

12 March 2012

## ANNEX R ARMY RESERVE CONSTRUCTION WARRANTY IMPLEMENTATION PLAN

### 1. Purpose:

This Army Reserve Construction Warranty Implementation Plan establishes the responsibilities and procedures for completed construction projects and warranty implementation between U.S. Army Corps of Engineers, Louisville District (CELRL) and Army Reserve Installation Management-Directorate (ARIM-D).

### 2. References:

- a. Contract Specification 00 80 00.00 06 Special Clauses, WARRANTY OF CONSTRUCTION
- b. ER 415-345-38 - Construction Transfer and Warranties
- c. ER 415-1-13 - Construction - Design and Construction Evaluation (DCE)
- d. ER 715-1-10 – A&E Responsibility Management Program (AERMP)
- e. UFC 1-300-08 – Criteria for Transfer & Acceptance of DoD Real Property

### 3. General Roles and Responsibilities:

- a. Construction Contractor: The construction contractor must fulfill the warranty requirements of the contract, which are provided in Specification Section 00 80 00.00 06 Special Clauses, WARRANTY OF CONSTRUCTION. The contractor is responsible for the following:
  - a.1 Provide a minimum One Year Warranty Period of all equipment, material, design furnished, or workmanship or as proposed by the contractor as a betterment.
  - a.2 Provide Warranty Management Plan at least 30 days before the Pre-Warranty Conference
  - a.3 Provide Warranty Identification Tags on all installed equipment
  - a.4 Enforce all warranties for the benefit of the Government
  - a.5 Conduct Pre-Warranty Conference with USACE Geographic District COR and RSC
  - a.6 Conduct 4 and 9 Month Warranty Inspections with USACE Geographic District COR, RSC, and CELRL PM (Not mandatory for PM to attend)
  - a.7 Provide an Infrared Roof Survey on any Membrane Roofing System (during warranty period as required by contract)
  - a.8 Respond in a reasonable timely manner upon notification of a defect, in accordance with the “Warranty Service Priority List” included in the contract; otherwise the Government has the right to repair the defect at the Contractor’s expense
  - a.9 When appropriate, provide 24 hour advance notice of warranty corrective action repairs to RSC
  - a.10 Engage subcontractor(s) when necessary
  - a.11 Provide Performance Bond throughout the warranty period and warranty extensions.

a.12 Provide Communication Status and Written Verification of any warranty repair work

Additional responsibilities of the contractor, relating to warranty:

a.13 Provide Equipment/Systems Training for RSC personnel as required by contract

a.14 Provide Training Videos on specified Equipment/Systems in contract

a.15 Provide DD1354 Real Property and Transfer Document on D/B projects, and include all deficiencies at time of signature

a.16 Provide Equipment-in-Place List (in required format)

a.17 Participate, and assure proper subcontractor inclusion, in the Red Zone Meeting

a.18 Participate in Pre-final and Final Inspections

a.19 Provide current, updated Punchlist with completion schedule

a.20 Provide O&M Manuals with warranty information

a.21 Provide As-built drawings

b. USACE Geographic Construction District: The USACE Geographic District construction personnel and Contracting Officer's Representative (COR) will perform on-site construction management services on behalf of CELRL per the Construction Management Plan between the Districts. They will assist the RSC with their warranty coordination efforts involving the Contractor, any subcontractor(s), CELRL PM, CELRL Construction Office, the Installation (if project is located on an Installation), and ARIM-D. Their responsibilities will include:

b.1 Coordinate Red Zone Meeting

b.2 Review and accept Warranty Management Plan

b.3 Ensure HVAC Commissioning is completed

b.4 Ensure Equipment/Systems Training is completed

b.5 Ensure Training Videos are provided

b.6 Conduct Pre-final and Final Inspections

b.7 Provide Updated Punchlist with corrections to RSC, ARIM-D, and CELRL PM

b.8 Ensure all deficiencies are listed on the interim DD1354, per UFC 1-300-08, with corrective action

b.9 Ensure O&M Manuals are provided

b.10 Schedule and conduct Pre-Warranty Conference with contractor and RSC

b.11 Provide the RSC and CELRL PM a copy of the Final Acceptance Letter to the Contractor, which will indicate the start of the Warranty period

