

O&M HANDOVER MANUAL

Example Building 001

Example Management Co. - water safety handover

Installer	Example Installer Ltd
Issue	v1.0
Date	14 Jun 2026
Status	Fictional sample - not a real installation
Scope	Block A water-safety handover

Open the online manual

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SAMPLE TREATMENT

A fictional sample, not a customer handover

Every name, asset ID, serial, drawing and certificate in this document is invented to show the format of a Handover Works handover.

Public manual - handoverworks.com/sample

Document control and handover summary

Project	Example Building 001
Client	Example Management Co.
Installer	Example Installer Ltd
Issue	v1.0
Issue date	14 Jun 2026
Status	Current fictional sample - not acceptance, compliance or a live installation record
Scope	Block A fictional water-safety records, operation, assets, drawings, maintenance, troubleshooting, documents and contacts.

Handover summary

This PDF contains the same tasks, maintenance records and contacts as the online manual.

Emergency and authority limits must be read with each action.

Contents

System overview

Emergency and operation

Assets and locations

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Maintenance

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FAQs & How-tos

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MANUAL SECTION

System overview

Understand the system boundary, normal and degraded state, interfaces and who is responsible before acting.

Purpose and system boundary

This fictional manual covers the Block A water-safety system records. It excludes the incoming utility service, building electrical distribution and water-damage repairs.

Normal and degraded state

Normal means the recorded local indication, available flow and valve state agree with the current project schedule.

Any abnormal or absent indication, uncertain valve state or repeated alarm is degraded. Use local evidence and escalate uncertainty.

Leak-detection system boundary

The leak-detection system monitors water flow, can identify a potential leak and can close an isolation valve.

Source: EB-LD-UM pp. 2-3

Final installed scope, exclusions and interfaces

System or work item	Final installed scope	Excluded from this contract	Assumption	Interface with others	Evidence
Project sensing-point and isolation records	12 project assets installed and labelled	Building fabric beyond local access	Accessible cupboards assumed	Example Installer with fit-out contractor	Project asset register and certificate
Flat-level access and making good	Access openings at listed cupboards	Decorative finishes beyond local making good	Clear access retained	Fit-out contractor	EB-A-GF-01
Riser pipework	Riser 1 and Riser 2 isolation branches	Incoming utility service	Existing main serviceable	Plumbing contractor	EB-A-WS-02
Electrical spur and control cable	Local fused spurs and control cable	Upstream distribution board	Safe supply available	Electrical contractor	Controlled technical documents
Project record distribution	Current asset register	Personal device support	Controlled issue remains available	Building operator	Handover record

System or work item	Final installed scope	Excluded from this contract	Assumption	Interface with others	Evidence
Project sensing-point to isolation relationships	Relationships listed in EB-WS-SCH-01	Unrecorded hardware topology	Relationship remains within the listed project zone	Example Installer	EB-A-CS-03
Commissioning and witness records	Trip, close and pressure-hold project records	Future seasonal re-verification	Safe test method is separately controlled	Example Installer and client representative	EB-A-COMM-014
Periodic project checks	Planned project checks in this manual	Reactive repair after damage	Access remains clear	Building operator and maintainer	Maintenance schedules
Visible identity and condition records	Monthly safe visual record check	Product-specific actuation or control testing	Visible identity and condition only	Building operator	monthly-project-record-check
Water-damage making good	Not included	All water-damage finishes and contents	Incident area made safe first	Client-appointed contractor	Outstanding-works schedule
Plant-room incoming-main operation	Project isolation valve supplied and labelled	Routine operation by residents	Direction from competent authority	Building operator and competent responder	EB-A-WS-02

Lifecycle responsibilities

System or work item	Design and supply	Install and commission	Operate and maintain	Warranty	Emergency escalation
Project sensing-point and isolation records	Example Installer	Example Installer	Building operator	Project evidence only - no manufacturer warranty claim	24 hour line
Flat-level access and making good	Fit-out contractor	Fit-out contractor	Building operator	Fit-out contractor	Building manager
Riser pipework	Plumbing contractor	Plumbing contractor	Example Installer	Plumbing contractor	24 hour line
Electrical spur and control cable	Electrical contractor	Electrical contractor	Competent electrician	Electrical contractor	24 hour line
Project record distribution	Building operator	Building operator	Building operator	Not applicable - project record distribution	Front desk
Project sensing-point to isolation relationships	Example Installer	Example Installer	Example Installer	Project evidence only - no product compatibility claim	24 hour line

System or work item	Design and supply	Install and commission	Operate and maintain	Warranty	Emergency escalation
Commissioning and witness records	Example Installer	Example Installer	Example Installer	Project evidence only - no manufacturer warranty claim	Technical support
Periodic project checks	Example Installer	Building operator	Building operator and Example Installer	Project evidence only - no manufacturer warranty claim	Technical support
Visible identity and condition records	Building operator	Building operator	Building operator	Not applicable - safe visual project check	Technical support
Water-damage making good	Client-appointed contractor	Client-appointed contractor	Client	Not applicable - outside system record	Building manager
Plant-room incoming-main operation	Example Installer	Example Installer	Competent responder only	Project evidence only - no manufacturer warranty claim	24 hour line

Known limitations and outstanding works at issue

ID	Item and affected area	Operational impact	Safe workaround	Owner and target date	Status and closure evidence
OL-01	Seasonal re-verification - Riser 2	No current impact - planned verification, not incomplete commissioning	Use current commissioned baseline	Example Installer - 2026-12-15	Planned - retain re-verification record
OL-02	Captive fixings to Flat 16 access panel	Access panel finish only - isolation unaffected	Building operator retains normal cupboard access	Fit-out contractor - 2026-07-15	Open non-critical - fitting record
OL-03	Controlled record distribution for unoccupied flats	No remote project record access - local automatic isolation unaffected	Use local project evidence and front desk route	Building operator - on occupation	Planned non-critical - distribution record

Handover and training record

Role or audience	Topic	Method and trainer	Date	Evidence and acknowledgement	Refresher trigger
Building manager and front desk	Alarm recognition and escalation	Briefing and demonstration - Example Installer	2026-06-12	Attendance record and verbal acknowledgement	Contact or procedure change
Maintenance contractor	Project isolation, checks and evidence	Practical demonstration - Example Installer	2026-06-12	Task walk-through record	Annual service or equipment change

Role or audience	Topic	Method and trainer	Date	Evidence and acknowledgement	Refresher trigger
Residents of Flats 12-20	Permitted response and stop boundaries	Resident card briefing - building manager	2026-06-13	Distribution and acknowledgement record	New occupier or alarm event
Out-of-hours responder	Zone route and 24 hour escalation	Scenario briefing - Example Installer	2026-06-12	Scenario record	Roster or procedure change
Client and facilities owner	Responsibilities, evidence and limitations	Handover review - Example Installer	2026-06-14	Review acknowledgement - not formal acceptance	Manual revision or open-item closure

See drawing EB-A-GF-01 for locations and zones.

MANUAL SECTION

Emergency and operation

Read the action, authority, stop condition and success check together before an alarm, shutdown or restart.

Respond to a leak alarm

Keep clear of standing water where electrical equipment may be affected.

Identify the affected area, note the asset ID and check whether automatic isolation has stopped the flow.

Do not force a valve or repeat-reset a device. Call the 24 hour line if the source is unclear, access is unsafe or isolation has not occurred.

Source: Example Building 001 commissioning record EB-A-COMM-014; Wireless leak detector user manual pp. 2-4

Isolation hierarchy

Use the authorised local-then-riser sequence. A resident may reopen only their own flat valve, and only once the cause is cleared and the area is dry, and must not force an actuator or override lever.

