

RFP 20/2025A

MAINTENANCE OF DIESEL GENERATORS

AND RELATED INFRASTRUCTURE AT

SARS DATA CENTERS

SOUTH AFRICAN REVENUE SERVICE – REQUIREMENTS AND SPECIFICATIONS

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1. Executive Summary

The purpose of this document is to describe the SARS business requirements for the supply, inspection, maintenance, break-fix, upgrade and replacement of the standby generators and related infrastructure at the SARS Brooklyn and Alberton Campus data centres (hereinafter referred to in this document as 'Sites') for a period of 5 years.

To meet these requirements, SARS invites the submission of proposals from suitably qualified Bidders to enter into the Agreement as set out in this RFP. These Services will be delivered by the successful Bidders according to the specifications set out below as well as in accordance with the conditions in the Agreement.

The objective of the resultant Agreement is to ensure the optimum availability of ICT services to SARS business, by maintaining an adequate and stable ICT environment with effective and reliable standby power.

To achieve this, the appointed Service Provider will ensure that the standby generators and related infrastructure are regularly inspected and maintained, and that repairs and equipment upgrades/replacements are promptly and effectively carried out in accordance with the Agreement. Effective maintenance and break-fix services for standby generators, HT networks and infrastructure, and related infrastructure, will ensure the reliability, efficiency and longevity of these systems.

Potential service providers must offer generator maintenance as a core service.

2. Compliance and Safety

The appointed bidder will be required to comply with the following standards SANS standards for electrical standards and equipment, including generators:

- **SANS 8528:** Covers various aspects of the design, construction, and performance of generating sets
- **SANS 10142-1:** Wiring of premises, specifically *low-voltage* installations
- **SANS 10142-2:** Wiring of premises, specifically *medium-voltage* installations
- **SANS 10400:** Application of National Building Regulations (Covers building safety, fire protection, ventilation, and noise control)
- **OHSA:** Health and safety of persons in connection with the use of plant and machinery

- **ESG (Environmental Social Governance):** Compliance with SARS standards in relation to its environmental and social impact.
- **SARS Governance (Policies/Procedures/Guidelines/Standards)** – Where applicable.

The Service Provider must also comply with any other related standards and regulations applicable to the services provided.

The Service Provider must possess a thorough understanding of these standards and comply with them to ensure the safety of SARS sites and personnel, as well as adherence to all applicable legislation.

3. Service Definitions

The scope of the intended Agreement will cover ICT Facilities at the following sites:

Site	Location	Note
Le Hae la SARS	229 Bronkhorst Street, New Muckleneuk Pretoria, 0181	Main SARS Data Centre
Alberton Campus	28 St Austell Street New Redruth Village Alberton, 1449	SARS Data Centre

3.1. Business Service Area

The potential bidder, and its outsourcing partner/s, must have an established presence in the Tshwane, Johannesburg or Ekurhuleni metros, with adequate field technicians in each metro.

3.2. In-Scope Infrastructure

The in-scope infrastructure is as follows:

- Generators – engine plus alternator
- Diesel tanks – bulk and day tanks
- Diesel filtration systems
- Generator Change-over infrastructure, including breakers and timers
- Generator Controllers
- Generator water circulation pumps

3.3. In-scope Services

The in-scope services are as follows:

- Preventative Maintenance
- Break-Fix
- Ad-hoc Projects, including upgrades and enhancements
- Diesel Replenishment
- Provision of related consumables and infrastructure
- Housekeeping of the generator areas
- Certificate of Compliance (COC)

4. Service Coverage

SARS requires 24 X 7 service coverage, and the required response and resolution times are the same regardless of time of day, weekday, weekend or public holiday. The bidder must demonstrate representation in Johannesburg, Tshwane, or Ekurhuleni metros to service the listed sites according to SARS Service Levels.

5. Availability

All Services identified in section 3.2 require 24/7/365 availability, including weekends and Public Holidays.

6. Service Levels

Although SARS generators are set up with N+1 power redundancy and automatic failover capabilities, it is imperative that services are promptly restored to minimise the time that SARS operates without full power redundancy.