b.12 Discuss any potential warranty issues with RSC to determine if it is a warranty defect  
b.13 Inform CELRL Ombudsman of warranty defect

b.13 Coordinate efforts between RSC and Contractor, if RSC is dissatisfied with results

b.14 Conduct 4 and 9 Month Warranty Inspections with Contractor, RSC, CELRL PM

b.15 Review results of Infrared Roof Survey on Membrane Roofing System and provide to RSC and CELRL PM if required

b.16 Coordinate with RSC, Ombudsman, CELRL RPE, CELRL PM, and ARIM-D when to take corrective actions as necessary

b.17 Conduct Joint Inspection in coordination with Contractor, RSC, ARIM-D, CELRL RPE, CELRL ACO, and CELRL PM if Latent Defect Occurs

b.18 Coordinate any warranty issues when needed

- c. RSC / DPW (Area or Regional) Facility Operations Specialist (AFOS/RFOS): The AFOS or RFOS is the Primary POC with the RSC DPW responsible for operating and maintaining newly constructed Army Reserve projects. Their warranty responsibilities include:
- c.1 Assist the RSC Warranty representative as needed with the Warranty Management Plan and execution upon occupancy
  - c.2 Participate in Red Zone Meeting
  - c.3 Ensure RSC contract and/or government staff is available for the Contractor's Training
  - c.4 Ensure Contractor Training Videos are available for internal RSC use
  - c.5 Participate in Pre-Warranty Conference
  - c.6 Participate in Pre-final and Final Inspections
  - c.7 Provide Preventive Maintenance on new facilities
  - c.8 Maintain and Update Maintenance Records and Warranty Logs
  - c.9 Assure the Warranty Management Plan and "Warranty Service Priority List" procedures are followed as stated in Specification 00 80 00.00 06 Special Clauses, WARRANTY OF CONSTRUCTION
  - c.10 Participate in 4 & 9 Month Warranty Inspections
  - c.11 Determine if warranty issue is a warranty defect, or resulting from normal wear and tear, user abuse, improper operation and maintenance
  - c.12 Contact the RSC Warranty Representative when a warranty defect arises
  - c.13 Initiate the AR Warranty Action Form and provide to RSC Warranty Representative
  - c.14 Contact the RSC Warranty Representative when all deficiencies have been corrected
  - c.15 Participate in Joint Inspection with Contractor, USACE Geographic District COR, CELRL RPE, CELRL ACO, and CELRL PM if Latent Defect Occurs
- d. RSC Warranty Representative: Each RSC shall designate a Primary and Alternate Warranty Representative in their Department of Public Works (DPW) who will work directly with the Contractor and CELRL Ombudsman in the event that a warranty dispute is escalated. The RSC Warranty Representative will be the RSC Point of Contact (POC) for support to RSC AFOS/RFOS personnel. The RSC Warranty Representative responsibilities include:
- d.1 Participates in Red Zone Meeting
  - d.2 Receives Warranty Management Plan and O&M Manuals
  - d.3 Participates in Pre-final and Final Inspections
  - d.4 Participates in Pre-Warranty Conference
  - d.5 Participates in the 4 & 9 Month Warranty Inspections
  - d.6 Receives Infrared Roof Survey on any Membrane Roofing System if required by contract
  - d.7 Determine if warranty issue is a warranty defect, or resulting from normal wear and tear, user abuse, improper operation and maintenance
  - d.8 Notify the Contractor of the Warranty Defect in a timely manner to minimize damages
  - d.9 Take positive temporary corrective action to limit damages, as the situation may dictate
  - d.10 Submit all AR Warranty Action Plans to the LRL "emailbox"
  - d.11 Notify the CELRL Ombudsman in the event of a warranty dispute
  - d.12 Update the AR Warranty Action Plan Form

