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Editor - Roland Asp, CET

Issue # 442

June 23, 2020

TechNotes Issue #442

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The New Expert of the Day (EOD) Process

The NFSA has a new association management system (AMS) that improves the member benefits and user experience on the website. One of the key benefits to being an NFSA member is the ability to ask a technical question on codes and standards and receive an informal interpretation from one of several NFSA subject matter experts (SME) who represent the industry on dozens of NFPA, ICC, and other codes and standards.

Requests for an informal technical interpretation to the NFSA expert of the day (EOD) program has traditionally been by fax, phone, or email. Starting on July 15, 2020, the NFSA is transferring the EOD process to the new AMS where members can submit questions, track the progress, and view their EOD cases. The step by step process is detailed below or can be viewed at www.nfsa.org/protech "MX - EOD and Technical Resources" (or [view the video directly here](#)).

Submitting a question to the EOD:

1. Sign into [Members/Sign In](#) at www.nfsa.org

Upcoming Technical Tuesdays

July 21, 2020

Sizing Fire Pumps for Sprinkler Contractors

Presented by Mike Joanis, P.E., Director of Contractor Services

NFPA Technical Meeting Voting THIS WEEK ONLY:

Voting is open from **June 22nd** through **June 26, 2020**.

[See NFSA's Guide to NFPA's 2020 Annual Technical Meeting - Virtual Edition for voting guidance.](#)



View older issues in the "Member's Only" section

You are already signed in.

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Sign In

Username

Password

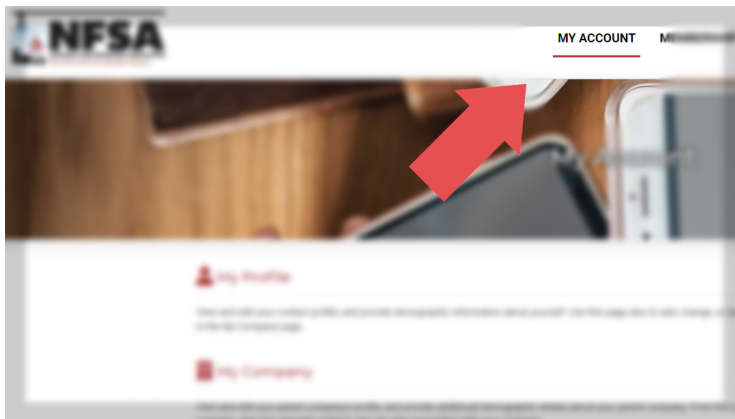
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[Sign In](#)

Do you need help signing into our site?

- Find my account by e-mail address
- I forgot my password
- Contact customer service

2. Along the upper ribbon, click [MY ACCOUNT](#)



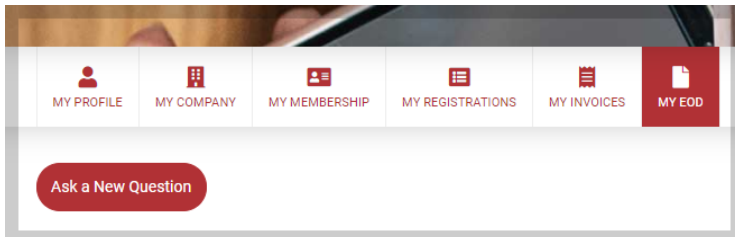
3. Scroll down and click on [My EOD](#)



My EOD

The NFSA Expert of the Day (EOD) program continues on as a popular benefit to NFSA membership. The service provides members with informal interpretations on fire sprinkler codes and standards. Interpretations can assist in understanding what the standards actually say as well as navigate through a gray area based on actual field conditions. Valued for their consistency, logic and committee insights, the EOD program is relied on by contractors and AHJs alike when questions arise.

