SUBJECT **WARRANTY PROCESSING**

PURPOSE

The purpose of this instruction is to define the process for standardized identification, tracking, receipt, processing and maintenance of equipment warranties required by the Firm Fixed Price Contract for the Base Operations Support and Services (BOSS) contract at Kennedy Space Center (KSC), Florida.

For any records associated with this instruction, see the Activation & Turnover Procedure. (ENG-P-0005).

SCOPE AND APPLICABILITY

This instruction applies to Activation, Configuration & Asset Management (ACAM) for equipment which is or shall be the O&M responsibility of the BOSS. This instruction is subordinate to the Activation & Turnover Procedure, ENG-P-0005. This instruction shall be used in conjunction with Activation & Turnover Instruction, ENG-I-0005.

This instruction currently applies to equipment Warranties for new and existing Facility, System, Equipment and Utilities (FSEU) which is entered into Maximo.

To meet this requirement, the standard manufacturer's warranty which extends at no cost, beyond the standard twelve months for BOSS projects or materials and equipment must be a transferrable warranty from BOSS to NASA for enforcement by a future NASA contractor.

PROCESS

A project's warranty requirements are established during the design and preparation of the project documentation (drawings and specifications) and continue through implementation of the project.

BOSS will comply with section 4.4.1.7 of the BOSS Contract and "identify, track, receive, process, and maintain equipment warranties for new and existing FSEU and input into Maximo". BOSS Configuration Management (CM) will release into TechDoc any warranty documents received from the Contracting Officer's Representative (COR) or the contractor for all warranted equipment and materials installed by the contractor. Warranty documents will be provided by the COR upon installation of new equipment by others. Warranty documents will be provided by vendors to CM upon receipt of assets for new equipment installed by a BOSS contract. BOSS Asset Management (AM) will also create or update Maximo asset records to indicate the existence of a warranty.

1. WARRANTY ACCEPTANCE INTO BOSS CONTRACT

BOSS ACAM will receive all warranty information provided by contracts for BOSS responsible assets and disposition the information as below. See Warranty Process Flow Chart in Figure 1

1.1. NASA C of F, NASA Direct or Saber contract project design & implementation

CM Activities at Final Acceptance/Turnover of Project

- Receive warranties provided by contractor, shop or COR. These items may be released to the Kennedy Engineering Data System (KEDS) by the NASA COR
- Release warranty into NASA TechDocs via Documentation Release Authorization (DRA) process per ENG-P-0005.

AM Activities at Final Acceptance/Turnover of Project

- Retain Warranty information in Project Wise and Add a “Asset Warranty update” line to DE-10 or DE-10 SS for future use the when MAR is approved by an OMD WON.
- Create temporary Assets records for each Warranty item for later reuse also when MAR is received.
- Enter warranty information and expiration date into Maximo Asset record.
- Scan and attach .pdf of warranty to Maximo asset record.

1.2. BOSS project design & implementation

CM Activities throughout Project

- Receive warranties provided by vendor or manufacturer once asset is received by ISC Logistics.
- If not released to Tech Docs by BOSS Procurement personnel, release warranty into TechDocs via Documentation Release Authorization (DRA) process per ENG-P-0005.

AM Activities at Final Acceptance/Turnover of Project

- Retain Warranty information in Project Wise and Add a “Asset Warranty update” line to DE-10 or DE-10 SS for future use the when MAR is approved by an OMD WON. Create temporary Assets records for each Warranty item for later reuse also when MAR is received.
- Enter warranty information and expiration date into Maximo asset record.
- Scan and attach .pdf of warranty to Maximo asset record.

