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Part II
of
Enhanced Risk

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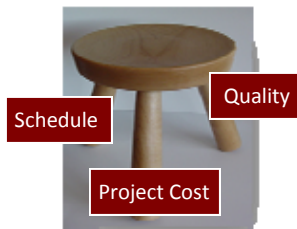
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Optimal Value Warranties

Part I— Enhanced Risk Management

By: Ben T. Hixson

Don't Depend On A Warranty – Even the **best** warranty coverage isn't a substitute for accurate identification of building system condition requirements and implementation of an adequate scope of work to address requirements and minimize the maintenance burden. **An 8-1/2" by 11" piece of paper never kept the water out of a building or made a component or system run better or perform longer.** The three-legged milk stool word picture for project cost, schedule and quality being equally important to project success applies to every construction undertaking.



This white paper discusses the Owner's and construction team's responsibilities for working in tandem to optimize the value of possible warranties and to minimize the need for costly maintenance because of unsatisfactory performance. A manufacturer's warranty shouldn't be taken for granted just because it is specified or otherwise required. To be obtained **warranty coverage has to be approved and earned.**

The rationale for an Owner accepting manufacturer issued warranty coverage for building envelope components and systems is to allay some of the risk and cost associated with pursuing tort remedies regarding representation of merchantability and fitness for purpose and to define a level of quality for expected

installation performance. The warranty should provide guidelines for the manufacturer remedying workmanship and material deficiencies and for Owner maintenance over a stated schedule in keeping with a building decision maker's desire to avoid present and future costs associated with correcting problems and minimizing the likelihood for consequential damage.

To minimize unwise reliance on warranty coverage to address moisture intrusion woes, the designer needs to adequately detail a continuous barrier system to avoid wind driven rain entry onto exterior sheathing or CMU walls, or detail the drainage plane starting at the top of the facility and continuing to grade. Too many times the only component creating a weather barrier are exposed joint sealants which presents very high risk of leaks when the sealant fails and isn't replaced in a timely manner. Contending with possible or predicted water entry is paramount to good design and not an aspect to be slighted.

Similarly, Construction Managers and General Contractors shouldn't rely on warranties to ensure adequate performance but should convey the quality intent indicated in the Contract Documents. **Complete and timely delivery of** product data with clearly stated proven performance capabilities, fabrication and installation detailing and anticipated critical path schedule submittals for the Architects approval is crucial to optimizing RFI's and avoiding Change Orders and delays. **We recommend the use of Architect approved submittals during pre-installation conferences attended by the installer's project**

superintendent and foreman. The superintendent and foreman assigned to the project need to work continuously to completion and not be re-assigned without prior written approval. Otherwise most of the cautions and instructions conveying project needs are lost with unauthorized substitutions.

Early in the construction cycle **the Owner needs to be educated and made aware of choices affecting maintenance obligations and schedules** for diligent maintenance regarding key components and systems. Owners need to be informed of warranty requirements.

These quality assurance safeguards can meld manufacturer and installer accountability to deliver the specified performance to building envelope components and systems. Use of separate or part of the finished work mock ups can convey the intent for detailing and level of quality required. Testing verifies compliance and can identify potential problems before components and systems are installed and great costs are necessary to make modifications or replacements.

To avoid relying unreasonably on warranty coverage it is absolutely crucial for the Architect, Consultant, Construction Manager and General Contractor to monitor and adequately document the installer's quality control or lack thereof. In addition to knowledgeable monitoring of work in progress leading to substantial completion, a picture in construction to document progress and quality can be worth ten thousand words.

To be continued.....

We want to share our Building Envelope observations with our valued clients and other individuals who may be interested in receiving our semi-monthly publication. Call HCI today for cost effective solutions customized for your project.