4. To ask a new question, click [Ask a New Question](#)



5. In the next page an input form is displayed. Fill in the following (see Case Details Table):

VIKING[®]

Institutional Sprinklers



NEW MODELS

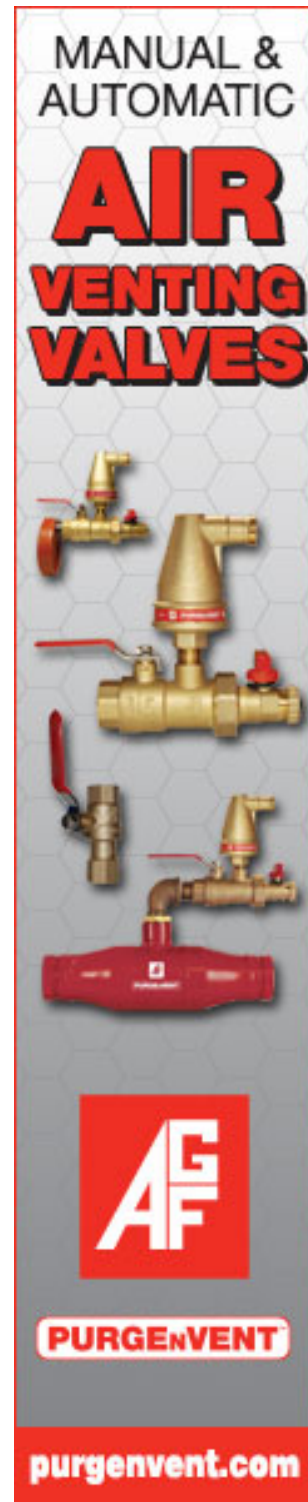
Fully installed with protective cap in place

Flush, unobtrusive finish

Available in ordinary and intermediate temperature ratings

Case Details Table

Field Name	Response	Description/Example
Case Title	Subject Line	A short and summarized subject using a few key words e.g. cloud ceilings, ESFR



Layout Technician Training

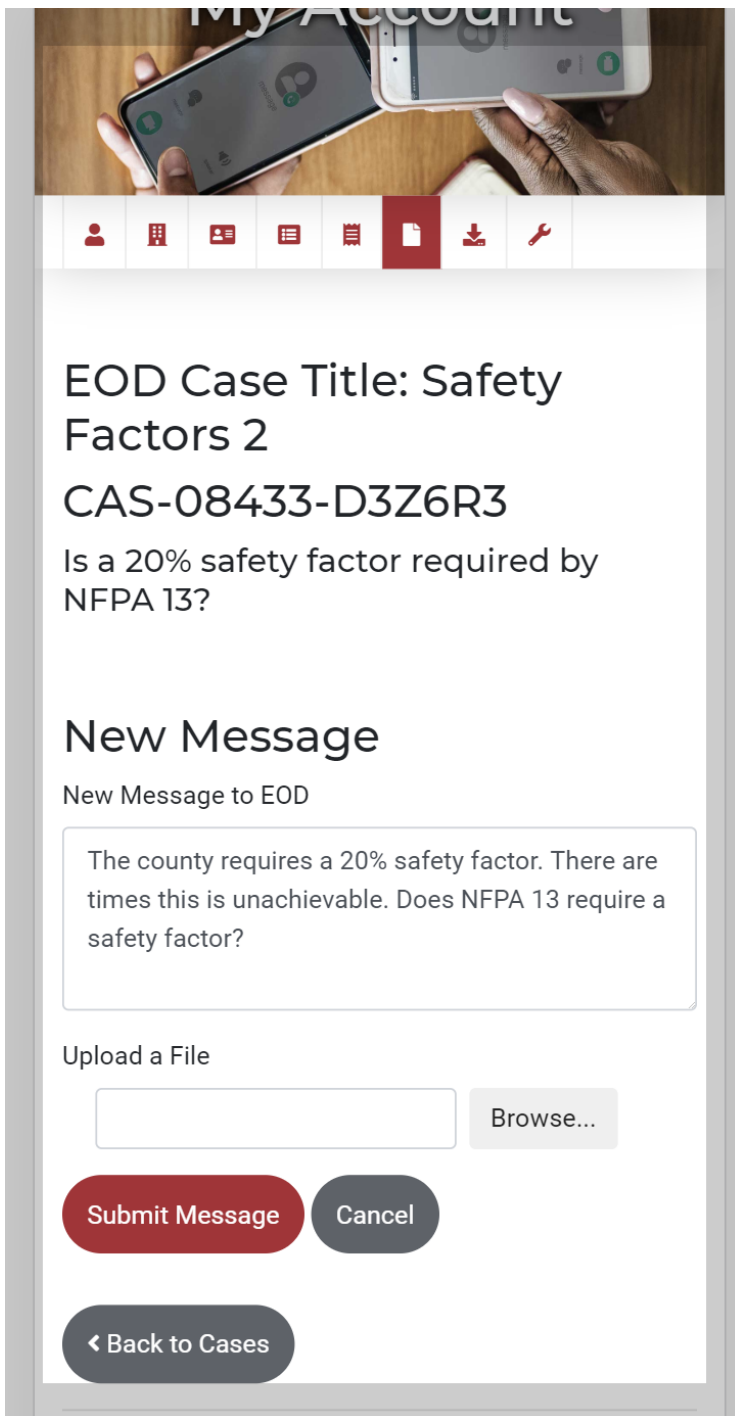
Layout Technician Training:

<https://LayoutTechnicianClass>

Layout Technician Training -
Fundamentals
Online Training
Open for Registration
Jan 1 - Dec 31, 2020

		obstructions, water supply, etc.
Question Delaying Project	Yes/No	Some EODs are time sensitive. This assists the NFSA SME in processing the request.
NFPA Standard	Standard Number and Suffix	e.g. "13" for NFPA 13, "13R" for NFPA 13R, "914" for NFPA 914, "101" for NFPA 101.
Edition	Year	Indicate the four-digit edition year. e.g. 1996, 2003, 2018, etc.
Section	Code Section Number	Indicate the section number that the question is referencing. If there is not a section number or unsure, use a section number or chapter that comes the closest. e.g. if the EOD question is about the beam rule in the 2016 edition of NFPA 13, write in: 8.6.5.1.2.
ICC Code (if applicable)	Model Code	If the question is regarding a model code, such as the International Building Code (IBC), indicate which code from the drop-down box.
Other Codes (if applicable)	Other Code	If the question is regarding a code or standard from other organizations, legacy codes, or state codes, indicate which code from the drop-down box.
EOD Question	Succinct Question	Ask the question in one or two sentences. Questions that can be answered with a "Yes" or "No" are preferred. The additional information, background, and attaching supporting documents comes on the next screen

6. Press Save & Submit in the lower right-hand corner.
7. In the next page, an input form is displayed with the EOD Case Title, case number, and the EOD question.
 - a. This page provides an additional text box for more information on the case, but is not required to be filled in.
 - b. Attachments, such as drawings or pictures can be uploaded to the case from this page.



8. When complete press Submit Message. The EOD is now considered an active EOD case and will be processed by a NFSA SME.
 - a. Updates to the EOD case are sent via email.
9. The My EOD tab updates, tracks, and records each submission.
 - a. Active EOD cases are in the EOD SME queue for processing.
 - b. Resolved EOD cases are EOD responses that are complete.

My Active EOD Cases (Click on a Case Below to Respond or Add Attachments)

EOD Case Title	Case Number	EOD Assigned	Standard	Edition	Section	Created On
Safety Factors	CAS-08431-V7W6T0	MXServices, NFSA			Chapter 23	6/22/2020 11:36 AM
Safety Factors	CAS-08430-L3P8H9	MXServices, NFSA	13	2016	Chapter 23	6/22/2020 11:35 AM
IBC Test HUGO	CAS-08428-X0G9Y5	MXServices, NFSA				6/22/2020 9:34 AM

My Resolved EOD Cases (Click on Case Below to Review)

EOD Case Title	Case Number	EOD Assigned	Standard	Edition	Section	Created On
A Code to End All Codes TEST	CAS-08425-S4F4W0	Hugo, Jeffrey	S000	2000	52.5	6/19/2020 8:01 AM

EOD Processing and Updates

After the EOD case is submitted, the NFSA member will receive an email noting the case has been received and is being processed by NFSA. As the case updates, and when the case is resolved (completed), emails are generated to keep the member updated. The My EOD page under the My Account tab also shows active and past EOD cases that the member has generated.

Frequently Asked Questions

Can I still call the EOD?

Yes. The NFSA SME is always available by phone during business hours (Monday through Friday, 8:00 am to 4:00 pm Eastern time zone) at (443) 863-4464.

Can I still send my question to eod@nfsa.org?

No. Starting on July 15, 2020, the EOD program switches over to processing technical questions through the new AMS.

Is there a way to search my history of questions?

Yes. The My EOD tab serves as the portal for asking questions, tracking active cases, and viewing resolved cases.

For any updates to this process, please refer to [the blog post here](#)

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