

Estates Operations

**Production Guidelines for the
Operating & Maintenance Manuals (Mechanical & Electrical
Services)**
Guidance for the Technical Author

REVISION 10.3
Issue Date August 2021

Document History

Revision History

Revision Number	Revision Date	Summary of Changes
Rev 10	February 2016	
Rev 10.1	February 2017	<ul style="list-style-type: none">• Updated 5.0 Draft Manuals review process• Updated 8.0 Manual format• Removed Appendix (ii) Asset Schedule – superseded by appendix iv in document RM09• Changed all references of Supervisor to Compliance Monitor
Rev 10.2	January 2020	<ul style="list-style-type: none">• minor text updates to refer to EIR instead of CAD strategy and updating changes to job titles and division names• removed text from Pt1 5.0 which is duplicated in document RM09• updated external hyperlinks
Rev 10.3		<ul style="list-style-type: none">• updates to required format and delivery method of record documents.• Part 1 section 3- Health & Safety Pro-forma updated• Part 2 section 2 – Specific Health & Safety Issues. Paragraph added to refer to projects with no building fabric manual• Appendices updated

Contents

Part 1: Production Guidance

- 1.0 [Introduction](#)
- 2.0 [Purpose of the Operating & Maintenance Manuals](#)
- 3.0 [Health & Safety Pro Forma](#)
- 4.0 [Design Criteria Requirement pro forma](#)
- 5.0 [Draft manuals review process](#)
- 6.0 [Asset Registers](#)
- 7.0 [Specialist Stand-alone Manuals](#)
- 8.0 [Manual Format](#)
- 9.0 [Cover and Spine format](#)
- 10.0 [Production of As-Built Drawings](#)
- 11.0 [Production and Distribution of Manuals and Drawings](#)

Part 2: O&M Manual Standard Contents

Standard Index of Contents

- 1.00 [General Description of the Installation](#)
- 2.00 [Specific Health & Safety Issues](#)
- 3.00 [Plant Data Information](#)
- 4.00 [Test Certificates and Commissioning Data](#)
- 5.00 [Manufacturers' Literature](#)
- 6.00 [Record Drawings](#)
- 7.00 [Specialist Services](#)
- 8.00 [Building Management System / Controls](#)

Appendices

- [Appendix \(i\)](#) Example Manual cover and spine labels.

Part 1: Production Guidance

1.0 Introduction

This document provides guidance for the production of the Mechanical and Electrical Services' Operating & Maintenance Manuals (O&Ms) for Imperial College London construction projects. The contents of this document are aimed at the Technical Author appointed to produce the manuals.

This should be read in conjunction with [RM09 Record Document Process Guidelines](#), [RM07 Production Guidelines for Building Fabric Manual \(including Health & Safety File\)](#), and the Technical Author's Scope of Services.

It is the responsibility of the Contractor to deliver all O&Ms and associated Record Drawings as a required deliverable of the works carried out. To enable the manuals to be produced to the standard required by the College, they are to appoint a Technical Author from the College's recommended list.

Refer to document RM09 Record Document Process Guidelines for an outline of individual responsibilities and record document production process.

The intention is to provide a document that meets statutory and operational requirements, whilst being user friendly and compatible with the College's document management system

2.0 Purpose of the Operating & Maintenance Manuals

These guidelines are for the specific use on projects where separate mechanical and electrical Operating and Maintenance manuals are required.¹

The O&Ms offer the personnel concerned with the operation and maintenance of College infrastructure and services the necessary knowledge and skills to perform their duties.

Specific health and safety information, relating to the mechanical and electrical services is included in [Section 2.00](#) of the O&Ms for the installations involved. These are to be read in conjunction with the full Health and Safety information on the project included within the Building Fabric manual.

The format and style in which the O&Ms are produced is designed to:

- Minimise repeated information from one project to another
- Minimise the space needed for archiving
- Ease of referencing of information
- Allow improved use of the manuals
- Enables electronic access via Imperial College's internal O&M database
- Act as an aide memoir to the project team
- Develop the use of barcode plant labelling
- Provide an authentic, archival, record of the works carried out.