- d.13 Provides warranty input data in appropriate warranty tracking system, such as GFIBS, RoofPro
  - d.14 Collect and distribute Maintenance Records and Warranty Logs to the USACE as required
  - d.15 Participate in Joint Inspection with Contractor, USACE Geographic District COR, CELRL RPE, CELRL ACO, and CELRL PM if Latent Defect Occurs
- e. USACE CELRL PM: The USACE Project Manager for Army Reserve MILCON construction is from Louisville District (CELRL) and is the USACE lead on the project and the primary POC between USACE and the Army Reserve. The Project Manager's warranty responsibilities include:
- e.1 Schedule and Conduct Red Zone Meeting
  - e.2 Coordinate, Schedule and arrange for the 4 and 9 Month Warranty Inspections with USACE Geographic District COR, RSC, and Contractor
  - e.3 Incorporate Warranty Inspections in the USACE P2 Scheduling Software
  - e.4 Receive Infrared Roof Survey on any Membrane Roofing System when required
  - e.5 Coordinate with USACE Geographic District COR, Ombudsman, ACO, and ARIM-D when to take corrective actions as necessary
  - e.6 Coordinate with ARIM-D for additional funding if necessary when a construction defect is caused by a design deficiency, design or construction omission, or not covered by warranty.
  - e.7 Notify Furniture Team and RSC of any furniture warranty issues
  - e.8 Participate in Joint Inspection with Contractor, USACE Geographic District COR, CELRL RPE, and CELRL ACO if Latent Defect Occurs
- f. CELRL Regional Project Engineer (RPE): The Louisville District Construction Division Regional Project Engineer shall become involved when a warranty issue needs to be elevated. The CELRL RPE's warranty responsibilities include:
- f.1 Attend Red Zone Meeting
  - f.2 Coordinate with USACE Geographic COR, RSC, Ombudsman, CELRL RPE, CELRL PM, and ARIM-D when to take corrective actions as necessary
  - f.3 Conduct Joint Inspection in coordination with Contractor, Geographic District COR, RSC, ARIM-D, CELRL ACO, and CELRL PM if Latent Defect Occurs
  - f.4 Revise contractor's CCASS evaluation rating if changes are justified, based on warranty/latent defect performance
- g. USACE ACO: The Acting Contracting Officer shall become involved in warranty issues when there is a potential latent defect. The ACO responsibilities are:
- g.1 Participates in Joint Inspection with Contractor, USACE Geographic District COR, RSC, CELRL RPE, CELRL ACO, CELRL Ombudsman, and CELRL PM if Latent Defect Occurs
  - g.2 Coordinate with CELRL PM, ARIM-D, and CELRL RPE for any additional funds and work required for immediate and full correction.

h. CELRL Ombudsman: The Louisville District Construction Division has developed an Ombudsman position to facilitate the Warranty Implementation Plan for the nationwide Army Reserve Program. The Ombudsman will become active during a warranty dispute when notified by the RSC Warranty Representative and/or the USACE Geographic District COR that a particular issue between the USACE Geographic District COR and Contractor requires elevation. The Ombudsman's responsibilities are:

- h.1 Discuss any potential warranty issues with the RSC to determine if it is a warranty defect
- h.2 Leads and coordinates efforts between the RSC and Contractor, if warranty dispute occurs
- h.3 Receive Maintenance Records and Warranty Logs as required
- h.4 Coordinate with USACE Geographic District COR, CELRL PM, CELRL ED, and ARIM-D when to take corrective actions as necessary
- h.5 Participate in Joint Inspection with Contractor, USACE Geographic District COR, RSC, CELRL RPE, CELRL ACO, and CELRL PM if Latent Defect Occurs, if needed
- h.6 Engage CELRL leadership as necessary to resolve and track the warranty dispute

i. ARIM-D Project Officer: The Project Officer is responsible for scope, schedule and budget for all MILCON design and construction projects. The Project Officer has the final say in directing work to USACE that will obligate funding. The Project Officer's warranty responsibilities are:

- i.1 Coordinate with USACE Geographic District COR, CELRL PM, and Ombudsman when to take corrective actions as necessary
- i.2 Participate in Joint Inspection with Contractor, USACE Geographic District COR, RSC, CELRL RPE, CELRL ACO, and CELRL PM if Latent Defect Occurs, if needed
- i.3 Coordinate with CELRL PM for additional funding if necessary when a construction defect is caused by a design deficiency, design or construction omission, or not covered by warranty.
- i.4 Make final decision if there is a disagreement between the RSC and USACE concerning a warranty action.

