



TITLE: Cold rooms and freezer rooms

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<i>Product verification protocol:</i>	E001/CR-FR01-VP1.3 and E001/CR-FR01-VP2.3
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1. Scope:

E001/CR-FR01 describes the performance requirements for a generic cold room or freezer room [installation](#), suitable for storing vaccine, assembled using prefabricated insulated panels and packaged cooling units,. It also specifies the installation and maintenance advisory services that all manufacturers must offer in order to become pre-qualified. It applies to rooms with a gross internal cubic capacity exceeding 10m³, housed within an existing building. Fully weather-proof cold rooms and freezer rooms not requiring additional enclosure are not covered.

The following documents are associated with this specification.

- **E001/CR-FR01-VP1** is a type-examination protocol which will be used for pre-qualification evaluations.
- **E001/CR-FR01-VP2** is completed by an [employer](#) or his [QA assessor](#) and sets out the requirements for a specific installation. The document also specifies the installation, commissioning and handover procedure. The completed protocol should be read in conjunction with **E001/CR-FR01**, to which it refers.

E001/CR-FR01 and a completed **E001/CR-FR01-VP2**, together with an [employer's](#) other documents, are intended to form the basis for a contractual agreement between the [employer](#) and the [legal manufacturer](#) or [reseller](#) for the supply of the components required for a specific [installation](#). This also

forms the basis for a contractual agreement between the [employer](#) and the [approved installer](#).

2. Normative references:

For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

BS 476-10: *Fire tests on building materials and structures. Guide to the principles, selection, role and application of fire testing and their outputs.*

EMAS: *European Union Eco-Management and Audit Scheme.*

EN 10152: *Electrolytically zinc coated cold rolled steel flat products for cold forming. Technical delivery conditions.*

EN 10169-1: *Continuously organic coated (coil coated) steel flat products - Technical delivery conditions.*

EN 13501-1: *Fire classification of construction products and building elements- Part 1: Classification using data from reaction to fire tests*

IEC 60038: *IEC standard voltages.*

EN 15512: *Steel static storage systems - Adjustable pallet racking systems - Principles for structural design.*

EN 15620: *Steel static storage systems - Adjustable pallet racking - Tolerances, deformations and clearances.*

IEC 60335-1: *Safety of household and similar electrical appliances, Part 1: General requirements.*

IEC 60364-1: *Low-voltage electrical installations – Part 1: Fundamental principles, assessment of general characteristics, definitions.*

ISO 9001: *Quality Management Systems – Requirements.*

ISO 14001: *Environmental management systems – Requirements with guidance for use.*

ISO 20282-1: *Ease of operation of everyday products – Part 1: Context of use and user characteristics.*

WHO/PQS/E006/TH02.2: *Fixed gas or vapour pressure dial thermometer.*

WHO/PQS/E006/TR03.1: *Programmable electronic temperature and event logger systems with integral alarm and auto-dialler options.*

WHO/PQS/E006/TR03-VP2.1: *Programmable electronic temperature and event logger systems with integral alarm and auto-dialler options – Quality Assurance protocol.*

WHO/PQS/E006/TR04.1: *Wall-mounted pen recording thermometer.*

WHO/PQS/E006/TR05.1: *User-programmable temperature data loggers.*

WHO/PQS/E001/CR-FR01-VP1.3: *Cold rooms and freezer rooms – Type-examination protocol.*

WHO/PQS/E001/CR-FR01-VP2.3: *Cold rooms and freezer rooms – Quality Assurance protocol.*

Directive 2002/96/EC of the European Parliament and of the Council

Directive 2004/108/EC of the European Parliament and of the Council.

3. Terms and definitions:

[Annual review](#): The 12-monthly review which all PQS pre-qualified manufacturers are required to pass in order to remain on the register of pre-qualified companies.

