



After-Hours Playbook

What to do when something happens — a guide for building engineers and property teams.

This playbook outlines how to respond to HVAC, refrigeration, or mechanical system issues after normal business hours. It helps facility staff stay safe, protect assets, and assist technicians for faster resolutions.

Keep this playbook printed and accessible in every mechanical room and security office.

1. Purpose of This Playbook

This guide prepares building and property staff to take safe, informed action when a mechanical issue occurs after hours. Following these steps helps avoid costly damage, downtime, and safety risks.

2. When to Use This Guide

Use this guide anytime issues arise outside of standard business hours — evenings, weekends, holidays, or when management is unavailable. It covers response steps for mechanical, electrical, or temperature-related incidents.

3. Common After-Hours Scenarios

Examples include: loss of cooling or heating, leaks or condensation, refrigeration alarms, power outages, unusual noises, or odors. Always document what's happening before calling for service.

Scenario	Potential Cause	Example
No Cooling/Heating	Power loss or control fault	Office area reports 80°F after hours
Water Leak	Clogged drain, overflow, or pump failure	Water dripping in ceiling tile
Unit Won't Start	BAS schedule off or tripped breaker	RTU-3 nonresponsive
Loud Noise	Bearing or belt failure	High-pitched sound from roof
Refrigeration Alarm	Fan or compressor fault	Walk-in cooler temperature rising
Burning Odor	Electrical motor or relay failure	Smell in hallway near panel

4. Immediate Safety Checks

Before investigating any issue, confirm the area is safe. Avoid electrical panels, wet areas, and mechanical spaces alone. If smoke or fire is present, call 911 immediately.

DO NOT attempt resets, override safeties, or block vents to force cooling.

5. First Response Actions

If safe to do so: check power, confirm thermostat mode, inspect air grilles for blockages, and document any alarms. A two-minute inspection can save an hour of troubleshooting.

6. Before You Call for Service

Gather key details to assist DaVinci's after-hours dispatcher and technician:

- Building name and address
- Contact name and number
- Equipment label (e.g., RTU-1, AHU-2)
- Description of issue and time observed
- Access instructions or security details

7. DaVinci Mechanical 24/7 Dispatch

DaVinci Mechanical operates a 24/7 emergency dispatch line. A licensed technician is always available to respond quickly.

After-Hours: (714) 594-9194

Email: tom@davinci-mechanical.com

Location: Orange County, CA

8. While Waiting for the Technician

- Notify building security or management
- Restrict access to the affected area
- Avoid thermostat adjustments
- Keep notes on any changes in temperature, leaks, or sounds
- Prepare safe roof or room access for the technician

9. When the Technician Arrives

Provide all notes, escort safely to the problem area, and stay available for questions. Clear communication ensures a faster resolution.

10. Escalation Scenarios

Call immediately if you observe:

- Cooling loss in critical areas (IT, refrigeration, medical)
- Active water leaks or ceiling damage
- Electrical smoke or arcing
- Frozen coils or severe icing
- System shutdown during extreme weather

11. Documenting the Incident

Accurate records help identify causes and prevent recurrence. Log when the issue began, when DaVinci was called, any actions taken, and the technician's findings.

12. Preventing Future Incidents

- Keep rooms clear and accessible
- Replace filters and inspect drains
- Report unusual noises early
- Confirm BAS schedules monthly
- Check roof equipment after storms
- Post current contact information in each mechanical room

POST THIS IN MECHANICAL ROOM – AFTER-HOURS RESPONSE CHECKLIST

Step	Action	Example
1	Ensure safety	Avoid electrical/water hazards
2	Verify power	Lights/outlets on? Breaker tripped?
3	Check thermostat/BAS	Setpoints changed? Mode correct?
4	Note symptoms	No air in Suite 203 since 7 PM
5	Document	Take photos and write observations
6	Call DaVinci Mechanical	(714) 594-9194 – 24/7 Dispatch
7	Secure area	Lock access to mechanical zones
8	Await technician	Provide info and access

POST THIS IN MECHANICAL ROOM – SERVICE REPORT TEMPLATE

Field	Entry Example
Building/Address	123 Commerce Blvd, Suite 300
Date/Time Issue Noticed	9:20 PM, July 15
Issue Description	No cooling, RTU-2 not running
Immediate Action Taken	Checked BAS; no alarms
Called DaVinci	Yes – spoke with Tom at 9:32 PM
Technician Arrival	10:10 PM
Resolution Summary	Replaced control fuse, restarted unit
Follow-Up Needed	Schedule PM for remaining RTUs

Contact & Reference

DaVinci Mechanical

Commercial HVAC • Refrigeration • Hot Water Systems

Orange County, CA

(714) 594-9194

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Commercial Reliability, Engineered Response.

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