

# 學生住宿服務中心

## 熱水供應與緊急應變說明會

### Hot Water Supply & Emergency SOP

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## ►學二舍熱水供應硬體限制說明

Equipment restrictions for hot water supply in Dorm 2

## ►熱水「寒流前、熱水警戒、 熱水已用盡」各狀況SOP說明

Emergency SOP of situations

# 學二舍熱水供應硬體限制說明

## Equipment restrictions for hot water supply in Dorm 2

什麼樣的情況下熱水會受到限制?

Under what circumstances will hot water supply be limited?

- ▶ 設備故障 Equipment failure
- ▶ 大量用水 Use lots of water
- ▶ 寒流期間 During cold snap

# 學二舍熱水供應硬體限制說明

## Equipment restrictions for hot water supply in Dorm 2

### 設備養護Equipment failure

- ▶ 維護廠商保養(每月兩次)  
Maintenance by the contractor (twice a month)
- ▶ 值班人員例行巡檢(每日巡檢)  
Routine inspections by on-duty staff (daily)
- ▶ 如發現設備故障，通知維保廠商前來查修(通知起8小時內)  
If equipment failure is detected, notify the maintenance contractor for repair (within 8 hours of notification)
- ▶ 依現場狀況由值班人員判定是否啟用熱水警戒通知SOP  
On-duty staff will determine whether to activate the hot water alert SOP based on the situation.

# 學二舍熱水供應硬體限制說明

Equipment restrictions for hot water supply in Dorm 2

設備數據說明

Device data description





# 學二舍熱水供應硬體限制說明

Equipment restrictions for hot water supply in Dorm 2

設備故障

示意圖：馬達有在轉，頂樓的水位水溫卻沒有提升。

Device data description : The motor is running, but the water level and temperature on the top floor have not increased.

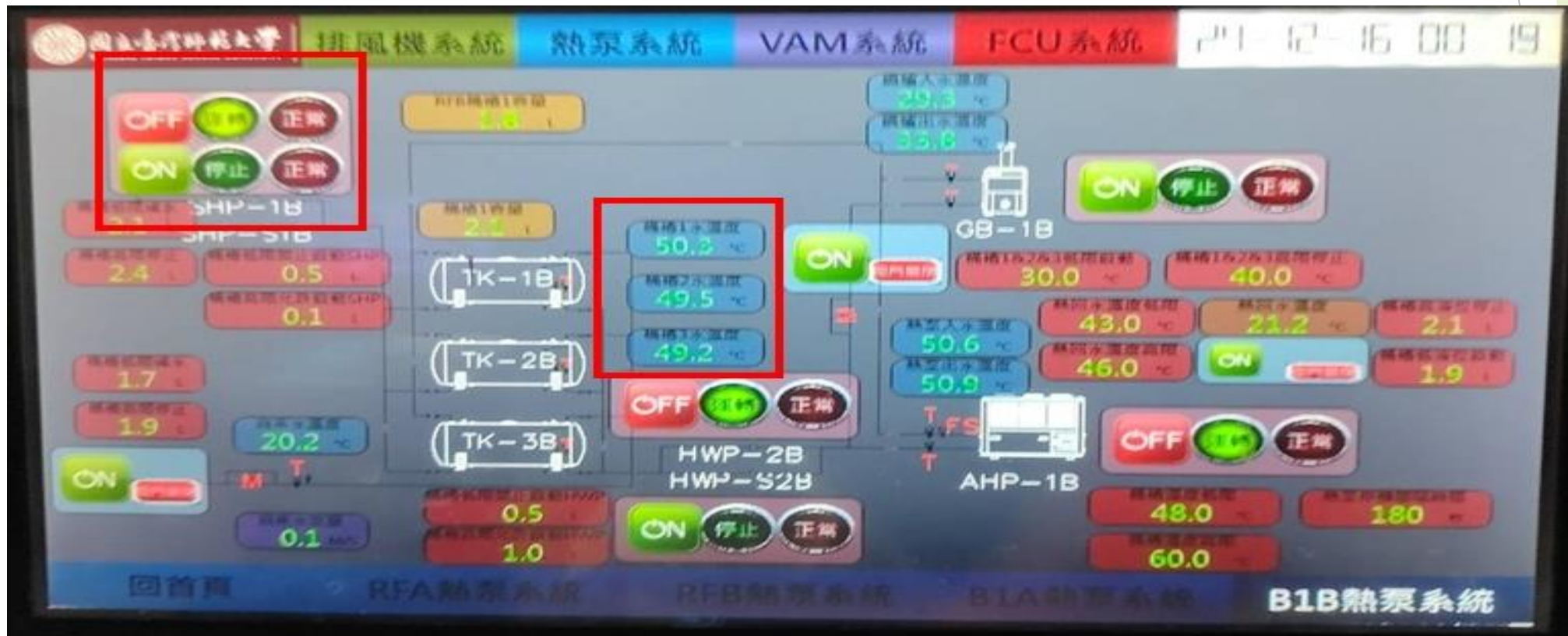


圖1  
Figure 1

## 設備故障

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**Device data description :** The motor is running, but the water level and temperature on the top floor have not increased.





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Equipment restrictions for hot water supply in Dorm 2

大量用水

例行巡視時，由中控室面板得知目前水位偏低，至現場確認。

**Use lots of water** : During a routine inspection, the control panel showed that the water level had dropped, and staff went to the site to confirm.





# 學二舍熱水供應硬體限制說明

Equipment restrictions for hot water supply in Dorm 2

大量用水 Use lots of water

- 現場水桶開蓋檢查，水位已低至腳踝同高

On-site inspection of the water tank reveals the water level is ankle-high.

- 啟動熱水用罄應變措施SOP，停止供水

Activate the “Emergency Measures for Hot Water Depletion SOP” and stop water supply.

- 重新補水開始加熱至可盥洗之溫度約8~12小時

Refill the tank and reheat the water to a usable temperature, which takes approximately 8-12 hours.



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Equipment restrictions for hot water supply in Dorm 2

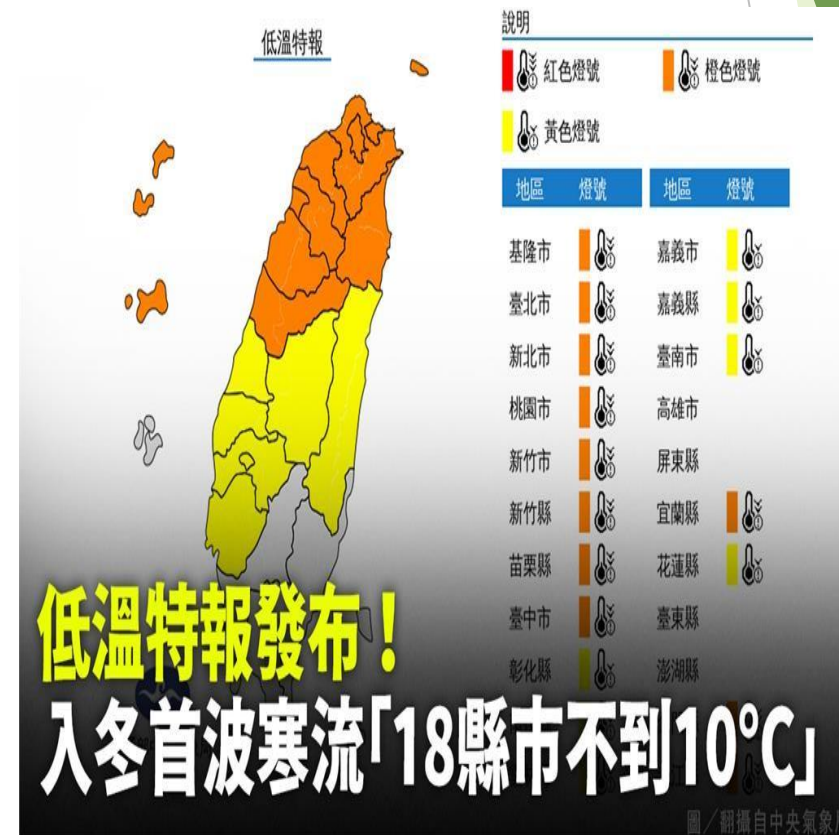
寒流期間During cold snap

- 依據中央氣象署發布低溫特報，必要時啟動寒流前提醒SOP。

According to the Central Weather Bureau's low-temperature alert, activate the cold wave reminder SOP if necessary.

- 該日值班人員警戒各項水位、溫度數據，於每日18:00~24:00 間，每間隔1小時監控水位溫度及群組回報。

On-duty staff will monitor water levels and temperatures from 18:00 to 24:00 daily, reporting updates every hour.



# 熱水「寒流前、熱水警戒、熱水已用盡」

## 各狀況SOP說明 Hot water "before cold wave, hot water warning, hot water exhausted" SOP description of each situation

依各狀況寄發系統信中英文公告或請宿委會於樓群通知  
Send system notifications in both Chinese and English based on the situation or have the dorm committee notify through floor group chats.