[Cold climate freeze prevention](#): Any mechanism which prevents the temperature inside a cold room from dropping below +2°C, under low ambient

temperature conditions, down to the temperature specified by the [employer](#), at the time of procurement, subject to a minimum of -15°C.

[Employer](#): The organization that contracts with the [legal manufacturer](#) or [reseller](#) who will supply the system components and the installation and maintenance advisory services described in this specification. The [Employer](#) will typically contract with an [installer](#) who will install and commission the [installation](#) under the supervision of a [QA assessor](#) and also with a [maintenance contractor](#) who will maintain the [installation](#).

[Hot zone](#): Hot zone units must operate at a steady +43°C ambient temperature and over a +43°C/+25°C day/night cycling temperature range.

[Installation](#): The complete cold room or freezer installation described in this specification and in the companion **E001/CR-FR01-VP2** document, together with any other employer's requirements documentation issued for a specific installation or installations. Including voltage stabilizers and standby generators where these are listed in the employer's requirements.

[Installer](#): A person or organization who has been appointed by the [employer](#) to carry out the installation of the [system](#).

[In writing](#): means communication by letter, fax or email.

[Legal Manufacturer](#): The natural or legal person with responsibility for the design, manufacture, packaging and labelling of a product or device before it is placed on the market under his own name, regardless of whether these operations are carried out by that person himself or on his behalf by a third party.

[Maintenance Contractor](#): A person or organization contracted by the [employer](#) to maintain the [installation](#).

[Moderate zone](#): Moderate zone units must operate at a steady +27°C ambient temperature and over a +27°C/+10°C day/night cycling temperature range.

[Montreal Protocol](#): Montreal Protocol on Substances that Deplete the Ozone Layer.

[QA Assessor](#): The person or organization appointed by the [employer](#) to assess the suitability of candidate [installers](#), to evaluate their proposals and to monitor the assembly and commissioning of the installation on site.

[QA](#): Quality Assurance.

[Region](#): A contiguous geographical area within which the [legal manufacturer](#) or [Reseller](#) is able to provide the full range of services describe in this specification.

[Reseller](#): A commercial entity, licensed to act on behalf of a [legal manufacturer](#), and which carries product liability and warranty responsibilities no less onerous than those carried by the [legal manufacturer](#).

[Rolling load](#): The load applied to a cold room or freezer room floor arising from the routine use of metal wheeled manual pallet trucks and/or powered or manually-operated rubber wheeled pallet lifting equipment.

[Temperate zone](#): Temperate zone units must operate at a steady +32°C ambient temperature and over a +32°C/+15°C day/night cycling temperature range.

[User](#): The person responsible for the day to day operation and temperature monitoring of the room.

4. Requirements

4.1 General:

4.1.1 *Initial pre-qualification*

A [legal manufacturer](#) or [reseller](#) seeking prequalification under the terms of this specification must satisfy WHO that he is able to supply a complete package of components, including an installation and maintenance advisory service to enable a competent [installer](#) to install and commission the installation and to enable a competent [maintenance contractor](#) to maintain the system. Manufacturers may offer products suitable for one or more temperature zones and may restrict their offer to one or more named [regions](#).

4.1.2 *Extended region pre-qualification*

A pre-qualified manufacturer who wishes to extend the [region\(s\)](#) for which he is already pre-qualified may do so at the time of the [annual review](#) by providing WHO with supplementary evidence [in writing](#) that he is able to offer the complete service described in this specification to the additional [region\(s\)](#).

4.2 Performance:

4.2.1 *General requirements:*

All component parts and services offered by the [legal manufacturer](#) or [reseller](#) must satisfy the minimum requirements set out in this specification. It must be possible, using these components, to install and to maintain a wide range of different sized [installations](#).

4.2.2 *Temperature zones:*

Provide [hot zone](#), [temperate zone](#) or [moderate zone](#) equipment as required for a specific installation and climatic conditions. Where a cold room is required to have optional 'cold climate freeze prevention' it must maintain the vaccine compartment between +2°C and +8°C at ambient temperatures down to -10°C. In all cases the appropriate temperature zone rating sticker must be attached to the product before handover (see Annex 1).

