

Town Hall November 15th, 2022

One of the most uncomfortable conversations to have with a customer is that you missed a specified item that ends up costing your company and your customer monies. As a manufacturer we are in the business to make to money. Your customer is in the business to make money. The ultimate goal when reading a specification and or architectural drawings is to either quote what is specified or communicate to your customer what you are or not quoting.

There are instances where the specifications and architectural drawings do not match up. It may be something as simple as the travel or may be as severe as the number of stops and openings. In either case it is your job to convey to your customer what you are taking exception to or deviating from. By doing this you are allowing your customer to let their customer know what they are proposing. We, here at Canton, do this in multiple ways. We either call out the specification section to what we are doing or it may be as simple as having a phone conversation with your customer and then following it up with an email. Either way it is communication that will ultimately help your customer land the job and the job go as smoothly as possible with a monetary profit for both you and your customer.

Here are some notable spec items to look out for:

**Most specifications are boiler plate that has not been fully geared for the specific project you are working on, so the following are items that need to be clarified to your customer.

1. Type of hydraulic jack system or traction application
 - Machine room or machine room less?
 - Machine room location? Adjacent or remote?
2. Travel
 - Does this differ from the architectural drawings?
3. # of stops and openings
 - Does this differ from the architectural drawings?
4. Opening orientation
 - Inline or front and rear
5. Capacity
 - Does the specified clear inside car allow for the specified capacity?
6. Clear hoistway width and depth
 - Will the specified capacity work with what is on the architectural drawings?
 - Will additional clear hoistway width or depth be required for the specified capacity, travel, jack type or door type?
7. Power unit type
 - Submersible or belt drive?
8. Controller manufacturer
 - Sometimes the controller manufacturer is specified
 - If it differs from what your customer usually requests then note to them what controller type you are quoting.
9. Wiring
 - Are there any additional shielded pair or coax cable specified?
10. Door type and size

- Does the specified door width and type match the architectural drawings?
 - Will the specified door width and type fit within the clear hoistway width that is noted on the architectural drawings?
11. Emergency power
 - Battery lowering?
 - Generator power?
 12. How many elevators are specified vs. what is shown on the architectural drawings
 - Duplex operation?
 - Simplex operation?
 - Group operation?
 13. What is the required state elevator code?
 14. Are there any interior cab specifics or does the spec ask to reference drawings?
 - Sometimes the specifications state one thing, but there are arch drawings that states/shows something different. Deviate from the spec and use the drawing.
 15. Are there any entrance finish specifics or does the spec ask to reference drawings?
 - Sometimes the specifications state one thing, but there are arch drawings that states/shows something different. Deviate from the spec and use the drawing.

Like I said previously, whenever you are deviating from the specification or the architectural drawing it is in the best interest of the customer to call out the spec section and advise them what you are quoting. It is then up to your customer to relay this information to their customer. This is one of the ways to help with possible future change notices, which impacts your companies profit and your customer's total costings for the project.

WHEN IN DOUBT NOTE IT TO THE CUSTOMER! This will at least raise a red flag.

Now, let's look at an example.