



NFR Winterization Guidelines

2022 – 2023

To our valued Preservation partners,

Attached you will find the 2022-2023 Winterization Guidelines. Our expectations are that all items necessary for winterizations will be addressed accurately and timely. This guideline is designed to aid in timely completion as well as to reduce unnecessary return trips to the subject property. Our goal is timely and accurate completion of the winterization service and to minimize any potential damage. All photos must narrate the scope of work performed at the subject property.

Please disseminate these 2022-2023 Winterization Guidelines to employees and subcontractors in your offices and network as it is vital this information makes its way to any and all individuals performing services on NFR work orders.

Attention: If upon arriving at a subject property that is frozen, please proceed to pages 20 and 21 and call NFR from site immediately for further instructions on how to proceed.

Office hours and contact information:

- **8:30 am – 7:00 pm EST call 1-800-639-2151 and coordinator's ext.**
- **After hours / weekend call 1-800-639-2151 ext. 3**

If approved to complete frozen property winterization, provide photos of plumbing damages and thawing process. Provide photos of frozen plumbing, ice buildup, and/or ice slush.

This 2022 – 2023 Winterization Guideline is also posted to our Portal for continued reference.

Thank you for your continued partnership,

National Field Representatives

Email: csd@nfronline.com

Phone #: (800) 639-2151

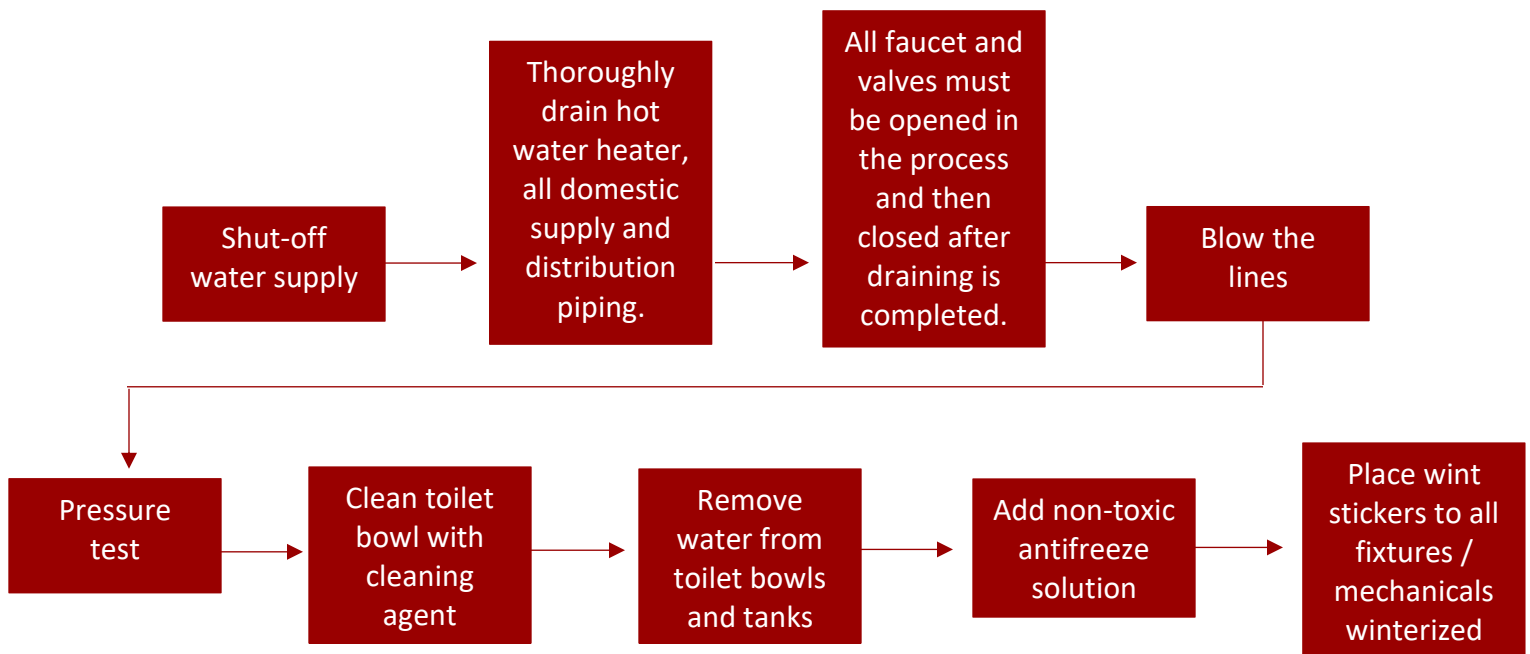
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Winterization Types