A building operator or competent responder confirms the local state before considering the riser route.

Do not operate the incoming main without competent direction after local and riser routes have been exhausted.

Source: Example Building 001 isolation drawing EB-A-WS-02

Safe shutdown

Building operator or competent responder only. Confirm the affected location, asset serial and paired project record before acting.

Observe the indication and valve state. Stop if access is unsafe, a valve resists, the source is unknown or electrical equipment may be affected.

Success means flow has stopped in the affected area and the isolated state is recorded.

Source: Example Building 001 device schedule EB-WS-SCH-01

Restart and return to service

Restart only after the cause is cleared, the area is dry, electrical risk is absent and competent authority has confirmed the route.

Open only the authorised project valve and observe the affected area. Stop after any repeat alarm and escalate.

Record the asset serial, isolation state and measured result before return to service.

Source: Example Building 001 commissioning record EB-A-COMM-014

Handover checks

The client checks the current issue, outstanding limitations, maintenance evidence and responsible party at handover and after each revision.

Source: Example Building 001 evidence register

See maintenance task: Post-alarm inspection.

MANUAL SECTION

Assets and locations

Find the project asset ID, serial, location, zone and affected area for every device.

Product identity

Every device on this surface is a generic fictional record - a wireless leak detector or an isolation valve. Asset IDs, serials and Example Building 001 locations below are explicitly fictional.

Source: Wireless leak detector user manual; Isolation valve user manual

Project sensing point - EB-A-LD-12

Flat 12 · Kitchen sink cupboard

Asset ID	EB-A-LD-12
Serial	4471-2201
Generic functional identity	Project sensing point
Location	Flat 12 · Kitchen sink cupboard
Zone	Zone R1
Project relationship	Related to EB-A-SV-12
Affected area and normal state	Flat 12 - visible indication recorded

Source: Example Building 001 schedule EB-WS-SCH-01

Project isolation valve - EB-A-SV-12

Flat 12 · Kitchen sink cupboard

Asset ID	EB-A-SV-12
Serial	8830-1101
Generic functional identity	Project isolation valve
Location	Flat 12 · Kitchen sink cupboard
Zone	Zone R1
Project relationship	Related to EB-A-LD-12
Affected area and normal state	Flat 12 - normally open

Source: Example Building 001 schedule EB-WS-SCH-01

Project sensing point - EB-A-LD-14

Flat 14 · Kitchen sink cupboard

Asset ID	EB-A-LD-14
Serial	4471-2202
Generic functional identity	Project sensing point
Location	Flat 14 · Kitchen sink cupboard
Zone	Zone R1
Project relationship	Related to EB-A-SV-R1
Affected area and normal state	Flats 12 and 14 - visible indication recorded

Source: Example Building 001 schedule EB-WS-SCH-01

Project sensing point - EB-A-LD-18

Flat 18 · Kitchen sink cupboard

Asset ID	EB-A-LD-18
Serial	4471-2204
Generic functional identity	Project sensing point
Location	Flat 18 · Kitchen sink cupboard
Zone	Zone R2
Project relationship	Related to EB-A-SV-R2
Affected area and normal state	Flats 16, 18 and 20 - visible indication recorded

Source: Example Building 001 schedule EB-WS-SCH-01

Project sensing point - EB-A-LD-16

Flat 16 · Kitchen sink cupboard

Asset ID	EB-A-LD-16
Serial	4471-2203
Generic functional identity	Project sensing point
Location	Flat 16 · Kitchen sink cupboard
Zone	Zone R2
Project relationship	Related to EB-A-SV-R2
Affected area and normal state	Flats 16, 18 and 20 - visible indication recorded

Source: Example Building 001 schedule EB-WS-SCH-01

Project sensing point - EB-A-LD-20

Flat 20 · Kitchen sink cupboard

Asset ID	EB-A-LD-20
Serial	4471-2205
Generic functional identity	Project sensing point
Location	Flat 20 · Kitchen sink cupboard
Zone	Zone R2
Project relationship	Related to EB-A-SV-20
Affected area and normal state	Flat 20 - visible indication recorded

Source: Example Building 001 schedule EB-WS-SCH-01

Project sensing point - EB-A-LD-R1

Riser 1 cupboard · Ground floor

Asset ID	EB-A-LD-R1
Serial	4471-2206
Generic functional identity	Project sensing point
Location	Riser 1 cupboard · Ground floor
Zone	Zone R1
Project relationship	Related to EB-A-SV-R1
Affected area and normal state	Flats 12 and 14 - visible indication recorded

Source: Example Building 001 schedule EB-WS-SCH-01

Project sensing point - EB-A-LD-R2

Riser 2 cupboard · Ground floor

Asset ID	EB-A-LD-R2
Serial	4471-2207
Generic functional identity	Project sensing point
Location	Riser 2 cupboard · Ground floor
Zone	Zone R2
Project relationship	Related to EB-A-SV-R2
Affected area and normal state	Flats 16, 18 and 20 - visible indication recorded

Source: Example Building 001 schedule EB-WS-SCH-01

Project isolation valve - EB-A-SV-R1

Riser 1 cupboard · Ground floor

Asset ID	EB-A-SV-R1
Serial	8830-1102
Generic functional identity	Project isolation valve
Location	Riser 1 cupboard · Ground floor
Zone	Zone R1
Project relationship	Related to EB-A-LD-R1 and EB-A-LD-14
Affected area and normal state	Flats 12 and 14 - normally open

Source: Example Building 001 schedule EB-WS-SCH-01

Project isolation valve - EB-A-SV-R2

Riser 2 cupboard · Ground floor

Asset ID	EB-A-SV-R2
Serial	8830-1103
Generic functional identity	Project isolation valve
Location	Riser 2 cupboard · Ground floor
Zone	Zone R2
Project relationship	Related to EB-A-LD-R2, EB-A-LD-16 and EB-A-LD-18
Affected area and normal state	Flats 16, 18 and 20 - normally open

Source: Example Building 001 schedule EB-WS-SCH-01

Project isolation valve - EB-A-SV-PM

Plant room · Incoming main

Asset ID	EB-A-SV-PM
Serial	8830-1104
Generic functional identity	Project isolation valve
Location	Plant room · Incoming main
Zone	Zone PM
Project relationship	No automatic sensing-point relationship - operation only under authorised project direction
Affected area and normal state	Whole Block A - normally open

Source: Example Building 001 schedule EB-WS-SCH-01

Project isolation valve - EB-A-SV-20

Flat 20 · Kitchen sink cupboard

Asset ID	EB-A-SV-20
Serial	8830-1105
Generic functional identity	Project isolation valve
Location	Flat 20 · Kitchen sink cupboard
Zone	Zone R2
Project relationship	Related to EB-A-LD-20
Affected area and normal state	Flat 20 - normally open

Source: Example Building 001 schedule EB-WS-SCH-01

Project sensing-point and isolation relationship schedule (EB-WS-SCH-01)

Asset ID	Generic functional identity and serial	Location	Zone	Project relationship	Area affected and normal state
EB-A-LD-12	Project sensing point - 4471-2201	Flat 12 · Kitchen sink cupboard	Zone R1	Related to EB-A-SV-12	Flat 12 - visible indication recorded
EB-A-SV-12	Project isolation valve - 8830-1101	Flat 12 · Kitchen sink cupboard	Zone R1	Related to EB-A-LD-12	Flat 12 - normally open
EB-A-LD-14	Project sensing point - 4471-2202	Flat 14 · Kitchen sink cupboard	Zone R1	Related to EB-A-SV-R1	Flats 12 and 14 - visible indication recorded
EB-A-LD-16	Project sensing point - 4471-2203	Flat 16 · Kitchen sink cupboard	Zone R2	Related to EB-A-SV-R2	Flats 16, 18 and 20 - visible indication recorded
EB-A-LD-18	Project sensing point - 4471-2204	Flat 18 · Kitchen sink cupboard	Zone R2	Related to EB-A-SV-R2	Flats 16, 18 and 20 - visible indication recorded
EB-A-LD-20	Project sensing point - 4471-2205	Flat 20 · Kitchen sink cupboard	Zone R2	Related to EB-A-SV-20	Flat 20 - visible indication recorded