Service Levels for Break-Fix

	SLA	Response Time	Time to Site	MTTR
	Standard	30 min	2 hrs	6 hrs
	Elevated	15 min	1 hr	4 hrs

“Standard SLA” shall mean the required standard of service and related response time during “normal” operations.

“Elevated SLA” shall mean the temporary increase from to a higher standard of service that will require more comprehensive support and higher response times.

“Response Time” shall mean the maximum time allowed for service provider to acknowledge and begin mobilising resources after an incident after it has been reported.

“Time to Site” shall mean the maximum time allowed for service provider to physically arrive at a site after an incident has been reported.

“MTTR” – Mean Time to Repair – shall mean the average time to restore services after a failure.

Standard response times are required for most of the year, with elevated response times only required at critical periods, when SARS requires high availability of its systems and cannot afford or tolerate system outages caused by power or cooling issues. In these situations, the deployment of onsite or dedicated resources may be necessary to ensure prompt response times. Elevated SLA’s will in such cases be activated in advance for a specific number of days, depending on operational requirements.

The notice period for elevated response times will be one week.

Regarding the desired MTTR, SARS has taken the following into consideration:

- Typical MTTR for generators ranges from 2 to 8 hours, depending on the complexity of the fault, availability of parts, and technician response time.
- Best-in-class MTTR for high-availability data centres is 4 hours or less.

To assist the service provider to achieve the desired MTTR, SARS and the Service Provider can agree on the stockholding of spares in support of the stated MTTR based on the Service Level:

- Agreed stockholding of common spares that the service provider will keep in their service vehicles.
- Agreed strategic spares that the service provider will keep in stock at their premises.
- Agreed strategic spares that SARS will keep onsite.

Service Levels for Diesel Replenishment

	SLA	Response Time	Time to Site
	Standard/Elevated	30 min	4 hrs

6.1. Change Management

If a change is required to rectify a Break-Fix incident, then Service Provider must adhere to SARS Operational Change Management Procedures. Depending on the associated risk and impact of such activities SARS Operational Change Management may force such activities to fall outside the designated Service Coverage Period. If so, then the Service Levels do not apply to the extent that SARS Operational Change Management has delayed the repair time.

6.2. Penalties

Penalty clauses will be negotiated with the successful bidder, in order to ensure that both parties agree on fair and reasonable terms. The discussions around appropriate penalties will take the following into consideration:

- Agreed stockholding of common spares that the service provider will keep in their service vehicles.
- Agreed strategic spares that the service provider will keep in stock at their premises.
- Agreed strategic spares that SARS will keep onsite.

SARS imposes penalties to promote the following behaviours:

- The service provider is always contactable through the agreed channels.
- The service provider displays the required competence, knowledge and professionalism to repair SARS equipment.
- The service provider demonstrates commitment to resolve break-fix incidents as quickly and effectively as possible.
- The service provider demonstrates reliability.

7. Elements of the Required Services

7.1. Preventative Maintenance

Carrying out of inspection and maintenance activities for SARS generators and related infrastructure, in accordance with checklists and schedules as determined by best practice, manufacturer's specifications and by SARS, to proactively ensure the continued and optimal functioning of equipment.

7.2. Break-Fix

The repair of in-scope generators and related infrastructure, in accordance with the Service Levels set out in the Agreement. A ticket will be logged by the responsible SARS person for resolution by the service provider when break-fix services are required.

7.3. Related Ad-hoc Work & Specialist Services

Ad-hoc work include the relocation, order, delivery, installation, commissioning and upgrade/enhancement of generators and related infrastructure. Such ad-hoc activities may involve engaging appropriate specialist outsourcing services.

SARS will submit the scope of work for any related ad-hoc work to the appointed service provider, who must then submit a quotation to SARS for approval before commencement of work. SARS may also request additional skills for execution of related ad-hoc work that are over and above the ones listed on this BRS and supporting Pricing schedule.

SARS reserves the right to benchmark all costs related to ad-hoc work to ensure that they align with prevailing market rates.

7.4. Diesel Replenishment

The order and delivery of diesel for the above-mentioned generators. A related service is the filtration of fuel in the diesel tanks to remove water and other impurities.

