

FACILITIES MAINTENANCE AND ENGINEERING PROCEDURE		
Subject: WARRANTY RESOLUTION	FMEP-P-0800	Rev. No. 1
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1.0 PURPOSE

To provide guidance for the handling of issues that may arise with regard to warranty claims.

2.0 GENERAL

It shall be the responsibility of the COTR to resolve and follow-up on warranty claims for items supplied and/or installed by a construction contractor or vendor as part of a work order or renovation for the warranty period set forth in the contract specifications (Reference Specification section 01740).

3.0 PROCEDURE

- (a) Upon being made aware of a possible warranty issue by notification from one of the various shops, building manager, trouble desk or customer, an e-mail shall be sent by the requester to the lead COTR stating the nature of the problem, when it was noticed, and the critical nature of the item.
- (b) The lead COTR or the COTR that was originally responsible for the project shall verify whether or not there is a legitimate warranty claim by visual inspection or verification by maintenance personnel. If it is not a warranty issue, respond with an e-mail to the requester stating the reason why it is not. Suggest that they contact the trouble desk for appropriate assistance. If it does appear to be a warranty issue, the COTR with assistance from the Lead Engineer shall check the contract and specifications as referenced above to verify the warranty expiration date and if there is a specified period of performance such as emergency response.
- (c) The COTR shall contact the designated person or company as indicated on the warranty section of the O&M manual by phone or e-mail and state what the problem is and schedule a time to have a technician make appropriate repairs.
- (d) The COTR or Lead Engineer shall meet the repair technician at the site whenever possible to determine the course of action and the duration for repair.
- (e) When the vendor's technician indicates that the repair has been completed, the COTR or Lead Engineer shall verify proper function with help from the appropriate shop personnel. The COTR or Lead Engineer shall get a copy of the repair order/ticket stating what was found, what repairs were made, etc.
- (f) The COTR shall forward a copy of the ticket to the appropriate shop for their records. The COTR shall send an e-mail to the originator of the warranty claim stating the status of the claim. A copy of the e-mail and the repair ticket will be placed in the project file.