Asset ID	Generic functional identity and serial	Location	Zone	Project relationship	Area affected and normal state
EB-A-LD-R1	Project sensing point - 4471-2206	Riser 1 cupboard · Ground floor	Zone R1	Related to EB-A-SV-R1	Flats 12 and 14 - visible indication recorded
EB-A-LD-R2	Project sensing point - 4471-2207	Riser 2 cupboard · Ground floor	Zone R2	Related to EB-A-SV-R2	Flats 16, 18 and 20 - visible indication recorded
EB-A-SV-R1	Project isolation valve - 8830-1102	Riser 1 cupboard · Ground floor	Zone R1	Related to EB-A-LD-R1 and EB-A-LD-14	Flats 12 and 14 - normally open
EB-A-SV-R2	Project isolation valve - 8830-1103	Riser 2 cupboard · Ground floor	Zone R2	Related to EB-A-LD-R2, EB-A-LD-16 and EB-A-LD-18	Flats 16, 18 and 20 - normally open
EB-A-SV-PM	Project isolation valve - 8830-1104	Plant room · Incoming main	Zone PM	No automatic sensing-point relationship - operation only under authorised project direction	Whole Block A - normally open
EB-A-SV-20	Project isolation valve - 8830-1105	Flat 20 · Kitchen sink cupboard	Zone R2	Related to EB-A-LD-20	Flat 20 - normally open

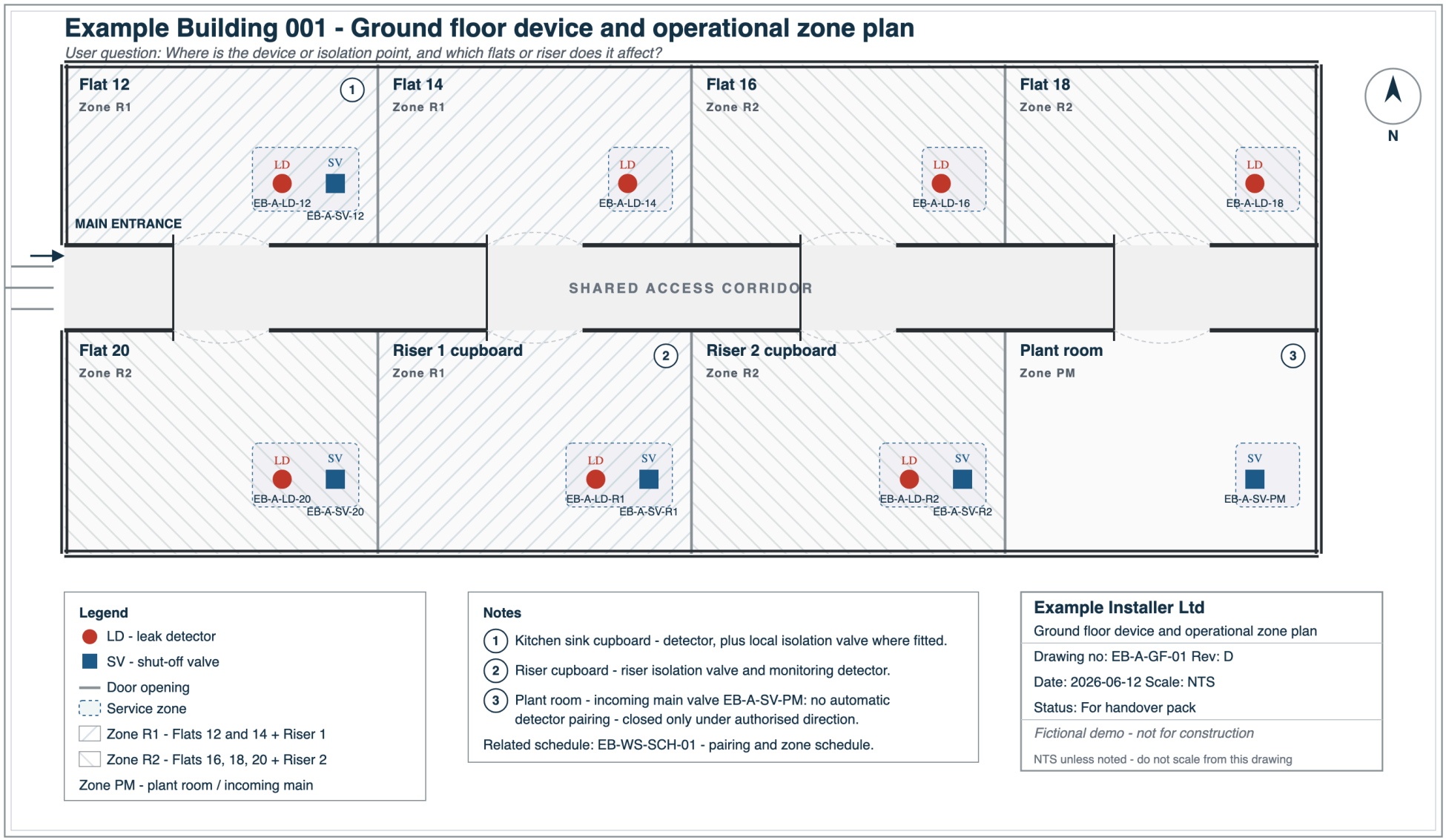
Project isolation and drawing references (EB-WS-SCH-01)

Asset ID	Isolation level	Manual access	Shown on drawing
EB-A-LD-12	Project sensing point	Accessible cupboard shown on plan - competent-person limits apply	EB-A-GF-01 and EB-A-CS-03
EB-A-SV-12	Local isolation	Accessible cupboard shown on plan - competent-person limits apply	EB-A-GF-01 and EB-A-WS-02
EB-A-LD-14	Project sensing point	Accessible cupboard shown on plan - competent-person limits apply	EB-A-GF-01 and EB-A-CS-03
EB-A-LD-16	Project sensing point	Accessible cupboard shown on plan - competent-person limits apply	EB-A-GF-01 and EB-A-CS-03
EB-A-LD-18	Project sensing point	Accessible cupboard shown on plan - competent-person limits apply	EB-A-GF-01 and EB-A-CS-03
EB-A-LD-20	Project sensing point	Accessible cupboard shown on plan - competent-person limits apply	EB-A-GF-01 and EB-A-CS-03
EB-A-LD-R1	Riser branch	Accessible cupboard shown on plan - competent-person limits apply	EB-A-GF-01 and EB-A-CS-03
EB-A-LD-R2	Riser branch	Accessible cupboard shown on plan - competent-person limits apply	EB-A-GF-01 and EB-A-CS-03
EB-A-SV-R1	Riser branch	Accessible cupboard shown on plan - competent-person limits apply	EB-A-GF-01 and EB-A-WS-02
EB-A-SV-R2	Riser branch	Accessible cupboard shown on plan - competent-person limits apply	EB-A-GF-01 and EB-A-WS-02

Asset ID	Isolation level	Manual access	Shown on drawing
EB-A-SV-PM	Incoming main	Accessible cupboard shown on plan - competent-person limits apply	EB-A-GF-01 and EB-A-WS-02
EB-A-SV-20	Local isolation	Accessible cupboard shown on plan - competent-person limits apply	EB-A-GF-01 and EB-A-WS-02

