



Facilities Services

THE UNIVERSITY OF TEXAS AT AUSTIN

Facilities Maintenance – P.O. Drawer 7580 - Austin, Texas 78713-7580 - (512) 471-6188

Standard Operating Procedures for Warranty Processing

The Warranty process has been established for CP projects and is managed by the Facilities Maintenance Department.

This Standard Operation and Procedures guideline will instruct end users and project's personnel in:

- Identifying the warranty team personnel and their roles of responsibility
- Introducing forms for adding project information to the Warranty Data Base
- Beginning the warranty process
- Establishing best practice in communicating warranty notices and resolution
- Requesting available reports and information during and after warranty period
- Closing the General Contractor's end of year warranty period
- Researching archived warranty information for issue coverage under an extended warranty

"The Team"

The Warranty Team shall consist of:

- The UT or UT System's, Project Manager
 - If resolution cannot be met by normal protocol it ultimately will be the responsibility of the PM to intervene and correspond with end user and Contractor until issue is resolved.
- The Contractor's, Project Manager /Owner
 - If resolution cannot be met by normal protocol it ultimately will be the responsibility of the PM/Owner to work with UT/UT System's PM to come to a resolution
 - Will appoint a designee as warranty point of contact for the one-year warranty period.
- The Construction, (Coordinator for CP projects) or (Construction Inspector for CIP projects)
 - Act as the UT/UT System, Project Manager's Liaison for routine warranty issues. They are contacts for the end user issues.
- Contractor point of contact
 - An individual designated from the Contractor's firm to receive all warranty notices. This person will address all notices, make necessary repairs or replacement of defective item(s) and report back to facilities maintenance the issue is completed and date it closed. Having received the designation, this person will serve as point of contact for the entire one-year process.
- Warranty Project Manager
 - Manage warranty process, warranty personnel, review all warranty issues, and work with CP and CIP personnel during the one-year warranty process. When necessary make site investigations. Meet with end user, contractor, CP, and CIP personnel on other than routine warranty issues.

- Project Coordinator
 - **The Maintenance point of contact** for reporting warranty issues and receiving notice of completion of warranty issues from contractor.
 - Sends contractor warranty notices and receives contractor resolution responses.
 - Enters warranty information into FAMIS and tracks warranty issues via a warranty log. Run requested data base reports.
 - Notifies contractor and PMs in the event of nonperformance.
- Maintenance and Shops
 - The shops are and probably will be the end user's most immediate point of contact. This is not to say the Coordinators and Inspectors are not to be contacted. Preference is that the Coordinators and Inspectors be the primary end user point of contact as this gives the end user a sense of continuity (cradle to grave).
- End User
 - **The most important team member of all. This is all other team member's CLIENT!**

"Forms, forms, and more forms"

To capture crucial warranty information the Warranty department has created:

- The Project Contact Information form
 - It contains warranty team personnel contact information (See appendix A)
 - The project Contact Information form should be filled out by the UT PM or CC/CI.
- The subcontractor warranty Matrix
 - This lists the General Contractor's subcontractors by CSI division, contact information, brief description of work performed and number of years that particular subcontractor's work or product is under warranty. This information is crucial for extended warranty issues. (See appendix B)
 - The Subcontractor warranty matrix shall be filled out by the Contractor.

These forms shall be completed and received prior to the Substantial Completion notice. Forms are to be sent to the Warranty Admin Associate in electronic format via Email.

"In The Beginning"

The General Contractor's unconditional one-year warranty responsibilities begin the day of Substantial Completion. The Substantial Completion notice informs campus that the project has reached the Substantial Completion milestone and informs end user, maintenance, and shops to notify the **Maintenance Warranty point of contact** (Warranty Admin Associate) any warranty issues pertaining to the project.

- At Substantial Completion, Contractor may still have outstanding punch list items in which they have 30 days to complete. The warranty department will not address punch list items and it is understood that it is the project's responsibility to ensure these punch lists are complete prior to the end of the 30-day period.
- Prior to Substantial Completion a Warranty Team meeting should be scheduled. There the team can make introductions, ask questions, identify who should be on the Warranty notification Email, and solidify team members' responsibilities.

