

<b>SUBJECT:</b> Asset Collection and Warranty Claim	<b>Effective Date:</b> 6/19/17	<b>Procedure Number:</b> FS 2017 FS0024	
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	<b>Responsible Authority:</b> Associate Vice President, Administration and Finance (Facilities & Safety)		

**APPLICABILITY/ACCOUNTABILITY:**

This procedure applies to all Facilities & Safety (F&S) personnel.

**PROCEDURE STATEMENT:**

This procedure establishes the methodology and responsibilities with monitoring warranties, collecting asset information related to new construction, and processing issues under warranty. NOTE: UCF personnel will not perform any work on equipment that is under warranty, as it may void the warranty.

**ACRONYMS:**

- BIM – Building Information Modeling
- CMMS – Computerized Maintenance Management System
- CO – Certificate of Occupancy
- CR – Change Request
- F&S PM – Facilities & Safety Project Manager from the managing department
- MP – Minor Projects
- PM – Preventive Maintenance
- PMR – Preventive Maintenance Repair
- R&E – Reliability & Engineering unit, Facilities Operations
- WCC – Work Control Center

**PROCEDURES:**

1. Collecting Asset Information, Warranty Set-up, and Warrant Claim Process
  - a. Collecting Asset Information and Setting Up Warranties on New Construction, Minor Projects, and Renovations
    - i. The F&S PM will obtain asset information from the contractor, using the Asset and Warranty Template.
    - ii. The F&S PM will attach a complete asset template to a CR 10 days prior

- to Substantial Completion.
- iii. R&E will complete the CMMS database asset template update within 30 days of CR submittal.
- iv. R&E will verify and tag all assets within 90 days after Substantial Completion.
- v. R&E will complete the CMMS database warranty information update within 30 days of CR submittal.
- vi. Warranty information not requiring the Facilities Operations (FO) Director’s signature requires that Facilities Planning & Construction (FP&C) create a CR Work Order with the warranty information attached electronically.
- vii. Warranty information that requires the FO Director’s signature should be sent to the FO Director’s administrative assistant. The administrative assistant will obtain signatures needed in the warranty’s certificates, scan them, and electronically attach them to the CR Work Order for processing by R&E. The administrative assistant will return the signed hard copies and scanned versions to FP&C.
- viii. The FP&C Document Specialist will file both the hard copy and the electronic warranties in a central location, by building number, for easy retrieval.
- ix. R&E will attach the warranty certificate to the applicable asset in the CMMS. When completed, R&E will complete the CR Work Order.
- x. After Substantial Completion or a Certificate of Completion, R&E will coordinate all asset-related issues as part of the warranty claim process.

b. Warranty Claim Process

- i. The warranty claim process begins when a failure is reported on a particular asset after Substantial Completion or a Certificate of Completion.
- ii. Once a failure is reported on a particular asset, WCC will initiate a corrective Work Order in the CMMS. When the asset is added to the Phase, the CMMS will automatically flag the asset as “Under Warranty.” The Phase will be given a priority of 5.

The screenshot shows a search or detail view in a CMMS. The 'Type' is set to 'Asset'. The 'Asset' field contains the ID '000000500303'. Below this, the asset name 'MILLICAN HALL (REROOFING) 35,000 SQ FT ROOF WARRANTY SERIAL NO. 13,091,101 TR 10776' is displayed. A yellow highlight is placed over the text 'Under Warranty' in the asset name. Below the asset name are several input fields: 'Asset Group', 'Failure Code', 'Template', and 'PM Standards', each with a search icon to its right.

- iii. The Facilities Operations Planner or Supervisor will contact the vendor (identified in the CMMS warranty information) and file a warranty claim per the manufacturer’s warranty claims process.
- iv. The Planner will coordinate and schedule the repair work with the respective Zone Scheduler. If no personnel are required, the Supervisor

- will be scheduled to the Phase to ensure oversight of the repair work.
- v. The Supervisor will process the Work Order in the CMMS and ensure that repairs performed are annotated and that the Work Order/Phase is processed correctly.

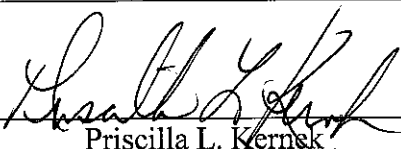
2. 90 Days Prior to Any Warranty Expiration

- a. The CMMS will notify the WCC, through a daily action code, that the warranty will expire in 90 days.
- b. The WCC will generate a Priority 5 Work Order to perform a complete inspection for each of the warrantied assets that will expire in 90 days. The contact phone and email will be the R&E Configuration Management Specialist.
- c. Any deficiencies found will require the initiation of a Priority 5 PMR(s), referencing the original inspection Work Order number in the Notes section of the Phase.
- d. Any PMR Work Order deficiencies will follow the warranty claim process found in 2.b.

**REFERENCES**

Asset and Warranty Template:

<http://fs.ucf.edu/sites/default/files/policies/Asset%20and%20Warranty%20Template.xltx>

Approved By:	Date Approved:
 Priscilla L. Kernsk Associate Vice President Administration and Finance Facilities and Safety	6/15/17