



Warranty Audit ProgramSM

The Best Safeguard for Your Investment

The Warranty Audit Program is designed to help our clients protect their facility investments by ensuring that all aspects of their warranties are sufficiently covered by the contractor or manufacturer.

StructureTec performs two annual inspections of the project, twelve months after completion and twenty-four months after completion. This process is done for both roofing and restoration projects. An additional StructureScan survey is performed on low slope roofing projects at the two-year inspection as an additional safeguard for the roof. Any deficiencies are noted and are relayed to the contractor or the manufacturer for repair and follow-up. Any maintenance items required of the owner are also noted.



How It Starts

The Warranty Audit Program becomes a part of the original project. It is initiated at the beginning of the design process. StructureTec enters it into a project tracking system, ensuring that the owner is able to delegate responsibility.

This tracking process automatically alerts the production staff as to which audits need to be completed, both the first year and the second year.

The Process

When a project has been completed for twelve months, an audit is performed. The owner is contacted and a site visit is scheduled. The StructureTec technician goes to the site with a checklist of the items included in the project. A visual review is conducted to verify the performance of the system and to identify deficiencies that should be corrected. Each item on the checklist is designated with or without deficiencies. If deficiencies are noted, warranty coverage is delineated. If the item is covered under the warranty, the contractor (occasionally the manufacturer) is given precise instructions on how to correct the issue. If the item is not covered under warranty, the owner is given instructions for maintenance. At the end of the checklist, a summary of the repairs required by the contractor under the warranty are listed. A copy of the checklist and a cover letter is then sent to the client and to the contractor. This

The Warranty Audit Program provides clients with the best safeguard for their investment, ensuring long-lasting performance.

The Warranty Audit Program...

- ...is automatically included with StructureTec projects.
- ...ensures that warranty items are addressed timely by contractor or manufacturer.
- ...outlines preventative maintenance requirements for owner.
- ...provides proper documentation for company records.
- ...SAFEGUARDS THE INVESTMENT, ENSURING THE HIGHEST RETURN.**

■ The deliverables produced from this program include one-year and two-year letters and checklists completed for the project, along with follow-up documentation and contact with contractor or manufacturer regarding warranty repairs. ■

notifies the contractor of the warranty related repairs which require attention and need to be completed. When the items have been corrected, the contractor sends the signed checklist back to StructureTec, noting the date when the repairs were completed. StructureTec keeps meticulous records of the repairs which are required and continues to interface and follow-up with the contractor until the items have been corrected. When StructureTec receives a signed copy back from the contractor, a copy of the signed checklist is also forwarded to the client for their records.

Safeguarding the Investment

This entire process is done for the client's benefit, to ensure that the investment is safeguarded. By noting repairs required by the contractor, the client is able to be assured that all aspects of their warranty are being covered. If StructureTec did not provide this service, items which are warranty related may not have become evident for years, until a leak occurred on the inside. The damage and the aggravation of repairing these items would have increased tenfold. If these issues hide long enough, the warranty may have already expired, making the expense of repairing the facility rest entirely upon the owner. This process further protects the client by noting any deficiencies which are not covered under the warranty. These may include items which are merely maintenance, such as clearing the debris from the drains. These items, however, may also be much more serious. If any work has been done on the roof by mechanical or electrical contractors or by in-house staff, the responsibility for repairing any punctures, tears, or other issues resides with the owner. By finding these deficiencies early, the cost of repairs is usually minimal. If these deficiencies are not caught on a timely basis, however, the cost of repair may become exponential as further damage is done to both the roof system and potentially the building interior.

This process is repeated again a year later, two years after the project is completed. For low slope roofs, an addi-

BENEFITS

Automatically monitors warranty coverage

Confirms that all issues are addressed by responsible parties

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

Safeguards the investment, ensuring the highest return.

tional step is performed with an infrared StructureScan survey which will determine if there are any areas of wet insulation within the roof system.

Strategic Maintenance Audits

StructureTec's Warranty Audit Program is designed to safeguard the facility during the early years of the roof warranty. This is when many problems arise with new roofs. The program, however, is only automated for these first two years. StructureTec offers the Strategic Maintenance Audit for clients who wish to continue having their facility reviewed for warranty or maintenance items. This program can also be applied for projects which were not designed by StructureTec. The process for the Strategic Maintenance Audit is the same as the Warranty Audit Program. The audit is performed, with deficiencies noted. These items are then addressed with the contractor for warranty coverage or noted with the owner for maintenance. StructureTec follows-up with the contractor to ensure that the work is performed.

Conclusion

In conclusion, **the Warranty Audit Program is a StructureTec exclusive program** which is designed to protect our clients and enable them to safeguard their investment. This entire process ensures that the project remains one of quality and long-lasting performance for the owner, ensuring the highest possible return on investment. ■

5.4 Roof Penetrations/Vents/Umbrellas			
A. Attachment deficiencies	<input type="checkbox"/> None	<input checked="" type="checkbox"/> Yes	Warranty Coverage
B. Physical Damage	<input checked="" type="checkbox"/> None	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
C. Collars/Clamps loose	<input type="checkbox"/> None	<input checked="" type="checkbox"/> Yes	Warranty Coverage <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Comments: Install the specified stainless steel collars at all pipe penetrations.			
5.5 Drain Deficiencies			
A. Flashing Deficiencies	<input checked="" type="checkbox"/> None <input type="checkbox"/> Yes		
B. Clamping Ring & Bolts Inadequately Secured	<input checked="" type="checkbox"/> None <input type="checkbox"/> Yes		
C. Non-Functional	<input checked="" type="checkbox"/> None <input type="checkbox"/> Yes		
Comments: <input checked="" type="checkbox"/> 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			

Total Building Envelope Management SolutionSM

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