

Today, metal plate connected wood trusses are widely used in single family, multi-family, residential, commercial and agricultural construction. They can be designed in almost any shape and size, restricted only by manufacturing capabilities, shipping limitations and handling considerations. As the use of trusses has increased, so has the frequency of truss damage and modifications to correct for geometric errors and homeowner’s preferences. Since trusses and types of damage to them vary greatly, each repair detail is prescribed on a case-by-case basis. The design of a realistic repair for each situation relies heavily on the knowledge of field conditions and available materials. For these reasons, truss engineers need as much information as possible. The two different Link Features described below will allow you to send repairs more conveniently and helps MiTek Engineers return jobs faster, and with greater practicality.

### Option 1.

Login into MiTek Link and follow the same usual steps for sending the job. Regardless of the type of repair, MiTek Engineers always need .TRE file(s) of original truss(s).

On the second screen, enter comments for the engineer. This is a good place to add a note stating who to contact should any question arise, and to provide information about a needed repair. Please do not use the “W1, T1, ...” member designations as they tend to vary from one computer to another. To avoid any confusion, we recommend sending marked up PDF files to provide a better understanding of the damage to the truss or modifications that need to be done. There is no need to send a separate email or fax to accomplish this, since additional files may be sent along with .TRE file(s) through Link.

After adding notes on the second screen, click Continue and move to the next screen.

On the bottom of the third screen, click on the Filter button shown in Figure 1.



Figure 1 (Third Page in Link)

By checking on the “Show non-truss files” option, all files types will become visible. You may then add other file types to be sent. For example, you may need to include a PDF, JPEG, Word Doc, etc.. The receiving engineer will be able to select and review those documents along with the truss file(s).

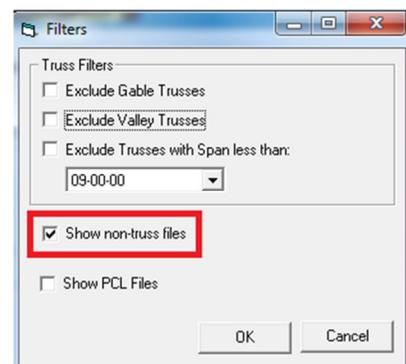
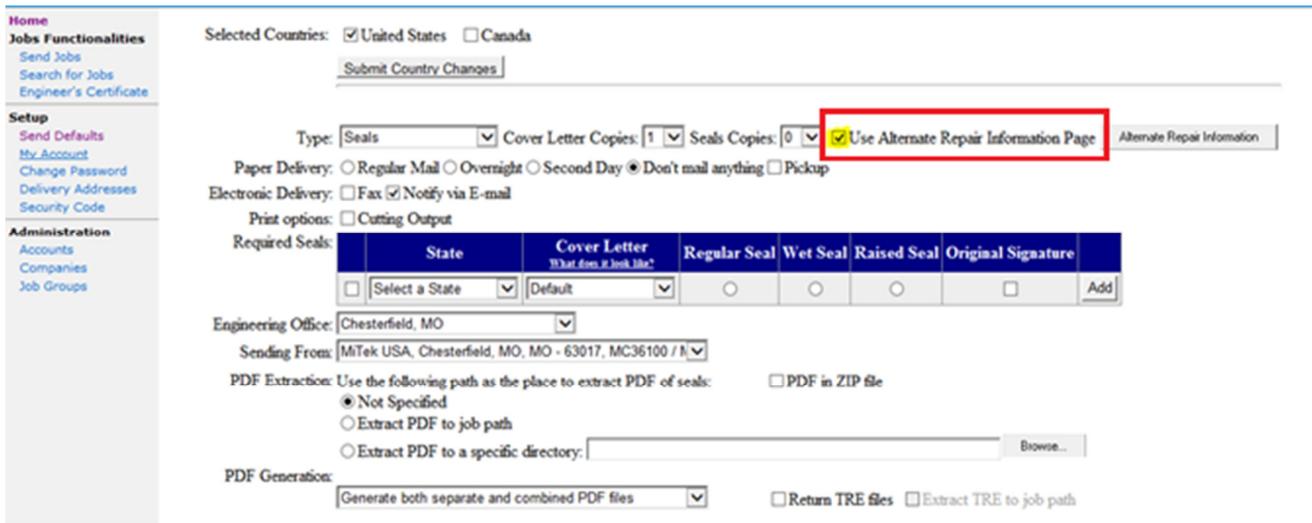