EB-A-GF-01 - Architectural plan

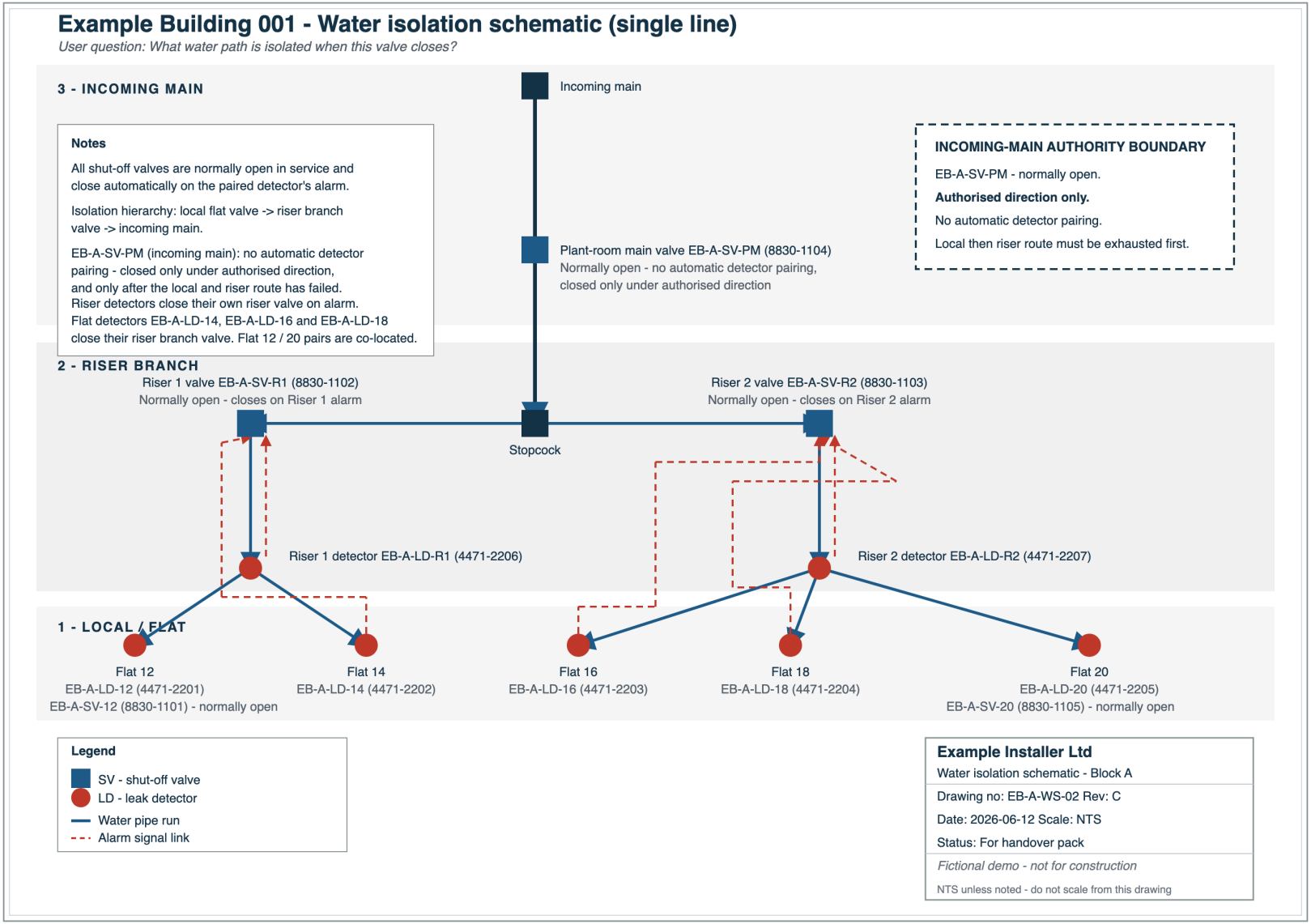
EB-A-GF-01 Rev D - Where is the device or isolation point, and which flats or riser does it affect?



Block A - ground floor device and operational zone plan

EB-A-WS-02 - Control schematic

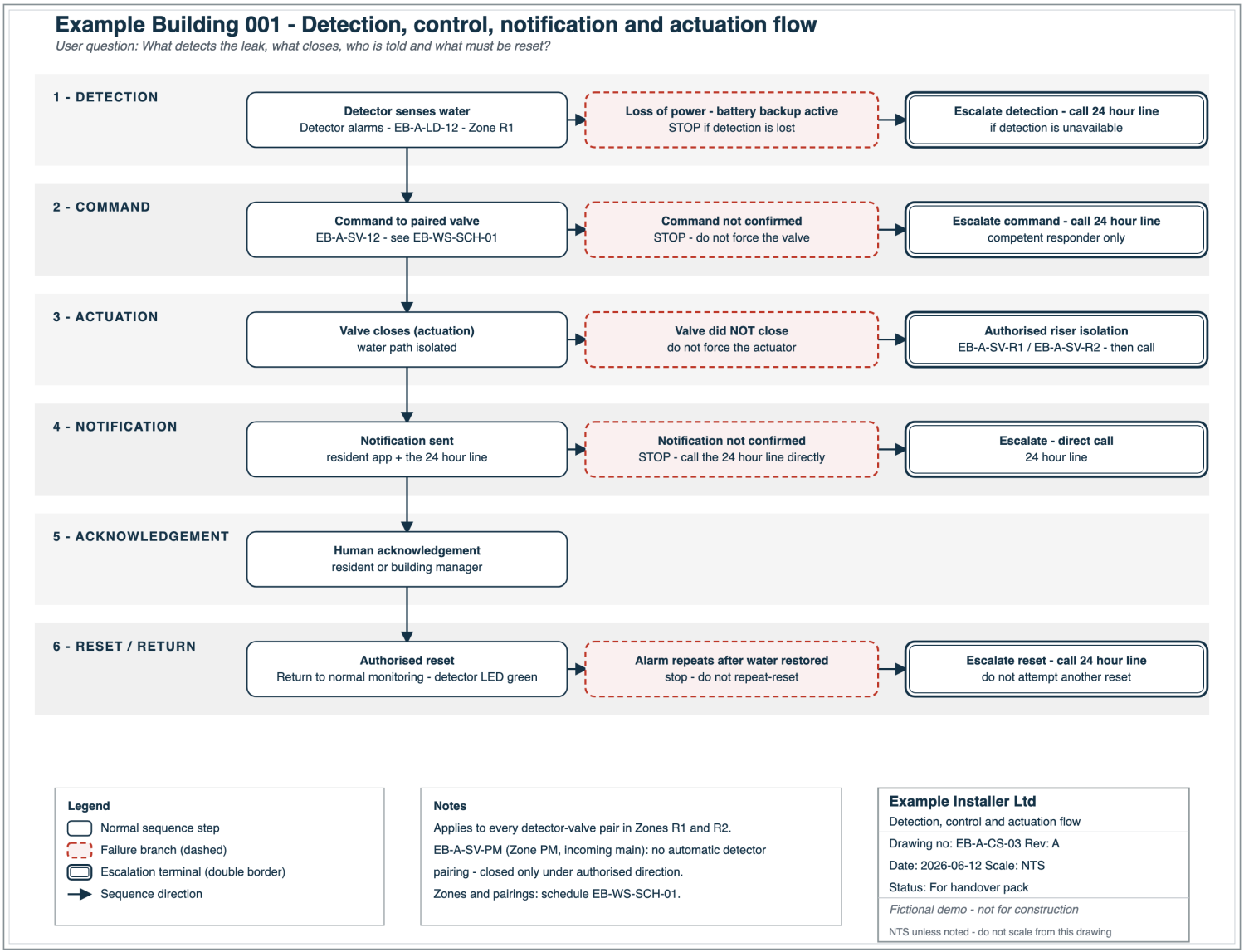
EB-A-WS-02 Rev C - What water path is isolated when this valve closes?