8. Monitoring

All generators are currently monitored using the Deep-Sea Electronics (DSE) and Netbotz. Monitoring of the generators is the responsibility of SARS. A ticket will be logged by the responsible SARS person for resolution by the service provider in the event

of a fault being detected. Except for the generator change-over infrastructure, the HT electrical network and related infrastructure is currently not monitored.

9. Generator & HT Infrastructure & Related Infrastructure

9.1. Generator Infrastructure

The list of standby generators per site is as follows:

Location	Generator	Size (kVA)	Alternator	Fuel Tank (Bulk)	Day Tank
Le Hae la SARS	Generator A	Mitsubishi 1 850	Leroy Somer	Underground 9 000 l	1 000 l
	Generator B	Mitsubishi 1 850	Leroy Somer	Underground 9 000 l	1 000 l
	Generator C	Mitsubishi 1 850	Leroy Somer	Surface 9 000 l	None
Alberton Campus	Generator 1	MTU 1 600	Leroy Somer	Surface 10 500 l	None
	Generator 2	MTU 1 600	Leroy Somer	Surface 10 500 l	None

Additional details on the SARS generators:

Location	Generator	Size (kVA)	Generator Hours	Generator Enclosure	Commission Date
Le Hae la SARS	Gen A	Mitsubishi 1 850	1 065.03	None	2012
	Gen B	Mitsubishi 1 850	2 578.90	Container	2012
	Gen C	Mitsubishi 1 850	3 523.06	Container	2010
Alberton Campus	Gen 1	MTU 1 600	2 239.26	Container	2013
	Gen 2	MTU 1 600	2 775.56	Container	2013

Fuel scrubbing system details:

Location	Generator	Make/Model
Le Hae la SARS	Generator A/B	Make: Algae-X Model: STS 6000 4 GPMS
Alberton Campus	Generator 1	Make: Algae-X Model: STS 6000 SX
	Generator 2	Make: Algae-X Model: STS 6000 SX

Generator controller details:

	Location	Generator	Make/Model
	Le Hae la SARS	Generator A/B/C	Deep Sea Mk II
	Alberton Campus	Generator 1/2	Deep Sea Mk II

Changeover breaker details:

	Location	Generator	Breaker	Quantity
	Le Hae la SARS	Generator A	Schneider 2500 Amp Retractable Breakers	3
		Generator B	Schneider 2500 Amp Retractable Breakers	3
		Generator C	Schneider 1600 Amp Moulded Breakers	4
	Alberton Campus	Generator 1	Schneider 2000 Amp Retractable Breakers	3
		Generator 2	Schneider 2000 Amp Retractable Breakers	3

Generator battery details:

	Location	Generator	Battery	Quantity
	Le Hae la SARS	Generator A	100 AH	4
		Generator B	100 AH	4
		Generator C	100 AH	4
	Alberton Campus	Generator A	100 AH	4
		Generator B	100 AH	4

Generator water circulation pump details:

	Location	Pump	Water Pump	Quantity
	Le Hae la SARS	Generator A	Baico Water Pump	2
		Generator B	Baico Water Pump	2
		Generator C	Baico Water Pump	2
	Alberton Campus	Generator A	Baico Water Pump	2
		Generator B	Baico Water Pump	2

10. Description of Works

10.1. Preventative Maintenance - Generators

The Generator and Alternator must be checked and serviced annually to ensure reliable and safe operation. The following annual Service and Maintenance activities are minimum requirements for a generator. These requirements neither preclude nor limit normal electrical safety and integrity inspections, or other recommended maintenance activities. Maintenance activities should all be done and must at the least include the activities outlined in **Appendix A**:

Daily inspections, weekly off-load generator tests, and monthly on-load generator tests are conducted by SARS staff. Tickets will be logged in the event that issues are identified.