Figure 2 (Filter Options)

### Option 2 (recommended).

A second means to deliver information to the MiTek Design Engineer is by utilizing the Link feature “Alternate Repair Information”. The use of this feature not only negates the need to send separate emails or faxes, but also makes it easier to remember important repair details that need to be communicated to the Engineer. You can effortlessly attach documents, specify lumber to be used in the repair, and denote field conditions (i.e. the truss is accessible from one face only).

This feature is turned on by default but can easily be turned off in “Send Defaults” if desired by unchecking the box shown in Figure 3.



The screenshot shows the 'Send Defaults' configuration page. On the left is a navigation menu with sections: Home, Jobs Functionalities (Send Jobs, Search for Jobs, Engineer's Certificate), Setup (Send Defaults, My Account, Change Password, Delivery Addresses, Security Code), and Administration (Accounts, Companies, Job Groups). The main content area includes:

- Selected Countries:  United States  Canada
- Submit Country Changes button
- Type: Seals (dropdown), Cover Letter Copies: 1 (dropdown), Seals Copies: 0 (dropdown),  Use Alternate Repair Information Page (checkbox, highlighted in red), Alternate Repair Information button
- Paper Delivery:  Regular Mail  Overnight  Second Day  Don't mail anything  Pickup
- Electronic Delivery:  Fax  Notify via E-mail
- Print options:  Cutting Output
- Required Seals table:
 

State	Cover Letter <small>What does it look like?</small>	Regular Seal	Wet Seal	Raised Seal	Original Signature	
<input type="checkbox"/> Select a State	Default	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>	Add
- Engineering Office: Chesterfield, MO (dropdown)
- Sending From: MiTek USA, Chesterfield, MO, MO - 63017, MC36100 / I (dropdown)
- PDF Extraction: Use the following path as the place to extract PDF of seals:  PDF in ZIP file
  - Not Specified
  - Extract PDF to job path
  - Extract PDF to a specific directory: [text input] Browse...
- PDF Generation: Generate both separate and combined PDF files (dropdown)
  - Return TRE files
  - Extract TRE to job path

Figure 3 (Send Defaults Page)

Also, under “Send Defaults,” you can set up contact information, default lumber and gusset materials that the engineer should utilize for repairs if possible. All other options are job specific and are therefore, grayed out under “Send Defaults” and will be entered when sending in each Repair job.

If you select “Use Alternate Repair Information” and are sending in a Repair, you will see the menu shown in Figure 4 on the second Send Page instead of the typical Comments Page:

Alternate Repair Information
✕

**Additional Contact Information**

Name

Phone

Attach PDF

**Type of Repair**

- Break in member
- Stub
- Damaged Plate at Joint
- Loading Change
- Hole/Notch in member
- Truss Modifications
- Other

Please attach a PDF to show the details of repair

**Field Conditions (Please add other conditions to the comments)**

	Yes	No	?
Truss has been set	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Both sides accessible	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Roof/Floor decking	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Ceiling applied	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Chase can be covered	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Mechanicals/Plumbing in place	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Additional bearing available	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Scab truss is an option	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Field press available	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Place comments and additional information below