Water isolation schematic - Block A

EB-A-CS-03 - Signalflow

EB-A-CS-03 Rev A - What detects the leak, what closes, who is told and what must be reset?



Detection, control, notification and actuation flow - Block A

MANUAL SECTION

Maintenance

Use the six cadence groups and keep competence, procedure, pass threshold, stop condition, evidence and owner together.

About these intervals

These intervals are fictional project requirements, not manufacturer maintenance intervals.

Daily - 0 tasks

No scheduled daily task is specified for this sample issue.

Weekly - 0 tasks

No scheduled weekly task is specified for this sample issue.

Monthly - 1 task

Monthly project record and visual condition check

Assets and zones	All project sensing points and project isolation valves in Zones R1, R2 and PM
Responsible party	Building operator
Competence	Building operator briefed on the Example Building 001 project procedure
Procedure	From a safe accessible position, compare each asset ID and serial with the project register, visually check for damage, leakage and obstruction, and record the visible indication. Do not press, reset, open, close, cycle or force any control.
Pass threshold	Identity matches the register, no visible damage, leakage or obstruction is found, and the observed indication is recorded.
Stop and escalate if	Stop if the identity does not match, damage, leakage or obstruction is found, access is unsafe or the visible indication cannot be recorded.
Evidence to retain	Dated visual-condition record with asset ID, serial and observed indication.
Warranty effect	Example Building 001 project procedure only - not manufacturer guidance.

Source: Example Building 001 project maintenance schedule - competent-person review required

Quarterly - 3 tasks

Quarterly physical condition inspection

Assets and zones	All leak-detection asset records in Zones R1 and R2
Responsible party	Example Installer Ltd
Competence	Competent maintainer familiar with the current wireless leak detector user manual
Procedure	Inspect accessible device and connection condition without disturbing live services.
Pass threshold	No visible damage, leakage, loose connection or unsafe condition is present.
Stop and escalate if	Stop if damage, leakage, heat or electrical risk is found.
Evidence to retain	Inspection record and defect photograph where needed.
Warranty effect	Retain condition evidence; warranty remains subject to manufacturer terms.

Source: Example Building 001 project maintenance schedule - competent-person review required; Wireless leak detector user manual p. 11 - periodically check the device and its connections physical condition

Quarterly valve travel and closure confirmation

Assets and zones	Isolation valve asset records in Zones R1, R2 and PM
Responsible party	Example Installer Ltd
Competence	Competent maintainer authorised for isolation and restart
Procedure	Follow the current project method for one controlled close-open cycle and confirm the actual water state.
Pass threshold	Full commanded travel and closure are confirmed without resistance or leakage.
Stop and escalate if	Stop if movement resists, closure is incomplete, the state is uncertain or leakage occurs.
Evidence to retain	Travel, closure and return-to-service result by asset ID and serial.
Warranty effect	Forced movement may affect warranty; never force the control.

Source: Example Building 001 project maintenance schedule - competent-person review required; Isolation valve user manual p. 9 - handle position may not show internal valve state

Quarterly access obstruction check

Assets and zones	All project asset access locations
Responsible party	Building operator
Competence	Building operator briefed on safe visual inspection
Procedure	Confirm safe access is clear without operating or moving the device.
Pass threshold	The device can be reached safely and the identity label can be read.
Stop and escalate if	Stop if access requires forced removal or exposes an electrical or water hazard.
Evidence to retain	Access-check record with location and any corrective action.
Warranty effect	Not applicable - project access housekeeping.

Source: Example Building 001 project maintenance schedule - competent-person review required

Annual - 2 tasks

Annual backup battery inspection

Assets and zones	Project assets listed as battery-backed
Responsible party	Example Installer Ltd
Competence	Competent maintainer following the current manufacturer instructions
Procedure	Check the recorded battery condition and use only the manufacturer-supported battery type where replacement is required.
Pass threshold	Normal indication is restored and the project functional check passes.
Stop and escalate if	Stop on heat, damage, leakage, wrong battery type or uncertain polarity.
Evidence to retain	Battery condition, type, date, asset serial and test result.
Warranty effect	Use of unsupported batteries may affect support; check current manufacturer terms.

Source: Example Building 001 project maintenance schedule - competent-person review required; Wireless leak detector user manual p. 10 - four AA lithium backup batteries and no rechargeable batteries

Annual system service and flow re-baseline

Assets and zones	Whole Block A water-safety system
Responsible party	Example Installer Ltd
Competence	Competent maintainer authorised to isolate, measure and return the project system to service
Procedure	Service against current controlled documents and record the project flow baseline and isolation result.
Pass threshold	Measured results meet the commissioning method and all affected assets return to their recorded normal state.
Stop and escalate if	Stop on leakage, failed closure, unsafe access, abnormal indication or a result outside the project method.
Evidence to retain	Service sheet, measured results and return-to-service record.
Warranty effect	Annual project service evidence is retained; manufacturer warranty remains subject to current terms.

Source: Example Building 001 project maintenance schedule - competent-person review required

Event-triggered - 1 task

Post-alarm inspection

Assets and zones	Affected project assets and area
Responsible party	Example Installer Ltd
Competence	Competent maintainer authorised for isolation, inspection and restart
Procedure	Inspect the affected area and asset, establish the cause and complete the ruled restart checks before return to service.
Pass threshold	The cause is cleared, the area is dry, the state is known and the safe restart check passes.
Stop and escalate if	Stop if the cause is unclear, electrical risk remains, a valve resists or the alarm repeats.
Evidence to retain	Alarm report, asset serial, findings, measured result and return-to-service record.
Warranty effect	Defects must be resolved and evidence retained before restart.
Trigger	After every alarm

Source: Example Building 001 project maintenance schedule - competent-person review required

Maintenance requirements and evidence

Task	Competence	Procedure	Pass threshold	Stop or escalate if	Frequency or trigger
Monthly project record and visual condition check	Building operator briefed on the Example Building 001 project procedure	From a safe accessible position, compare each asset ID and serial with the project register, visually check for damage, leakage and obstruction, and record the visible indication. Do not press, reset, open, close, cycle or force any control.	Identity matches the register, no visible damage, leakage or obstruction is found, and the observed indication is recorded.	Stop if the identity does not match, damage, leakage or obstruction is found, access is unsafe or the visible indication cannot be recorded.	Monthly
Quarterly physical condition inspection	Competent maintainer familiar with the current wireless leak detector user manual	Inspect accessible device and connection condition without disturbing live services.	No visible damage, leakage, loose connection or unsafe condition is present.	Stop if damage, leakage, heat or electrical risk is found.	Quarterly
Quarterly valve travel and closure confirmation	Competent maintainer authorised for isolation and restart	Follow the current project method for one controlled close-open cycle and confirm the actual water state.	Full commanded travel and closure are confirmed without resistance or leakage.	Stop if movement resists, closure is incomplete, the state is uncertain or leakage occurs.	Quarterly
Quarterly access obstruction check	Building operator briefed on safe visual inspection	Confirm safe access is clear without operating or moving the device.	The device can be reached safely and the identity label can be read.	Stop if access requires forced removal or exposes an electrical or water hazard.	Quarterly
Annual backup battery inspection	Competent maintainer following the current manufacturer instructions	Check the recorded battery condition and use only the manufacturer-supported battery type where replacement is required.	Normal indication is restored and the project functional check passes.	Stop on heat, damage, leakage, wrong battery type or uncertain polarity.	Annual

