



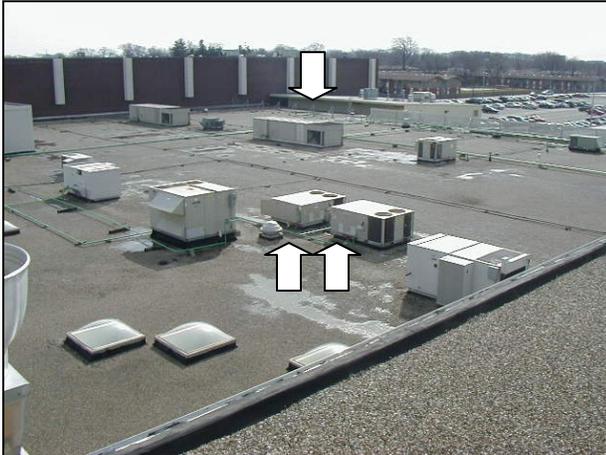
Case Study 02...They Thought They Knew What They Were Doing

Introduction

Our “Case Study” reports are designed to illustrate various ways we have helped clients so that potential clients can begin to discover ways to utilize what we do. All names have been changed to protect confidentiality.

The Case of “Too Good”

A few years back we did an evaluation of a mall roof.



The roof was approximately 18 years old, while the mall was nearly 40. The large, original, multizone HVAC units (such as shown at the downward pointing arrow) were rusting through and leaking from old age. Replacement parts were no longer available. The units were being replaced with smaller paired units (such as shown at the two upward pointing arrows). The on-site operations manager was specifying a very extensive (and expensive) flashing detail to be used at the new units and to patch the hole where the old unit was removed. The detail being used was terrific and had worked very well. Or had it?

The detail being used was a great choice for a roof that was less than five years old. But the

roof being tied into was 18 years old, aging and beginning to fail. The “repair” might well last 20 years, but the roof it was attached to sure won’t! The owner was wasting money.

We recommended that they switch to a less expensive flashing detail that cut their cost per changeover in half. Our fee for the entire mall evaluation was about \$7500. They recouped that and more immediately in savings on the HVAC work alone.

An Important Point

The point we would like to make is that this “mistake” was not being made by “amateurs”. This owner has extensive experience with roofs and roofing.

They thought they knew what they were doing.

They didn’t. They knew how to install a “good detail”. They didn’t know how to install one with “good value”.

Conclusion

It is unusual that an owner would “over specify” a repair. Generally the opposite occurs. But it doesn’t make any difference to us what is going on, if money is being wasted like it was here, a good consultant will find it.