

The logo for RENO CONTRACTING features a stylized icon of three vertical bars of varying heights on the left, followed by the word "RENO" in a large, bold, sans-serif font, and the word "CONTRACTING" in a smaller, all-caps, sans-serif font below it.

**RENO**  
CONTRACTING

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License #674069

**QUALITY ASSURANCE  
PROGRAM**

**RENO CONTRACTING, INC.**  
*Southern California's Premier General Contractor  
Since 1993™*



## Reno's Quality Assurance Program

Reno Contracting takes tremendous pride in the fact that it has become the premier Class 'A' Office Building Contractor in San Diego. Our rich history of building some of San Diego's finest office spaces started with our desire to meet the needs of our customer base and continues on as a cornerstone of our culture with both our current and prospective customers.

As a project nears completion, standard procedures are used to coordinate activation of utilities and executions of systems start up and commissioning to ensure a completely operational facility. A complete package of "closeout" documents is presented to the Owner to provide information about operation and maintenance of the various components and systems of the building.

Following completion, Mr. Buchanan is available to all our customers to work out any warranty issues that may arise or simply to advise the Owner on any questions that may come up as they learn how to live in their new building.

As the end of the warranty period approaches, Mr. Buchanan will conduct an inspection of each project to ensure the building is performing as expected and advise the Owner of recommended maintenance intervals and any maintenance items that may require attention.

Even after completion of the official warranty period, our quality assurance program is available to all of our customers in advisory capacity should a question or concern arise.

## Reno Contracting's Quality Assurance Objectives

- Streamline closeout procedures
- Create a listing of maintenance intervals for each new facility
- Full facility inspection just prior to the end of the one year warranty period
- Maintenance consultation
- Same day response for quality assurance requests
- Ensuring a consistent contact for all maintenance planning and questions



**Bob Buchanan,**  
**Quality Assurance Manager**

*Bob has been in the construction industry in San Diego for 33 years. He started as a construction expeditor for Signal Landmark at the Coronado Cays Marina project in 1969. In addition he has held positions as a Superintendent, Project Manager, Purchasing Agent / Manager and Construction Manager. After returning from Aruba, where he was the Construction Manager for a casino and timeshare renovation, Bob was selected to head up Reno's Quality Assurance Program. Bob can be reached at 619.205.9392 or via email at [bbuchanan@renocon.com](mailto:bbuchanan@renocon.com).*