¹ On projects with minimal mechanical and electrical works, there may be no requirement for a separate set of O&Ms and this information will instead be included in Section 10 of the Building Fabric Manual. Refer to guideline document RM07 for further information on the production of Building Fabric manuals.

3.0 Health & Safety Pro forma

This information is specific to the maintenance requirements covered in the O&Ms and not a repeat of general information included in the Building Fabric Manual /Health & Safety File. Refer to [Part 2 Section 2](#) for works where no Building Fabric Manual is required

The form is issued by the Technical Author for completion by all parties and collated by the Principal Designer. This is then returned to the Technical Author for inclusion in Section 2 of the O&Ms.

Specific Health and Safety Pro Forma

Building Name		
Level(s) and Project Name		
Imperial College London Project Number		
Imperial College London Document Ref. Number		
Information Compiled by	Company Name	Individual's Name
Special Access		
Residual Risks		
Special Maintenance		
Replacement Strategy		

The information on this form is a summary of the unusual issues relating specifically to the building services for this project. For full Health and Safety information reference should be made to the Health and Safety File for the project

4.0 Design Criteria Requirement Pro-forma

This form is issued by the Technical author for completion by the designers. It is to be returned to the Technical Author for inclusion within Section 1 of the O&M's

Design Criteria Pro Forma

Building Name		
Level(s) and Project Name		
Imperial College London Project Number		
Imperial College London Document Ref. Number		
Information Compiled by	Company Name	Individual's Name
External Conditions	Summer Temperature Winter Temperature Noise Criteria	
Internal Conditions	Name of Space Summer Temperature Winter Temperature Ventilation Rate Noise Criteria Lighting Level Occupants	
	Name of Space Summer Temperature Winter Temperature Ventilation Rate Noise Criteria Lighting Level Occupants	
	Name of Space Summer Temperature Winter Temperature Ventilation Rate Noise Criteria Lighting Level Occupants	

5.0 Draft manuals review process

Drafts of the Building Fabric Manual are to be issued for review in accordance with the Project Handover Plan and in sufficient time to allow for the final copies to be issued at completion. The drafts should be uploaded to the project file for review, unless otherwise agreed.

Refer to section 4.07 of [RM09 Record Document Process Guidelines](#) for an outline of the review process.

6.0 Asset Registers

The Contractor is responsible for updating an Asset Register spreadsheet as part of the project process. Once completed, this will be included with the final O&M digital issue as a record of the assets removed or installed as part of these works.

Refer to this page for further details:

<http://www.imperial.ac.uk/estates-facilities/buildings/procedures/assets/>

7.0 Specialist Stand-alone Manuals

Some specialist services will require the production of a self-contained manual. The requirement for this would be determined at the Record Document Strategy Meeting. Examples where this may be required include:

- New Fire Alarm installations
- Lifts
- Catering Equipment
- BMS – **only** if agreed at the Record Document Strategy meeting that this should be produced as a separate file.

These manuals must, as far as practical, be produced to the same format as the O&M manuals.

Any drawings produced for Specialist Manuals must also be checked by the Building Information Manager to confirm whether compliance to the project EIR (Employers Information Requirements) is required.

Delivery of any separate specialist manuals must be included with the O&Ms for completion to be given to the project.

8.0 Manual Format

The contents of the O&M manuals will consist of 7 sections (8 Sections for the Mechanical Services Manual) with information arranged as described in Part 2 of these guidelines.

