

STANDARD OPERATING PROCEDURE # FAC 3.024

Subject: TMA Project Warranty Procedure

Purpose and Scope: The University performs construction and renovations projects that involve warranty periods. These projects typically have a warranty period of one year with the exception of roofing projects. The purpose of this procedure is to formalize the project warranty process utilizing TMA to identify and communicate warranty issues to construction project contractors.

Procedures:

These steps are required for processing TMA warranty work request for communication and correction of construction project warranty items:

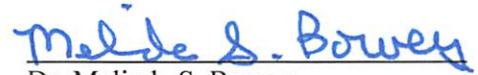
- The Facilities Maintenance/Utilities Units will perform first response investigation for new construction or renovation projects to determine the nature of the problem and whether or not the problem reported is covered under a project warranty. If the responding employee is unable to determine if the problem is a warranty issue, the immediate supervisor will be contacted to make the determination in consultation, if needed, with the Facilities Planning, and Construction (FP&C) Project Manager.
- If the problem is determined to be a warranty item the supervisor of the investigating shop submits the warranty information to the Work Control Manager by e-mail outlining in detail the project problem, description, and location.
- A TMA Warranty Service Request will be created and e-mailed to the appropriate contractor point-of-contact with the transmittal form (attachment A) containing project/warranty information. The FP&C Project Manager will be copied, including the warranty documents to be placed in the project file.
- After notification is received from the contractor that the issue is resolved, the work will be verified by the appropriate staff, and the TMA warranty work request will be closed/completed.

- If the contractor does not provide verification of work completed, a second notice will be sent with a copy to the FP&C Project Manager. If no response is received to the second request, the FP&C Project Manager will be notified to assist. After the item is resolved the work order will be closed/completed.

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