

Guarantee and Inspection Service

Virtual Inspection Policy

Updated December 16, 2024

Approved by resolution of the Board of the Architectural Woodwork Manufacturers Association of Canada ("AWMAC") and adopted and made effective on January 21, 2025.

1. Introduction

- 1.1. All Guarantee Inspection Service ("**GIS**") inspections must be performed in-person, by an AWMAC Certified Inspector ("**Inspector**"), as per AWMAC's policies and procedures.
- 1.2. Where lack of access occurs due to unforeseen circumstances out of AWMAC's control, such as a health pandemic, a natural disaster, or security threats, AWMAC Chapters, at the discretion of their GIS Representative, may apply to AWMAC National to perform virtual mock-ups and/or final inspections to determine project compliance and completion in accordance with this policy.
- 1.3. The financial implications of performing one or more inspections will not be considered.
- 1.4. No Chapter may commit to or perform a virtual GIS inspection without prior written approval from AWMAC National.

2. Application Process

- 2.1. Inspectors or GIS Administrators may request to complete a virtual inspection through the application linked here: <https://forms.office.com/r/DKc7iyUfPF>
- 2.2. Upon receipt, the GIS Committee Chair, in consultation with the National Board President, will make a decision and advise the applicant of the results within three (3) business days.

3. Inspection Process

- 3.1. Virtual inspections will be conducted and recorded via live video, using an available teleconferencing platform agreed to by the Inspector and the individual who will observe and perform the walkthrough ("**Observer**").
- 3.2. Prior to a virtual inspection, the Inspector shall review previous reports and pre-determine the locations, elements, and tests to be inspected at each installation. Updated floorplans reflecting any extras/deletions/as-built changes will be required from the architectural woodwork manufacturer ("**Manufacturer**") a minimum of one week before the inspection is to take place.

- 3.3. The Inspector will guide the Observer through the locations and request the necessary views to ascertain compliance.
- 3.4. Tests requiring specialized equipment or gauges may be performed if the Observer has access to such tools (e.g. hygrometer, feeler gauges, calipers, etc.). If this occurs:
 - a) The Inspector should advise the Observer conducting the walkthrough of the necessary tools in advance and determine which test can and should be performed.
 - b) If the Observer does not have the necessary equipment or is not suitably proficient in its use, this will be noted, and any tests not performed will be excluded until a qualified physical inspection can be achieved.
- 3.5. Following the Inspector's pre-determined course of inspection, using the standard checklists, the Inspector will note compliant and non-compliant elements at each installation area.
- 3.6. No additional physical inspections will be performed unless a warranty claim is initiated.

4. Reporting

- 4.1. Upon completion of the virtual inspection, the Inspector will summarize any deficiencies and variances using the inspection reports. The report should include the completed checklists, videos and photos taken.
- 4.2. The Chapter will maintain a copy of the Inspector's submitted checklists, video and photographic evidence for at least three years from the effective date of the certificate of warranty. Where video or photograph retention is impossible due to project or client security or privacy concerns, the Chapter and Inspector will delete all digital recordings and photographs and note the same on the final report.
- 4.3. The Chapter will forward the virtual inspection report in accordance with AWMAC's policies and procedures. The report will carry the following disclaimer:

“This report is based upon a virtual inspection only, and only the items listed (if any) were visibly noted as non-compliant. This virtual inspection is a reasonable attempt to identify any obvious defects at the time of the inspection. It is limited to areas and sections of the [site]/[mock-up] that were fully visible to the Inspector at the time of the inspection. This virtual inspection in no way absolves the Manufacturer from any liabilities should future/final inspection(s) performed in-person identify any standards compliance issues not previously noted.”

- 4.4. The Manufacturer will have three days to respond per standard procedure.

5. Deficiencies and Compliance

- 5.1. Should the final report have deficiencies, the Manufacturer will consult the Owner and advise what minor and major deficiencies they can rectify under any current access restrictions that may be in place.
- 5.2. In accordance with the Owner's access protocols, the Manufacturer will endeavour to rectify any items listed as deficient in the final report. When completed, photographs of all minor deficiencies will be provided to the Inspector, who will give them to the Chapter. Photographs or an additional virtual inspection may be required to accept remediation of major deficient items at the Inspector's discretion.
- 5.3. Items that cannot be remedied due to access, occupancy, or other restrictions will be clearly noted and excluded from the AWMAC warranty. Elements that cannot be made good due to such limitations shall not be subject to AWMAC's Standards Tier penalty action.
- 5.4. AWMAC will not intercede in any financial discussions between the Owner and Manufacturer regarding accepting incomplete works that cannot be made good.
- 5.5. Upon completion and acceptance of works as complete to the fullest extent possible, a warranty application may be made to AWMAC.

6. Warranty

- 6.1. Upon receipt of an approved GIS Certificate of Warranty Application, AWMAC will issue a conditional warranty in accordance with the standard terms of AWMAC's policies and procedures. Any warranty derived from a virtual final inspection will have the following disclaimer added to the exclusions:

“This warranty, issued in good faith, is based upon a virtual inspection conducted with all interested parties. Any claim arising within the warranty period is subject to physical inspection by an AWMAC Certified Inspector to determine the cause and potential liability before any actions are undertaken. The AWMAC Certified Inspector is the only party qualified to make such a determination, which shall be binding.”

- 6.2. In accordance with the warranty disclaimer above, should a warranty claim arise during the coverage period, an Inspector will attend the site to investigate and will determine the cause, validity of the claim, and liability, as well as best practices for remedy in accordance with AWMAC's Standards.
- 6.3. Should the Inspector or Manufacturer not be granted reasonable access to investigate or remedy such a claim, it shall be deemed null and void without prejudice.

Questions? Please email AWMAC at gis@awmac.com.