Costing for Maintenance Services must cater for the following:

- Four inspections/services per year which comprises the following:
 - Three routine inspections/services per year as per agreed checklist
 - One major service per year as per agreed checklist
- No markup on parts, i.e. SARS will only pay for labour and delivery costs
- Fixed monthly fee for quarterly generator maintenance includes:
 - Labour
 - Travel
 - Travel time
- Fixed monthly fee excludes:
 - Break-Fix
 - Parts, oil etc.
 - Delivery costs
- Subsequent to maintenance being completed at a site, a quotation must be submitted to SARS IT Facilities within 3 business days for any required repairs
- Repairs can only commence upon receipt of official approval by SARS IT Facilities
- All repairs done in line with the quotation will be executed according to Break-Fix services as per section 10.3
- SARS reserves the right to benchmark the amounts charged for spares

10.2. Break-Fix - Generators

Break-Fix maintenance of generators shall comprise, at a minimum, of the following:

- Fault finding and resolution
- Repair and/or replacement of parts
- Drafting of scope of work for repairs and issuing of quotation or itemised bill of quantities for such works
- Guaranteed response within the SLA

The costing for break-fix is based on a fixed monthly fee per equipment per month, and **includes** the following:

- Labour
- Travel
- Travel time
- One (1) site visit per month to inspect the infrastructure covered in this agreement

The appendix summarizes break-fix and maintenance history for the in-scope infrastructure, showing average monthly incidents as well as the maintenance history of the infrastructure.

The monthly fee **excludes** the following:

- Parts
- Specialist outsourced services

Additional requirements related to break-fix are as follows:

- The monthly break-fix fee applies to the Standard SLA.
- A daily surcharge will be applicable for break-fix in cases where SARS has increased SLA levels from Standard to Elevated.
- The potential bidder must provide both the monthly equipment fee and daily surcharge in the pricing sheet.
- In cases where a quotation was submitted for break-fix repairs, these repairs can only commence once SARS has officially accepted the quotation.
- SARS further reserves the right to benchmark the amounts charged for spares to ensure that they are market related and fair.
- No markup on parts

- Availability of common spares kept in service vehicle in line with the agreement that the bidder must conclude with SARS as part of the SLA and Penalty discussions

10.3. Service Provider Responsibilities

- Maintaining the ICT Facilities infrastructure that form part of the scope of this document in a good working condition to provide optimal availability of ICT services through a clean, safe and stable environment. This will be achieved through effective quarterly maintenance, quality service and break-fix calls.
- In the event that HT network and infrastructure maintenance is outsourced to a specialist company focused on that area, their credentials, track references and references must be verifiable by SARS.
- Technicians, sub-contractors, or outsourcing partners performing the servicing of SARS HT networks and infrastructure must be trained, qualified, certified, and fully conversant with what needs to be done, including compliance with relevant legislation.
- Any faults or problems found must be reported to SARS and attended to as expediently as possible.

11. Management, Reporting and Documentation

11.1. Call Management

- A single point of contact must be provided by the Service Provider for call logging, reporting, escalation, call tracking, and other related communication between SARS and the Service Provider. The contact point must be available to take calls 24x7.
- All calls must be referenced to the SARS Incident number and tracked to completion, with prompt feedback and reports provided to SARS.
- A Service report must list the main items being inspected, maintained or repaired and signed by the technician as having been completed.
- The Service report must be countersigned by the onsite SARS contact person and submitted with the monthly report and together with the invoice for charges connected with the service provided.

11.2. Problem Determination and Incident Management

- SARS IT Facilities staff will take responsibility for keeping the SARS Incident Management system (Remedy) up to date as required by SARS procedures.

- From time to time and on request by SARS, Service Provider will supply support resources for problem determination.
- The Service Provider will ensure that the correct resources are applied to resolving incidents and problems.
- Incident tracking and follow through must be provided to ensure that incidents are completely and satisfactorily resolved, and to keep SARS informed of the call status.
- The Service Provider must keep a call log and evaluate incident records to identify and analyse unreliable equipment, repeat calls, or any out of line situations. This should be reported to SARS at review meetings, or immediately for urgent exceptions

11.3. Records

The Service Provider must keep detailed records in their own system regarding the performance of all activities.

11.4. Monthly Reports

Monthly reports must be provided on all Break-Fix and Maintenance activities.

