



Strategic Maintenance Audit Program

Before It's Too Late...

StructureTec's Strategic Maintenance Audit (SMA) Program consists of an audit/review of designated roofs or building envelope components still under warranty. The warranty is strictly analyzed to ensure that all items covered under the warranty are identified and addressed in a timely manner.

This program is designed to be proactive rather than reactive. It can help identify problems at their early stages, while they can be corrected and before they become catastrophes. An inspection can reveal and address sources and causes of leaks before they occur. Waiting for leaks to occur is a recipe for disaster.



The Purpose

The purpose of the audit is twofold. First, an audit is performed to discover leaks and problems while they are small and can be addressed in a cost-effective manner. These problems will be addressed at the contractor's or manufacturer's expense while the roof is still under warranty. However, if these problems are not analyzed and identified while the roof is under warranty, these items will, over time, become more costly and will be the responsibility of the owner.

A warranty review is also important to ensure that the facility's warranty is not being voided and that all provisions are followed. Many warranties require that the facility undergo annual inspection and maintenance. These warranties become voided if this requirement is not met. A warranty may also become voided if the roof is under ponding water. Ponding water occurs when there is water remaining on the roof more than forty-eight hours after a rainfall. There are many other exclusions for adding projections and other miscellaneous items. Also, warranties vary from manufacturer to manufacturer and from contractor to contractor. They can also vary between being a material war-

Waiting for leaks to occur is too late. Damage has already been done and the problem may no longer be covered by warranty.

StructureTec can assist an owner with warranty management through an extensive knowledge of...

- ...the industry.
- ...building systems.
- ...manufacturers.
- ...contractors.
- ...warranties.
- ...exclusions.
- ...provisions.
- ...responsibilities.
- ...owner's rights.

- **The deliverables produced from this program include a report on the condition of the roof system and components and follow-up documentation to the contractor or manufacturer regarding corrective warranty repairs.** ■

5.4 **Roof Penetrations/Vents/Umbrellas**

- A. Attachment deficiencies None Yes Warranty Coverage Yes No
B. Physical Damage None Yes
C. Collars/Clamps loose None Yes Warranty Coverage Yes No

Comments: Install the specified stainless steel collars at all pipe penetrations.

5.5 **Drain Deficiencies**

- A. Flashing Deficiencies None Yes
B. Clamping Ring & Bolts Inadequately Secured None Yes
C. Non-Functional None Yes

Comments: No corrective action needed at this time.

6. **Expansion Joint Covers** - N/A

7. **Pitch Pans** - N/A

8. **Summary of repairs required by Contractor under roof warranty**

5.4 - specified collars to be installed



warranty or a system warranty. All of these issues affect how repairs and maintenance need to be addressed on the roof or building envelope.

The Process

The process begins with a review of the actual warranties. This review includes both the manufacturer's warranty and the contractor's warranty, if one is provided. All of the inclusions, exclusions, provisions, and rights are reviewed. The roof or building envelope is then thoroughly inspected with all deficiencies noted on a checklist. Warranty coverage is denoted where applicable. A summary of the repairs covered by the warranty is provided. Any non-

warranty items which need to be addressed are also identified for the owner. This checklist is then forwarded to the contractor and/or manufacturer. StructureTec acts as the owner's liaison to ensure that the issue is addressed. StructureTec's unbiased approach and vast experience with industry manufacturers and contractors ensures that this process will be done in a thorough, professional manner. Once the repairs are made, the checklist signed by the contractor or manufacturer is forwarded to the owner. If, however, the issue is not addressed, StructureTec can also provide dispute resolution services, which even include expert witness capabilities and developing attorney work product to support the owner.

The Outcome

The SMA Program is a proactive approach to roof maintenance and warranty management. It provides an excellent service to perform throughout the stages of the warranty but especially prior to the termination of a warranty. It will protect the owner's rights under the warranty and ensure that all parties cover their obligations before all obligations become the owner's responsibility. This program ensures that roofs and building envelopes are kept safe and dry, therefore maximizing the owner's investment. ■

BENEFITS

Expert, unbiased approach to resolving warranty issues

Ensures that all issues are addressed by responsible parties

Protects and maximizes owner's investment

Ensures that roofs and building envelopes maintain the quality and integrity with which they were originally designed

Total Building Envelope Management SolutionSM

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