Task	Competence	Procedure	Pass threshold	Stop or escalate if	Frequency or trigger
Annual system service and flow re-baseline	Competent maintainer authorised to isolate, measure and return the project system to service	Service against current controlled documents and record the project flow baseline and isolation result.	Measured results meet the commissioning method and all affected assets return to their recorded normal state.	Stop on leakage, failed closure, unsafe access, abnormal indication or a result outside the project method.	Annual
Post-alarm inspection	Competent maintainer authorised for isolation, inspection and restart	Inspect the affected area and asset, establish the cause and complete the ruled restart checks before return to service.	The cause is cleared, the area is dry, the state is known and the safe restart check passes.	Stop if the cause is unclear, electrical risk remains, a valve resists or the alarm repeats.	After every alarm

Maintenance assets, evidence and ownership

Task	Assets and zones	Evidence to retain	Warranty effect	Responsible party
Monthly project record and visual condition check	All project sensing points and project isolation valves in Zones R1, R2 and PM	Dated visual-condition record with asset ID, serial and observed indication.	Example Building 001 project procedure only - not manufacturer guidance.	Building operator
Quarterly physical condition inspection	All leak-detection asset records in Zones R1 and R2	Inspection record and defect photograph where needed.	Retain condition evidence; warranty remains subject to manufacturer terms.	Example Installer Ltd
Quarterly valve travel and closure confirmation	Isolation valve asset records in Zones R1, R2 and PM	Travel, closure and return-to-service result by asset ID and serial.	Forced movement may affect warranty; never force the control.	Example Installer Ltd
Quarterly access obstruction check	All project asset access locations	Access-check record with location and any corrective action.	Not applicable - project access housekeeping.	Building operator
Annual backup battery inspection	Project assets listed as battery-backed	Battery condition, type, date, asset serial and test result.	Use of unsupported batteries may affect support; check current manufacturer terms.	Example Installer Ltd
Annual system service and flow re-baseline	Whole Block A water-safety system	Service sheet, measured results and return-to-service record.	Annual project service evidence is retained; manufacturer warranty remains subject to current terms.	Example Installer Ltd

Task	Assets and zones	Evidence to retain	Warranty effect	Responsible party
Post-alarm inspection	Affected project assets and area	Alarm report, asset serial, findings, measured result and return-to-service record.	Defects must be resolved and evidence retained before restart.	Example Installer Ltd

MANUAL SECTION

Troubleshooting

Start with the symptom and read the safe check, authorised action, stop condition, success check and escalation together.

Alarm and project isolation recorded - affected zone asset

Safe check and stop boundary

Symptom (zone and asset)	Alarm and project isolation recorded - affected zone asset
Safe first checks	Keep clear of water near electrics; identify flat or riser
Authorised action	Leave the recorded isolation state unchanged and call the front desk
Stop - do not proceed if	Water is near electrics or the source is not visible
Success check	Flow stops and the project isolation state is recorded
Escalate to and drawing or document	24 hour line - EB-A-GF-01

Source: Example Building 001 safe first checks schedule

Alarm and expected project isolation did not occur - affected zone asset

Safe check and stop boundary

Symptom (zone and asset)	Alarm and expected project isolation did not occur - affected zone asset
Safe first checks	Observe visible indication and isolation state only
Authorised action	Call the 24 hour line; operator follows the controlled local-then-riser route
Stop - do not proceed if	A control resists, access is unsafe or source is unclear
Success check	Lowest safe project isolation stops flow
Escalate to and drawing or document	24 hour line - EB-A-WS-02

Source: Example Building 001 safe first checks schedule

Project isolation recorded but no visible water - affected zone

Safe check and stop boundary

Symptom (zone and asset)	Project isolation recorded but no visible water - affected zone
Safe first checks	Check accessible dry areas and asset identity
Authorised action	Keep isolated pending competent inspection
Stop - do not proceed if	Changing state could release concealed water
Success check	Cause is found and area remains safe
Escalate to and drawing or document	Technical support - project records

Source: Example Building 001 safe first checks schedule

Water restored but alarm repeats - affected zone sensing point

Safe check and stop boundary

Symptom (zone and asset)	Water restored but alarm repeats - affected zone sensing point
Safe first checks	Stop after the first repeat alarm and record the visible indication
Authorised action	Leave the controlled local isolation unchanged and escalate
Stop - do not proceed if	Any repeat alarm occurs
Success check	System remains safely isolated without further action
Escalate to and drawing or document	24 hour line - EB-A-CS-03

Source: Example Building 001 safe first checks schedule

Project asset has no visible indication - affected zone

Safe check and stop boundary

Symptom (zone and asset)	Project asset has no visible indication - affected zone
Safe first checks	Check only the visible indication and safe local supply state
Authorised action	Keep zone under observation and call support
Stop - do not proceed if	Electrical access or live work would be needed
Success check	Competent person records the restored normal indication
Escalate to and drawing or document	Technical support - controlled document register

Source: Example Building 001 safe first checks schedule

Project register unavailable but local state appears normal - affected zone

Safe check and stop boundary

Symptom (zone and asset)	Project register unavailable but local state appears normal - affected zone
Safe first checks	Confirm the visible local indication and recorded normal isolation state
Authorised action	Use the controlled offline evidence and report the register fault
Stop - do not proceed if	Local state is abnormal or uncertain
Success check	Local project state remains normal and the fault is logged
Escalate to and drawing or document	Technical support - current manual issue

Source: Example Building 001 safe first checks schedule

Riser alarm affecting more than one flat - Zone R1 or R2

Safe check and stop boundary

Symptom (zone and asset)	Riser alarm affecting more than one flat - Zone R1 or R2
Safe first checks	Confirm riser and affected flats from schedule
Authorised action	Operator follows authorised project riser isolation
Stop - do not proceed if	Riser isolation fails or incoming-main action is considered
Success check	Affected riser flow stops
Escalate to and drawing or document	24 hour line - EB-A-WS-02

Source: Example Building 001 safe first checks schedule

Safe first checks and escalation

Symptom (zone and asset)	Safe first checks	Authorised action	Stop - do not proceed if	Success check	Escalate to and drawing or document
Alarm and project isolation recorded - affected zone asset	Keep clear of water near electrics; identify flat or riser	Leave the recorded isolation state unchanged and call the front desk	Water is near electrics or the source is not visible	Flow stops and the project isolation state is recorded	24 hour line - EB-A-GF-01
Alarm and expected project isolation did not occur - affected zone asset	Observe visible indication and isolation state only	Call the 24 hour line; operator follows the controlled local-then-riser route	A control resists, access is unsafe or source is unclear	Lowest safe project isolation stops flow	24 hour line - EB-A-WS-02
Project isolation recorded but no visible water - affected zone	Check accessible dry areas and asset identity	Keep isolated pending competent inspection	Changing state could release concealed water	Cause is found and area remains safe	Technical support - project records
Water restored but alarm repeats - affected zone sensing point	Stop after the first repeat alarm and record the visible indication	Leave the controlled local isolation unchanged and escalate	Any repeat alarm occurs	System remains safely isolated without further action	24 hour line - EB-A-CS-03
Project asset has no visible indication - affected zone	Check only the visible indication and safe local supply state	Keep zone under observation and call support	Electrical access or live work would be needed	Competent person records the restored normal indication	Technical support - controlled document register

Symptom (zone and asset)	Safe first checks	Authorised action	Stop - do not proceed if	Success check	Escalate to and drawing or document
Project register unavailable but local state appears normal - affected zone	Confirm the visible local indication and recorded normal isolation state	Use the controlled offline evidence and report the register fault	Local state is abnormal or uncertain	Local project state remains normal and the fault is logged	Technical support - current manual issue
Riser alarm affecting more than one flat - Zone R1 or R2	Confirm riser and affected flats from schedule	Operator follows authorised project riser isolation	Riser isolation fails or incoming-main action is considered	Affected riser flow stops	24 hour line - EB-A-WS-02

MANUAL SECTION

FAQs & How-tos

The questions residents and managing agents ask most, each answered from the section of this manual that carries the detail.

