



## GENERAL CONSTRUCTION PROCEDURES

PLUMBING DIVISION

4970 Stough Road . Concord, NC 28027

Here at Quan Services Inc. (QSI) we are always looking for ways to improve the construction process through communication and a pro-active mindset of construction practices between the Builder and QSI. Our crews are thoroughly trained and we have many Multi-State Plumbing Licensed employees overseeing our daily production operations. Please utilize these General Construction Procedures (GCP) as a tool to ensure that our company can serve you, the builder, more efficiently and spare you costly delays. Our employees are our biggest asset and their safety along with the safety of others is our number one priority.

### All Slabs Including Monolithic, Stem Wall And Basement

Sometimes the actual measurements on the onsite boxing and foundations can slightly differ from the plans designated for the house. To assure our plumbing hits accurately our slab crews pull their measurements off the back corner on the non-garage side of the house. Please have the framer do the same when laying out his work.

Please do not allow the Concrete Contractor to remove any tub boxes or buckets. These are placed strategically underneath tubs and showers to allow a concrete void for tub and shower drains. Any lines damaged by Concrete Contractor should be immediately brought to the attention of QSI so repairs and re-testing can be scheduled and performed.

### Water And Sewer Taps And Connections

The most dangerous portion of the plumbing process is digging and connecting to sewer taps. This issue is amplified when there are utilities above the taps or when the taps are especially deep. Many of these dangers can be avoided through proper lot development.

Please be careful around sewer cleanouts and meter yokes that are in put place by the developer. This includes 4 x 4's that are often stubbed up in lieu of 4" PVC for locating purposes. Additional costs will incur if taps, meters or 4 x 4's have been damaged/destroyed. This will also delay the process of connecting sewer and water utilities. There is also a charge for the additional time required locating taps that are deep, not located or are underneath utility lines.

Water meter yokes and sewer laterals are part of the municipal utility system and QSI crews are not legally allowed to relocate them.

Water is necessary for many trades including QSI plumbers that need water for the testing of our plumbing systems starting at the slab stage. Please have taps installed as early as possible, ideally before we arrive to perform slab plumbing. Please take special care of protecting water boxes and yokes throughout construction of the home.



### Plumbing Rough-In Stage

Our plumbers need to be the first trade in when the rough stage is ready. This is because our drain piping is not flexible and the locations are not flexible. This is common building practice.

It is critical that all TJI's, Floor Trusses and joists do not interfere with the following fixture drain locations: toilets, tubs, and/or showers. QSI will notify you immediately if there is a location conflict so you can have it moved ASAP or authorize us to cut it out to install our plumbing and keep the job pace moving. It is important that if the framer must header a joist after our install that it does touch our plumbing as this will cause squeaking after the homeowner moves in. Please do not allow HVAC ductwork to be installed prior to our Rough Plumbing.

Most importantly please make sure all Safety Rails and Fall protection are installed prior to QSI coming out to work. OSHA regulations prohibit our crews from working before these are installed.

### Plumbing Fixture Trim Outs

Please utilize our Trim Checklist when scheduling QSI to come and trim out your house. This will insure a speedy and cost efficient process to reduce additional trips and charges. It is vital that the house be unlocked or QSI given a door code for both our crews and the inspector when he arrives to perform the final plumbing inspection.

DO NOT turn the water on to a house unless the GREEN QUALITY INSPECTED sticker has been signed and dated on the water heater. This assures that the houses have been tested by a Qualified QSI employee. Until this sticker has been installed the job is not complete and the water should NOT be turned on. All QSI employees will turn the water off when leaving the job. Our crews will leave a "Red Tag" on the ball valve to warn or prevent someone from turning water onto the house if something is incomplete or not tested. Water should NEVER be left on to an unoccupied house. All jobs will be tested when trimmed out if the meter is installed and water is available.

If water is not available at the time of trim out please schedule a "Quality Inspection" service call with our scheduling office with a 24-hour notice. Quality Inspections are only performed during normal business hours 8:00 to 4:30 Monday through Friday. QSI warranty does not cover a house until one of our qualified employees complete this Quality Inspection.

We ask for as much notice as possible when SCHEDULING your projects. Typically, a week is sufficient for all phases but a forecast is helpful in scheduling. Please note that if we arrive to a job that is not ready we are unable to move it to the next day and it will typically be 4-5 days before we can have a crew back on site.



### Weather Delays

Unfortunately, weather can play a huge factor in the ability of our team being able to get Slabs and Sewers in on schedule. Please understand that rain delays typically effect the schedule by the number of days of rain plus one additional day. Keep this in mind especially through the winter months when building the schedule for your project.

### Warranty Notes

Sewer pumps and lift stations are only designed to handle human waste. Feminine products, paper towels, kitchen grease, etc. can harm these systems and are not covered under QSI warranty.

Please utilize this guideline to assure QSI will be able complete your job in a timely and cost effective manner. If we are unable to complete a job due to any of the above items not being ready, additional building costs can occur for both the Builder and QSI.

Please forward and questions to [scheduling@quanservices.com](mailto:scheduling@quanservices.com) or call (704) 266-6886.

Thanks  
*The QSI Team*