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CONTRACTS MANAGEMENT | CON-032

Warranty and Guarantee Management

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Course content

Why Attend

Warranties and guarantees protect buyers when products, equipment, systems or works fail to perform as promised. They can be worth substantial sums, yet many organisations lose their benefit because warranty periods expire unnoticed, conditions are breached, claims are poorly documented or responsibilities between suppliers are unclear.

This Warranty and Guarantee Management training course provides a structured approach to obtaining, recording and enforcing warranties and guarantees. Participants learn about express and implied warranties, manufacturer and contractor warranties, collateral warranties, performance guarantees, warranty conditions and exclusions, warranty registers, claim procedures and supplier management, as well as the supplier's perspective on managing warranty liabilities.

Course Methodology

• The course uses sample warranty documents, claim files and case studies. Participants review warranty terms for gaps, build a warranty register, prepare a warranty claim with supporting evidence and negotiate warranty terms in a simulated procurement. Both buyer and supplier perspectives are considered.

Course Objectives

• Explain the types and purposes of warranties and guarantees

• Distinguish express, implied and statutory warranties

• Negotiate appropriate warranty terms and durations

• Understand conditions, exclusions and limitations in warranties

• Build and maintain an effective warranty register

• Prepare and pursue warranty claims successfully

Target Audience

• Contract and procurement managers

• Facilities and asset managers

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Course content

- Maintenance and engineering managers
- Project managers

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Course outline

Detailed course outline

Day-by-day outline for Warranty and Guarantee Management.

Day 1 - Understanding Warranties and Guarantees

- 09:00-09:34 | Warranties, guarantees and indemnities compared
- 09:34-10:08 | Express, implied and statutory warranties
- 10:08-10:42 | Manufacturer, supplier and contractor warranties
- 10:42-11:00 | Performance and efficiency guarantees
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Performance and efficiency guarantees (continued)
- 11:46-12:20 | The value of warranties to buyers
- 12:20-12:53 | Common reasons warranty value is lost
- 12:53-14:00 | Exercise: reviewing a set of warranty documents

Day 2 - Negotiating Warranty Terms

- 09:00-09:34 | Defining warranty scope and covered defects
- 09:34-10:08 | Warranty periods and start dates
- 10:08-10:42 | Conditions such as maintenance and authorised use
- 10:42-11:00 | Exclusions, limitations and liability caps
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Exclusions, limitations and liability caps (continued)
- 11:46-12:20 | Remedies: repair, replacement and refund
- 12:20-12:53 | Extended warranties and service agreements
- 12:53-14:00 | Workshop: negotiating warranty terms in a procurement

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Day 3 - Collateral Warranties and Construction Guarantees

- 09:00-09:34 | Collateral warranties and third-party rights
- 09:34-10:08 | Defects liability periods in construction contracts
- 10:08-10:42 | Latent defects and limitation periods
- 10:42-11:00 | Equipment and system warranties on projects
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Equipment and system warranties on projects (continued)
- 11:46-12:20 | Insurance-backed and decennial guarantees
- 12:20-12:53 | Assignment of warranties on handover or sale
- 12:53-14:00 | Exercise: mapping warranties for a completed project

Day 4 - Warranty Registers and Claims

- 09:00-10:00 | Building a warranty register with key data
- 10:00-10:30 | Tracking expiry dates and maintenance conditions
- 10:30-11:00 | Recording defects and gathering evidence
- 11:00-11:30 | Coffee break
- 11:30-12:00 | Notifying claims correctly and on time
- 12:00-12:30 | Following up claims and escalating refusals
- 12:30-13:00 | Recovering costs when suppliers fail to respond
- 13:00-14:00 | Workshop: preparing a warranty claim

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Day 5 - Supplier Perspective and Continuous Improvement

- 09:00-09:34 | Managing warranty liabilities and provisions as a supplier
- 09:34-10:08 | Warranty cost analysis and product quality feedback
- 10:08-10:42 | Customer service in handling warranty claims
- 10:42-11:00 | Using warranty data to improve specifications
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Using warranty data to improve specifications (continued)
- 11:46-12:20 | Reporting warranty performance to management
- 12:20-13:27 | Building a warranty management procedure
- 13:27-14:00 | Personal action plan for warranty management

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Seminar dates

Available seminar dates

Live dates and pricing for Warranty and Guarantee Management generated from the course details page.