4.2.3 *Temperature control:*

Room temperature must be controlled by a thermostat within the tolerances specified below. The thermostat must be calibrated to ITS-90 and be accurate to $\pm 0.5^{\circ}\text{C}$ or better.

- **Cold room:** All parts of the room designated for vaccine storage must remain between +2°C to +8°C when measured under any loading condition between empty and full and over the full ambient temperature range of the required temperature zone (see clause 4.2.2). Rooms specified to have [cold climate freeze prevention](#) must maintain the room temperature between +2°C and +8°C at ambient temperatures down to -10°C.
- **Freezer room:** All parts of the room designated for vaccine storage must remain between -25°C to -15°C when measured under any loading condition between empty and full and over the full ambient temperature range of the required temperature zone (see clause 4.2.2).

4.2.4 *Holdover:*

No standard set, but systems or components which are designed to improve temperature stability in the event of a power failure may be offered. This may be advantageous in locations where power supply is unreliable.

4.2.5 *Electrical safety rating:*

Electrical safety rating: Manufacturer to certify compliance of the supplied electrical and electro-mechanical components with IEC 60335-1. All on-site electrical installation work must comply with IEC 60364-1.

4.2.6 *Voltage, frequency and phasing:*

Depending on the size of the enclosure, the following options are to be offered:

- **Single –phase:** 220-240 volt 50/60 Hz and 100-127 volt 50/60 Hz single-phase neutral and earth (for rooms not exceeding 10 m³ gross capacity).
- **Three-phase:** 190-240 volt 50/60 Hz and 380-480 volt 50/60 Hz three-phase neutral and earth (for rooms greater than 10 m³ gross capacity). Y/delta starters are required to minimize starting current and standby generator capacity.

4.2.7 *Voltage stabilization and surge protection:*

Unless specifically excluded in a tender invitation, provide equipment to protect against high or low voltage, against cycle fluctuations and against lightning-induced power surges. The equipment must be compatible with the electricity supply installation at the site where the store is to be constructed.

See clauses 4.5.1 and 4.5.2.

4.2.8 *Panel insulation:*

The average thermal transmittance (U value) of the roof, wall and floor panels, including joints, must be 0.25 W/m²K or better in **moderate** and **temperate zone** applications and 0.17 W/m²K or better in **hot zone** applications. Foam insulation must comply with clause 4.7.2; if flammable it must contain a fire-retardant.

4.2.9 *Wall and roof panel construction:*

Wall and roof panel skins must be made from either:

- Stainless steel.
- Zinc coated steel sheet to EN 10152 with a corrosion-resistant plastics coating to EN 10169-1 and with a surface spread of flame rating meeting EN 13501-1 category B-s3d or BS 476, Class O.

Panels must be fully insulated and without internal structural members or stiffeners between the skins. Tongued and grooved joints between panels must be designed to minimize cold-bridging. Gaskets must be resistant to damage from oil, fats, water and detergents. After assembly, all joints must be mastic sealed on the interior side to ensure air-tightness. Roof panels with an overall length of 6 metres or less must be self-supporting. Where larger span enclosures are required, additional support will be subject to site-specific design.

4.2.10 *Floor construction:*

Where floor panels are used, it must have a hard-wearing non-slip finish and must conform to one of the loading requirements in the table below, as specified by the **employer**.

Store type	Static load (distributed)	Concentrated load (300 x 300mm)	Concentrated load (25 x 25mm) ^a	Rolling load
Type A: Shelving store with pedestrian traffic only	1,500 kg/m ²	900 kg	400 kg	N/A
Type B: Shelving store with light duty trolley	1,500 kg/m ²	900 kg	400 kg	250 kg

Type C: Shelving store and/or pallet store with manual pallet truck	1,500 kg/m ²	900 kg	400 kg	400 kg
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a. Concentrated loads of 400 kg over 25 x 25mm require a concrete floor. This includes any room with pallet racking.