Q1 My leak detector is showing a red light - what do I do?

A red light means an alarm. Keep clear of standing water where electrical equipment may be affected, note the asset ID and the location, and check whether the flow has already stopped. Do not force a valve and do not repeat-reset a device. If the source is unclear, access is unsafe, or isolation has not happened, call the 24 hour line. See Emergency and operation.

Q2 How do I turn the water back on after an alarm?

Your own flat valve, yes - it is yours to reopen from the app. Only once the cause is cleared, the floor is dry, electrical risk is absent and the detector LED is green. Reopen only your own flat valve and watch the area: a riser or incoming-main restart is authorised by a building operator or competent responder, not by you. Never force an actuator or override lever. If the alarm repeats, close your flat valve again, stop and call the 24 hour line. See Emergency and operation.

Q3 Which devices are in my flat?

Each flat has a sensing point in the kitchen sink cupboard, and some flats also have a local isolation valve in the same cupboard. Flats without a local valve are protected by their riser branch valve instead. The Assets section lists every device with its ID, serial, location, zone and the area it affects, and the ground floor plan shows where each one sits.

Q4 Is this my responsibility, or the managing agent's?

Routine visual checks and reporting are the building operator's. Inspection, valve travel testing, servicing and anything requiring isolation belong to the maintenance contractor. Emergency escalation runs through the 24 hour line at any hour. The Overview section sets out who owns each duty across design, installation, operation, warranty and escalation.

Q5 How do I know the system is working?

Normal means the recorded local indication, available flow and valve state agree with the current project schedule. Anything absent, uncertain or repeating is degraded, and should be reported rather than interpreted. A monthly record and visual condition check confirms identity, condition and indication for every device. See Maintenance.

Q6 Could anything I do affect the warranty?

Yes. Forcing a control that resists movement may affect warranty cover, and so can fitting an unsupported battery type. Retaining the dated evidence from each scheduled check is what keeps the record intact. Each maintenance task in this manual states its own warranty effect. See Maintenance.

Q7 A valve did not close during an alarm. What now?

Do not force the actuator. Call the 24 hour line and follow the authorised riser isolation procedure. Do not operate the incoming main unless a competent responder directs it after the local and riser routes have been exhausted. Troubleshooting lists the safe first checks, the authorised action and the point at which you must stop for each symptom.

Q8 What maintenance is required, and how often?

Daily and weekly - no scheduled task is specified for this issue

Monthly - record and visual condition check

Quarterly - condition inspection, valve travel and closure, access obstruction

Annual - backup battery inspection, system service and flow re-baseline

Event-triggered - post-alarm inspection after every alarm

Q9 Where is the certificate, and who signed it off?

The commissioning record and every other current document are listed in Documents and certificates, each with its revision, status and issue date, and each openable from the manual. The Block A commissioning certificate EB-A-COMM-014 records the work as commissioned on 9 June 2026 and signed off by the commissioning engineer at Example Installer Ltd, who is listed in Contacts. The evidence register also records what each document answers and what it supersedes.

Q10 Are there any open critical items?

There are no open critical items at issue. Three non-critical items are recorded with their operational impact, safe workaround, owner and target date in the Overview section.

Q11 Is Example Building 001 a real building?

No. This is a fictional sample manual. Example Building 001, Example Installer Ltd, every asset ID, serial, drawing and certificate in it are invented to demonstrate what a real handover manual looks like online. Nothing here is evidence of an actual installation, acceptance or compliance.

MANUAL SECTION

Documents and contacts

Open the product documents and project evidence from controlled local copies. Call the right fictional sample contact for emergency, technical or customer support.

Documents and certificates

The product documents in this sample are generated for it. They are not manufacturer publications.

Current issued evidence

Document ID	Title	Type	Revision or verification	Status	Issue or verified date
EB-A-GF-01	Block A ground floor device and operational zone plan	drawing	D	Current	2026-06-12
EB-A-WS-02	Block A water isolation schematic	drawing	C	Current	2026-06-12
EB-A-CS-03	Detection, control, notification and actuation flow	drawing	A	Current	2026-06-12
EB-WS-SCH-01	Project sensing-point and isolation relationship schedule	schedule	A	Current	2026-06-12
EB-A-COMM-014	Block A commissioning certificate	certificate	A	Current	2026-06-09
EB-A-OM-01	This O&M manual issue	manual issue	v1.0	Current	2026-06-14
EB-LD-UM	Wireless leak detector user manual	Product document	Generated for this sample	Current controlled local copy	2026-06-12
EB-IV-UM	Isolation valve user manual	Product document	Generated for this sample	Current controlled local copy	2026-06-12

Current issued evidence - purpose and retrieval

Document ID	Question it answers	System or location	Where to find it	Supersedes or official source

Document ID	Question it answers	System or location	Where to find it	Supersedes or official source
EB-A-GF-01	Where is the device or isolation point?	Block A locations and zones	Drawings section	Rev C
EB-A-WS-02	What water path is isolated?	Block A water service	Drawings section	Rev B
EB-A-CS-03	What detects, closes and notifies?	Block A control flow	Drawings section	Not applicable - first issue
EB-WS-SCH-01	Which sensing point is related to which isolation valve?	All project assets and zones	Assets section	Not applicable - first issue
EB-A-COMM-014	What project results were recorded?	All 12 project assets	Documents section	Not applicable - first issue
EB-A-OM-01	What is the current manual issue?	Whole manual	This page and PDF	Not applicable - first issue
EB-LD-UM	What product information does this document provide?	Wireless leak detector user manual	/sample/wireless-leak-detector-user-manual.pdf	Local controlled copy - generated for this sample
EB-IV-UM	What product information does this document provide?	Isolation valve user manual	/sample/isolation-valve-user-manual.pdf	Local controlled copy - generated for this sample

Where to find things

Drawings and maintenance records live in their own sections. This page holds the documents and certificates.

Current documents

Wireless leak detector user manual

Document ID EB-LD-UM

Purpose Product document

Status Current for this issue

Open the current controlled document

https://handoverworks.com/sample/wireless-leak-detector-user-manual.pdf

Source: Fictional demonstration document generated for this sample manual. It is not a manufacturer publication and carries no product, compatibility or warranty claim.

Isolation valve user manual

Document ID	EB-IV-UM
Purpose	Product document
Status	Current for this issue

Open the current controlled document

https://handoverworks.com/sample/isolation-valve-user-manual.pdf

Source: Fictional demonstration document generated for this sample manual. It is not a manufacturer publication and carries no product, compatibility or warranty claim.

Block A commissioning certificate

Document ID	EB-A-COMM-014
Purpose	Current project evidence
Status	Current for this issue

Open the current controlled document

https://handoverworks.com/sample/commissioning-certificate.pdf

Source: Example Building 001 project evidence register

This O&M manual issue

Document ID	EB-A-OM-01
Purpose	Current project evidence
Status	Current for this issue

Open the current controlled document

https://handoverworks.com/sample

Source: Example Building 001 project evidence register

DIRECT SUPPORT

Contacts

Call the right fictional sample contact for emergency, technical or customer support.