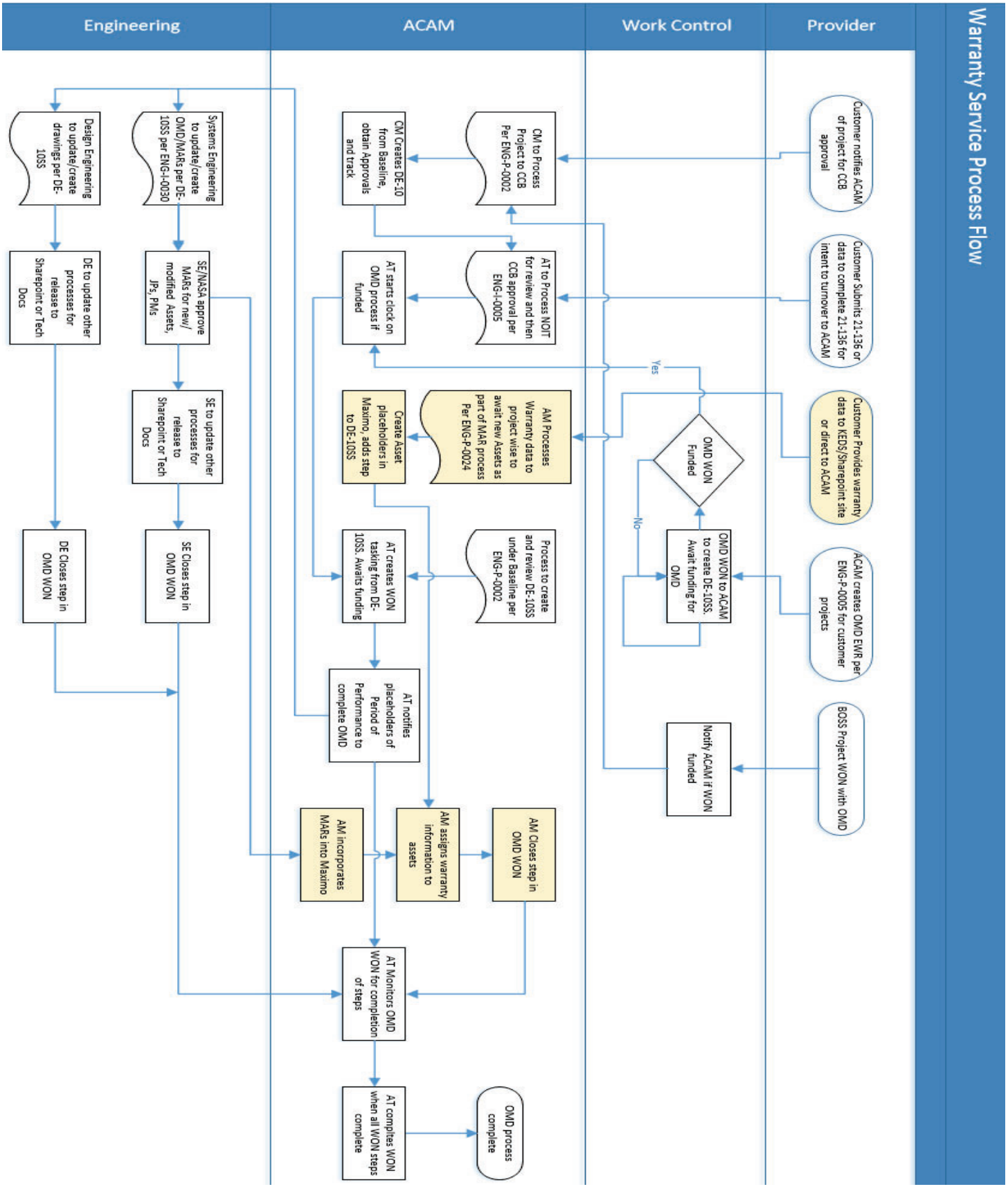


Figure 1 – Warranty Process

2. WARRANTY INQUIRIES

Asset Management (AM) and Maximo will be the authoritative research resource for warranty questions.

3. WARRANTY EXERCISING

See Figure 2 for Warranty Servicing flowchart. Upon determining the Warranty is still in force, the SE or Shop supervisor shall:

1) Consult with the manufacturer to determine if the warranty applies to the asset issue.
2) Request a Warranty Service Request EWR “Add Req” to the existing shop or SE EWR via the shop scheduler. Advise the scheduler of all shops and hours required to support the warranty vendor.
3) Initiate a ‘No Cost’, Warranty Service Request form, ENG-F-0024.
    a. Complete the form per directions. If vendor support is required, the Prime shop will be either the SE or supporting shop. List expected hours of support for all shops and SE.
    b. In the “Scope of Work” block, list what is required of the vendor as part of the warranty service. List limitations and what GFE is needed to be supplied to the vendor to support.
    c. Complete the information as to the Warranty Vendor and expected hours of support. Provide information as to any material BOSS with provide as Government Furnished Equipment (GFE) to the assist the vendor performing the warranty service work.
    d. Identify who will be the Technical point of contact to the Warranty Vendor.
    e. Obtain warranty information from Asset if available.
4) Enter the Maximo priority code.
    a. Priority 1 – Immediate Response required, Complete within 7 days
    b. Priority 2 – Urgent – Work stoppage, mission related/Safety, CMPLT by WFTYPE date
    c. Priority 3 – Priority – Fixed completion date to meet customer needs.
    d. Priority 4 – Routine – Complete within 30 days.
    e. Priority 5 – Routine – Complete within 45 days
    f. Priority 6 – Routine – Complete within 60 days
5) For the CCHQ, use the following priorities that were agreed by management.
    a. Priority 1 – Fire/life safety, work stoppage, etc. – as soon as possible but not exceeding 8 hours from placement of warranty call.
    b. Priority 2 – system failure producing localized discomfort, etc – response not to exceed 48 hours from warranty call.
    c. Priority 3 – non-essential equipment shutdown, negligible impact to building, etc. – response not to exceed 120 hours from warranty call.
6) The SE will obtain management approval in the Supervisor II signature block prior to release.

7) Send the completed WCC form and Warranty information along any other drawings or details that need to be sent to the vendor, to Logistics KSC-DL-BOSS-Materials-Requirements-Notification Mailing distribution list.
8) Logistics will initiate the warranty repair PR process and set up all badging requirements.
9) Logistics will obtain Safety plan information from BOSS Safety, Quality and Mission Support office.
10) Attach the completed ENG-REF-0024 form to the EWR/WON for reference to the procurement process.
11) At completion of the warranty work, shop tech or SE shall detail, in the log notes, the actions taken during the warranty service activity.
12) Notify Procurement of completed Warranty activity to close out the “No Cost” contract.