Dry System

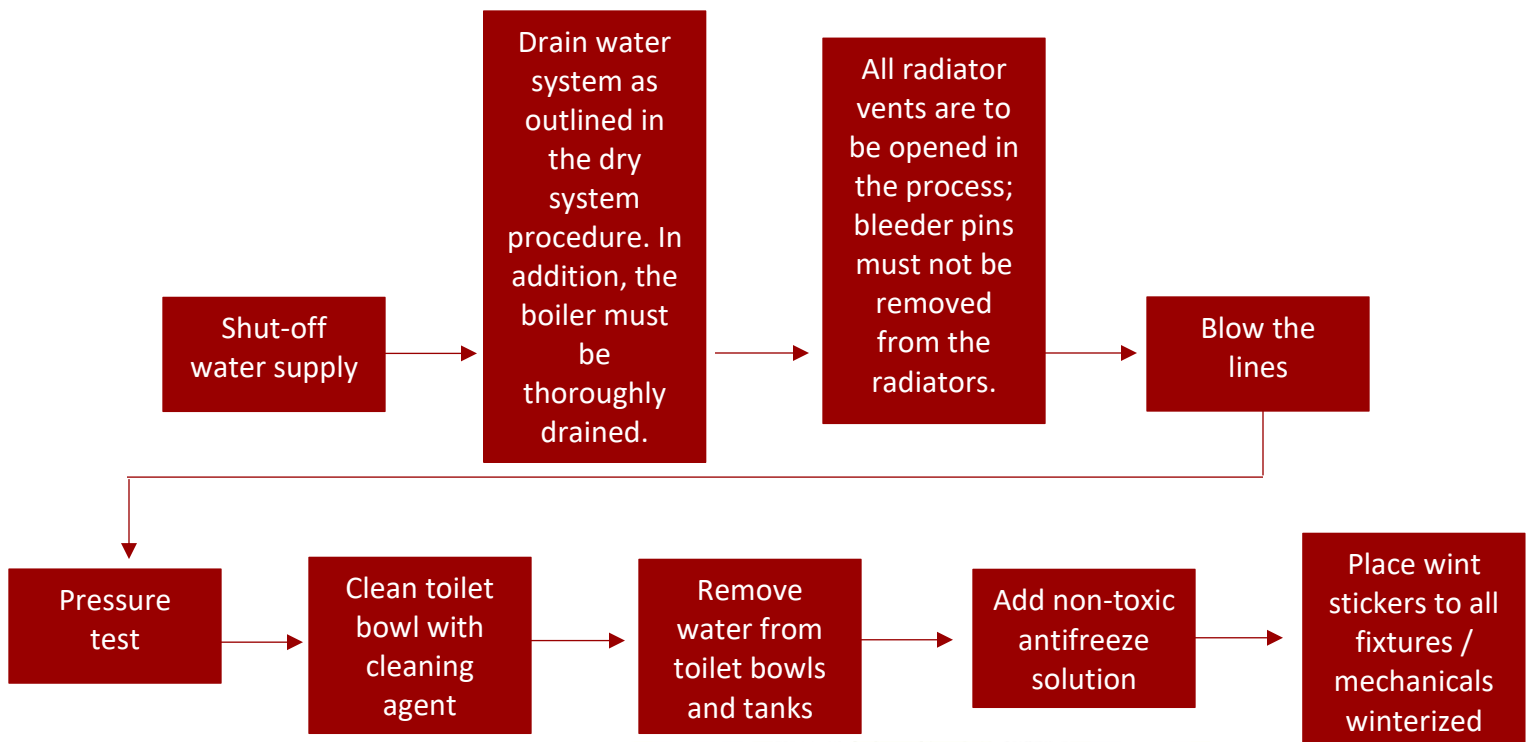
- No water involved in heating.
- Systems are forced hot air. They will have furnaces, vents, and/or registers.
- All faucets and valves must be opened in the process of winterization and closed after draining is completed. Photos must support this being done.