Mechanical and Electrical manuals are to be produced as two separate sets of record documents, unless otherwise agreed in the Record Document Strategy meeting (for example where one element is minor and would make more sense to include in a single manual)

The typeface to be used is Arial. Other fonts should only be used in specific applications where the use of Arial is not possible or appropriate (e.g. mathematical formulas).² When

² Refer to Imperial College's Graphic Identity webpages for further information, including the "house style": <http://www3.imperial.ac.uk/graphicidentity>

using the Imperial College logo, always use the original artwork and completely unaltered. The logo is available upon request from Imperial College Communications Division: <http://www.imperial.ac.uk/graphicidentity/applyingthegraphicidentity/usingthelogo>

Digital format

The electronic manual is to be issued as a single pdf file. The document must be fully hyperlinked, with all literature inserted within the document, and not link to files or documents contained in external folders. Hyperlinks should include (but not limited to):

- Contents page to each section of the manual
- Each section's index page to each item
- Plant names in the description of the plant data
- Manufacturers' names in the plant data to their contact details
- Model numbers in the plant data to their literature.
- Any reference to an item found elsewhere in the manual.

The document needs to be user friendly, enabling the user to review all sections independently via the hyperlinks and without having to scroll through the entire document.

The digital format issue should consist of a folder containing the following items:

- One version of the manual in an editable pdf format, enabling the information to be extracted or updated
- One version of the manual saved in PDF/A format, to provide an authentic record suitable for long term preservation.³
- A folder of as-built drawings in pdf and dwg format (meeting the project EIR requirements). These are to be fully itemised in the schedule of drawings in Section 6 of the manual.
- An asset register in excel format.
- *Where agreed in the Record Document strategy meeting, a copy of the manual and literature in their native editable format (word format, for example)*

Zip files are not to be used.

Any other documents requiring issue as a separate file (for example a specialist contractor manual) needs to be agreed and recorded in the minutes of the Record Document Strategy meeting and included on the Tracker. **Unless this has been agreed, all sub-contractor literature needs to be incorporated within the manual's pdf document.**

Literature which has been issued as a separate file or incorporated within another manual should be cross-referenced in the appropriate section, to aid the user in locating the information.

Hard copy format

A hard copy of each manual, including drawings, is required for the College Estates Archive. The hard copy manuals are to be issued in hard cover A4 4-ring binders in the following colours:

- Mechanical – blue
- Electrical – green
- Fire Alarm – red

³ The 'A' in PDF/A stands for 'Archive' and signifies that the format has been confined to basic PDF features to simplify its long term preservation. Its adoption assists in the preservation of PDF files by preventing encryption, digital rights mechanisms and other features which impede preservation. PDF/A was ISO-approved in 2005 (as ISO 19005-1).

Where coloured ring binders cannot be obtained, use of the appropriate coloured card for the spine and front cover labels will clearly denote the type of manual. Ensure the coloured card is pale enough for the labelling to be clearly read.

Sections should be clearly denoted using wide subject dividing cards.

For some projects, a digital only issue may be sufficient, where agreed and minuted at the Record Document strategy meeting.

9.0 Cover and Spine format

The front cover (and spine of the hard copy manual) must provide easy reference to relevant project information so that the user can easily locate the correct manual.

- Operating & Maintenance manuals front cover and spine text are to be produced on white card to ensure text is readable against the coloured files. *
- Text must include the project number, document reference number, project title, building, date of issue, type of manual, contractor's details. Contact the Estates Records & Archives Officer to obtain the agreed project name and reference numbers.
- For the hard copy, where more than one volume is required, the spine label must also include a schedule of information contained within that specific volume ie Section number and headings.

Refer to [Appendix \(i\)](#) for sample cover and spine templates. Editable versions of these templates can be obtained from the Estates Records & Archives Officer upon request.

* refer to exception in Section 8 where coloured ring binders cannot be obtained.

10.0 Production of As-Built Drawings

The O&Ms require all Mechanical, Electrical and Public Health drawings produced as an outcome of the completed works.

All drawings are to be issued by the Contractor as final As-built status and produced in accordance with the project-specific Employers Information Requirements (EIR).

Refer to: <http://www.imperial.ac.uk/estates-projects/building-information/>

Electronic format drawings are to be issued in dwg and pdf formats in a sub-folder alongside the digital O&M.

Details of the drawing approval process are outlined in the [RM09 Record Document Process Guidelines](#) and should have commenced at Stage 2 Design.

By construction stage, drawings are expected to be produced to the EIR standard, however final sample drawings should be resubmitted at Stage 5 to cadcompliance@imperial.ac.uk to confirm that this has been followed and the room numbering is correct.