Where powered pallet lifters and pallet trucks are used, the floor should be constructed in-situ in accordance with the following minimum specification; final details will be subject to site-specific design:

- Reinforced concrete subfloor to suit site conditions.
- Extruded polystyrene slabs laid with the joints staggered to achieve a ‘U’ value of 0.17 W/m²K or better.
- 250 micron polythene vapour barrier.
- Reinforced granolithic concrete topping trowelled smooth.

Concrete floors must be designed and constructed to allow for level entry to the cold room or freezer room. Shallow ramped access is acceptable for panel-based floors.

4.2.11 *Shared walls in multi-room installations:*

In multi room installations with shared walls, the construction of the shared wall(s) between adjoining cold rooms and freezer rooms must be designed so as to ensure that there is no risk that vaccine cartons in physical contact with the cold room side of the wall will be exposed to temperatures below +2°C, or that vaccine cartons in physical contact with the wall on the freezer room side will be exposed to temperatures above -15°C. Spacer devices may be employed to prevent such direct contact.

4.2.12 *Door construction:*

Doors must be constructed and insulated to the same standard as clauses 4.2.8 and 4.2.9. Doors must be lockable with 100% fail-safe provision for opening from inside.

- **For pedestrian access only:** The clear opening width of the door must be 800mm minimum. The clear door opening height must be [1975mm]. Provide an internal clear plastic strip curtain.
- **For mechanical handling equipment:** Where mechanical handling equipment is used, the door width and height must be specified by the [employer](#) to suit the mechanical handling equipment and pallet formats specific to the room. Single hinged doors, double hinged doors or sliding doors are possible alternative options. Provide a heavy duty internal clear plastic strip curtain.
- **Emergency escape door:** Where required by local building or fire escape regulations, provide an emergency pedestrian escape door at the opposite end of the room from the main entrance (larger rooms only).

4.2.13 *Door frame heating element:*

Provide a door frame heating element for all freezer rooms and for cold rooms in humid climates.

4.2.14 *Pressure relief valve (freezer rooms only):*

Provide a pressure relief valve in the roof or wall of all freezer rooms.

4.2.15 *Heater mat (freezer rooms only):*

If required, provide an electric resistance heater mat, with thermostatic control, to prevent frost heave (ground floor location) or ceiling condensation (upper floor location) below freezer room floor panels. Heating elements may be supplied as an integral part of the floor panel construction.

4.2.16 *Shelving:*

Wall-mounted or free-standing stove enamelled steel, galvanized steel, stainless steel, aluminium or plastic adjustable slatted shelving units to carry vaccine in packages. Shelves must be not less than 450mm and not more than 600mm deep at approximately 450mm vertical centres. The top face of the lowest shelf must be mounted 200mm above the floor. Each shelf must be rated to support at least 0.075 kg/cm². Shelving must be washable. Shelving layouts are subject to installation-specific design, but must make efficient use of available space.

4.2.17 *Pallet racking:*

Free standing adjustable corrosion-protected pallet racking must comply with EN 15512 and EN 15620. Subject to the requirements of local building standards and regulations and site-specific engineering design, the racking system may be used to provide intermediate support for the insulated roof panels.

4.2.18 *Refrigeration units:*

Depending upon the internal room layout and the room location, refrigeration units may be one of the following types:

- Wall-mounted with the condenser unit discharging inside the building that houses the cold room (monobloc system);
- Wall-mounted with weatherproof condenser units located externally as close as possible to the evaporator units (weatherproof split system);
- Wall-mounted with condenser units located in a separate ventilated enclosure mounted as close as possible to the evaporator units (split system).

Split systems are required for rooms exceeding 40m³ gross capacity and in hot climates where air discharge from condenser units can cause excessive heat build-up¹. In high rise stores with pallet racking, provide sufficient air circulation to minimize stratification and to distribute air evenly throughout the room.