Date	Location	Format	Fee
21 - 25 December 2026	London	Classroom	**€2,915**
7 - 11 December 2026	Barcelona	Classroom	**€2,275**
14 - 18 December 2026	Frankfurt	Classroom	**€2,175**
25 - 29 January 2027	London	Classroom	**€2,915**
4 - 8 January 2027	Barcelona	Classroom	**€2,275**
11 - 15 January 2027	Frankfurt	Classroom	**€2,175**
18 - 22 January 2027	Istanbul	Classroom	**€2,825**
1 - 5 February 2027	London	Classroom	**€2,915**
8 - 12 February 2027	Barcelona	Classroom	**€2,275**
15 - 19 February 2027	Frankfurt	Classroom	**€2,175**

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Seminar dates

Available seminar dates

Live dates and pricing for Warranty and Guarantee Management generated from the course details page.

Date	Location	Format	Fee
22 - 26 February 2027	Kuala lumpur	Classroom	**€2,425**
8 - 12 March 2027	London	Classroom	**€2,915**
15 - 19 March 2027	Barcelona	Classroom	**€2,275**
22 - 26 March 2027	Frankfurt	Classroom	**€2,175**
1 - 5 March 2027	Madrid	Classroom	**€3,400**
19 - 23 April 2027	London	Classroom	**€2,915**
26 - 30 April 2027	Barcelona	Classroom	**€2,275**
5 - 9 April 2027	Frankfurt	Classroom	**€2,175**
12 - 16 April 2027	Munich	Classroom	**€2,425**
24 - 28 May 2027	London	Classroom	**€2,915**

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Seminar dates

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Live dates and pricing for Warranty and Guarantee Management generated from the course details page.

Date	Location	Format	Fee
3 - 7 May 2027	Barcelona	Classroom	**€2,275**
10 - 14 May 2027	Frankfurt	Classroom	**€2,175**
17 - 21 May 2027	Paris	Classroom	**€2,810**
21 - 25 June 2027	London	Classroom	**€2,915**
7 - 11 June 2027	Barcelona	Classroom	**€2,275**
14 - 18 June 2027	Frankfurt	Classroom	**€2,175**
12 - 16 July 2027	London	Classroom	**€2,915**
19 - 23 July 2027	Barcelona	Classroom	**€2,275**
26 - 30 July 2027	Frankfurt	Classroom	**€2,175**
5 - 9 July 2027	Vienna	Classroom	**€3,425**

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Seminar dates

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Date	Location	Format	Fee
16 - 20 August 2027	London	Classroom	**€2,915**
23 - 27 August 2027	Barcelona	Classroom	**€2,275**
2 - 6 August 2027	Frankfurt	Classroom	**€2,175**
9 - 13 August 2027	Amsterdam	Classroom	**€3,215**
20 - 24 September 2027	London	Classroom	**€2,915**
6 - 10 September 2027	Barcelona	Classroom	**€2,275**
13 - 17 September 2027	Frankfurt	Classroom	**€2,175**
4 - 8 October 2027	London	Classroom	**€2,915**
11 - 15 October 2027	Barcelona	Classroom	**€2,275**
18 - 22 October 2027	Frankfurt	Classroom	**€2,175**