Winterization Types (continued)

Steam / Wet System

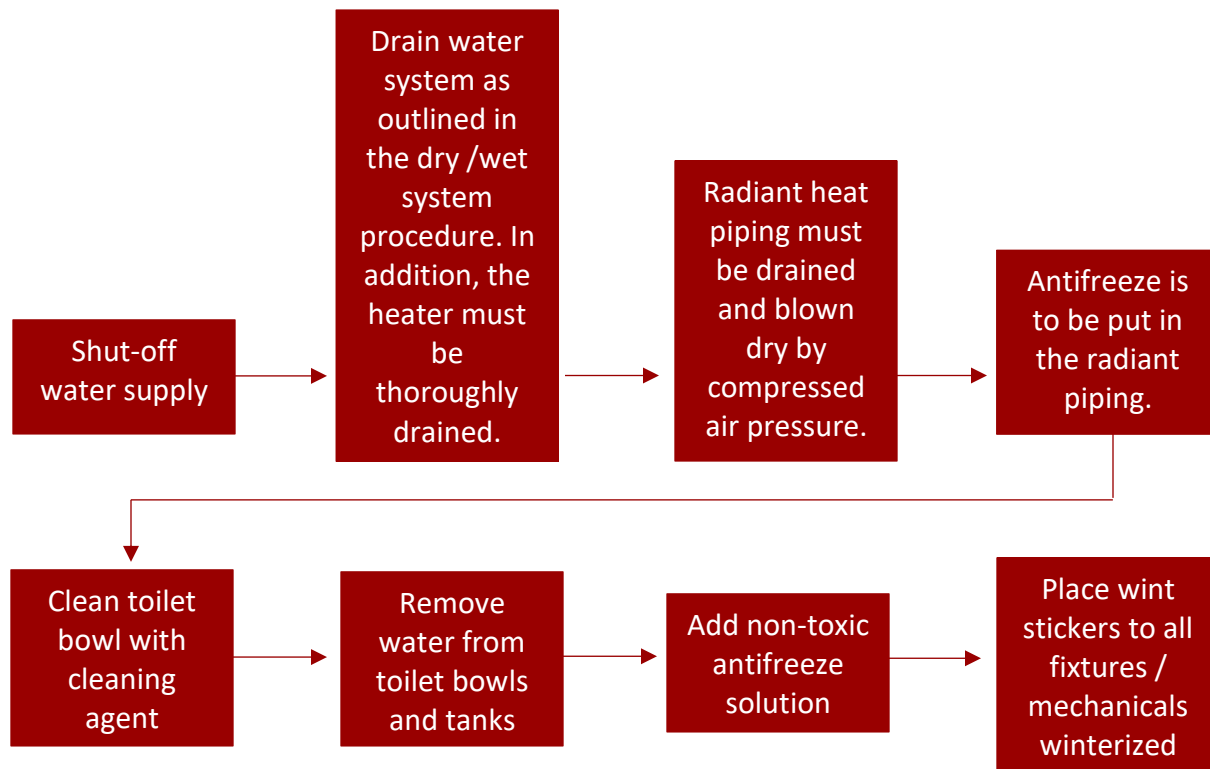
- Has the added complexity of a boiler.
- A steam boiler heats water to create steam through the radiators to heat the property.
- All radiator vents are to be opened in the process; bleeder pins are not be removed. Photos to support this being done.



Winterization Types (continued)

Radiant System

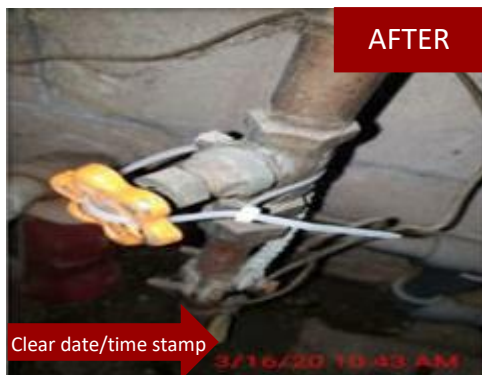
- The heat is spread through the house via water lines in the flooring.
- Consists of an intricate system of PEX lines, valves, and copper called the manifold.
- Radiant piping must be drained and blown dry by compressed air. Photos must support this being done.



Water Turn Off

Provide photos of appliances / well pump / curb stop to justify water has been shut off.