Refrigeration unit installations must:

- Be sized to give 100% stand-by capacity under worst-case conditions;
- Use refrigerant complying with clause 4.7.1;
- Have an automatic duty sharing system designed to ensure even wear on the refrigeration units. All units should be fitted with run-hour meters.
- Have timer operated electric defrosting system with a condensate drip tray and drain connection.
- Have airtight seals between monobloc units and wall panel cut-outs.
- Have airtight seals around all pipe and cable penetrations through wall and/or roof panels.

4.2.19 *Evaporator plume guard (cold rooms only):*

Size and position the evaporator units so that the plume of discharged air at a temperature below +2°C does not reach areas where vaccine is stored. If necessary provide a removable mesh cage or deflector shield around the evaporator so as to maintain the safe storage zone.

¹ Vaccines must not be packed in ambient temperatures above +25°C. For this reason monobloc systems should generally be avoided in situations where vaccine packing takes place in the space immediately outside the cold rooms and/or freezer rooms(s).

4.2.20 *Cold climate freeze prevention (cold rooms only):*

Where **cold climate freeze prevention** is specified provide a low- temperature protection system to prevent the temperature of the cold room dropping below +2°C under low ambient temperature conditions, down to the temperature specified by the **employer**, at the time of procurement, subject to a minimum of -10°C.

4.2.21 *Lighting:*

Provide internal ceiling-mounted low energy fluorescent or LED luminaires with an external switch and pilot light. The external light and light switch must be fixed to the wall of the cold room enclosure near to the entrance door. The minimum illumination level on the vertical face of the lowest shelves must be 150 lux.

4.2.22 *Alarm system:*

Provide a mains-operated audible and visible alarm with battery backup and automatic recharge, which is triggered in the event of mains failure or when freezer room temperatures are outside set limits. The alarm must comply with PQS specification **E006/AL01**, or with **E006/TR03** if a component part of an event logger system. Alarm sounders are to be located adjacent to the cold room/freezer room. Remotely located repeater alarm sounders and/or flasher units may be required if specifically requested by the **employer**.

4.2.23 *Temperature monitoring system:*

As required for the specific installation, provide:

- A programmable electronic temperature and event logger system with auto-dialler complying with **PQS E006/TR03** linked to the alarm system specified in clause 4.2.21.
- Provide a backup gas or vapour pressure dial thermometer complying with **PQS E006/TH02**, mounted on the wall of the cold room in an accessible position.

4.2.24 *Consumables:*

Provide consumables sufficient for two years of normal operation at the specified location(s).

4.2.25 *Spare parts:*

Provide spare parts sufficient for five years of normal operation at the specified location(s).

4.3 Environmental requirements:

4.3.1 *Ambient temperature range during transport and storage:*

-30°C to +55°C when components are in transit.

4.3.2 *Ambient humidity range during transport, storage and use:*

5% to 95% RH, non-condensing.

4.4 Physical characteristics:

4.4.1 Room capacity:

4.4.2 *Overall dimensions:*

Individual components must generally be able to fit through an 800mm wide door opening (with the door leaf removed if necessary).

4.4.3 *Weight:*

Component elements of the room enclosure and component elements of the refrigeration unit(s) must be capable of being manhandled safely into their final positions.

- **Rooms up to 40 m³:** Mechanical lifting equipment will typically not be available. Panels and refrigeration units will generally be lifted into position using manual labour only.
- **Rooms larger than 40 m³:** If mechanical lifting equipment is required, this will have to be provided by the [installer](#), taking full account of site access restrictions.

4.5 Interface requirements:

4.5.1 *Voltage stabilizer compatibility:*

Voltage stabilization and surge protection will generally be required for cold rooms and freezer room installations. All electrical and electronic components including temperature monitoring and alarm devices must be compatible with voltage stabilizers that use servo-mechanical or tap-changing technology. The preferred option is that this equipment should be supplied as part of the cold room/freezer room installation package.