11.5. Review Meetings

- Review meetings between SARS ICT Facilities department and the Service Provider will be held at agreed intervals to discuss activities and performance, and to plan the on-going Maintenance operations.
- Special meetings may at times be called to discuss urgent matters, crisis situations emergencies etc.

11.6. Oath of Secrecy Declaration

All Service Provider personnel and sub-contractor personnel who will be working at SARS sites or otherwise access SARS Confidential Information, systems or network will be required to sign a SARS Oath of Secrecy declaration (SARS Oath of Secrecy).

11.7. Quality of Work

The Service Provider will be fully responsible to maintain the ICT Facilities Infrastructure at a level of reliability and performance as to ensure optimum availability to SARS.

11.8. Performance Management

The satisfactory performance of the Agreement is of high importance to SARS, as the reliable operation and availability of the ICT Facilities Infrastructure is a key component to the availability of SARS ICT services.

Performance and Penalty clauses will be negotiated with the successful bidder, in order to ensure that both parties agree on fair and reasonable terms. The discussions around appropriate performance targets and penalties will take the following into consideration:

- Agreed maintenance checklists base on input from the successful bidder, SARS, as well as the OEM recommendations.
- Agreed stockholding of common spares that the service provider will keep in their service vehicles.
- Agreed strategic spares that the service provider will keep in stock at their premises.
- Agreed strategic spares that SARS will keep onsite.

12. RFP Requirements.

12.1. Bidder Experience

A Bidder must have previous experience and a verifiable track record of supplying the Services to customers similar in complexity to the SARS requirement.

Generator maintenance must be a core component of the business offering of the potential bidder, i.e. the bidder must *not* rely on outsourcing services or sub-contractors to be able to provide the required service.

In consultation with the OEM stakeholders for MTU and Mitsubishi generators, SARS has developed qualifying criteria for MTU and Mitsubishi generators, the objective being to ensure that the successful Bidder is authorised to work on the generators and has access to the required spares and support.

- In regard to MTU generators, the Bidder must either be an OEM, accredited partner, distributor or maintenance service provider of MTU generators in South Africa. The bidder will be required to provide evidence of previous experience or contractual agreements for the maintenance of MTU generators.
- In regard to Mitsubishi generators, the Bidder does not have to be an OEM, accredited partner, distributor or maintenance service provider of Mitsubishi generators in South Africa.
- For both MTU and Mitsubishi generators, the Bidders must have qualified technicians that meet the minimum criteria specified below.

The resources at the disposal of the service provider to provide the required services is of vital importance to SARS, as it will ensure quick turnaround times and a speedy resolution of generator issues.

The potential bidder is required to have a minimum number of field technicians. Having more resources available in-house will score more points for the service provider.

Number of Individuals required for generator maintenance by SARS on a non-exclusive or dedicated basis:

Skill	Minimum Number of Individuals	Experience (Minimum Yrs) / Person
Electrical Generator Specialist: <ul style="list-style-type: none"> Trade tested with Red Seal plus proof of relevant specialisation to work on large diesel generators (>1500 kVA), generator change over panels, breakers, controllers etc. Specialisation obtained through supplier training and structured in-house training.	5	3
Mechanical Generator Specialist and/or Millwright (Power Plants) <ul style="list-style-type: none"> Trade tested with Red Seal plus proof of relevant specialisation to work on large generators (>1500 kVA) Specialisation obtained through supplier training and structured in-house training.	5	5
Electrical Engineer / Technician Must be registered with the South African Engineering Council (SAEC) – Can be Outsourced	1	5

As previously mentioned, the outsourcing partner or subcontractor for the maintenance of the HT network and infrastructure must offer this as a core service, and have the required credentials, track record, certifications and references that can independently be verified by SARS.

SARS reserves the right to require the Service Provider to select another outsourcing partner for HT maintenance if there are any concerns about the suitability of the selected outsourcing partner.

13. Appendix A: Minimum Maintenance Requirements (Generator)

The Generator and alternator must be checked and serviced annually to ensure reliable and safe operation. The following annual Service and Maintenance activities are minimum requirements for a generator. These requirements neither preclude nor limit normal electrical safety and integrity inspections, or other recommended maintenance activities. Maintenance activities should all be done and must at least include the activities outlined in the following paragraphs of this section.