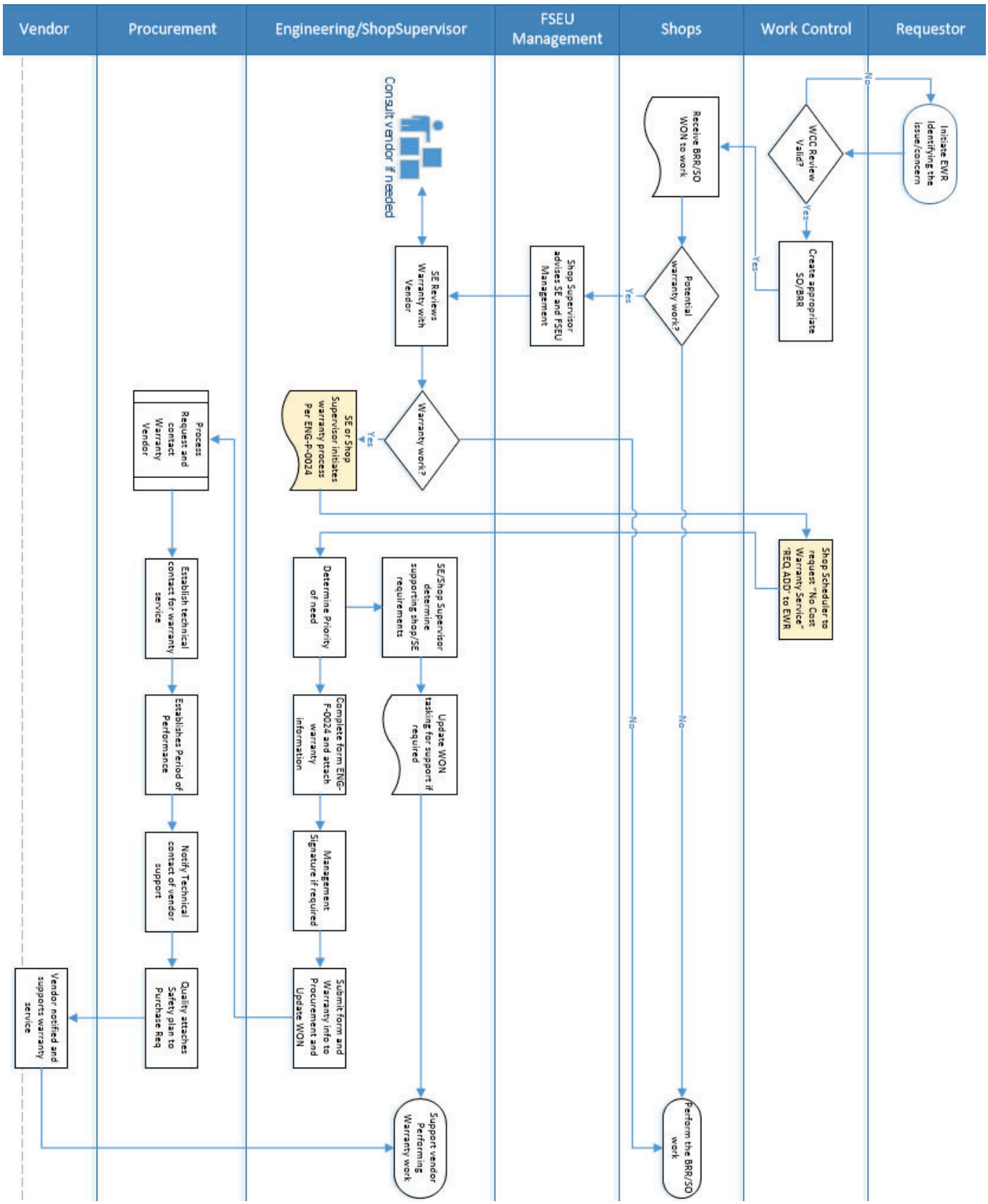


Figure 2 - Warranty Service flow chart

RECORDS

The following records are retained by the organizations listed below:

Record	Responsible Organization
ENG-F-0024 Request for Warranty Services Form	Procurement
Warranty Turnover form/information	Activation, Configuration & Asset Management

AFFECTED DIVISIONS

Engineering Services
Logistics
FSEU

ROLES AND RESPONSIBILITIES

Division Manager: Ensures compliance within the Division to the requirements stated in this instruction.

Department Manager: Ensures compliance at the branch level to the requirements stated in this instruction.

Engineering Services – Asset Management (AM): Receives warranty info sores in ProjectWise, creates temporary assets, enters warranty data into Assets and during the creation/update of the Maximo Action Request (MAR), completes Asset process.

Engineering Services – Configuration Management (CM): Baseline Managers (BLMs) assist in the release of warranties into TechDoc.

Systems Engineering – Responsible for submission of MAR for asset changes or additions. Responsible for initiating Warranty services process.

Logistics/Procurement Services – Responsible for initiating a Warranty Response with the Vendor of record.

Safety, Quailty and Mission support – Maintains and attaches Vendor safety plan to Warranty Service requests.

REFERENCE DOCUMENTS

The following documents are referenced in this instruction:

Document Number	Title
ENG-P-0005	Activation & Turnover Procedure
ENG-I-0005	Activation & Turnover Instruction

ACRONYMS

ACAM	Activation, Configuration & Asset Management office
AM	Asset Management
AT	Activation and Turnover

BLM	Baseline Manager
CM	Configuration Management
COR	Contracting Officer's Representative
DRA	Documentation Release Authorization
EDC	Electronic Documentation Center
FSEU	Facilities, Systems, Equipment, Utilities
ISC	Institutional Services Contractor
KEDS	Kennedy Engineering Data System
KSC	Kennedy Space Center
NASA	National Aeronautics and Space Administration
O&M	Operations & Maintenance
OM&E	Operations, Maintenance & (sustaining) Engineering
TechDoc	NASA Technical Documentation Center
WAR	EDC abbreviation/classification for Warranty releases

DEFINITIONS

None

REVISION RECORD

The following revisions have been applied to this document:

Revision Number	Change Description	Date
0	Initial Release	06/17/2010
1	Updated to remove references to Warranty Tags	11/19/2010
2	Updated Record Table (No Review Required)	03/31/2011
3	Minor Revisions; Update Records Table. No Formal Review Required per QPO	08/10/2011
4	Major Revision to comply with requirements of Firm Fixed Price Contract	05/05/2016
5	Updated for BOSS. Created Warranty Service Process, Added Form ENG-F-0024 to replace WCC form use.	07/15/19

WARRANTY PROCESSING

DOCUMENT APPROVAL

Revoked certificate

X Mark H. Weller

Mark Weller
BOSS Chief Engineering
Signed by: Mark Weller (affiliate)

Revoked certificate

X Cathy Buckingham

Cathy Buckingham
Manager, Activation, Configuration & Asset ...
Signed by: cards