4.5.2 *Standby generator:*

Cold rooms and freezer rooms are typically connected to a standby generator. This will either be installed already, or it will be supplied by others. The design of each specific [installation](#) must be coordinated with the standby generator installer. Fuel capacity should be sufficient for at least 72 hours continuous running.

4.6 Human factors:

4.6.1 *Generally:*

The product, its controls and temperature monitoring equipment must be useable by the widest practicable range of active health workers, regardless of age, gender, size or minor disability, including people with minor uncorrected vision, in accordance with the general principles laid out in ISO 20282-1: 2006.

4.7 Materials:

4.7.1 *Refrigerant:*

CFC-free to comply with the requirements of the Montreal [Protocol](#). The casing and/or the compressor body of each refrigeration unit must carry a permanent label clearly identifying the refrigerant used in letters not less than 10mm high.

4.7.2 *Thermal insulation foaming agents:*

Any gas complying with the limitations and deadlines set by the Montreal Protocol on the elimination of ozone-depleting chemicals.

4.7.3 *Other restricted materials:*

The product and its constituent components, including batteries, must not contain lead, mercury, cadmium, hexavalent chromium, polybrominated biphenyls (PBB) or polybrominated biphenyl ethers (PBDE).

4.8 Warranty:

[Installations](#) are to be covered by a three year on-site replacement warranty in the event of any component failure arising from defective design, materials or workmanship. All warranty rights are to pass from the [approved installer](#) to the [employer](#) after the [installation](#) has been commissioned and has been formally

accepted by the **employer**. Where the **employer** is a UN agency, the warranty rights are to pass to the host government².

4.9 Servicing provision:

Installations are to be designed to achieve a service life of not less than 20 years apart from routine cleaning and programmed maintenance.

4.10 Disposal and recycling:

The manufacturer is to provide information to the buyer on the hazardous materials contained within the installation and suggestions for resource recovery/recycling and/or environmentally safe disposal. For the European Union **WEEE** compliance in accordance with European Union Directive 2002/96/EC is mandatory.

4.11 Instructions:

Every cold room or freezer room must be accompanied by a comprehensive package of printed instruction material as described in clauses 4.11.1, 4.11.2 and 4.11.3. The documentation must be installation-specific and supplied bound or in loose leaf format in lever arch files. Instructions must be in the UN language most appropriate to the installation site; Arabic, English, French, Mandarin Chinese, Russian or Spanish. The printed material may be supplemented by CDs or DVDs in the same language.

4.11.1 *Installation instructions:*

Provide a comprehensive, illustrated step-by-step installation manual suitable for use by the **installer**, covering the unpacking, assembly, testing and commissioning of all the system components, including safe working procedures to be observed. The manual must be supplied in triplicate - one copy for the **employer**, one for the **installer** and one for the **maintenance contractor**.

4.11.2 *Service instructions:*

Provide a comprehensive, illustrated service and workshop manual, suitable for use by the **maintenance contractor**, covering all the system components, including safe working procedures to be observed. The manual must be supplied in duplicate - one copy for the **employer** and one for the **maintenance contractor**.

4.11.3 *User instructions:*

Provide a comprehensive, illustrated maintenance manual suitable for the **user** and covering all aspects of safe operation and routine non-specialist maintenance of the cold room. The manual must be supplied in duplicate - one copy for the **employer** and one for the **maintenance contractor**.

4.12 Training:

If specifically required, provide a practical hands-on training course for installers and/or maintenance technicians. The course may be conducted in-country or at the manufacturer's own workshop.

² Some installations will initially be purchased by one of the UN procurement agencies. In this situation, warranty rights must pass to the host government.