"Communication (you said what?)"

Following the warranty team meeting all necessary team members to receive warranty notices will have been identified. Protocol will have been discussed regarding reporting warranty issues and the Contractor's contact designee and copied identified members will receive warranty notices via Email:

- The first warranty notice notifies the contractor he has ten days in which to respond and thirty days in which to complete the warranty item.
- The second notice is sent 10 days prior to the first notice expiration and reminds contractor he will be in noncompliance at the end of the remaining 10 days. At expiration of the second notice the contractor will receive a third notice.
- The third notice is generated by UT/UT systems PM and is sent to the contractor and contractor's surety company stating contractor nonperformance and requesting compensation as the warranty issue will have been resolved by the University or University Systems.

Contractor Response to a Completed warranty issue:

- Having addressed the warranty item the contractor will respond via Email to the Warranty Admin Associate and copy identified team members that the item is closed. Contractor is to give a brief description and date of repairs necessary to close the issue.
- Upon receipt of a warranty completion notice from the Contractor, the Warranty Admin Associate requests the Maintenance Shop(s) for verification.
- The Maintenance Shop(s) will inspect the warranty item and report back to the Warranty Admin Associate to confirm completion or report their findings.
- In the event the warranty issue is not in contractor scope of work, the Warranty department will need a document stating such and date closed. This is to be sent to the Warranty Admin Associate and copy team members.

"Reports or Report Card"

During the warranty process the team may request a copy of the Warranty log. It has detailed information regarding all warranty issues current or outstanding. You may contact the Warranty Admin Associate for a copy of the log. Contractors find this is a useful tool. It takes the place of an open issues log.

"The End Is Near"

10 months from the start of the warranty process the team will be requested to meet at the site for an end of year warranty walk. This meeting will be facilitated by UT/UT System PM. The Warranty Project Manager will have a copy of the latest warranty log and a copy of a trend log to discuss reoccurring issues and incomplete issues. Copies of the warranty log and trend log will be made available before the end of year walk. Please request logs prior to meeting for the walk.

Following the walk the contractor's scribe will type up notes to be distributed to the team. The notes will include resolution of incomplete items and notation of new warranty work found during the walk. New issues will be processed following receiving the scribe's notes from the walk.

The contractor is still liable for warranty work through the 2 remaining months. Upon completing warranty work documented at the end of the year date, the contractor will no longer be responsible for coordinating warranty work. If there is documentation of frequent and repetitive warranty instances and the issue arises again shortly after the end of year date, contractor may be called back for a latent warranty defect notice.

The UT Maintenance Shop(s) are required to attend and report warranty items found at the warranty walk within 48 hours after the walk.

Submitting Warranty Requests

To submit a warranty request, all requests must be submitted in writing, preferably by email, to Sean Mackenzie; sean.mackenzie@austin.utexas.edu;
CC: Geoffery Bucher; geoffery.bucher@austin.utexas.edu.

Please be sure to include:

1. Your name and contact information, and/or an alternate contact person(s) if necessary.
2. The building name, the room number, the floor, and/or area of the building. Without this information your request may be delayed, due to further research required.
3. The nature of the warranty request – please be as specific as necessary so the contractors will have as much information as needed to get the necessary subcontractors out to repair the issue(s).

Project Warranty Details are recorded in FAMIS as a work order. As warranty items are completed, the completed date and any notes pertaining to each specific request will be noted. During the warranty phase, you may contact the Warranty Department at any time to request a Warranty Report. A Warranty Report will be a detailed list of all warranty requests received and the status.

If you have any questions or concerns please feel free to contact the Warranty Department.

Geoffery Bucher, QCP – Project Manager – Commissioning & Warranty

(512) 809-1085 geoffery.bucher@austin.utexas.edu

Sean Mackenzie – Program Coordinator – Commissioning & Warranty

(303) 250-4616 sean.mackenzie@austin.utexas.edu

Main Office (512) 471-6188, Fax (512) 471-7157