The hard copy manual required for the College Estates Archive must include a full set of hard copy drawings, printed to the size specified on the drawing scale and folded down to A4 for insertion into the file.

For large quantities of drawings, which may not be practical to deliver in binders, alternative storage is to be agreed with the Estates Records & Archives Officer to ensure they are

stored in a manner suitable for long term preservation whilst meeting storage and access requirements

11.0 Distribution of Manuals and Drawings

The final digital format manual and drawings is to be uploaded to the College project file on Box; unless another delivery method has been agreed with the Estates Records & Archives Officer. This must be accompanied by a sign off letter confirming that the record documents have been checked and reviewed, to represent an accurate record of the works carried out.

Upon receipt of this notification, the Estates Records & Archives Officer will transfer the manuals to the O&M database, sending an Issue Memo to confirm receipt. Any further changes to the record documents once issued must be accompanied by a Revision Record to document the updates.

The hard copy manual and drawings is to be delivered to the Estates Records & Archives Officer and the content must be an exact copy of the digital version. Any revisions made to the digital copy must also be made to the hard copy – if this has already been delivered to the College, arrangements must be made to replace updated pages.

All hard copy and CD copies of the drawings and manuals are to be issued to the Estates Records & Archives Officer without exception. Anything issued directly to any other department cannot be guaranteed as the final issued Record Documents.

Part 2: O&M Manual Standard Contents

The following is the standard index of contents for the Mechanical and Electrical Services O&M manuals. Should any section not be applicable to the nature of the works, do not omit the section, instead it should be noted that the section is “not applicable” Any specialist services stand-alone manuals should also follow this layout as far as is practical.

- 1.00 [General Description of the Installation](#)
- 2.00 [Specific Health & Safety Issues](#)
- 3.00 [Plant Data Information](#)
- 4.00 [Test Certificates and Commissioning Data](#)
- 5.00 [Manufacturers' Literature](#)
- 6.00 [Record Drawings](#)
- 7.00 [Specialist Services](#)
- 8.00 [Building Management System and Controls](#)

Detailed Description of Contents:

Refer to the following pages for further details of what is to be included in each section.

1.00 General Description of the Installation

This section provides an overview of the document, file holders responsibility, project, and location details. This section should commence with a Document Revision Record

1.1 Introduction

A brief outline of the regulatory responsibilities that require the production of this file. Reference to any other records which should be viewed in conjunction with this file. Users' responsibilities on acceptance and use of the records.

1.2 Incoming Services Location

Details of incoming services to the project area – for example, mains water, gas, electricity

1.3 Directory of Project Team Members

A schedule of names and contact details of key personnel involved in the Mechanical and Electrical aspects of the project.

1.4 Brief Description of Installation

This section consists of a summary description of the mechanical, electrical, and public health services installed. The section should commence with a basic description of the scope of works that this file covers, including a summary of all rooms/areas affected by the works.

Related services referred to in this manual but produced in a standalone manual (for example a Fire Alarm Manual or BMS/Controls system) should be cross-referenced in this section, so that users know where to refer to for the information.

1.5 Design Criteria

The Design Criteria Pro-formas detailed in [Part 1 Section 4](#) of this guideline document are to be included in this section.

2.00 Specific Health & Safety Issues

This section is for the Principal Designer's H&S Pro-forma detailed in [Part 1 Section 3](#) of this guideline document. This should only include information specific to the maintenance requirements covered in this O&M.

Where a project is solely M&E with no building fabric elements, the full health & safety file content, usually located in the Building Fabric manual, should be incorporated here.

Deviation from the standard schedule of contents to be agreed at the Record Document Strategy meeting.

3.00 Plant Data Information

This section provides information on the plant detailed in the Asset Register (which is to be issued as a separate excel document with the digital manual).

Information in this section is to include (but not limited to):

- Equipment Data
- Directory of Manufacturers
- Directory of Specialist Sub-contractors
- Recommended Stocked Spares
- Lubricants

- Tools and Equipment

Plant data must be linked, via internal hyperlinks, to/from relevant literature, certificates, drawing schedules etc located elsewhere within the manual.

4.00 Test Certificates and Commissioning Data

For ease of reference, this section is to commence with an index/table of certificates and commissioning data for each system, hyperlinked to each applicable document(s) which follow within the section.

5.00 Manufacturers Literature

This must include all plant and systems which require maintenance or for which the manufacturer produces an O&M leaflet – e.g., Boilers, Pumps, Chillers etc. This should be information specific to the project and not a bulk of generic manufacturer's brochures.

Equipment information must be linked, via internal hyperlinks, to any test certificates and commissioning data included in Section 4.

6.00 Record Drawings

This section is for the respective mechanical/electrical drawings produced for the works and includes:

- Schedules of the drawings included in this manual
- Hard copy drawings
- DWG and PDF format drawings in a sub-folder with the digital manual.

It is essential that these are the final As-built/As-installed drawings issued by the M&E Contractor and must be produced in accordance with the project EIR, approved by the College Building Information Manager.

This must include all relevant schematic drawings and the Metering Strategy.

Refer to:

- [Building Information](#) (external link to College website)
- [Building Engineering Services Particular Requirements](#) (external link to College website)

7.00 Specialist Services

This section is specifically designed for maintenance instructions which are not detailed in the College generic maintenance and fault-finding documentation issued to all Maintenance Managers.

This includes those services for which a specialist maintenance contract may be required e.g. Structured Cabling system, CCTV, Access Control, updates to the Fire Alarm system (note that a new Fire Alarm installation **must** have its own separate manual), Fume Cupboards, Laboratory Gases, Lightning Protection, Lifts etc.

8.00 Building Management system and Controls (Mechanical O&M only)

This will include a general description, control drawings, strategy diagrams etc so that it can be read as a standalone document.

This must be the final document, finalised after commissioning.

In most cases, BMS will be included in the Mechanical Services O&M, however some circumstances may permit this to be produced as a standalone file. For example, if commissioning was scheduled for a later date or for larger projects, to reduce the bulk of the manual. This will be decided at the Record Document Strategy Meeting or final pre-handover meeting should the scope of works change.

Appendix (i) Manual cover and spine (hard copy format) labelling

The front cover and the spine of the manuals must provide easy reference to relevant project information so that the end user can source appropriate information from the correct manual.

Key information for the labels consists of:

- Project Number
- Document Reference Number
- Project Title
- Building Name
- Type of Manual
- Contractor details
- Date of Issue
- Schedule of information contained within that specific volume ie Section Number and Headings (hard copy only)

For the hard copy manual, the front cover and spine text are to be produced on white card to ensure text is readable. Refer overleaf in Figures 1.1, 1.2, 1.3 for sample cover and spine labels

An editable version of the templates in Word format is available upon request from the Estates Records & Archives Officer.

Figure 1.1: Sample Cover

Operation and Maintenance Manual

**Imperial College
London**

**Advanced Manufacturing Facility
Levels L & LG Mezzanine, Royal School of Mines
South Kensington Campus**

Electrical Services Manual

Practical Completion	:	December 2009
Project Number	:	RSM0704
Document Reference	:	B/RSM/018
Volume	:	One of Two

M&E Contractor

Company Name
Address line 1
Address line 2
Address line 3

Tel: (...)

Figure 1.2 Spine Template (hard copy manual only)

Imperial College London	Levels LG & LG Mezzanine, Royal School of Mines Advanced Manufacturing Facility	Section 1: General Description of Installation Section 2: Health and Safety Information Section 3: Plant Data Schedules Section 4: Test Certificates & Commissioning Data Section 5: Manufacturer's Literature	Volume 1 of 2
	Operation and Maintenance Manual Electrical Services Manual	<i>[complete this section for manuals consisting of more than a single volume: to be edited as applicable to the volume contents]</i>	
	Project Number: RSM0704	Document Reference: B/RSM/018	

O&M Manual Spine template