4. Procedures Affecting Warranty during Construction:

- a. DD1354 Real Property and Transfer Document: The USACE Geographic District will ensure the Contractor has listed all deficiencies on the DD Form 1354 (Block 26) in accordance with UFC 1-300-08. The USACE Geographic District will also provide the current Punchlist with coordinating schedule, no later than 14 calendar days from Final Inspection for correcting each deficiency. If the deficiencies noted are not the responsibility for the construction contractor, a plan will outline the means and methods to be taken, including funding if needed, to address the deficiencies. Once all deficiencies have been corrected, the USACE Geographic Construction District will provide copies to the RSC, CELRL PM, and CELRL Construction Office.
- b. Equipment/System Maintenance/Training: The contractor will provide Equipment/Systems Training for RSC personnel on specified items in the contract. The RSC will make available the appropriate personnel for all training, so the equipment will be maintained properly during the warranty period and beyond. Training Dates should be established at the Red Zone Meeting.

5. Warranty Procedures / Policy:

- a. Pre-Warranty Conference: Prior to contract completion, the USACE Geographic District COR will schedule and conduct a Pre-Warranty Conference with the contractor and RSC. The USACE Geographic District will review the DD1354 with the Real Property Officer (RSC or Installation) for each project. The purpose of the Conference is to develop a mutual understanding of the communication procedures for contractor notification of warranty defects. The priorities with respect to the type of defect, reasonable time required for contractor response, summary of maintenance procedures required by the RSC to enforce the warranty, and any other details deemed necessary for the successful execution of the construction warranty shall be discussed.
- b. Warranty Duration: The contractor's construction warranty period begins at Substantial Completion of the construction project. If the government accepts a portion(s) of the project earlier than the rest, such as partial beneficial occupancy, that portion's warranty will begin on the date it was accepted as substantially complete. A project may have multiple warranty periods in these certain cases and will be fully coordinated between USACE, ARIM-D and RSC. Joint inspections will be held for assessing contract status to ensure contractor completes all remaining contract work.
- c. Warranty Management Plan: The RSC agrees to implement the warranty provisions of the Construction Contract and Warranty Management Plan. They will ensure that operation and maintenance personnel operate, service, and perform preventive maintenance in strict accordance with the manufacturer's maintenance and operating instructions. In addition, the RSC will ensure maintenance personnel keep appropriate records of their actions in servicing components and equipment. The RSC Maintenance Records will be provided to USACE and the Contractor if corrective actions are required.
- d. Warranty Defect Occurrence: When a defect is discovered, the RSC will determine whether the defect results from normal wear and tear, user abuse, improper operation or maintenance, or work performed under the contract (either design or construction). This initial determination may require the assistance of the USACE Geographic District COR when there is doubt as to the construction contractor's liability. If the defect is the responsibility of the contractor, efforts to obtain correction will initially be made by the RSC using the avenue provided by the contract and identified in the Warranty Management Plan.
- e. Contractor Notification: Immediate notification will be made to the Contractor on defects of a critical nature, i.e., defects that affect operations, habitability, living spaces, life safety, or the physical security of the property. Priority Code 1 notification will require that the Contractor provide an adequate response immediately within 24 hours, in accordance with the warranty clause requirements. Non-critical Priority Code defects will be corrected in accordance with contract warranty clause requirements. Defects that are found to be the result of normal wear and tear, user abuse, or improper operation and maintenance are the responsibility of the RSC. If there is a controversy over the cause of the defect, it will be resolved by the USACE Geographic District COR and CELRL Ombudsman. The RSC shares with the Contractor a commensurate responsibility to limit damages to the property by timely notifications, as well as, taking reasonable and positive steps to limit further property damage as the situation merits.