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Seminar dates

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Date	Location	Format	Fee
25 - 29 October 2027	Dubai	Classroom	**€2,845**
8 - 12 November 2027	London	Classroom	**€2,915**
15 - 19 November 2027	Barcelona	Classroom	**€2,275**
22 - 26 November 2027	Frankfurt	Classroom	**€2,175**
1 - 5 November 2027	Geneva	Classroom	**€3,315**
20 - 24 December 2027	London	Classroom	**€2,915**
27 - 31 December 2027	Barcelona	Classroom	**€2,275**
6 - 10 December 2027	Frankfurt	Classroom	**€2,175**
13 - 17 December 2027	Istanbul	Classroom	**€2,825**
21 - 25 December 2026	Online / Live	Online / Live	**€1,625**

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Date	Location	Format	Fee
7 - 11 December 2026	Online / Live	Online / Live	**€1,625**
14 - 18 December 2026	Online / Live	Online / Live	**€1,625**
25 - 29 January 2027	Online / Live	Online / Live	**€1,625**
4 - 8 January 2027	Online / Live	Online / Live	**€1,625**
11 - 15 January 2027	Online / Live	Online / Live	**€1,625**
18 - 22 January 2027	Online / Live	Online / Live	**€1,625**
1 - 5 February 2027	Online / Live	Online / Live	**€1,625**
8 - 12 February 2027	Online / Live	Online / Live	**€1,625**
15 - 19 February 2027	Online / Live	Online / Live	**€1,625**
22 - 26 February 2027	Online / Live	Online / Live	**€1,625**

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Date	Location	Format	Fee
8 - 12 March 2027	Online / Live	Online / Live	**€1,625**
15 - 19 March 2027	Online / Live	Online / Live	**€1,625**
22 - 26 March 2027	Online / Live	Online / Live	**€1,625**
1 - 5 March 2027	Online / Live	Online / Live	**€1,625**
19 - 23 April 2027	Online / Live	Online / Live	**€1,625**
26 - 30 April 2027	Online / Live	Online / Live	**€1,625**
5 - 9 April 2027	Online / Live	Online / Live	**€1,625**
12 - 16 April 2027	Online / Live	Online / Live	**€1,625**
24 - 28 May 2027	Online / Live	Online / Live	**€1,625**
3 - 7 May 2027	Online / Live	Online / Live	**€1,625**

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10 - 14 May 2027	Online / Live	Online / Live	**€1,625**
17 - 21 May 2027	Online / Live	Online / Live	**€1,625**
21 - 25 June 2027	Online / Live	Online / Live	**€1,625**
7 - 11 June 2027	Online / Live	Online / Live	**€1,625**
14 - 18 June 2027	Online / Live	Online / Live	**€1,625**
12 - 16 July 2027	Online / Live	Online / Live	**€1,625**
19 - 23 July 2027	Online / Live	Online / Live	**€1,625**
26 - 30 July 2027	Online / Live	Online / Live	**€1,625**
5 - 9 July 2027	Online / Live	Online / Live	**€1,625**
16 - 20 August 2027	Online / Live	Online / Live	**€1,625**

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Date	Location	Format	Fee
23 - 27 August 2027	Online / Live	Online / Live	**€1,625**
2 - 6 August 2027	Online / Live	Online / Live	**€1,625**
9 - 13 August 2027	Online / Live	Online / Live	**€1,625**
20 - 24 September 2027	Online / Live	Online / Live	**€1,625**
6 - 10 September 2027	Online / Live	Online / Live	**€1,625**
13 - 17 September 2027	Online / Live	Online / Live	**€1,625**
4 - 8 October 2027	Online / Live	Online / Live	**€1,625**
11 - 15 October 2027	Online / Live	Online / Live	**€1,625**
18 - 22 October 2027	Online / Live	Online / Live	**€1,625**
25 - 29 October 2027	Online / Live	Online / Live	**€1,625**

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22 - 26 November 2027	Online / Live	Online / Live	**€1,625**
1 - 5 November 2027	Online / Live	Online / Live	**€1,625**
20 - 24 December 2027	Online / Live	Online / Live	**€1,625**
27 - 31 December 2027	Online / Live	Online / Live	**€1,625**
6 - 10 December 2027	Online / Live	Online / Live	**€1,625**
13 - 17 December 2027	Online / Live	Online / Live	**€1,625**