

The Warranty Book: An Essential Key To The Owner's Successful Facility Operation

At Wilson & Company, our clients have come to expect the high standard of quality and service that we pride ourselves in offering with every project. This extends not only through all phases of the construction process, but also to the operational phase for each facility.

When the certificate of occupancy is issued and the facility is operational, our work is not yet complete. As part of our commitment to high quality construction, we offer standard warranties on every Wilson & Company project that extend into the facility's operational life. Beginning on the substantial date of completion, we warrant the completed construction work for a period of time against any defects due to faulty workmanship or negligence. This warranty covers all materials and workmanship incorporated into the project, and includes workmanship warranties from subcontractors as well.

As part of our project close-out package, the Wilson & Company team prepares what we call a "warranty book" for every owner. Our warranty book contains, not only information related to our workmanship warranty and subcontractor's warranties, it also contains additional vital



National healthcare client's corporate break room in Altamonte Springs, Florida.

information relating to the completed facility, and serves as the owner's manual for the entire project.

Typically, our warranty book is divided into four sections:

Part one of the warranty book contains:

- Table of contents
- General contractor warranty
- Procedure for warranty items
- Certificate of occupancy or completion
- Asbestos survey
- Soil treatment certificate
- Any other pertinent reports or testing

Part two of the warranty book contains a list of all subcontractors and suppliers with their contact information. This is, of course, useful even beyond the warranty periods, where owners may have questions or prefer to use original subcontractors for ongoing upgrades or repairs as needed.

Part three of the warranty book

contains workmanship warranties from all subcontractors, categorized numerically in division order. Each warranty notes the name and address of the project and its start date, along with a description of the work under warranty.

Part four of the warranty book covers all operations and maintenance (O&M) manuals, arranged numerically by relevant division of work. O&M manuals may include, but are not limited to, the following information:

- Methods of cleaning and types of cleaning agents recommended
- Finishes and hardware
- Maintenance and repair instructions
- Maintenance and service schedules
- Manufacturer warranties
- Emergency procedures, i.e. instructions for equipment stopping; shutdown instructions for each type of emergency

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"We Build Client Satisfaction"®

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The Warranty Book... *continued from page 1*

- Operation information and operation standards
- Replacement part information

In addition to the physical warranty book, Wilson & Company also includes an electronic copy of the warranty book in digital format, along with all as-built drawings for the facility. As-built drawings are the original design drawings revised to show, in red ink, on-site changes made to the original design during construction. They demonstrate how the project was built and what changes were made during the construction process. The final as-built drawings contain modifications, shop drawing changes, design changes and every change that was approved and made during construction. Irrigation, mechanical, electrical, plumbing, and fire protection subcontractors submit as-built drawings to provide complete information in the warranty book.

As-built drawings are a vital piece of information for every project owner, because as-built drawings are the record from which

future system changes and/or additions to the facility should be designed. As-built drawings are also a valuable tool for locating shut-off valve locations, as well as mapping piping and ductwork.

Of course, in consideration of the environment, Wilson & Company offers to provide complete warranty books solely in digital format for those owners who prefer electronic copies.

We provide management cell phone numbers in our warranty books for our clients to call in case of an urgent matter. Other warranty requests are reported at warranty@wilsoncompany.net.

At Wilson & Company, we pride ourselves in building client satisfaction. This means not only partnering with owners throughout the construction process, but also standing behind our work once the facility is operational.

Please feel free to visit our website, www.wilsoncompany.net, or reach out to any member of the Wilson & Company team should you have questions about any phase of the construction process.

Wilson & Company, Inc.

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