

PROJECT WARRANTY PROCEDURE

The following excerpt from the General Conditions requires the one-year warranty or general guarantee.

“Warranties required by the Contract Documents shall commence upon the Date of Substantial Completion of the Work unless otherwise provided in the Certificate of Substantial Completion. The Contractor or his sureties shall remedy any defects in the work and pay for any damage to other work resulting therefrom which shall appear within a period of one year from the date of substantial completion unless a longer period is otherwise specified. The Owner will give notice of observed defects with reasonable promptness.”¹

All projects shall have as a standard and as a minimum, a one-year warranty on all aspects of the project. Certain items of a project may have a warranty that exceeds the standard one-year warranty period. These requirements are to be clearly called out and specified in the construction documents.

Warranty Follow-up Responsibility

First Year

As stated the one-year warranty commences at the date established on the Substantial Completion Certificate. During the one-year warranty period, all requests for corrective action needed on the Contractor’s part shall come through the Project Manager for the project at Planning, Design & Construction. The request for follow-up action can come from a variety of sources including occupants of the project and Facilities Management staff. When a request is received, the Project Manager, in a timely fashion, shall follow up on the item to determine the corrective action needed and the Project Manager shall then contact the Contractor as applicable for the necessary action. The Project Manager will contact the Prime Contractor on the project and keep the Consultants fully informed of the problems and action taken. The Project Manager will seek the Consultant’s assistance as necessary in order to achieve a resolution to the concern. It will be the Project Manager’s responsibility to ensure the corrective action is taken and satisfactory resolution to the issue has taken place.

Subsequent Warranty Period

Following the one-year anniversary date of substantial completion, the required follow-up on warranty items transfers to the Facilities Maintenance department. Planning, Design & Construction shall assist as requested on a project, but the Facilities Maintenance department will take the lead in conversations with the Contractor and or Suppliers following the one-year warranty period. If contacted from anyone regarding a warranty issue, the Project Manager in Planning, Design & Construction shall instruct the individual that the problem should be reported to the University’s Work Management Center for corrective action.

¹ Article 55 – General Guarantee of the General Conditions, Planning, Design & Construction, Missouri State University, Dated July 1, 2011.