4.13 **Verification:**
Pre-qualification evaluation of the system components and the offered installation and maintenance services will be carried out in accordance with PQS Verification Protocol **E001/CR-FR01-VP1.3**. Post-tender assessment and field commissioning of **installations** incorporating pre-qualified components will be carried out in accordance with PQS Verification Protocol **E001/CR-FR01-VP2.3**.

5. Packaging:

Materials used for packaging the **installation** components are to be free of ozone-depleting compounds as defined in the **Montreal Protocol**. The general specification of shipping containers will be subject to agreement with the individual procurement agencies and/or the **employer**.

6. On-site installation:

The supplied components will be installed, tested and commissioned by an **installer** working to the instructions supplied by the manufacturer.

7. Product dossier:

The **legal manufacturer** or **reseller** is to provide WHO with a pre-qualification dossier containing the following:

General information:

- Dossier examination fee in US dollars.
- General information about the **legal manufacturer**, including name and address.
- General information about the **reseller**, including name and address (where applicable).
- Details of the **region(s)** for which pre-qualification is sought accompanied by evidence that the **legal manufacturer** or **reseller** can support deliveries to these **region(s)**.
- A minimum of five references from separate clients in at least three separate countries. References must be no more than three years old.

Technical details:

- Confirm the cold room sizes that are being offered.
- Confirm the freezer room sizes that are being offered.
- Full specifications, photographs and technical details of the individual components (excluding temperature monitoring systems) sufficient to demonstrate compliance with all the requirements set out in this document, including details of product marking and traceability.
- List of the temperature monitoring systems, already pre-qualified under PQS section E006, which will be offered as part of the package.

Norms and standards:

- Certified photocopies of all type-approvals obtained for the individual components, including CE marking and the like.
- Certified photocopies of the **legal manufacturer** or **reseller's** ISO 9001 quality system certification.
- Where relevant, certified photocopies of the **legal manufacturer** or **reseller's** ISO 14001 certification, EMAS registration or registration with an equivalent environmental audit scheme. Conformity with an environmental

audit scheme is not mandatory; however preference will be given to manufacturers who are able to demonstrate compliance with good environmental practice.

- Where available, laboratory test report(s) proving conformity with the product specifications

Standard documentation:

- A complete sample set of the proposed installation, service and user instructions.
- Details of the optional practical training course and confirmation of the location(s) where this can be conducted.
- A copy of the company's standard warranty agreement (clause 4.8).

Spare parts:

- Confirmation of the lead times for commonly required spare parts, including refrigeration units and the like.

8. On-site maintenance:

The employer will generally contract with a local [maintenance contractor](#) to undertake long-term maintenance of the installation. The recommended terms for such an agreement include the following response rate:

- If one refrigeration unit fails the defective unit or component must be repaired or replaced within seven days.
- If both refrigeration units fail, at least one refrigeration unit must be repaired or replaced within 24 hours. The second unit must be repaired or replaced within seven days.
- Ancillary components such as alarms and thermometers must be replaced within seven days.

Maintenance contractors must be assured that they can obtain spare parts from the manufacturer or his agent in time to meet these response criteria.

