

**POLICY**

Effective Date: Rev 01/19/06

Approved By: Director of Facilities Management

Cancels: 94-2

**POL-5700.10      PURSUING WARRANTY CLAIMS ON PW PROJECTS**

*This policy applies to initiating and pursuing warranty claims on completed Public Works (PW) projects.*

**1.    The Purpose of this Policy is to Provide Clarification of Responsibilities.**

The purpose of this policy is to provide clarification of responsibilities for initiating and pursuing warranty claims on Public Works (PW) projects.

**2.    Project Manager Retains Warranty Responsibility Through Final Completion.**

While a project is under construction, and has an assigned project manager, that project manager shall be responsible for initiating and pursuing warranty claims.

This period of responsibility will remain with the project manager from substantial completion and start-up of equipment until final completion and acceptance of the facility.

Extended periods of project manager responsibility for warranty claims may occur by exception and will be handled on a case-by-case basis.

**3.    FM Maintenance Personnel will Become Familiar with Warranted Items Prior to Change Over of Responsibility.**

It is the responsibility of Facilities Management (FM) maintenance departments to participate in building start-up commissioning and to become familiar with warranted items prior to the change over of responsibility.

Training of FM maintenance personnel will occur prior to substantial completion.

Responsibility for routine maintenance of facilities by FM maintenance personnel usually will occur upon substantial completion of the project.

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#### 4. **Warranty Claims Become a Shared Responsibility Following Final Completion.**

Upon final completion and acceptance of projects, the responsibility for initiating and processing warranty claims will transfer from the project manager to FM maintenance departments and FM Warranty Manager.

FM maintenance personnel are responsible for assessing problem situations and determining if a warranty claim is to be initiated and/or pursued.

FM Warranty Manager will serve as single point of contact for warranty information and is responsible for pursuing resolution of warranty claims.

On occasion, and by exception, a facility owner/user (i.e. Auxiliary departments such as University Residence, Viking Union, etc.) may assume some or all responsibilities for processing warranty claims.

#### 5. **Definitions:**

Warranty claims are for those claims in accordance with PW Contract documents whereby “*Contractor warrants that all Work conforms to the requirements of the Contract Documents and is free of any defect in equipment, material, or design furnished, or workmanship performed, by Contractor.*”