure

1. Step-by-Step Process

Step 1 – Alarm Detection

The HVAC HIP alarm is received through **BMS email ingestion** and appears in the alarm monitoring platform.

Actions:

- Immediately acknowledge the alarm.
- Confirm the store number and alarm source.
- Begin investigation without delay.

HIP alarms are **classified as Critical and Actionable** and must always be actively worked.

Step 2 – BAS Investigation

The assigned BSS reviews available BAS data to determine the cause of the alarm.

Verify:

- Current indoor temperature
- Temperature trend
- Cooling stage status
- HVAC equipment status
- Fan operation
- Alarm duration

Determine whether the condition appears to be:

- Temporary temperature spike
 - HVAC equipment failure
 - Sensor error
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Step 3 – Attempt Remote Corrective Actions

If BAS controls are available, attempt corrective actions.

Possible actions include:

- Lower cooling setpoint
- Enable cooling stage
- Verify fan operation
- Reset HVAC unit if appropriate
- Confirm sensor accuracy

Monitor the system to determine if temperatures begin returning to normal.

Step 4 – Evaluate Alarm Outcome

Scenario A – Temperature Stabilizes

If temperature falls below the HIP threshold:

- Continue monitoring until stable
 - Document actions taken
 - Close the alarm event
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Scenario B – Temperature Remains Elevated

If temperature remains above threshold:

- Continue monitoring conditions
- Confirm cooling demand is active
- Prepare for dispatch if the issue persists

If temperatures remain elevated for **approximately 15 minutes**, prepare to create a service ticket.

Scenario C – HVAC Equipment Failure

If HVAC equipment is not cooling or appears non-operational:

Create a **CMMS service ticket immediately**.

Include the following information:

- Store number
- Equipment ID (if available)
- Current temperature
- Alarm type (HVAC HIP)

Example ticket note:

“HVAC HIP alarm – Temperature Illness Prevention event.”

2. Quality Assurance

Verify the following before closing the alarm:

- Temperature has returned to acceptable levels
- HVAC equipment is operating correctly
- Corrective actions have been documented
- Dispatch has been issued if required

All actions must be recorded in the alarm management or CMMS system.

Troubleshooting

Issue 1: Sensor Reading Appears Incorrect

Possible cause: faulty sensor or communication issue.

Solution:

- Verify additional temperature points if available
 - Review temperature trend history
 - Confirm HVAC equipment operation before closing alarm
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Issue 2: HVAC System Not Responding to Commands

Possible cause: equipment failure or communication loss.

Solution:

- Attempt remote reset if available
 - Verify BAS connectivity
 - Create dispatch ticket if equipment does not respond
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Issue 3: Temperature Does Not Recover After Adjustments

Possible cause: cooling system malfunction or extreme environmental conditions.

Solution:

- Confirm cooling stage operation
 - Verify fan operation
 - Dispatch technician if temperatures remain elevated
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Documentation and Reporting

Record the following information in the alarm or ticketing system:

- Alarm timestamp
- Store number

- Temperature readings
- BAS investigation findings
- Corrective actions attempted
- Dispatch status
- Final resolution

Accurate documentation supports **operational monitoring and regulatory compliance reporting.**

Process Map

undefined



