

**UAB FACILITIES DIVISION  
STANDARD OFFICE INSTRUCTIONS**

**PROCEDURES FOR THE PREPARATION AND PROCESSING OF  
WARRANTY SERVICE REQUESTS**

**PURPOSE:**

A Warranty Service Request (WSR) provides a means of documentation for the contractors to perform work (at no charge to the Owner) that results from latent defects, unfinished work, faulty work or work requiring modifications after beneficial use of the Project. The WSR will result in no additional compensation being provided to the contractor. The warranty service period is for one year after the Owner executes the Certificate of Substantial Completion.

**RESPONSIBILITIES:**

The Department of Project Management Services (DPMS) Field Project Manager (FPM), Design/Build Services (DBS) Construction Supervisor, or the Health Facilities Architect (HFA) Field Project Manager assigned to a project along with the Maintenance (Hospital or Campus) Supervisor assigned to the building have primary responsibility for the implementation and coordination of established procedures for Warranty Service Requests. If the assigned Maintenance Supervisor is not able to participate in WSR, then the Maintenance Mechanic assigned to investigate the problem call shall prepare the WSR.

**PROCEDURES:**

- 1.0 The primary point of initiation for WSR's is Hospital/Campus Maintenance. The problem will be reported by the User Group to the Maintenance Department or discovered by the Maintenance staff during the Warranty Service Period. The Maintenance staff investigates the problem and meets with the Maintenance Supervisor to determine if it is a Warranty Service issue.
- 2.0 If it is determined to be a Warranty Service issue, it is entered into the WSR database by the Maintenance Supervisor. The database can be found on the Project Management Services web page. The WSR, which includes the name of the requestor, contact name, contact phone number, date received, date of occurrence, priority, type and description, is then transmitted electronically to the appropriate FPM and is again examined to confirm that it is a warranty services issue.
- 3.0 If the FPM agrees that is a warranty issue, a copy of the WSR is faxed or e-mailed to the responsible contractor for correction of the problem. The FPM follows up with a telephone call to the contractor to confirm receipt of the WSR. A job site meeting is scheduled with the contractor, FPM and Maintenance Supervisor to set a definitive time for the correction to occur.

- 3.1 The FPM expedites and sets time requirements for the WSR with the contractor and requestor. The FPM updates the requestor with a completion date.
- 4.0 The contractor will inform the FPM when the warranty issue has been corrected. The FPM contacts the Maintenance Supervisor and requests verification of completion of the work. After verification by the Maintenance Supervisor that the work is complete, the FPM and requestor will sign the WSR confirming its completion. The FPM enters a final disposition into the WSR database and sends a hard copy of the WSR to Central File and to the original requester.
- 5.0 The FPM sends monthly reports on outstanding WSR's to the appropriate Project Manager, Maintenance personnel and all contractors with outstanding WSR's. All WSR's are reviewed with the contractor at the year-end inspection to verify that all work is complete and then the warranty service period is completed.
- 5.1 If there are any outstanding WSR's at the year-end inspection, a plan of action is developed, including a schedule, for the completion of outstanding WSR's. The warranty period in these cases is extended until such outstanding WSR's are completed and verified.

(END OF PROCEDURE)