If you cannot turn off the water at the curb, please turn the water off at each fixture/appliance with photos to justify. On the property condition report, provide authority name and contact information. With this information, NFR can make the necessary arrangements.



Water Turn Off (continued)



Water Draining

When draining the hot water heater and/or boiler...

- Provide photos of the hose hooked up to the tank and the other end draining water out to either a floor drain, sink, sump pump, or outside.
- If the hot water heater or boiler is empty:
 - Provide photos to justify that an attempt was made to drain.
 - Make a note on your property condition report.

Water Draining (continued)



Blowing Lines / Pressure Test

Drain and blow all plumbing loops (domestic and heating lines) to remove any residual water. The air compressor hose is connected to either a faucet, an open water line, or an outdoor spigot.

Required photos:

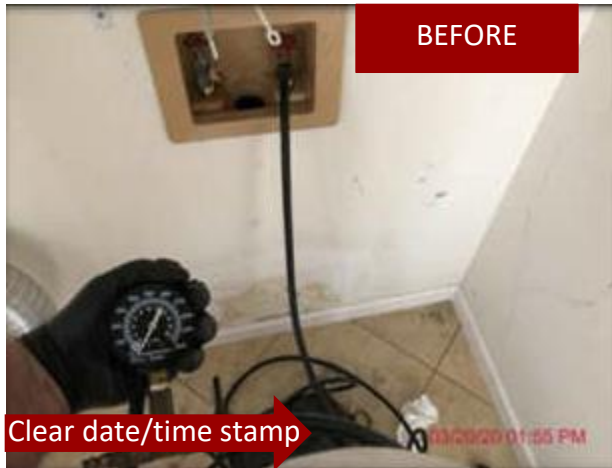
- Compressor plugged in and the air hose connected to the plumbing.
- Photos of performing a pressure test even if there is damaged or missing plumbing.
 - Show a before photo of the gauge at 0
 - Show an after photo holding pressure
 - Before and after photos must be timed 30 minutes apart.

NOTE:

- Pressure test = 35 PSI for 30 minutes.
- Photos must narrate the work completed.



Blowing Lines / Pressure Test (continued)



Winterizing Toilet

Provide photos of toilet bowl and tank as you found it (with covers open).



Clean toilet bowls with cleaning agent.

- Provide photos of the cleaning agent.
- Provide photos showing the action of cleaning.



Remove water from toilet bowls and tanks.



Winterizing Toilet (continued)

Provide photos of clean toilet bowl and tank void of all water.

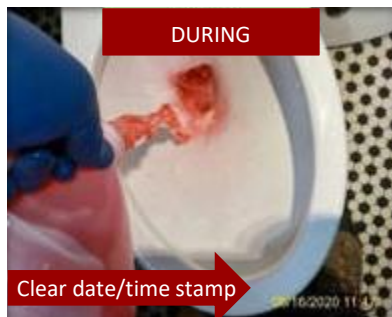


Provide photos of using non-toxic RV antifreeze.

NOTE: Please do not leave empty jugs at the property.



Provide photos of pouring an appropriate level of antifreeze.



Winterizing Toilet (continued)

Provide photos of the toilet bowl lid open and a full shot showing standing antifreeze in the toilet bowl and tank.

NOTE: The level of antifreeze must be above the trap. If evaporation is a concern in your area due to climate, please add enough antifreeze to prevent frequent need for refreshes.

