



GUARANTEE AND INSPECTION SERVICE (GIS) VIRTUAL INSPECTION POLICY

Approved by resolution of the Board of the Architectural Woodwork Manufacturers Association of Canada ("AWMAC") and adopted and made effective on January 29, 2021.

1. STATEMENT

Where extraordinary distance (e.g. remote locations) or lack of access occurs due to unforeseen circumstances such as a health pandemic or security reasons, AWMAC Chapters at the discretion of their GIS Representative, may perform virtual mock-ups and/or final inspections to determine project compliance and completion in accordance with this policy. The AWMAC Chapter, after the GIS Representative's approval, shall inform AWMAC National of any virtual inspections.

2. INSPECTION PROCESS

- 2.1. Virtual inspections will be conducted via live video, using an available teleconferencing platform agreed to by the Certified AWMAC Inspector ("Inspector") and the individual who will act as the observer and conduct the walkthrough ("Observer").
- 2.2. Any virtual inspection must be recorded and kept by the AWMAC Chapter for record, as well as any still photographs that may be provided. Records and photographs must be kept for a minimum of three years from the date of guarantee issuance or the date of substantial completion, whichever date is the latest.
 - 2.2.1 Where retention of videos is not possible due to Project/Client security or privacy concerns, the Chapter and Inspector will delete all digital recordings and copies and make note of same on the final Report.
- 2.3. 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.
- 2.4. The Inspector will guide the Observer through the locations and request the necessary views to ascertain compliance.
- 2.5. 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 tools necessary (see the Inspection Kit in the GIS Policy and Procedures Manual) in advance and determine which test can/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 performed.
- 2.6. Following the Inspector's pre-determined course of inspection, using the standard checklists, the Inspector will note compliant and non-compliant elements at each area of installation.
 - 2.7. The Inspector should be respectful and mindful of the Observer's time and effort and endeavour to keep the inspection under three to four hours. Should that not be enough time, multiple sessions may be required and scheduled.
 - 2.8. No additional physical inspections will be performed unless a warranty claim is initiated.

3. REPORTING

- 3.1. Upon completion of the virtual inspection, the Inspector will summarize any deficiencies and variances found using the standard inspection reports.
- 3.2. The report should include the completed checklists and any videos or photos taken.
- 3.3. The AWMAC Chapter will maintain a copy of these checklists and video/photographic evidence for record. Checklists and videos/photographs must be kept for a minimum of three years from the date of guarantee issuance or the date of substantial completion, whichever date is the latest.
 - 3.3.1 Where retention of videos is not possible due to Project/Client security or privacy concerns, the Chapter and Inspector will delete all digital recordings and copies and make note of same on the final Report.
- 3.4. The AWMAC Chapter will forward the virtual inspection report in accordance with the current GIS Policy and Procedures Manual.
- 3.5. 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 and 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."
- 3.6. The Manufacturer will have three days to respond per standard procedure.

4. DEFICIENCIES AND COMPLIANCE

- 4.1. Should the final report have deficiencies, the Manufacturer will consult the Owner, and advise in advance, what minor and major deficiencies they can rectify under any current access restrictions that may be in place.
- 4.2. In accordance with the Owner's access protocols, the Manufacturer will endeavour to rectify any and all items listed as deficient in the final report.



- 4.3. Photographs of all minor deficiencies, when completed, will be provided to the Inspector.
- 4.4. Photographs or an additional virtual inspection may be required for acceptance of remediation of major deficient items, at the Inspector's discretion.
- 4.5. Items that cannot be remedied due to access, occupancy, or other restriction, will be clearly noted and excluded from the AWMAC guarantee.
- 4.6. Elements that cannot be made good due to such restrictions shall not be subject to AWMAC's STANDARDS Tier penalty action.
- 4.7. AWMAC will not intercede in any financial discussions between the Owner and Manufacturer regarding the acceptance of any incomplete works that cannot be made good.
- 4.8. Upon completion and acceptance of works as complete to the fullest extent possible, an application for warranty may be made to AWMAC.

5. WARRANTY

- 5.1. Upon receipt of an approved application, AWMAC will issue a conditional guarantee in accordance with the standard terms of the GIS Policy and Procedures Manual.
- 5.2. Any guarantee certificate derived from a virtual final inspection will have the following disclaimer added to the exclusions:

“This guarantee, issued in good faith, is based upon a virtual inspection conducted in conjunction with all interested parties. Any claim that may arise within the warranty period is subject to physical inspection by a Certified AWMAC Inspector to determine the cause and potential liability prior to any actions being undertaken. The Certified AWMAC Inspector is the only party qualified to make such a determination, and it shall be binding.”
- 5.3. The warranty shall be dated in accordance with the GIS Policy and Procedures Manual; the earliest date of either:
 - a. substantial completion,
 - b. virtual final inspection report (if deficiency-free), or
 - c. final inspection report signoff with any/all deficiencies completed or accepted.
- 5.4. In accordance with the guarantee disclaimer above, should a warranty claim arise during the coverage period, an Inspector will attend the site to investigate, and will make a determination as to cause, validity of the claim, and liability, as well as best practices for remedy in accordance with AWMAC's STANDARDS.
- 5.5. Should the Inspector, or Manufacturer, not be granted reasonable access to investigate or remedy such a claim, it shall be deemed to be null and void without prejudice.