



## MSA AUTHORIZED/CERTIFIED SERVICE CENTER'S REQUIREMENTS

### NA CARE

*Covers all MSA North American SCBA Products and the Posi3 USB test machine*

NA CARE MSA Authorized/Certified Service Centers must have:

- Facilities, equipment and competent personnel to meet MSA service standards. Refer to Annex 1, 2.
- Assure that maintenance personnel successfully complete the MSA NA CARE training class under the instruction of an MSA-authorized and qualified instructor.
- Tools and equipment must be purchased prior to class attendance. To be used during the training.
- Sub-agent or subcontractor will not be appointed to be utilized for the purpose of providing service on MSA products or attend this training.
- A Program Administrator assigned to coordinate with MSA to ensure that:
  - ✓ The Maintenance Center complies with MSA's procedures and recommendations.
  - ✓ MSA Manuals and support materials are kept current.
  - ✓ Yearly Audits and 3 Year refresher courses completed on time.
  - ✓ Upon six years, MSA Certified Repair Persons must attend a Re-Certification class to maintain their listing on their company's certificate (Complete Course).
  - ✓ Maintenance and repair questions are communicated to MSA for resolution.
  - ✓ Reports as required from MSA are provided in the right format.
  - ✓ The quality of the Service Center meets or exceeds MSA's minimum service standards (ASC KPIs).
  - ✓ MSA is notified immediately of any changes regarding the ability of the Service Center to meet the Authorized MSA Service Center requirements or its ability to maintain status as an MSA Authorized Service Center.
  - ✓ Tools and equipment are kept available and in good condition.



**Annex. 1: Tools & Equipment list for NA CARE ASC:**

PN	Description	Qty
54562717	POSI 3 USB, AMERICAN, SDS500 PSI MP	1
10110435	CD-ROM,SCBA TEST SOFTWARE,POSI 3 USB	1
10064117	MANIFOLD ASSY.,TEST,PR14,THREADED	1
10064120	MANIFOLD ASSY.,TEST,PR14,QUICK CONNECT	1
10104068	MANIFOLD ASSEMBLY,TEST, AIRHAWK II	1
494352	TOOL KIT,MMR,LEVEL I,W/LUBRICANT & ADH	1
494353	TOOL KIT,MMR,LEVEL II,W/LUBRICANT & ADH	1
494422	TOOL KIT,MMR,LEVEL III W/LUBRICANT & ADH	1
10050211	LEVER HEIGHT ADJUSTMENT KIT,FIREHAWK REG	1
10090457	GAUGE, FORK, FIREHAWK	1
814889	TOOL,INSTALLATION	1
636060	TOOL,DENTAL BURNISHING	1
10069386	BRACKET, TEST, PR14	1
10164448	Kit, Repair Tools, G1, Deluxe	1
10162400	Manifold Assy, Test, G1, Quick Connect	1
10149702-SP	Adapter, Quick Connect, 4500/5500	1
10149701-SP	Adapter, Quick Connect, 2216/3000	1
10163472	Hose Assy, MP, Flow Test, G1	1
10166331	G1 ExtendAire II	1
633411	SPATULA, PLASTIC, 1 EACH	1
10175879	Adjustable Torque Driver, 10-50 in-lbs	1
10175882	Torx Torque Control Blade T15	1
10164569	T-15 Torx Driver	1
10175878	Adjustable Torque Driver, 5-10 in-lbs	1
10175881	Torx Torque Control Blade T10	1
10164568	T-10 Torx Driver	1
10168987	T-25 Torx Driver	1



## ***Annex. 2: Facility Requirements for NA CARE ASC:***

- 1. Workshop requirements: (Depends on the size of the market.)**
  - ✓ Floor space between 400 m<sup>2</sup> to 600m<sup>2</sup>.
  - ✓ Floor – of a static free material and to control dust. If concrete the floor must be sealed or painted.
  - ✓ Walls – sufficient to maintain adequate heating, air conditioning and humidity control. Sound proofing is not necessary, however, may be required if Service center is adjacent to office space.
  - ✓ Floor – static proof mats are to be used where electronics are to be handled and repaired.
- 2. Compressor Room:**
  - ✓ 2.5mx 3m area reserved for air compressor used for SCBA cylinder refill and cascade system.
  - ✓ Appropriate power supply for compressor.
  - ✓ Fresh air source from outside will supply the compressor. A filter is to be installed on the outside.
  - ✓ Adequate room for a second compressor is needed and to be used for shop air (If required).
  - ✓ May be able to utilize main compressor for shop air instead of using 2<sup>nd</sup> compressor.
- 3. Water Supply and Drainage:**
  - ✓ A dual fiberglass or plastic wash sink is to be installed for soap and water wash of equipment. A 3'x 6' drying table should be installed adjacent to the sink for drainage and drying of equipment.
  - ✓ Water supply: Cold - fresh water supply is required.
    - Hot – 40 gallon minimum capacity with temperature maintained at 77-83<sup>o</sup> C.
  - ✓ Drainage: Adequate drains for soap water drainage in accordance with local regulations.
- 4. Work benches:**
  - ✓ Wood top work benches 1m x 2.5m are required for repair with heavy duty vise.
  - ✓ Anti-static mats are to be used on work benches and floor where electronic parts are to be disassembled or repaired.
- 5. Lighting:**
  - ✓ Fluorescent lighting to be located over each work area to provide adequate light to perform repair service.
- 6. Shipping area:**
  - ✓ Space available for shipping, storage of incoming goods, storage of shipping material, and outgoing products. An oversize shipping and receiving door is recommended for pallet shipments.
- 7. Parts Area:**
  - ✓ Floor racks and bins for parts storage. These can be either permanent or portable type.
- 8. Office space:**
  - ✓ An adequate space is to be separated for administration functions.
- 9. Facility HVAC System:**
  - ✓ Adequate Ventilation and Air conditioning is required to maintain the Service Center environment at a constant temperature and relative humidity. Recommend temperature range is 20 -26 degrees C at approximately 30 to 70% relative humidity.
- 10. First Aid:**
  - ✓ A First aid kit and emergency procedures are to be available as required by local regulations. All emergency phone numbers are to be posted at all phones.