



AWMAC GIS POLICY

VIRTUAL INSPECTIONS

EFFECTIVE DATE January 15, 2026

1. PURPOSE

1.1. The purpose of this policy is to define the limited circumstances in which AWMAC may authorize a virtual inspection without diluting the rigor, credibility, or technical integrity of GIS inspections. Nothing in this policy shall be interpreted as lowering AWMAC Standards or reducing the scope of inspection required under the GIS Program.

2. INTRODUCTION

- 2.1. All Guarantee Inspection Service (“GIS”) inspections must be performed in-person, by an AWMAC Certified Inspector (“Inspector”), as per AWMAC’s policies and procedures.
- 2.2. Virtual inspections may only be considered under extraordinary, temporary, and unavoidable access restrictions that prevent a qualified Inspector from attending on site. These circumstances must be outside the control of AWMAC, the Chapter, the Manufacturer, or project stakeholders. The financial implications of performing one or more inspections will not be considered.
- 2.3. Virtual inspections may be used to assist in training GIS Inspectors. All training plans must be submitted to AWMAC for approval.
- 2.4. No Chapter may commit to or perform a virtual GIS inspection without prior written approval from AWMAC National.

3. APPLICATION PROCESS

- 3.1. Inspectors or GIS Administrators may request to complete a virtual inspection through the application linked [HERE](#).
- 3.2. Upon receipt, the GIS Program Manager, will make a decision and advise the applicant of the results within three (3) business days. Approval decisions will consider risk, feasibility, Inspector competency, and the ability to reasonable assess compliance.

4. INSPECTION PROCESS

- 4.1. A virtual inspection is inherently limited. The Inspector’s findings are based solely on what is visible or measurable through the live video and supporting documentation.
- 4.2. Virtual inspections will be conducted and recorded via live video using an approved teleconferencing platform. The individual who observes the site and operates the camera during the walkthrough (“Observer”) must be independent of the architectural woodwork Manufacturer whose work is being inspected.
- 4.3. Observers must be impartial, independent, and not employed by, contracted to, or acting on behalf of the architectural woodwork Manufacturer whose work is under inspection. The Manufacturer, its employees, subcontractors, or agents

shall not act as the Observer or operate the camera during a virtual GIS inspection.

Acceptable Observers may include the Owner's representative, the Design Professional, the General Contractor, a third-party site representative, or another individual approved in advance by AWMAC National, provided they are capable of safely operating the camera and following the Inspector's direction.

- 4.4. 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.
- 4.5. The Inspector will guide the Observer through the locations and request the necessary views to ascertain compliance.
 - a) If at any point, the Inspector is unable to reasonable confirm compliance due to camera quality, lighting, angles, obstructions or Observer limitations, the item shall be marked as 'Unable to Verify – Physical Verification Required'.
 - b) If the Inspector determines that the Observer's lack of independence, cooperation, or ability to follow direction compromises the integrity of the inspection, the virtual inspection may be suspended or terminated, and the inspection shall be deemed incomplete.
- 4.6. 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 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.
- 4.7. 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.
- 4.8. Additional physical inspections are not anticipated under this policy and will generally only occur if a warranty claim is initiated or if AWMAC, at its sole discretion, determines that a physical follow-up inspection is required.

5. REPORTING

- 5.1. 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 by the Inspector.
- 5.2. The Chapter will maintain a copy of the Inspector's submitted checklists, video and photographic evidence for at least three (3) 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.
- 5.3. 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 solely on a virtual inspection. Due to inherent limitations of this method, portions of the work may not have been visible or verifiable at the time of inspection. AWMAC makes no representation that all deficiencies have been identified. Any future physical inspection may reveal issues not observed during this virtual review. This virtual inspection does not reduce, limit, or replace the Manufacturer from any liability should subsequent physical inspection(s)."

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



6. DEFICIENCIES AND COMPLIANCE

- 6.1. 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.
- 6.2. 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. Photographs or an additional virtual inspection may be required to accept remediation of major deficient items at the Inspector's discretion.
- 6.3. 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 Tier penalty action.
- 6.4. AWMAC will not intercede in any financial discussions between the Owner and Manufacturer regarding accepting incomplete works that cannot be made good.
- 6.5. Upon completion and acceptance of works as complete to the fullest extent possible, a warranty application may be made to AWMAC.

7. DEFICIENCIES AND COMPLIANCE

- 7.1. Upon approval of the 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 the participation of the relevant stakeholders. Any claim arising within the warranty period is subject to physical inspection by an AWMAC Certified Inspector to determine the cause of the issue, validity of the claim, and potential liability before any actions are undertaken. For the purposes of the AWMAC GIS Program, the determination of the AWMAC Certified Inspector, acting reasonably and in accordance with AWMAC's Policies, shall govern AWMAC's obligations in respect of this warranty."

- 7.2. 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 Standards.
- 7.3. Should the Inspector or Manufacturer not be granted reasonable access to investigate or remedy a claim, AWMAC may, acting reasonably, deny coverage for that specific claim.