- f. Army Reserve Warranty Action Form: The RSC Warranty Representative, after notifying the Contractor POC of the warranty problem, will furnish the USACE Geographic District COR and the Contractor an AR Warranty Action Form (ATTACHED) outlining the issue. The Contractor upon receipt of a warranty notification, will first assess the issue, and secondly, notify all parties of the scheduled date and time the Contractor will perform the corrective action. The Contractor will also contact the RSC AFOS/RFOS responsible at least 24 hours in advance of taking warranty corrective actions. Once the AR Warranty Action Forms are received, the RSC AFOS/RFOS will ensure that the Warranty Records are updated.
  - g. Manufacturer Warranties: Standard manufacturer's warranties will be provided with the contractor's warranty documents. These will be shown in the O&M Manuals and should be identified in the Warranty Records.
  - h. Warranty Inspections: Warranty inspections are typically held at 4 and 9 months after Final Inspection. The dates and attendees for the warranty inspections will be established in a coordinated fashion by the USACE PM at the Red Zone meeting. At 4 and 9 months after transfer, joint RSC / USACE / Contractor Warranty Inspections will be held to review the warranty issues with the Contractor, walk through the facility, perform organizational check of functional equipment, identify defects, and plan corrective actions. Special attention will be given to the quality of all roofing systems at the nine month inspection. If the project has a membrane roofing system (kitchen and other areas), the Contractor shall conduct an infrared roof survey prior to the nine month warranty inspection, as specified in Contract Specification 00 80 00.00 06 Special Clauses, WARRANTY OF CONSTRUCTION paragraph. At the Red Zone Meeting, the USACE Project Manager will plan the Four Month and Nine Month Inspection dates and attendees. This schedule will be incorporated into the USACE P2 Scheduling software, to ensure that inspections are scheduled and conducted in a timely manner.
  - i. Warranties Ombudsman Engagement: Upon notification by the RSC Warranty Representative and/or USACE Construction District COR that the contractor has not met the requirements for correcting warranty issues as outlined in the Contract Specification 00 80 00.00 06 Special Clauses, WARRANTY OF CONSTRUCTION paragraph, the Louisville District Ombudsman will assume primary responsibility to evaluate and coordinate correction of the deficiency(s).
6. Typical Defect Procedures: Procedures for typical defects are listed below with the responsible office and funding sources:
- a. Construction Defects Covered by a Contract Warranty (The basis of this Warranty Implementation Plan): The RSC DPW will make the initial contact with the Contractor, vendor, or manufacturer to obtain correction, with a copy to the USACE Geographic District COR and the Ombudsman. Maintenance Records and Logs will be provided upon request. Copies of all warranty requests will also be issued to the USACE Geographic District and the CELRL Warranty Ombudsman. If the initial effort to solve the problem is unsuccessful, the RSC should contact the USACE Geographic District COR for action. If resolution satisfaction is still not reached, the RSC will contact the CELRL Warranty Ombudsman for action.

- b. Construction Defect caused by Design Deficiency: Upon identification, the USACE Geographic District COR and CELRL Project Manager, with concurrence from ARIM-D will take corrective action by the most efficient and expedient means. The CELRL PM will coordinate with ARIM-D for any additional funds and work required for immediate and full correction. Louisville District will pursue A/E liability when appropriate. In the event that there is disagreement as to if and/or how remediation actions are to be taken, ARIM-D will make the final decision.
  - c. Design or Construction Omissions not covered by the Contractor's Warranty: Upon identification and evaluation, the USACE Geographic District COR and CELRL Project Manager, with concurrence from ARIM-D will take corrective action by the most efficient and expedient means. The CELRL PM will coordinate with ARIM-D, CELRL RPE, and ACO for any additional funds and work required for immediate and full correction.
  - d. Defects in Government Property Installed by the Construction Contractor: Procedures similar to those explained in Subparagraph (6a) above will be used when a Government Furnished Property item is installed by the contractor and the installation is covered by warranty.
  - e. Defects in Furniture: Army Reserve furniture is provided under separate contract from the construction contract. In the event there are warranty defects with the furniture, the CELRL Project Manager and Reserve Support Furniture Team should be contacted. See Furniture Warranty Reference Sheet (attached).
  - f. Latent Defects: Neither acceptance of a facility by the Government, nor the end of the warranty period, ends the contractor's, manufacturer's, or the supplier's liability for defects of a latent nature. However, the burden of the proof to establish failure due to the latent defect falls on the Government. As soon as a latent defect is suspected, the RSC should provide appropriate Maintenance Records and contact the USACE Geographic District COR, CELRL RPE, CELRL ACO, and CELRL PM to hold a joint inspection investigation. To establish a failure to be classified as a latent defect, it is necessary to prove that:
    - 1. The latent defect could not reasonably be discovered on the final inspection.
    - 2. The latent defect is the primary cause of the subsequent failure.
  - g. Contractor Refusal or Construction Firm No Longer in Business: If the contractor responsible for the warranty or latent defect refuses to perform or is no longer in business during the warranty period, the USACE Warranty Ombudsman will coordinate with the Contracting Officer and Office of Counsel in notifying the bonding company of the situation that furnished the required performance bond for the contract. The USACE Warranty Ombudsman will then pursue warranty corrections with the bonding company until all warranty defects have been corrected.
7. Summary: This Army Reserve Construction Warranty Implementation Plan has been reviewed and accepted by ARIM-D, CELRL, 63<sup>rd</sup> RSC, 81<sup>st</sup> RSC, 88<sup>th</sup> RSC, and the 99<sup>th</sup> RSC personnel. It should be implemented on all Army Reserve construction projects.