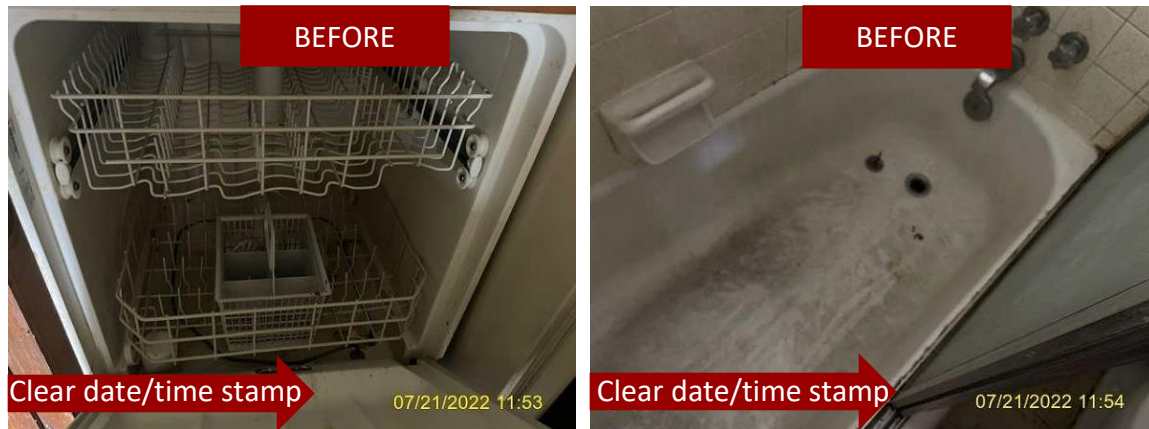


Place winterization sticker on toilet / tank.



Winterizing Fixtures

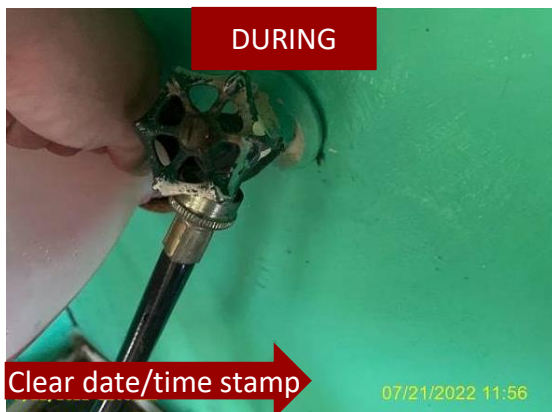
Provide photos of every drain as you found it. (Dishwasher, sinks, tubs, etc.)



Provide photos of pouring an appropriate amount of antifreeze to every drain. (Dishwasher, sinks, tubs, etc.)

NOTE: For double sinks, pour antifreeze on both sides.

Winterizing Fixtures (continued)



Winterizing Fixtures (continued)

Provide photos of winterization stickers on faucets, water valves, water heaters, toilets, boilers, and any other fixtures or equipment subject to water freeze damage.



Mechanicals

Provide photos showing location and condition of all mechanicals at the property (HVAC, water heaters, boilers, sump pump, etc.)



Utilities

Provide the following photos:

- Meter (close up to allow meter reading)
- Breakers in the off position

On property condition report, provide the following information:

- Location of each utility (side of the house, basement, etc.)
- Utility provider contact information – heat / electric / gas / water



If utilities have been restored, provide photos showing the thermostat is set to 55 degrees, or per municipality regulations.

Utilities (continued)

NOTE: If temperatures warrant, and the heat has not already been restored, please provide utility contact information.



Multiple Units

Provide photos to support multi-unit. Multiple water heaters or electrical meters alone do not establish proof. Property must have multiple, individual kitchens.

NOTE: A kitchen sink constitutes as a complete kitchen.



Damages

Document damages and provide estimates.

- Provide close up photos of any damaged plumbing or fixture.
- If plumbing is being reported as missing, provide the following...
 - Linear feet and fittings of missing plumbing.
 - Measurement photos to support.



Damages (continued)



Winterization Refresh

A refresh requires the following:

- Cleaning of the toilet bowls with cleaning agent and brush.
- Adding antifreeze to all drains and fixtures.
- Photos of winterization stickers on all toilets and fixtures.

NOTE: Multiple refreshes at the same property, during the same winterization season must have valid justification to why they are needed.

Helpful tip:

<u>Reason</u>		<u>Provide Info to NFR</u>		<u>Action Necessary</u>
No visible antifreeze in toilet bowl	→	How and why it is not visible; why is it dried up?	→	Contact NFR for approval / provide estimate if work order does not provide direction
System back on / voided	→	Why it is voided? Is property secure?	→	Contact NFR for approval / provide estimate if work order does not provide direction
Mold in toilet bowl	→	How and why? Was it previously cleaned?	→	Contact NFR for approval / provide estimate if work order does not provide direction

Frozen Property

From site, contact NFR immediately for further instructions on how to proceed. If approved to complete frozen property winterization, provide photos of plumbing damages and thawing process.

Provide photos of frozen plumbing, ice buildup, and/or ice slush.

Office hours and contact information:

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Frozen property:



Frozen Property (continued)

Plumbing damages and examples of thawing process:

