



10123 - 103 AVENUE

Contracts : FGP60040

Otisline No -

English 800-233-6847, Français  
800-238-6847

10123 - 103 AVENUE  
PEACE RIVER, AB  
T8S1J8

Buildings: 1  
Units: 2

Sales Rep:  
Sales Rep Contact:

JIGNESH BULSARA  
1-780-444-2900

Sales Rep Email

jignesh.bulsara@otis.com

**Contracts: FGP60040**

**Service Call**

A service call is defined as a request from a customer or Otis REM® expert for an unscheduled service visit. A service call is closed once the work is reported as completed by the Otis mechanic.

**EP - Equipment Problem CP - Other: Vandalism, water damage, etc. IN - Investigation FD - Flexibility Demand Calls**

**Building: HERITAGE TOWER FGP323775**

Caller	Placed	Unit ID Unit Name	Type	Service Call	Mechanic	Dispatched	Arrived	Closed	Resolution
Jackie Gardner (Kitchen)	04/29/2016 06:08:00	C90048/H/R ELV	EP	?? Elv, Stk On ??, No Pass, Nfi, RtcB Tdy* Cust Inq, Kathy Nakonechny/Lodge Mgr Nds Eta 780-624-3919	Ryan Magdy	04/29/2016 08:48:00	04/29/2016 10:30:00	04/29/2016 12:15:00	ADJUSTED MAIN MACHINE - BRAKE
Kathy Nakonechny (Mgr)	03/03/2016 12:03:00	C90049/HYDRO	EP	Hydro Elv,Stk @ 2Nd Flr,Drs Opn,Nt Responding--RtcB Tdy	Rodney Neufeld	03/03/2016 12:07:00	03/04/2016 08:30:00	03/04/2016 09:26:00	REPAIRED CAR - BUTTON
Kathy Nakoneshny (Lodge Mgr)	01/27/2016 12:13:00	C90048/H/R ELV	EP	Small Elv Had Pass Trapped--Out Now --& Its Making Noise--RtcB Tdy	Rodney Neufeld	01/27/2016 13:07:00	01/29/2016 13:00:00	01/29/2016 13:50:00	TROUBLESHOOT CAR - CAR GUIDES
Cathy Nakonechny (Mgr)	01/21/2016 09:03:00	C90049/HYDRO	EP	Small Elv, Drs Wont Opn On Any Flr, No Pass,Cust Cleaned The Tracks==RtcB==Tdy,Stl In Svc	Rodney Neufeld	01/21/2016 11:20:00	01/22/2016 09:25:00	01/22/2016 10:55:00	REPLACED CAR CONTROLLER - PC BOARD, PROCESSOR

## Emergency

The Emergency Service Call Report represents the number of times during a selected time period that a service call was designated as an emergency service request (trapped passenger, multiple unit shutdowns etc.) For example, if a service request was originally called in as a passenger being trapped, but Otisline was later notified that the passenger was out and service was still needed, then Otisline will change the status to a regular service call in order to notify the mechanic that emergency service is no longer needed.

**EP - Equipment Problem CP - Other: Vandalism, water damage, etc. IN - Investigation FD - Flexibility Demand Calls**

**There is no data to display for this time period. This is not a system error.**

**Building Info Header**

Building Id	Building Name	House No	Street	City	Postal Code	StateProvince
FGP323775	HERITAGE TOWER	-	10123 - 103 AVENUE	PEACE RIVER	T8S1J8	AB