EMERGENCY CONTACT

Example Installer Ltd - 24h line

Emergency call-out - 24 hours, every day

Use this contact for	Emergency call-out
Organisation	Example Installer Ltd
Phone	08081 570112
Email	emergency@example-installer.example
Hours	24 hours, every day

Source: Example Building 001 contact register

SUPPORT CONTACT 2

Example Installer Ltd - commissioning engineer

Commissioning engineer - Mon-Fri, 8am-6pm

Use this contact for
Commissioning engineer

Organisation
Example Installer Ltd

Phone
0113 496 0210

Email
support@example-installer.example

Hours
Mon-Fri, 8am-6pm

Source: Example Building 001 contact register

SUPPORT CONTACT 3

Example Building 001 - Front desk

Building manager - Mon-Fri, 9am-5pm

Use this contact for
Building manager

Organisation
Example Management Co.

Phone
0113 496 0455

Email
facilities@example-building.example

Hours
Mon-Fri, 9am-5pm

Source: Example Building 001 contact register

SOURCE DOCUMENTS

Annexes

The controlled source documents are appended in order below. Select a title to open its first page.

ANNEX 01	**Wireless leak detector user manual**	Open annex
ANNEX 02	**Isolation valve user manual**	Open annex
ANNEX 03	**Block A commissioning certificate**	Open annex

Example Installer Ltd

Installation & operation manual

Example Wireless leak detector

Document no: EB-LD-UM Revision: B

Revision	Date	Description
A	2026-05-02	Initial issue
B	2026-05-28	Troubleshooting table added

Contents

- Safety notes
- Installation steps
- Operation
- Specification
- Troubleshooting

This is a fictional demonstration document produced for the Example Installer Ltd · Example Building 001 sample manual. It is not a real manufacturer publication.

Safety notes

- Isolate the water supply before installation or removal.
- Do not immerse the control unit; the sensor cable is rated for wet-floor contact only.
- Installation must be carried out by a competent person.

Installation steps

- Fit the floor sensor cable flat against the floor, cable-tied clear of foot traffic.
- Mount the control unit within 2m of the sensor cable, on a dry vertical surface.
- Connect the sensor cable to the control unit's terminal block and power up.
- Run the self-test (press and hold the front button for 5 seconds) and confirm the LED shows green.

Operation

- Green LED: normal, no leak detected.
- Red LED (flashing): alarm - a leak has been detected; the paired valve (if fitted) will close automatically.
- Press and hold the front button for 3 seconds to clear an alarm once the leak is resolved.

Specification

Property	Value
Power	2x AA lithium, 5-year design life
Sensor cable length	3m (extendable to 10m)
Alarm output	Wireless to the paired isolation valve
Ingress protection	IP54 (control unit)
Operating temperature	0C to 40C

Troubleshooting

Symptom	Action
LED off	Check/replace batteries
False alarms	Check sensor cable for condensation or debris
No alarm response from valve	Check pairing; re-run self-test within 2m of the valve
Red LED will not clear	Confirm floor is fully dry before resetting

Example Installer Ltd

Installation & operation manual

Example Isolation valve

Document no: EB-IV-UM Revision: B

Revision	Date	Description
A	2026-05-02	Initial issue
B	2026-05-28	Troubleshooting table added

Contents

- Safety notes
- Installation steps
- Operation
- Specification
- Troubleshooting

This is a fictional demonstration document produced for the Example Installer Ltd · Example Building 001 sample manual. It is not a real manufacturer publication.

Safety notes

- Isolate the water supply and the valve's electrical supply before installation or removal.
- Do not force the manual override lever - if the valve will not move, stop and call a competent person.
- Do not use the manual override on a riser or incoming-main valve - follow the building isolation hierarchy and call the 24 hour line.
- Installation and electrical connection must be carried out by a competent person.

Installation steps

- Isolate the water supply and drain down the section of pipe being worked on.
- Fit the valve body in-line, observing the flow-direction arrow on the housing.
- Connect the valve to mains power and to any paired leak detectors.
- Cycle the valve open and closed from the app to confirm correct operation before re-pressurising.

Operation

- Open or close the valve from its app only where the building operator has authorised that control for the local valve.
- Only an authorised competent person may use the manual override lever on a local flat valve, following the building's current isolation procedure.
- The valve closes automatically within 2 seconds of receiving an alarm from a paired leak detector.
- A closed valve shows a solid amber LED; an open valve shows a solid green LED.

Specification

Property	Value
Pipe size	15mm-28mm compression
Power	Mains, battery backup 8 hours
Close time	< 2 seconds from alarm signal
Ingress protection	IP65
Operating temperature	0C to 40C

Troubleshooting

Symptom	Action
Valve will not close remotely	Do not use the manual override; keep the affected area isolated and call a competent person
No app connection	Check Wi-Fi signal at the valve location
Amber LED will not clear	Confirm the paired detector alarm has been reset first
Unexpected closure	Check the paired detector for a genuine leak event before reopening

Commissioning certificate

Example Installer Ltd · fictional demo document

Field	Value
Project	Example Building 001
Address	1 Example Street, Example City, ZZ1 1ZZ
Commissioning date	2026-06-09
Commissioning engineer	Named in Contacts, Example Installer Ltd
Certificate no.	EB-A-COMM-014

This certifies that the water leak-detection and automatic shut-off isolation system serving Block A was pressure-hold tested, sensor-trip tested and valve-close tested on the commissioning date above. Full device-level results are recorded overleaf.

System test basis: pressure hold

Item	Value
Method	Fictional demonstration procedure - not statutory.
Test pressure	6.0 bar
Duration	30 minutes
Measured drop	0.04 bar
Pass criteria (threshold)	<= 0.10 bar drop over 30 minutes
Result	Pass

This is a fictional demonstration document produced for the Example Installer Ltd · Example Building 001 sample manual. It is not statutory certification and carries no legal or regulatory standing.

Per-device test results

Serial	Device	Location	Test	Measured	Threshold	Result
4471-2201	Project sensing point	Flat 12 · Kitchen sink cupboard	Close time	1.1 s	<= 2.0 s	Pass
8830-1101	Project isolation valve	Flat 12 · Kitchen sink cupboard	Close time	1.1 s	<= 2.0 s	Pass
4471-2202	Project sensing point	Flat 14 · Kitchen sink cupboard	Close time	1.2 s	<= 2.0 s	Pass
4471-2203	Project sensing point	Flat 16 · Kitchen sink cupboard	Close time	1.2 s	<= 2.0 s	Pass
4471-2204	Project sensing point	Flat 18 · Kitchen sink cupboard	Close time	1.3 s	<= 2.0 s	Pass
4471-2205	Project sensing point	Flat 20 · Kitchen sink cupboard	Close time	1.4 s	<= 2.0 s	Pass
4471-2206	Project sensing point	Riser 1 cupboard · Ground floor	Close time	1.5 s	<= 2.0 s	Pass
4471-2207	Project sensing point	Riser 2 cupboard · Ground floor	Close time	1.6 s	<= 2.0 s	Pass
8830-1102	Project isolation valve	Riser 1 cupboard · Ground floor	Close time	1.2 s	<= 2.0 s	Pass
8830-1103	Project isolation valve	Riser 2 cupboard · Ground floor	Close time	1.2 s	<= 2.0 s	Pass
8830-1104	Project isolation valve	Plant room · Incoming main	Close time	1.3 s	<= 2.0 s	Pass
8830-1105	Project isolation valve	Flat 20 · Kitchen sink cupboard	Close time	1.4 s	<= 2.0 s	Pass

Wet-pad trip time: elapsed time from a simulated wet-pad alarm to the detector's LED indicating alarm state. Valve close time: elapsed time from an alarm signal to the paired valve reaching the fully-closed position. Both are fictional demonstration measurements, not statutory certification.