## ACRONYM LIST

<b>A&amp;E</b>	Architect & Engineer
<b>ACO</b>	Acting Contracting Officer
<b>AERMP</b>	A&E Responsibility Management Program
<b>AFOS</b>	Area Facility Operations Specialist
<b>AR</b>	Army Reserve
<b>ARIM-D</b>	Army Reserve Installation Management-Directorate
<b>CELRL</b>	Corps of Engineers, Louisville District
<b>COR</b>	Contracting Officer's Representative
<b>D/B</b>	Design/Build
<b>DCE</b>	Construction - Design and Construction Evaluation
<b>DoD</b>	Department of Defense
<b>DPW</b>	Department of Public Works
<b>ER</b>	Engineering Regulation
<b>HVAC</b>	Heating, Ventilation, Air Conditioning
<b>MILCON</b>	Military Construction
<b>O&amp;M</b>	Operation and Maintenance
<b>PM</b>	Project Manager
<b>RFOS</b>	Regional Facility Operations Specialist
<b>RPE</b>	Regional Project Engineer (LRL Construction Division has an Office RPE for each RSC)
<b>RSC</b>	Regional Support Command
<b>UFC</b>	Unified Facility Criteria
<b>USACE</b>	United States Army Corps of Engineers

**ARMY RESERVE RSC WARRANTY ACTION FORM**

**Contract Number:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Project:** \_\_\_\_\_

**Street Address:** \_\_\_\_\_

**AFOS / RFOS:** \_\_\_\_\_ **Email:** \_\_\_\_\_ **Phone#:** \_\_\_\_\_

**Facility Coordinator:** \_\_\_\_\_ **Email:** \_\_\_\_\_ **Phone#:** \_\_\_\_\_

**RSC Wty Rep / Alt:** \_\_\_\_\_ **Email:** \_\_\_\_\_ **Phone#:** \_\_\_\_\_

**Contractor/Mfgr:** \_\_\_\_\_ **Email:** \_\_\_\_\_ **Phone#:** \_\_\_\_\_

**USACE COR:** \_\_\_\_\_ **Email:** \_\_\_\_\_ **Phone#:** \_\_\_\_\_

**CELRL PM:** \_\_\_\_\_ **Email:** \_\_\_\_\_ **Phone#:** \_\_\_\_\_

**CELRL Ombudsman:** \_\_\_\_\_ **Email:** \_\_\_\_\_ **Phone#:** \_\_\_\_\_

**WARRANTY ISSUE:**

**RSC ACTION TAKEN:**

**Priority Code**      1. \_\_\_\_\_ (24 hr response)      2. \_\_\_\_\_ (48 hr response)      3. \_\_\_\_\_ (5 day response)

**CONTRACTOR ACTION TAKEN:**

**Contractor's Completion Date:** \_\_\_\_\_

**COR's Inspection/Acceptance Date:** \_\_\_\_\_

# Furniture Warranty Reference Sheet

\*\*\* All warranties assume that the product has not been mis-used or abused. They only apply under what are considered to be normal use conditions. This sheet is a quick reference guide only, please refer to your end user manual for complete warranty information.

