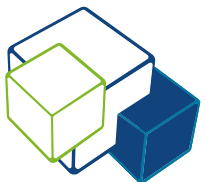




# Maintenance & Support Services

Optimised Availability  
Raised Access Floors  
PPM Schedule



**Workspace**  
Technology Limited  
Data Centre Solutions Expertly Engineered

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Support...

## Planned and Contracted Maintenance Services

To ensure that data centre or building services are always operating to their full potential Workspace Technology recommends the deployment of regular planned preventative maintenance programmes which are backed up with emergency callout for unplanned failures.

The raised access floor is an integral part of any data centre and very often acts as the plenum facilitating the delivery of cold air to critical equipment cabinets. In addition to our recommended technical cleaning services Workspace Technology provides 'Raised Access Floor' planned maintenance services which should be performed as part of an overall data centre Preventative Maintenance strategy.

Depending on the facility the inspection and service frequency will range from one or two visits per year.





## Planned Maintenance Service Details

The Raised Access Floor service is designed to ensure data centre floor is electrically earth bonded eliminating static charge, structurally stable and sealed to prevent air loss where the floor is the primary mechanism for delivering cold air.

**Frequency - Six Monthly or Yearly**

Item	Service Detail
1	Walk access floor to check carpet or vinyl surface for integrity. Make a report of any damaged tiles.
2	Walk floor to check for rocking and unstable tiles. Where problems are identified adjustments, relocking and re-fixing of pedestals will be made to stabilise the structure. Where pedestal caps are damaged these will be replaced.
3	Check all ramps steps and hand rails for stability and integrity. Refix any loose or unstable components.
4	Check for location of air grille tiles. Ensure these are all positioned within the cold aisles. Identify and make recommendations to relocated grille tiles where appropriate.
5	Check all cable penetrations and floor grommets to ensure they are effective in preventing air leaks. Refit any loose systems. Identify and make recommendations where unauthorised penetrations causing air leaks are identified.
6	Check the perimeter of the room to ensure tiles are fully sealed to the edge of the room. Replace any damaged edging trim where required.
7	Check the integrity of earthing continuity within head caps. Replace any missing or damaged continuity strips.
8	Check that there are no blockages within floor void that effect airflow performance. Report any blockages that are of concern.
9	Check tiles and floor void around the Air Conditioning units. Ensure these are full sealed and there is no water damage. Report any damage.
10	Check access floor alignment. Reposition any miss placed panels and report any missing tiles.



### General Health & Safety and Method Statement

Item	Service Detail
1	Carry out a full risk assessment.
2	Cordon off a section of the floor void to avoid accidents. Remove panels by use of the correct tool i.e. suction (for vinyl) or spiked lifter (for carpet) either singly or in rows. It is not recommended that more than 3 panels are lifted in any particular area.
3	Panels are removed by lifting them by only the depth of the floor panel and then turning them at an angle to ensure that they do not fall into the aperture and damage any cables in the void.
4	Identify the fibre optic cables and other sensitive areas. Make all technicians aware of these and mark their location on a plan of the computer room.
5	Replace panels, paying particular attention to panel edges and replace in the same order as taken.

## Notes on Service Schedule

All work mentioned in the schedule is carried out subject to Workspace Technology's Terms and Conditions of sale.

The service schedules shown are based on a standard and will not be applicable to every installation for every item listed. Consequently each task has to be qualified by the term; 'if it is safe so to do', 'if applicable', 'if possible' and 'if appropriate'.

It is possible that your specific installation may have additional or specialised equipment not mentioned in this schedule. In that case, the specific equipment would be the subject of addenda to the main contract.

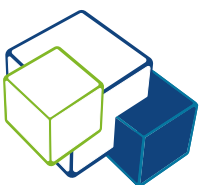
Tasks mentioned in the schedule may also be omitted if the Workspace Technology Engineers or its appointed agents deem that it is unsafe to carry out that task or that it may jeopardise the security of electrical supply.



Interested in finding out more?

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