

TCE Licensed Contractor FAQ

1 *What should I do if my report is rejected?*

Review the rejection reason, correct the issue, and resubmit the report. Common reasons for rejection include incomplete information, incorrect dates, open deficiencies that have not yet been cleared, or a report submitted under the wrong property or system. Please review the **SDFD Report Preparation**

Guidelines at the link below:

- San Diego Fire-Rescue Department Compliance Engine page
- Section 1: General Report Preparation Guidelines

<https://www.sandiego.gov/fire/community-risk-reduction/fire-protection-systems/compliance-engine>

3 *How do I check for open defects on The Compliance Engine?*

As a contractor please log in to The Compliance Engine. Select the icon titled “Deficiency tracking”. Open filters and input “San Diego Fire-Rescue Department” as the AHJ. Then input either a partial address in the address field or the name of the premise in the premise field.

If the issue still cannot be located please contact the Brycer team at (630) 413-9511 or Support@mybrycer.com

2 *I completed the work, but the property still shows deficient. Why?*

A system may still show deficient until the required documentation has been properly uploaded, reviewed, and linked to the correct property and system. Completion of work in the field does not automatically update the compliance status on The Compliance Engine.

Standardized forms for reporting repairs are mandatory when clearing defects on the compliance engine. (AES-10 for example)

If you would like to receive some training on how to clear defects as a contractor please contact the Brycer team at the link below to book a training:

- <https://www.thecomplianceengine.com/training>

4 *What if open deficiencies from a previous inspection still exist?*

Open deficiencies from a previous inspection may affect whether a new inspection can be accepted as compliant. Any previously identified deficiencies should be corrected and properly documented before, or submitted together with, the current inspection documentation, as applicable.

Reports submitted as compliant without addressing open deficiencies may be rejected. Please ensure all required documentation is included and clearly shows how the deficiencies were resolved.

5 **Duplicates?**

Examples may include:

- Report submitted under the wrong address
- Report submitted under the wrong system
- Report submitted under the wrong premise name
- Report attached to the wrong property
- A new record created for a system or property that already exists in The Compliance Engine

This should be reported for correction as soon as possible. Incorrect property or system information can cause duplicate records, overdue notices, or an inaccurate compliance status.

Please contact the Brycer Support Team at (630) 413-9511 or Support@mybrycer.com for assistance.

6 **Who handles software support, account access, or profile issues?**

For software-related issues such as account access, login problems, or profile support, contact Brycer Support. Please contact the Brycer team at (630) 413-9511 or Support@mybrycer.com

7 **How do I update contact information for a property?**

Routine contact information updates should be handled through Brycer Support. Please contact the Brycer team at (630) 413-9511 or Support@mybrycer.com

8 **Can a system be removed from a property if it no longer exists?**

Requests to remove or abandon systems require review before the system record can be updated. Please be advised that approved demolish permits from the City of San Diego DSD may be required for approval.

- <https://www.sandiego.gov/development-services>

9 **Can an annual inspection be completed early?**

Yes, an annual inspection may be performed early. When accepted, it will reset the inspection cycle based on the new inspection date.

10 **How can I verify if a Fire Hydrant is Privateley Owned?**

Hydrant ownership and maintenance responsibility should be verified through the tool below:

<https://webmaps.sandiego.gov/portal/apps/webappviewer/index.html?id=476a7352045443f4ab8539b91aa9d621&extent=-13039181.9541%2c3868504.5108%2c-13037987.6256%2c3869136.3106%2c102100>

If the hydrant is shown on the map above the system is owned by the City of San Diego. Please contact your contractor to have the system removed from The Compliance Engine.