## SEATING

### **AMERICAN SEATING** (Acton Stacker)

Fabrics	3 Years
Chair	5 Years

### **KIMBALL**

Fabrics: (Pollack/Maharam/Momentum)	No Warranty
Fabrics: (Carnegie)	2 Years
Fabric/Laminate/Decorative Trim	5 Years
High Wear Parts/Casters/Glides/Slides/Pneumatic Lifts	5 Years
Veneer/Seating Mechanism	10 Years

Notes: \* Warranty starts date of manufacture  
\* You must submit the serial number of the damaged piece of furniture along with the purchase order number in order to file a claim

### **UNICOR**

Fabric/Leather	3 Years
All Parts/Chair	12 Years

Notes: \* Warranty starts date of shipment

## TABLES

### **KI**

Wood Veneer/Covering Material	1 Year
Folding Tables/Accessories/Table Caddies	5 Years
Contract Tables (Barron/Datalink Multipurpose/Venue)	10 Years
Uniframe Tables (Includes Frame)	10 Years
Uniframe Table Tops (Perfect edge only, excludes frame)	Lifetime
Powered Tables (DataLink/In-Tandem)	Lifetime

Notes: \* Warranty starts date of manufacture

### **KIMBALL**

High Wear Parts/Casters/Laminate/Decorative Trim	5 Years
Veneer	10 Years
Tables	Lifetime

Notes: \* Warranty starts date of manufacture  
\* You must submit the serial number of the damaged piece of furniture along with the purchase order number in order to file a claim

### **KNOLL**

Veneer	5 Years
Laminate/Non Wood Components	Lifetime

Notes: \* Warranty starts date of shipment

## DESKS/WORKSTATIONS

### **KNOLL** (Morrison)

Textiles/Ballasts/Bulbs	1 Year
Operational Parts/Veneer	5 Years
Overheads	10 Years
Laminate/Non Wood Components	Lifetime

Notes: \* Warranty starts date of shipment

### **UNICOR** (Bravo)

Ballasts/Bulbs	No Warranty
High Wear Parts/Casters/Glides/Locking Mechanisms	10 Years
Electrical Components	10 Years
Structural Components	Lifetime

Notes: \* Warranty starts date of shipment  
\* Electrical component warranty starts date of manufacture

<b>KIMBALL</b>	High Wear Parts/Casters/Laminate/Decorative Trim	5 Years
	Veneer	10 Years
	Desk	Lifetime

Notes: \* Warranty starts date of manufacture  
 \* You must submit the serial number of the damaged piece of furniture along with the purchase order number in order to file a claim

**STORAGE**

<b>KNOLL</b> (Calibre)	Bookcase/Lateral File/Storage Cabinets	5 Years
	Operational Parts	Lifetime
	Structural Components	

Notes: \* Warranty starts date of shipment

<b>UNICOR</b> (Opus)	Bookcase/Lateral File/Storage Cabinets	10 Years
	High Wear Parts/Casters/Glides/Locking Mechanisms	10 Years
	Drawer Suspensions	

Notes: \* Warranty starts date of shipment

**EXERCISE EQUIPMENT**

<b>CYBEX</b>	Grips/Upholstery	120 Days
	Belts/Cables	1 Year
	Frame	10 Years

Notes: \* Warranty starts date of installation

<b>PRECOR</b>	Durable Wear Parts/Labor	1 Year
	Self Powered Elliptical & Bike Batteries	1 Year
	Parts	2 Years
	Motor Controller	3 Years
	Display Face Assembly/Treadmill Drive Motor	5 Years
	Frame	7 Years

Notes: \* Warranty starts on the invoice date of original purchase order

<b>FLAGHOUSE</b>	Excerise Mats	1 Year
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**MISCELLANEOUS**

<b>BRETFORD</b>	TV/AV Carts	12 Years
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Notes: \* Warranty starts date of shipment

<b>LYON</b>	Workbenches	Lifetime
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<b>PETER PEPPER</b>	Lecturn/Mobile Work Stations/Literature Racks	3 Years
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Notes: \* Warranty starts on the invoice date

TO MAKE A WARRANTY CLAIM, PLEASE CONTACT THE LOUISVILLE DISTRICT OFFICE POC's BELOW: