PAPER BACKUP: how to use this

Use this only when the phone report will not work: no signal that you can wait out, a dead phone, or the page will not load. Everything on these sheets matches the phone report, in the same order. Print pages 2 to 4 once per store, plus one spare set in the truck.

1. Fill it in as you work, not at the end. Pen, block capitals, numbers in inches.
2. Take the photos with the phone camera anyway (the pictures do not need signal). Tick each photo on the checklist.
3. Both signatures on page 4: the lead installer and the store manager. If the manager is gone, write who confirmed and how.
4. Before you leave the store, photograph every page (flat, in focus, all four corners in frame).
5. Send the page photos and the job photos to your REWIND supervisor. Say the store number and your team name.
6. Keep the paper until your supervisor says the report is filed. When you are back in signal you can still open the phone report, tick 'Export and send later', and send.

The rules that matter on every job

- Power to the heaters OFF, locked out and checked dead before you touch anything.
- Hatco double heater: 14 to 18 in above the food. Single heater: 11 to 14 in. (Hatco unit labels govern if they differ.)
- 1 in clear under an overshelf. 3 in from a wall.
- Combustible surface under or above a high-watt heater: 13.5 in. Dual heaters are not mounted over or in combustibles.
- Control box at least 12 in from any heater or cooking equipment, never above a heater (REWIND rule).
- No pricing and no promises to the store. Write down what the manager says, in their words.
- Anything you cannot finish goes on the Open Items list with why and what it needs.

Help

Need help? Call your REWIND supervisor. Hatco Technical Support: 414-671-6350.

JOB INFORMATION

Store # (001.005.1572) _____ Store name / city _____ Corrigo WO # _____

Store address _____ Visit date _____ Hatco PO # _____

Visit ☐ First visit ☐ Return visit / go-back

Work ☐ Replace: like-for-like ☐ Replace: new or modified ☐ Add heaters ☐ Move or remove ☐ Warranty

Lead installer _____ Company _____ Lead phone _____ Team _____

Store manager _____ Title _____ Manager phone _____

BEFORE WORK

Power to heaters off, locked out, checked dead	☐ Yes	☐ No
Food, counters, floor covered or cleared	☐ Yes	☐ No
Manager told where the crew is working and for how long	☐ Yes	☐ No
What is on the line matches the survey	☐ Yes	☐ No

What does not match, or anything found on arrival _____

HEATER H1

Survey ref ____ Zone ____

Position ☐ Top ☐ Middle ☐ Bottom ☐ Only

Done ☐ Replaced ☐ Kept ☐ Cleaned only ☐ Moved ☐ Removed ☐ Added ☐ Could not complete

Old make / model (plate) _____ Old serial # _____ Old length in _____ Volts _____ Amps _____

New model _____ New serial # _____ New rods (1 or 2) _____

Heater to food in _____ Gap to shelf in _____ End to wall in _____ Control box / switch _____

Surface ☐ Non-combustible ☐ Combustible ☐ Not sure

Mounted to ☐ Shelf ☐ Bracket ☐ Wall ☐ Chain

Heating test ☐ Heats evenly ☐ Not heating ☐ Not tested Minutes run: _____

Notes _____

Photos: [ ] before [ ] old plate [ ] new plate [ ] after [ ] underside [ ] tape [ ] glowing

HEATER H2

Survey ref ____ Zone ____

Position ☐ Top ☐ Middle ☐ Bottom ☐ Only

Done ☐ Replaced ☐ Kept ☐ Cleaned only ☐ Moved ☐ Removed ☐ Added ☐ Could not complete

Old make / model (plate) _____ Old serial # _____ Old length in _____ Volts _____ Amps _____

New model _____ New serial # _____ New rods (1 or 2) _____

Heater to food in _____ Gap to shelf in _____ End to wall in _____ Control box / switch _____

Surface ☐ Non-combustible ☐ Combustible ☐ Not sure

Mounted to ☐ Shelf ☐ Bracket ☐ Wall ☐ Chain

Heating test ☐ Heats evenly ☐ Not heating ☐ Not tested Minutes run: _____

Notes _____

Photos: [ ] before [ ] old plate [ ] new plate [ ] after [ ] underside [ ] tape [ ] glowing

CONTROL BOXES AND SWITCHES (one line each) [ ] none installed, moved or changed

#	Control (box/switch/knob)	Done (new/moved/reused/removed)	Where it sits	Inches to nearest heater	Above a heater?	Runs heaters	Circuit #
C1							
C2							
C3							

ELECTRICAL WORK AND PANEL

Panel work ☐ New 2-pole breaker ☐ Existing breaker reused ☐ No panel work

Panel ID _____ Panel location _____ Breaker size / circuit # _____

Voltage reading V _____ Amp reading A _____ Electrician / licence / company _____

Heater breakers labelled: Yes [ ] No [ ] New subpanel installed: Yes [ ] No [ ]

Electrical notes: permits, inspections, what is left _____

Photos: [ ] panel inside after work [ ] breaker schedule or label [ ] meter or breaker close-up [ ] control box in place (each)

FINAL CHECKS AND CLEAN-UP

Every heater is on and heating	☐ Yes	☐ No
Controls working and labelled	☐ Yes	☐ No
Clearances checked: food height, shelf gap, wall gap	☐ Yes	☐ No
Old heaters taken off the line	☐ Yes	☐ No
Work area cleaned, debris and packaging removed	☐ Yes	☐ No
Manager walked the line with the crew	☐ Yes	☐ No

Old equipment ☐ Taken by crew ☐ Left for store (manager agreed) ☐ Scrapped on site ☐ N/A

Photos: [ ] after, line from left end [ ] after, line from right end [ ] area left clean [ ] old heaters staged

OPEN ITEMS AND GO-BACK [ ] none: the work is complete

P1 What is left:	
Why:	Needs / owner / when:
P2 What is left:	
Why:	Needs / owner / when:
P3 What is left:	
Why:	Needs / owner / when:

MANAGER NOTES (in their words; no pricing, no promises) [ ] manager had nothing to add

OUTCOME

☐ Complete: all work done like-for-like
☐ Complete: with changes from the survey
☐ Partial: a go-back is needed
☐ Not completed: could not start or finish

Manager accepted the work: ☐ Accepted ☐ Accepted with notes ☐ Not accepted

Store manager name and signature _____ Date _____ Time out _____

Lead installer name and signature _____ Date _____ Time in _____

Manager not available? Who confirmed, and how and when (call, text, email, time) _____