► 寒流前提醒 Cold Wave Reminder

► 熱水警戒通知 Hot Water Alert

► 女二舍熱水已用盡應變措施

Emergency Measures for Hot Water Depletion in Female Dorm 2

► 男二舍熱水已用盡應變措施

Emergency Measures for Hot Water Depletion in Male Dorm 2

# 熱水供應狀況SOP說明Emergency SOP of situations

## 寒流前提醒Cold Wave Reminder

### ► 寄發系統信中英文公告

各位住宿生好，  
由於近日氣溫驟降，考量夜間熱水需求增加，鼓勵同學們提早盥洗錯開尖峰時段。  
如遇熱水不足，將啟用緊急應變SOP，安排至鄰近有熱水的宿舍盥洗。請住宿生  
留意住服中心公告或宿委會樓群通知，謝謝！

### ► Send system notifications in both Chinese and English based on the situation

Dear residents,

Due to the recent temperature drop and increased demand for hot water at night, we encourage you to shower earlier to avoid peak hours. In the event of insufficient hot water, an emergency SOP will be implemented, and arrangements will be made for you to use nearby dormitory with hot water facilities. Please stay updated through announcements from the Student Housing or notifications from the dormitory committee. Thank you!



# 熱水供應狀況SOP說明Emergency SOP of situations

## 熱水警戒通知Hot Water Alert

### ► 寄發系統信中英文公告或請宿委會於樓群通知

各位住宿生好，

目前男二舍/女二舍熱水水位驟降，即將用完，請大家節約用水。

如遇熱水不足，將啟用緊急應變SOP，安排至鄰近有熱水的宿舍盥洗，請住宿生留意住服中心公告或宿委會樓群通知，謝謝！

### ► Send system notifications in both Chinese and English based on the situation

Dear residents,

The hot water level in Female/Male Dorm 2 is rapidly decreasing. Please conserve water. If hot water runs out, the SOP will be activated, and arrangements will be made to use nearby dormitory with hot water facilities. Please check announcements from the Student Housing or notifications from the dormitory committee. Thank you!

# 熱水供應狀況SOP說明Emergency SOP of situations

## 女二舍熱水已用盡應變措施Emergency Measures for Hot Water Depletion in Female Dorm 2

### ► 寄發系統信中英文公告或請宿委會於樓群通知

各位住宿生好，

由於女二舍熱水供應不及，預估需要\_\_\_\_小時重新燒至正常溫度。學二舍櫃檯啟用緊急應變SOP，提供男二舍一樓無障礙寢室衛浴，請有急用需求的同學參照以下步驟：

- 1.至學二舍櫃檯登記資料及聯絡方式並回寢室等待櫃檯聯繫。
  - 2.櫃檯依序通知登記同學，引導前往男二舍一樓無障礙寢室衛浴盥洗。
- 造成不便敬請見諒，如有任何狀況請隨時聯繫學二舍櫃檯或宿委會，謝謝大家！

### ► Send system notifications in both Chinese and English based on the situation

Dear residents,

Due to insufficient hot water supply in Female Dorm 2, it is estimated to take \*\* hours to heat back to normal temperature. Dorm 2 front desk has activated the emergency SOP and arranged for a barrier-free bedroom on the first floor of Male Dorm 2. Students in urgent need, please follow these steps:

- 1.Register your information at the Dorm 2 front desk and wait in your room for a call.
- 2.The front desk will notify registered you in order and guide them to the barrier-free bedroom on the first floor of Male Dorm 2 for showering.

We apologize for the inconvenience. If you have any concerns, please contact the Dorm 2 front desk or the dorm committee. Thank you!

# 熱水供應狀況SOP說明Emergency SOP of situations

## 男二舍熱水已用盡應變措施Emergency Measures for Hot Water Depletion in Male Dorm 2

### ► 寄發系統信中英文公告或請宿委會於樓群通知

各位住宿生好，

由於男二舍熱水供應不及，預估需要\_\_\_\_小時重新燒至正常溫度。學二舍櫃檯啟用緊急應變SOP，已聯繫學七舍櫃檯提供一間衛浴，請有急用需求的同學參照以下步驟：

1.至學二舍櫃檯登記資料及聯絡方式並回寢室等待櫃檯聯繫。

2.櫃檯依序通知登記同學，引導前往學七舍盥洗。

造成不便敬請見諒，如有任何狀況請隨時聯繫學二舍櫃檯或宿委會，謝謝大家！

### ► Send system notifications in both Chinese and English based on the situation

Dear residents,

Due to insufficient hot water supply in Male Dorm 2, it is estimated to take \*\* hours to heat back to normal temperature. Dorm 2 front desk has activated the emergency SOP and arranged for Dorm 7 to provide a bathroom. Students in urgent need, please follow these steps:

1.Register your information at the Dorm 2 front desk and wait in your room for a call.

2.The front desk will notify registered you in order and guide them to Dorm 7 for showering.

We apologize for the inconvenience. If you have any concerns, please contact the Dorm 2 front desk or the dorm committee. Thank you!

謝謝聆聽! *Thank you!*

QA時間  
Question time