9. Change notification:

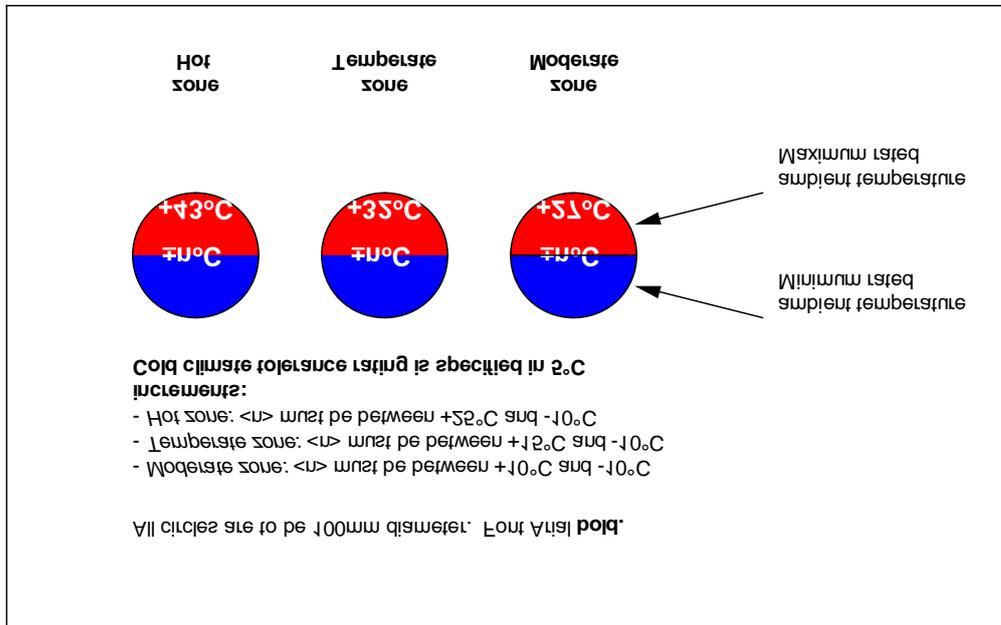
The [legal manufacturer](#) or [reseller](#) is to advise WHO [in writing](#) of any changes which adversely affect the performance of the product after PQS pre-qualification has taken place.

10. Defect reporting:

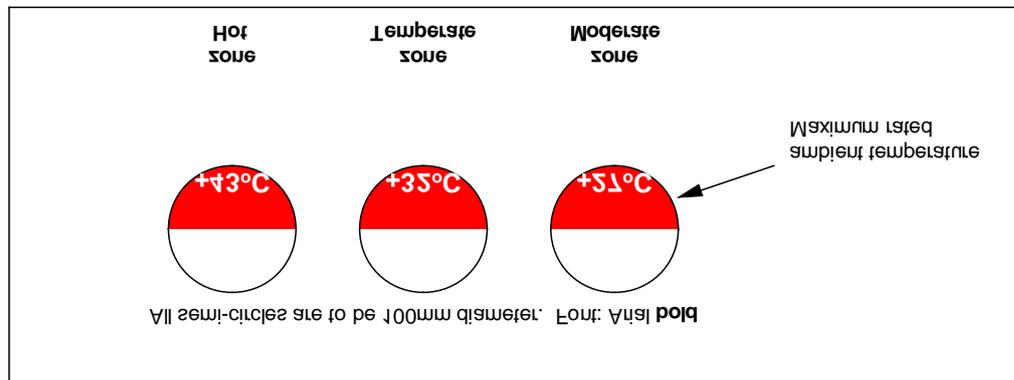
The [legal manufacturer](#) or [reseller](#) is to advise WHO and the UN purchasing agencies [in writing](#) in the event of safety-related product recalls, component defects and other similar events.

Annex 1 – Temperature zone symbols

Cold room symbols



Freezer room symbols



Revision history:			
Date	Change summary	Reason for change	Approved
20.03.2007	Updated and re-drafted in PQS format	Compatibility with PQS.	
09.05.2007	Revised to SMC comments & teleconference UK, SMC, AG 26.04.07		
16.05.2007	Final review version		
02.08.2007	Final version – no changes.		
28.01.2009	Major general revision eliminating manufacturer-approved installers and maintenance contractors. 1: amended. 2: Normative references updated. 3: Definitions changed. 4.1.1: Redrafted 4.1.2: Redrafted 4.2.13: Wall-mounted vents allowed 4.2.15: Plastic shelving added; shelf loading amended. 4.11: Redrafted 4.12: Redrafted 6: Redrafted 7: Amended 8: Amended	Response to manufacturer comments.	
30.03.2012	General update to include cold rooms larger than 40m ³ and pallet-based mechanical load handling.	Increased demand for larger units.	DM