Procedure

The warranty period with regard to the Contract is generally one year from the date of Substantial Performance, or the date of completion of the Contract or those periods specified in the Contract Documents for certain portions of the Work or Products. Refer to the Contract. [[Paul to advise: (Refer to the Contract, the Contract Order, the Standard Terms and Conditions or the CCDC4.) CCDC2 – 2008: GC 12? and the Supplementary Conditions, as well as the specification sections for longer warranty provisions.]]

1. University of Guelph Construction Contracts generally require:
   1.1. The Contractor to promptly correct, at the Contractor’s expense, defects or deficiencies in the work which appear prior to and during the warranty periods specified in the Contract documents.
   1.2. The University, through the Consultant, is to promptly give the Contractor notice in writing of observed defects and deficiencies that occur during the warranty period.
   1.3. Upon substantial completion, the construction coordinator is responsible for initiating a preventive maintenance work order for maintenance prior to the warranty period expiring. The issue of the work order serves as a reminder to review the work.
   1.4. During the two (2) month prior to the end of the warranty period, the University and the Constructor are to, at the University’s request, conduct a review of the Project to list outstanding defects and deficiencies to be corrected by the Contractor at no cost to the University. The Consultant is to be offered the opportunity to attend at this review. Upon completion of the review, the Project Manager shall have a preventive maintenance work order created under the maintenance trade and due to be issued eleven (11) months later to ensure this process is not missed.

2. Process for handling warranty items:
   2.1. Once a problem within the space or building becomes evident, a work order is initiated for Maintenance and Energy Services (MES) staff to investigate.
   2.2. MES staff will review the issue and determine whether it is a warranty item or a maintenance item, as per the normal maintenance procedure.

3. If MES staff determine the problem is a maintenance item:
   3.1. The issue will be rectified via the normal Physical Resources process i.e. submission of a work order to the appropriate Maintenance and Energy Services trade shop(s).

4. If MES staff determine the problem is a warranty item:
   4.1. MES staff will contact the appropriate staff within Design, Engineering and Construction (generally the Construction Coordinator) to review the item. With the support of the project team, the Construction Coordinator will determine the nature of the issue, contact the contractor and/or consultant to make arrangements for the repairs. If necessary, meetings with all concerned will be scheduled by the construction coordinator or the Project Manager to review the problem with the warranty item.