**Available Dimensional Lumber (#2 or Better)**

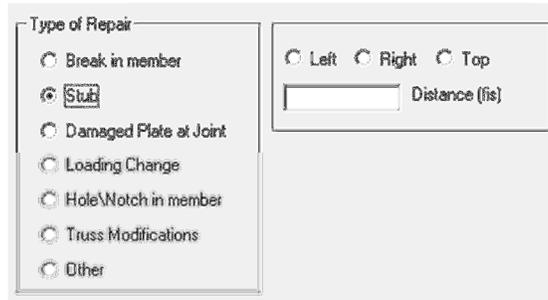
<input checked="" type="checkbox"/> SPF	<input checked="" type="checkbox"/> 2x4	<input checked="" type="checkbox"/> 2x6	<input checked="" type="checkbox"/> 2x8	<input type="checkbox"/> 2x10
<input type="checkbox"/> HF	<input type="checkbox"/> 2x4	<input type="checkbox"/> 2x6	<input type="checkbox"/> 2x8	<input type="checkbox"/> 2x10
<input checked="" type="checkbox"/> DF	<input checked="" type="checkbox"/> 2x4	<input type="checkbox"/> 2x6	<input type="checkbox"/> 2x8	<input type="checkbox"/> 2x10
<input type="checkbox"/> SP	<input type="checkbox"/> 2x4	<input type="checkbox"/> 2x6	<input type="checkbox"/> 2x8	<input type="checkbox"/> 2x10

**Available Sheathing and Other Material**

<input checked="" type="checkbox"/> OSB	<input type="checkbox"/> 7/16"	<input checked="" type="checkbox"/> 15/32"	<input type="checkbox"/> 23/32"
<input checked="" type="checkbox"/> Plywood	<input checked="" type="checkbox"/> 7/16"	<input type="checkbox"/> 15/32"	<input checked="" type="checkbox"/> 23/32"
<input type="checkbox"/> LVL Material is Available			

Figure 4 (Link Repair Page)

This menu page is where you can relay repair details and comments, attach documentation, and make modifications to the requested repair materials to use. When using the radial buttons for “Types of Repair,” other options appear to ensure that the Engineering Department has all required information. These are common pieces of information that MiTek Engineers need to properly create the repair designs. This reduces the time it takes to return the final and correct repair design.

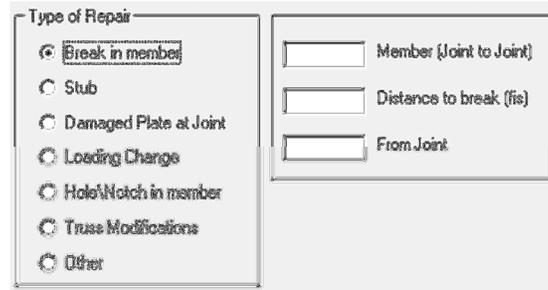


The screenshot shows a 'Type of Repair' menu with the following options:
 

- Break in member
- Stub
- Damaged Plate at Joint
- Loading Change
- Hole/Notch in member
- Truss Modifications
- Other

 To the right, there are radio buttons for 'Left', 'Right', and 'Top', and a text input field labeled 'Distance (fis)'.

Figure 5 (Stub Information Menu)



The screenshot shows a 'Type of Repair' menu with the following options:
 

- Break in member
- Stub
- Damaged Plate at Joint
- Loading Change
- Hole/Notch in member
- Truss Modifications
- Other

 To the right, there are three text input fields: 'Member (Joint to Joint)', 'Distance to break (fis)', and 'From Joint'.

Figure 6 (Break Information Menu)

Please note: Any comments added will not be read until the job is opened by a MiTek Engineer. Should a rush be required, please email or call the assigned MiTek Engineer or MiTek Engineering's administrative assistant to notify them of the unique prioritization of the specific job. Otherwise, work is performed via "first in first out" prioritization.

Lastly, if it is necessary to forward the repair design to other parties such as sales staff, another designer, or other staff member, multiple email addresses may be added to the MiTek Link User Account. The "Your Job is Ready to Download" email will be sent to all addresses that are included in the Link User Account. To enter multiple addresses, enter them as show below by separating addresses with a comma or semicolon.

Examples:

[jane.doe@xyz.com](mailto:jane.doe@xyz.com), [john.doe@xyz.com](mailto:john.doe@xyz.com)

or

[bsmith@wxyz.com](mailto:bsmith@wxyz.com); [djones@wxyz.com](mailto:djones@wxyz.com)

We are confident that you will find these tools to be helpful. For additional information, or if you have questions on these features, please contact MiTek Engineering or MiTek Technical Support.