13.1. Annual Maintenance Checklist

a) Before start-up: Off-load test

- Put generator on OFF position
- Commence with service:
 - Drain oil
 - Remove oil filters
 - Remove air filters
 - Remove fuel filters
 - Replace oil
 - Replace oil filters
 - Replace air filters
 - Replace fuel filters
 - Check for leaks
 - Drain and flush radiator and engine and replace all fluids
 - Replace/check charging alternator belts
 - Check engine mountings
 - Check alternator mountings
 - Check electrolyte levels in starter batteries (If possible)
 - Clean, and tighten battery terminal
 - Run generator on off-load to get oil and coolant through the generator
 - Re-Check all fluid levels in generator – Oil and Water and top-up if needed
 - Put generator in “Auto” mode

b) During start-up: No- load test run

- Observe ease of starting–machine does not struggle to start–can indicate started bearing or battery faulty

c) After start-up: On-load test

- Check and record changeover time
- Check for water leaks
- Check for oil leaks
- Check battery charging voltage
- Check for vibrations on alternator – vibration could indicate faulty bearings
- Check output voltage
- Check output frequency
- Record hours run
- Record fuel level
- Supply test report for remedial action

SARS representative must sign the completed Service report in each case.

Governance Matters:

- All necessary certificates must be provided to SARS IT Facilities.
- Service Provider must affix “service stickers” to the relevant equipment.
- Service Provider to submit a report on the service outcome, with recommendations and quote for any repairs, replacements or work that needs to be done.
- SARS representative to sign the completed service report.

14. Appendix C: Break-Fix and Maintenance History

Services of SARS generators is conducted quarterly, comprising three minor/inspection services and one major service.

The history of the break-fix services

14.1. Alberton Campus Break-Fix History (Generators)

Month	Event
Jan-2025	Seal generator container (water leak)
Feb-2025	None
Mar-2025	Heater Jacket element replacement
Apr-2025	None
May-2025	Generator 2 failed to start
May-2025	Generator 1 over-current error
May-2025	Health check
Jun-2025	ECU warnings on both generators during 4-day outage
Jul-2025	None
Aug-2025	None

Summary: Five (5) Break-Fix events for Generators between January 2025 to August 2025. It must be noted that some of the incidents required more than one visit to permanently resolve.

14.2. Alberton Campus Maintenance History (Generators)

Month	Event
Aug-2024	Minor Service of Generators 1 & 2
Oct-2024	Minor Service of Generators 1 & 2
Jun-2025	Major Service of Generators 1 & 2 (Annual)

14.3. Brooklyn Break-Fix History (Generators)

Month	Event
Jul-2024	Change-over issue on Generator A
Aug-2024	Inspect and tighten all connections on Generator A/B
Sep-2024	Replace turbo and exhaust seals on Generator A
Oct 2024	Water pump replacement Generator C
Nov-2024	None
Dec-2024	None
Jan-2025	None
Feb-2025	Water leak on Generator A

Mar-2025	Replace water trap on Generator C
	Change over problems on Generator A (blown fuse)
Apr-2025	Change over problems Generator A (timer fault)
May-2025	None
Jun-2025	Replace thermostat on Generator B
	Replace batteries on all 3 generators
	Replace speed controller and actuator on Generator C
Jul-2025	Water leak on Generator A
	Deep clean radiators on all 3 generators
Aug-2025	None

Summary - Thirteen (13) Break-Fix events for Generators between July 2024 and September 2025

14.4. Upgrades/Improvements @ Brooklyn (Generators)

Month	Event
Sep-2024	Install circulation pumps on all three generators
	Install new MK2 controllers on Generators A/B
Jan-2025	Rewire mains failure test switch on Generator C

14.5. Brooklyn Maintenance History (Generators)

Month	Event
Aug-2024	Minor Service of Generators A, B and C
Oct-2024	Minor Service of Generators A, B and C
May-2025	Major service of Generators A, B and C (Annual)