

Standard Operating Procedure

I. Title: Warranty Management

II. Purpose: To effectively oversee and manage the Warranty Period for all PMCS capital projects through the project warranty period to ensure items under warranty are properly documented and warranted items are functioning as intended and to provide a smooth transition after Warranty to the Facilities Maintenance Department.

III. Actions (Chronological Order)

1. The Warranty period begins at Substantial Completion (SC) Acceptance and typically lasts for a one year period from the date of SC.
* NOTE: Warranty periods for roofs and equipment may have extended periods
2. Project Specialists sends an electronic copy of the Substantial Completion letter with the attached list of deficiencies to the Construction Coordinator, the Project Manager and the Manager of the Construction Coordinators.
3. The Coordinator will schedule any corrective actions with the building manager and the occupant and building manager to expedite Final Acceptance.
3. Coordinator will enter an Outlook Calendar Follow-Up Date ten months (10-months) after the date of Substantial Completion documented on the letter.
4. At the beginning of the tenth month, the Coordinator will schedule a Warranty walk of the work area with the Building Manager, the PM, the Contractor's representative and the Client to conduct a final Warranty walk. Zone Maintenance Shop Manager for the affected zone; or their representative; must be included in the Final Warranty Walk.
5. Any deficiencies in workmanship or materials identified during this warranty walk will be documented by the team and included on the 'Warranty Failure Notice'. Copies will be forwarded to all attendees of the Warranty walk with a copy to the project file.
6. The Coordinator will set up a schedule between the client and the contractor to make necessary corrections within 30 days from the inspection of the project.



Coordinator will schedule any relevant testing or field observation by technical team members or the Zone representative if required for Warranty acceptance.

7. Coordinator will monitor progress and when work is completed, the coordinator will document acceptance on the bottom of the Warranty Failure Notice along with the date of acceptance and file in the project 'Construction/Reports' folder and send an electronic notification the Zone, Building Manager, client and contractor that work has been satisfactorily completed. An electronic note will be sent to the building manager, client, contractor and Zone Manager that any future concerns should be directed through the One-Stop call center.
8. Coordinator will charge their time to the CP to the non-billed Warranty however if it is for an Auxiliary, the coordinator will need to open a CP for billing to the Auxiliary for compensation of time and materials if needed.
9. If work is not completed within the 30 day period, the Contracting Manager will send out a non-conformance notice providing the contractor one more 30 day period to complete and notifying the contractor that if they do not complete within this period, the work will be assigned to others and a bill will be sent to the contractor and the failure to complete the project will be noted in the Contractor's file with a copy to the Contract Manager and the Project Manager.

IV. References

Warranty Failure Notice <http://www.utexas.edu/pmcs/staff/ForStaff-ProjectForms.html>