STANDARD OPERATING PROCEDURE # FDO 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, Maintenance and Construction (FPM&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 FPM&C Project Manager will be copied, including the warranty documents to be placed in the project file.

- After notification is received from the contractor and resolved, the work will be verified by the appropriate supervisor or designee and the TMA warranty work request will be closed/completed. If the contractor does not provide verification of work completed within the specified time on the transmittal a second notice will be sent with a copy to the FPM&C Project Manager. If no response is received to the second request the FPM&C Project Manager will be notified with a request to assist getting the outstanding warranty item resolved. After the item is resolved the work order will be closed/completed.
Developed By: Facilities Planning, Maintenance & Construction and Utilities

Approved By:

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DATE: ________________

REPORTED BY: ___________ TELEPHONE #: _______________________

ISSUED BY: Facilities Planning, Maintenance and Construction, Work Control Manager

TELEPHONE: # (850) 474-2341 E-MAIL: recrabre@uwf.edu

PROJECT NAME / NUMBER: ________________________________

BUILDING: ____________________________________________

ROOM / LOCATION: ______________________________________

TRADE: Electrical Mechanical (HVAC) Plumbing
         Roofing Electronics Computer/Data Other

GENERAL CONTRACTOR: __________________________________

SUB-CONTRACTOR(S): ____________________________________

SERVICE REQUEST DESCRIPTION:

REPAIR TIME: (___) BUSINESS DAYS FROM DATE OF RECEIPT.

DISTRIBUTION: E-Mail:

UWF Maintenance Superintendent: Anthony Fisher rfisher1@uwf.edu
Assistant Director, FP&C: James Manor jmanor@uwf.edu
UWF Project Manager: ____________________________
Contractor: ____________________________

DATE REPAIRED ________________

ACTION(S) TAKEN:

IF NO ACTION TAKEN, EXPLAIN WHY: