



**ARCHITECTURAL WOODWORK  
MANUFACTURERS ASSOCIATION  
OF CANADA**

***Guarantee and Inspection Service  
Policy and Procedures  
Manual***

October 2010  
For internal use by AWMAC members and inspectors

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This manual to be reviewed annually

*The GIS Policy and Procedure Manual was mandated by AWMAC and it is the collective efforts of the AWMAC GIS Committee Members 2002-2010: Robert Antonel, Rudy Bardeck Jr., Frank Beck, Al Broekema, Kia Brown, Jeff Clermont, Carlo De Francesco, Mike Garlinski, Steve Glegg, Dave Hildebrand, Rene Hudon, Janice Kaiman, Kasia Koehn, Rick Koehn, Garry Kozakowski, Michel Lalonde, Steve Lepke, Robert Macdonell, John Magnusson, Rick Mostert, Drew Parks, Floyd Ransom, Moira Rowan, Darrell Stokes, Brian Sturdy, Jim Taylor, Pat van der Wolf, Frank VanDonzel and Lawny Zeiffle.  
And those that came before us: Denis Meade, Gary Nikolai, Jack Russell, Werner Schmidt, Knute Soros and Ted Wheatley*

## **Foreword**

AWMAC, the AWMAC Chapters and their GIS inspectors operate independently and interdependently to provide the Guarantee and Inspection Service (GIS). Since each Chapter and inspector has unique attributes and experiences, it is important to ensure a high degree of consistency of method and approach for the GIS program across Canada. This *GIS Policies and Procedures Manual* has been produced to advise and support AWMAC, the AWMAC Chapters, AWMAC members, inspectors, design professionals and other interested parties involved in the GIS. It outlines standardized policies and procedures for the Guarantee and Inspection Service program across Canada.

## **GIS Mandate**

In order to ensure that the quality of materials and workmanship of the architectural woodwork specified are in compliance with the current *AWMAC Architectural Woodwork Standards (AWS)*, the AWMAC Guarantee and Inspection Service program must be specified and be considered an integral component of the scope of work.

## **GIS Objective**

The objectives of the Guarantee and Inspection Service program are:

1. To assist the design professional in achieving "good architectural woodwork".
2. To offer an assurance to the owner, client, design professional and woodwork manufacturer that strict monitoring will insure that the architectural woodwork requirements on any given project will meet the specified AWMAC standards.
3. To provide clarification and improvement to subsequent editions of the *AWMAC Architectural Woodwork Standards* by way of observations made while monitoring and inspecting on-going GIS projects.

## **The Guarantee Certificate**

AWMAC shall issue Guarantee Certificates to AWMAC manufacturer members in good standing, certifying the architectural woodwork has been manufactured and/or installed in accordance with the Standards incorporated in the *AWMAC Architectural Woodwork Standards* manual. Subject to mandatory inspections and certain terms and limitations the architectural woodworker (primary guarantor), AWMAC Chapter(s) (second guarantor(s)) and AWMAC (third guarantor) will guarantee the architectural woodwork in a project for a period of two years, commencing on the date of guarantee issuance. The Guarantee shall cover replacing, reworking and/or refinishing to make good any defects in architectural woodwork due to faulty workmanship or defective materials supplied by the architectural woodwork manufacturer, which appear during the two (2) year period following the date of guarantee issuance.

## **Tips for Reading and Understanding this Policy and Procedures Manual**

1. The GIS participants are identified in Sections 100 (Owners) through 600 (Inspectors). Each section states the relationship and responsibilities between itself and the other connected firms, associations, committees, members and contractors and are numbered in identical format. Each of these sections can be used as an information document for that particular participant.
2. Sections 700 (Inspection) through 1000 (Dispute Resolution) state the policies and procedures for each GIS component.
3. Sections 1100 (GIS Forms & Reports) and 1200 (Manual Interpretations & Interim Resolutions) include additional GIS information.

**1. Owner and the Owner's Agent – Definitions and Specifying the GIS Program**

- 1.1. The project owner's agent is any firm or person that has contractual agreements with the project owner in regards to architectural woodwork; e.g. design professional (architect, interior designer, specification writer), general contractor, project manager.
- 1.2. Following the *Six Steps to Better Architectural Woodwork* (see page 7) will ensure good architectural woodwork. Good architectural woodwork is the result of everyone involved in the process doing his or her work in a professional manner, starting with the specifiers.
- 1.3. The GIS Program is only effective when the tender documents specify the requirements for the Guarantee and Inspection Service. The inspection is an integral part of the GIS process; therefore, the Guarantee will be issued only if the process is followed completely. (See page 8 for suggested wording).
- 1.4. During the inspection process, Change Orders (post tender documents) will be reviewed.
- 1.5. The owner and the owner's agent are AWMAC and the AWMAC Chapter's clients.
- 1.6. Specifying the GIS program alleviates the owner and the owner's agent of the work and liability of ensuring the specified project meets AWMAC standards.

**2. AWMAC**

- 2.1. AWMAC and the construction community have determined that architectural woodwork shall be defined as all kiln dried, dressed, or re-sawn material, plastic laminate, and other sheet goods, specified by the design professional, exposed to view in a finished building, including casework, frames, trims, mouldings, paneling, wood doors, factory finishing and installation.
- 2.2. The *Architectural Woodwork Standards* manual provides measurable standards of quality materials and workmanship. This authoritative guide is updated and reviewed on an ongoing process. The content is consistent with economic conditions and efficiency practices in manufacturing. The manual also permits the use of the *AWS* manual for designing, detailing and specifying of architectural woodwork.
- 2.3. The *AWS* manual is the sole reference in the GIS Program for defining quality of architectural woodwork.

**3. AWMAC GIS Committee**

- 3.1. The AWMAC GIS Committee is composed of AWMAC Chapter representatives and an AWMAC representative.
- 3.2. The AWMAC GIS Committee monitors the GIS Program.
- 3.3. The AWMAC GIS Committee will assist in settling interpretation disputes.

**4. AWMAC Chapter**

- 4.1. Projects specifying the GIS Program are subject to mandatory inspections.
  - 4.1.1. The Chapter monitors the project.
  - 4.1.2. The Chapter appoints an inspector.
- 4.2. If a completed project was not specified as GIS, the owner may elect to contact the Chapter and for a fee, request an inspection to determine if the project meets the *AWS*.

**5. Architectural Woodwork Manufacturer**

- 5.1. The guarantee will not be issued if the architectural woodwork manufacturer does not complete the project for any reason. Contractual issues, such as, performance and bankruptcy, are not part of the GIS Program. (with the exception of post-completion bankruptcy)

**6. AWMAC Inspectors**

- 6.1. The AWMAC Chapters appoint, direct, train, certify and reimburse inspectors, under the authority of AWMAC, for services required and/or rendered on a contractual basis.

**7. The Inspection Procedures**

- 7.1. The inspection procedure is the same for AWMAC manufacturer members and non-members.
- 7.2. Although the inspector's sole term of reference is the *AWMAC AWS* manual, the inspector may note variances to the architectural woodwork contract specifications (if any).
- 7.3. The project will be inspected using the specified standards manual. If no edition of the manual is specified the project will be inspected to the current edition in effect at time of tender. If two or more different versions are specified then the project will be inspected to the most current version in effect at time of tender.
- 7.4. Inspections and reports
  - 7.4.1. Pre-tender review of architectural plans and specifications (if requested).
  - 7.4.2. Shop drawing review.
  - 7.4.3. Sample unit inspection (if specified).
  - 7.4.4. Final inspection:
    - 7.4.4.1. At shop if installation is excluded, whenever possible.
    - 7.4.4.2. At site if installation is included, complete with records of humidity and temperature conditions.
  - 7.4.5. Further inspection(s) if there are non-compliance issues.
- 7.5. The inspector will submit written reports of reviews and inspections to the owners or agent. The inspector will specify materials, methods or workmanship that is noncompliant with the *AWS* manual. (The Guarantee will not be processed until noncompliant items are addressed).

**8. Guarantee**

- 8.1. AWMAC, through its Chapters, will issue for their manufacturer members in good standing, a two (2) year Certificate of Guarantee on projects which have passed the final GIS inspection.
- 8.2. The AWMAC Certificate of Guarantee is signed by the:
  - 8.2.1. Primary guarantor: *Woodwork manufacturer.*
  - 8.2.2. Second guarantor: *Regional AWMAC Chapter.*
    - 8.2.2.1. If the architectural woodwork is manufactured by a manufacturer member of one AWMAC Chapter and installed in a different Chapter, then both the project's Chapter and woodworker's Chapter will be the second guarantor.
  - 8.2.3. Third guarantor: *AWMAC.*
- 8.3. AWMAC considers that the strength of the GIS Program is based on the fact that it will **not** issue a Certificate of Guarantee **unless** the supply and/or installation of the completed architectural woodwork on a project conform to the *AWMAC AWS* manual.
- 8.4. In the event that the primary guarantor defaults, AWMAC and its Chapters, in 1995, established and maintain liability funds.
- 8.5. AWMAC will **not** issue guarantees to non-AWMAC members or AWMAC manufacturer members who are not in good standing at time of tender. This will be noted in the final inspection report.
- 8.6. Non-AWMAC members will be required to furnish a 2 year equivalent maintenance bond, to the full value of the architectural woodwork contract.

**9. Financial Procedures**

- 9.1 If the GIS is specified on a project the cost becomes part of the tender. GIS fees are based on a percentage of the architectural woodwork subcontract. They are borne by the owner, who is the client of AWMAC and the local Chapter. The GIS project costs, like other project costs (e.g. labour and materials) are processed by the architectural woodworker and included in the contract invoicing.
- 9.2 The inspection costs will be adjusted to encompass significant changes in post architectural woodwork contract value.

**10. Dispute Resolutions**

- 10.1. When called upon, the AWMAC GIS Committee will attempt to resolve GIS related disputes.

**11. GIS Forms & Reports**

- 11.1. Reports are standardized in format only.
- 11.2. Standard AWMAC forms are available for use.

**12. Manual Interpretations & Interim Resolutions**

- 12.1. When called upon, the AWMAC GIS Committee will interpret the AWS manual and provide interim resolutions.



## Six Steps to Better Architectural Woodwork

Most specifications across Canada make reference in section 06400 to the *AWMAC Architectural Woodwork Standards* for their quality assurance requirements. At AWMAC we believe that "good architectural woodwork" does not happen by accident, but is the result of everyone involved in the process doing their job in a professional manner, starting with you, the specifier. To assist the design professional in achieving "good architectural woodwork", AWMAC has developed a tool referred to as the GIS (Guarantee and Inspection Service) designed to monitor projects that have the AWMAC AWS manual specified. The following recommended six steps will ensure that the architectural woodwork on a project is well taken care of from start to finish.

### **STEP 1 - SPECIFY THE AWMAC GUARANTEE and INSPECTION SERVICE**

Use the suggested basic wording for specifications (see next page) calling for the AWMAC Guarantee and Inspection Service or equivalent maintenance bond. The AWMAC Guarantee is issued only to AWMAC manufacturer members after a favourable inspection report has been filed. A maintenance bond may be issued with or without an inspection. Therefore, using the suggested wording for the inspection requirement ensures that the project meets the AWMAC AWS manual.

### **STEP 2 - SPECIFY AWMAC GRADE**

AWMAC utilizes specific grades to indicate both materials and workmanship that are reflected in a finished product and therefore has established the following grades for the fabrication of architectural woodwork:

- Premium Grade for superior quality requirements of material, methods and workmanship. There will be an additional cost associated with premium grade.
- Custom Grade includes all the requisites of quality woodwork.
- Economy Grade the minimum expectation of quality workmanship, materials and installation.

### **STEP 3 - SPECIFY SUBMISSION OF SHOP DRAWINGS**

Specify and insist on the submission of detailed and dimensioned shop drawings, and samples of materials, hardware and finishes, where appropriate. The AWMAC inspector will check to ensure that the proposed materials and construction methods conform to the specified standards.

### **STEP 4 - SPECIFY SUBMISSION OF A PROTOTYPE OR TYPICAL UNIT**

When appropriate, specify the submission of a typical sample or prototype unit including elements typical to the project, to be inspected and approved by the AWMAC inspector. The inspector will examine compliance with the "good workmanship" standards and verify that materials and methods used are in accordance with the shop drawings.

### **STEP 5 - CHECK MANUFACTURER QUALIFICATIONS**

Before you approve the proposed architectural woodwork manufacturer, make sure the company is a manufacturer member of AWMAC or that they are able to provide a maintenance bond to the full value of the contract. It may also be prudent to ask the company to submit evidence that it is capable of producing work of the required quality and scope.

### **STEP 6 - FOLLOW THROUGH**

Do not accept the job until a favourable inspection report has been submitted and the AWMAC Guarantee or equivalent bond has been issued. You and your client are entitled to nothing less than what you have specified. To accept inferior materials, methods and sub-standard workmanship serves only to encourage those who thrive on cutting corners and depressing industry standards to the detriment of legitimate, reputable and responsible operators who believe in giving honest value and who take pride in their work.

**Suggested Wording for Specifying****The Architectural Woodwork Guarantee and Inspection**

Architectural woodwork shall be manufactured and/or installed to the current AWMAC Architectural Woodwork Standards and shall be subject to an inspection at the plant and/or site by an appointed AWMAC Certified Inspector. Inspection costs shall be included in the tender price for this project. (Contact your local AWMAC Chapter for details of inspection costs). Shop drawings shall be submitted to the AWMAC Chapter office for review before work commences. Work that does not meet the AWMAC Architectural Woodwork Standards, as specified, shall be replaced, reworked and/or refinished by the architectural woodwork manufacturer, to the approval of AWMAC, at no additional cost to the owner.

If the woodwork manufacturer is an AWMAC manufacturer member in good standing, a two (2) year AWMAC Guarantee Certificate will be issued. The AWMAC Guarantee shall cover replacing, reworking and/or refinishing any deficient architectural woodwork due to faulty workmanship or defective materials supplied and/or installed by the woodwork manufacturer, which may appear during a two (2) year period following the date of guarantee issuance.

If the woodwork manufacturer is *not* an AWMAC manufacturer member they shall provide the owner with a two (2) year maintenance bond, in lieu of the AWMAC Guarantee Certificate, to the full value of the architectural woodwork contract.

For more information about AWMAC and the GIS Program visit our website at [www.awmac.com](http://www.awmac.com) and contact your local AWMAC Chapter office or phone the GIS office at: 1-866-447-7732.



ARCHITECTURAL WOODWORK MANUFACTURERS  
ASSOCIATION OF CANADA

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# CERTIFICATE OF GUARANTEE

PROJECT: SAMPLE

OWNER: SAMPLE

ARCHITECT/DESIGNER: SAMPLE

ARCHITECTURAL WOODWORK MANUFACTURER: SAMPLE

The Architectural Woodwork Manufacturers Association of Canada (AWMAC) hereby certifies that the architectural woodwork supplied above noted Architectural Woodwork Manufacturer a Manufacturer member in good standing, has been manufactured and/or installed in premium, custom, or economy grade standards as specified in the AWMAC Architectural Woodwork Standards.

Pursuant to the terms and limitations appearing on the reverse side of this document, the Architectural Woodwork Manufacturer (Primary Guarantor), AWMAC Chapter (Secondary Guarantor) and AWMAC (Third Guarantor) guarantee the architectural woodwork in this project for a period of two years commencing on the date of guarantee issuance or substantial completion, whichever comes first.

Signed this \_\_\_ day of \_\_\_\_\_ in the year 201\_\_

AWMAC Chapter: AWMAC \_\_\_\_\_

Authorized by: \_\_\_\_\_  
Architectural Woodwork Manufacturer                      AWMAC Chapter                      AWMAC President

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**ARCHITECTURAL WOODWORK GUARANTEE**

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Terms of AWMAC Guarantee for Architectural Woodwork Pursuant to AWMAC *Architectural Woodwork Standards*  
(As specified in the contract documents or, if not specified, the current edition in effect at time of tender)

Subject to the following conditions, this Guarantee is limited to repair and/or replacement of deficient architectural woodwork supplied and/or installed on this project, provided that the cause of the deficiency of the architectural woodwork is wholly a result of faulty workmanship or defective material supplied by the Architectural Woodwork Manufacturer.

The Owner shall exhaust all remedies for defective architectural woodwork against the Architectural Woodwork Manufacturer (primary guarantor) before requesting the AWMAC Chapter (second guarantor) to repair or replace defective architectural woodwork. Only when the first and second guarantors have not honoured this guarantee will AWMAC (third guarantor) be liable to repair or replace defective architectural woodwork.

Furthermore, AWMAC and AWMAC Chapters will not be responsible (except to repair and/or replace deficient architectural woodwork supplied and/or installed) for any other direct, indirect or consequential damages, claims or suits as a result of faulty workmanship, defective material or from inadequate or negligent inspections and any exclusions stated.

In order for AWMAC to be responsible pursuant to this guarantee the following conditions shall apply:

1. Where architectural woodwork is stored and/or installed, the relative humidity shall not be less than 25% and not more than 55% at 21° C.
2. This Guarantee shall not apply to any scratches or marks caused by improper storage or handling or damage caused after installation.
3. Failure by the owner to notify AWMAC and the AWMAC chapter offices in writing of any potential claim under this Guarantee within one month of the discovery of the alleged or actual defects will relieve AWMAC and the AWMAC chapter of their obligations.
4. This certificate is not binding unless signed by the Architectural Woodwork Manufacturer, the AWMAC chapter and AWMAC after final inspection.
5. If any component (material and/or method) of this project does not comply with the AWMAC Architectural Woodwork Standards manual and it is so stated in the attached inspection report or itemized here, then that part will not be subject to this guarantee.

**1. Owner and the Owner's Agent**

- 1.1. The project owner and owner's agent are AWMAC's clients.
- 1.2. AWMAC shall set AWMAC GIS promotional policies for the owner and owner's agent.

**2. AWMAC**

- 2.1. The GIS Program is managed by AWMAC.
- 2.2. *Architectural Woodwork Standards* manual is approved by AWMAC and is the technical reference for the GIS Program.

**3. AWMAC GIS Committee**

- 3.1. The AWMAC GIS Committee is directed by, and reports to the AWMAC Board of Directors.
- 3.2. AWMAC delegates a representative(s) to attend all GIS Committee meetings. The representative's responsibilities are:
  - 3.2.1. To act as both a facilitator and emissary for the AWMAC Board of Directors and the AWMAC GIS committee.
  - 3.2.2. To convey the findings of the AWMAC GIS Committee to the AWMAC Board of Directors.
  - 3.2.3. To assist and inform the AWMAC GIS Committee as required.
  - 3.2.4. To inform all AWMAC GIS committee members of any personnel changes to the AWMAC GIS Committee Representative(s), or any AWMAC committee organizational changes.

**4. AWMAC Chapter**

- 4.1. The final inspection report is forwarded to the AWMAC office for review.
- 4.2. The Chapter may request AWMAC and the AWMAC GIS Committee to undertake part of the GIS Program as laid out in section 700, Inspection Procedures.

**5. Architectural Woodwork Manufacturer**

- 5.1. If AWMAC is approached by a manufacturer for information or to resolve a GIS problem, AWMAC will forward the manufacturers concerns to the local Chapter(s) or the GIS Committee for review.

**6. AWMAC Inspectors**

- 6.1. AWMAC oversees the inspector training and certification through its AWMAC GIS Committee and the local Chapters.

**7. The Inspection Procedures**

- 7.1. Only AWMAC manufacturer members in good standing will have the final inspection report reviewed by AWMAC.
- 7.2. The project must be complete or, if a phased project, that particular phase must be complete for the final inspection report to be reviewed by AWMAC.
- 7.3. Review of final inspection report process:
  - 7.3.1. If the report is deficiency free, complete with records of humidity and temperature conditions from the architectural woodwork manufacturer and the GIS inspector, the guarantee process will be initiated.
  - 7.3.2. If the report has minor deficiencies, then a signed statement from the manufacturer member is required, itemizing the deficiencies that have been corrected. After the list is reviewed by the AWMAC President the guarantee process will be initiated, at his/her discretion.

7.3.3. If the report has deficiencies that have not been corrected, the report will be returned to the Chapter with a request that all deficiencies be corrected and re-inspected. The re-inspection report is to be forwarded to AWMAC for review.

**8. Guarantee**

- 8.1. Guarantee Certificates are issued by AWMAC.
- 8.2. AWMAC records and files a copy of Guarantee Certificates.
- 8.3. The AWMAC President signs all project guarantees unless the project was completed by the President's firm.
  - 8.3.1. If the President is in conflict of interest, the Vice President will be the signing officer.
- 8.4. The President may authorize another Director or officer to sign for him if the final inspection report is deficiency free.
- 8.5. AWMAC forwards the guarantee certificate to the project's Chapter to be processed.
- 8.6. If the architectural woodwork was manufactured in another Chapter:
  - 8.6.1. The guarantee certificate is sent to the project's Chapter with a memo stating that the guarantee is to be signed and forwarded to the manufacturer's Chapter.
  - 8.6.2. The manufacturer's Chapter is notified that the guarantee certificate has been sent; they then invoice the project's Chapter 5% of the inspection fee. (See *AWMAC Chapter*, Section 400 and *Guarantee Procedures*, Section 800).
- 8.7. Any exclusions to the guarantee will be added between the two sentences on the front of the guarantee.

**9. Financial Procedures**

- 9.1. AWMAC bills the project Chapter a single invoice:
  - 9.1.1. AWMAC charges and deposits a percentage of the total project amount in an AWMAC liability account.
  - 9.1.2. AWMAC charges a set fee for processing the Guarantee Certificate. (See *Financial Procedures*, Section 900, for costs).

**10. Dispute Resolutions**

- 10.1. The AWMAC Board of Directors, when called upon, will consider resolving a dispute that has not been resolved by the Chapter or by the AWMAC GIS Committee. The AWMAC Board of Directors findings will be considered final.

**11. GIS Forms & Reports**

- 11.1. AWMAC GIS forms will be posted on and can be downloaded from the AWMAC website.

**12. Manual Interpretations & Interim Resolutions**

- 12.1. All manual interpretations will be forwarded to the AWMAC Manual Committee for review.
- 12.2. The AWMAC Board of Directors, when called upon, will consider disputes that have not been resolved by the Chapter or the AWMAC GIS Committee. The AWMAC Board of Directors' findings will be considered final (See *Manual Interpretations & Interim Resolutions*, Section 1200).

**1. Owner and the Owner's Agent**

- 1.1. The AWMAC GIS Committee will assist owners and their agents when requested by AWMAC and/or the local Chapter.

**2. AWMAC**

- 2.1. AWMAC administers and directs the AWMAC GIS Program through its AWMAC GIS Committee. (AWMAC Governance Policy)
- 2.2. The AWMAC GIS Committee is a standing Committee that reports directly to the AWMAC Board of Directors. (AWMAC Governance Policy)
- 2.3. The AWMAC GIS Committee representative will impartially report the GIS Committee's activities to the AWMAC Board of Directors. This reporting will include:
  - 2.3.1. Meeting agendas and minutes.
  - 2.3.2. Financial (Committee and Chapter).
  - 2.3.3. Annual Business Plan.
  - 2.3.4. Policy and Procedures amendments, additions and deletions.
  - 2.3.5. Any other information deemed necessary by the AWMAC Board of Directors.
- 2.4. The AWMAC GIS Secretary will inform the AWMAC Secretary of any Policy and Procedures amendments, additions and deletions.
- 2.5. Any GIS/AWS manual interpretation or interim resolution will be forwarded to the AWMAC Manual Committee for consideration
- 2.6. The AWMAC GIS Secretary/Manager administers and corrects the *Inspector Certification Questionnaire*, and the *Rewrite* (if necessary). The corrected *ICQ* is then sent to the Vice Chair (or Chair if inspector comes from Vice Chair's chapter) for a second viewing.

**3. AWMAC GIS Committee Structure****3.1. Governance**

- 3.1.1. Committee members: The AWMAC GIS Committee will be comprised of one manufacturer member representative or past manufacturer member representative from each AWMAC Chapter and an AWMAC GIS Director. Past manufacturer members will be limited to a maximum of 40% of the committee membership. Acceptance of past manufacturer members will be on a first come, first served basis. Voting privileges will be limited to one vote per Chapter. The Committee elects the chairperson and vice chairperson. The chair, if also a Chapter representative, has voting privileges. The AWMAC GIS Director will vote only in the case of a deadlock. The chairperson will appoint the recording secretary. Guests will be allowed to attend meetings at the discretion of the Committee.
- 3.1.2. All committee members must have passed the current AWS ICQ. When a new member comes onto the committee that person will immediately write the ICQ.
- 3.1.3. Voting, resolutions & minority opinions:
  - 3.1.3.1. This committee will conduct its meetings according to *Roberts Rules of Order*
  - 3.1.3.2. Everyone will have a chance to state his or her views. Following the round table format, each person, if they so choose, will make a statement, the last being the chair. During the initial statements there will be no discussion or rebuttals. The chair will then open the floor for discussion and will recognize those that wish to speak.
  - 3.1.3.3. Following discussion, any resolution will be forwarded as a motion. If it is at all complex, i.e. more than one short sentence, the motion will be written down first and after reading it will be passed to the secretary. If the motion is seconded then the chair will ask if there are any

questions to the motion. After questions, the floor will be open for discussion. At the completion of the discussion there will be a vote on the motion.

- 3.1.3.4. If the vote is not unanimous the minority opinion will be recorded in the minutes along with those opposed to the motion.
- 3.1.4. Quorum: The minimum to form a quorum is 2/3 of the Committee.
- 3.1.5. Meetings will be held in person. If this is not possible the committee chair may call a meeting by the best means possible to decide specific item(s).
- 3.2. Standing Subcommittees:
  - 3.2.1. Digital Storage.
    - 3.2.1.1. Approved documents to be sent and filed in the Virtual Office in PDF format.
    - 3.2.1.2. Committee members to be notified by email of any new or modified documents.
  - 3.2.2. Promotional Material.
  - 3.2.3. Operational Procedures.
- 3.3. Communication
  - 3.3.1. All documents to be in Microsoft Word or Excel (Arial 11 font as a default).
  - 3.3.2. All communication should be by email, cc'd to the GIS chair, GIS secretary and whoever else may be deemed necessary. If email is not available then a fax is acceptable. In either case a prompt (48 hours) reply is expected or an acknowledgement of the communication along with anticipated time of reply.
  - 3.3.3. All minutes of the GIS Committee Meetings to be sent to:
    - 3.3.3.1. GIS Committee members.
    - 3.3.3.2. AWMAC Directors and officers.
    - 3.3.3.3. AWMAC Chapter Presidents and Chapter managers.
    - 3.3.3.4. Guests that attended the meeting if deemed appropriate.
- 3.4. Committee Members should:
  - 3.4.1. Serve a minimum of two years.
  - 3.4.2. For continuity, have a maximum change of three members per year.
  - 3.4.3. Be responsible when resigning from the GIS Committee by ensuring that your replacement is well briefed with the Committee's history and current issues. As well, all documents are to be handed over to the incoming replacement.
- 3.5. Prepare an Annual Business Plan for the AWMAC Board of Directors consideration.

#### 4. AWMAC Chapter

- 4.1. The GIS Committee may be requested to administer the GIS Program or parts of the program for a local Chapter due to a lack of resources. At the request of the local Chapter, the GIS representative will coordinate with the GIS Committee. (See *Appendix: Stages of GIS Project with AWMAC & Chapter Responsibilities*)
  - 4.1.1. In the case of a GIS project in an area with no chapter, the inspection will be arranged by the chapter of the successful architectural woodworker. If the woodworker resides in an area where there is no chapter, then the AWMAC GIS Committee will decide who is to administer the GIS program on a project by project basis.
- 4.2. The Chapter GIS Committee representative will inform the GIS Committee:
  - 4.2.1. Of any Chapter administrative GIS problems, concerns and/or solutions.
  - 4.2.2. Of any local member GIS problems, concerns, and/or solutions.
- 4.3. The Chapter GIS Committee rep. will report to the GIS Committee their statistics from the preceding year, the year to date and the projection for the following year, as per the reporting template:

- 4.3.1. GIS completed projects.
- 4.3.2. GIS projects in progress.
- 4.3.3. GIS revenue, costs and profit/loss.
- 4.3.4. GIS local liability fund.
- 4.3.5. GIS inspector rates and travel rates (if any).
- 4.4. The Chapter GIS Committee representative will impartially report to the local Chapter the GIS Committee's activities. This reporting will include:
  - 4.4.1. Meeting agendas and minutes.
  - 4.4.2. Financials.
  - 4.4.3. Annual Business Plan.
  - 4.4.4. Policy and Procedures amendments, additions and deletions.
  - 4.4.5. Any other information deemed necessary.
- 4.5. The AWMAC GIS Committee meetings are to be coordinated with, and at the convenience of, the local Chapter.
- 4.6. The GIS Committee will attempt resolve GIS disputes between Chapters. (See *Dispute Resolutions*, Section 1000).

**5. Architectural Woodwork Manufacturer**

- 5.1. The manufacturer may call upon the AWMAC GIS Committee local representative:
  - 5.1.1. To resolve disputes between the members and the Chapter(s)
  - 5.1.2. For GIS information, initially through the Chapter GIS representative, but when necessary through the AWMAC GIS Committee.

**6. AWMAC Inspectors**

- 6.1. Maintain an inspector productivity (cost versus revenue) database.
- 6.2. Monitor and update the criteria for inspectors' annual evaluations.
- 6.3. The AWMAC GIS Committee will create a new manual review as quickly as possible after the draft manual is received. inspectors must be recertified with six months of publication of the new edition.
- 6.4. The AWMAC GIS Secretary/Manager to administer the *ICQ*.

**7. The Inspection Procedures**

- 7.1. Monitor and update inspection procedures.

**8. Guarantee Procedures**

- 8.1. Monitor and update guarantee procedures.

**9. Financial Procedures**

- 9.1. Meeting Expenses
  - 9.1.1. Travel to be reimbursed.
  - 9.1.2. Hotel to be reimbursed.
  - 9.1.3. Meals (working, not social) to be reimbursed, cost of food to be reasonable.
  - 9.1.4. Liquor costs are not covered.
- 9.2. GIS Secretary/Manager Remuneration: the AWMAC GIS Secretary/Manager will be reimbursed for his/her time and expenses as determined by the AWMAC GIS committee budget.

**10. Dispute Resolutions**

- 10.1. When called up the AWMAC GIS Committee (or part of the Committee) will resolve disputes. (See *Dispute Resolutions*, Section 1000).

**11. GIS Forms & Reports**

- 11.1. Monitor inspection reporting (Chapter Committee to advise AWMAC Committee of any variance).
- 11.2. Create, monitor and update GIS Forms & Reports.

**12. Manual Interpretations & Interim Resolutions**

- 12.1. When called upon, the AWMAC GIS Committee (or part of the Committee) will interpret the *AWS* and make interim resolutions (see *Manual Interpretations & Interim Resolutions*, Section 1200).

**1. Owner and the Owner's Agent**

- 1.1. AWMAC and the Chapters promote the GIS program to architects, interior designers and specifiers. However, it is up to the design professional to include the basic GIS wording in the specifications.
- 1.2. If the architectural woodwork specified is inferior to the minimum AWMAC *Architectural Woodwork Standards*, the inspector will highlight and make recommendations during the shop drawing review as to any item(s) not in compliance with the AWMAC AWS. If the design professional's decision is not in compliance with the AWMAC AWS, the design professional will be notified that this/these item(s) will be excluded from the AWMAC Guarantee.

**2. AWMAC**

- 2.1. AWMAC administers the GIS Program through its AWMAC GIS Committee.
- 2.2. The AWMAC *Architectural Woodwork Standards* is the technical reference for the GIS Program.
  - 2.2.1. If the inspector has a problem interpreting the AWS manual (See *Manual Interpretations & Interim Resolutions*, Section 1200).
  - 2.2.2. Materials and Methods not included in the AWS manual and that are in variance of the Standards. (See *Manual Interpretations & Interim Resolutions*, Section 1200).

**3. AWMAC GIS Committee**

- 3.1. Chapters will be represented nationally by their GIS Committee member.
- 3.2. If the woodworker of a GIS specified project resides in an area where there is no chapter, then the AWMAC GIS Committee will decide who is to administer the GIS program on a project by project basis.
- 3.3. All AWMAC chapters to delegate a representative to attend all GIS Committee meetings.

**4. AWMAC Chapter Internal Duties**

- 4.1. The AWMAC Chapter is the second guarantor.
- 4.2. Monitoring architectural woodwork tender documents:
  - 4.2.1. If there is any reference to the guarantee or inspection of architectural woodwork in the project specification, the local Chapter will initiate the GIS Program.
  - 4.2.2. If the GIS wording is not complete (Inspection or Guarantee included but not both) or if not clear, contact the owner's agent and request an addendum with the correct wording.
  - 4.2.3. Track the tender process to ensure the GIS specification is maintained.
  - 4.2.4. Upon contract award, inform the architectural woodworker that this is a GIS project, if they have not already relayed that information to the Chapter office.
  - 4.2.5. If the GIS is specified for both the manufacture and installation and a manufacturer member is doing the supply and does not have the contract for the installation, then the chapter office will open two separate files for this project. They will be treated as separate jobs, with separate reports and invoices.
- 4.3. Chapters to have a Representative whose responsibilities include:
  - 4.3.1. The local GIS Program.
  - 4.3.2. Being an AWMAC GIS Committee member. (Note that not all Chapters allow for a designated GIS Representative but have Directors at large that can be granted these duties).
- 4.4. The local GIS Representative's responsibilities:

- 4.4.1. When it is discovered that the AWI/QCP is specified on a project the local GIS Representative will request a meeting with the design professional to review the GIS program with them.
- 4.4.2. If the Chapter office/GIS representative is considering varying from the procedure, i.e. holding back a report, the first step is to contact the AWMAC GIS office and request permission to vary established procedure. The GIS office will then contact a GIS sub-Committee of 3 who will report to the Committee as a whole before proceeding.

## **5. Architectural Woodwork Manufacturer**

- 5.1. If the architectural woodwork manufacturer is a manufacturer member in good standing at the date of tender closing and maintains that status, the manufacturer member may obtain a Guarantee.
- 5.2. Upon contract award the architectural woodwork manufacturer will be required to forward the following completed documents to the GIS office:
  - 5.2.1. The AWMAC Request for Inspection Form.
  - 5.2.2. The AWMAC Materials and Methods Information Form.
  - 5.2.3. Project specifications and applicable addenda.
  - 5.2.4. Shop Drawings and other relevant information. See section 500, item 7.1.3.
  - 5.2.5. Highlighted floor plan.
  - 5.2.6. Pertinent architectural drawings if applicable.
  - 5.2.7. Relevant information that is required to complete the shop drawing review.
- 5.3. Changes to the original contract must be submitted to the local GIS office.
- 5.4. Where specified, notify the GIS office when a sample unit is ready for inspection.
- 5.5. Both AWMAC manufacturer members and non-members' projects are subject to an inspection when specified in the tender documents.
- 5.6. If the woodwork manufacturer goes out of business, or has not completed a project, AWMAC and the AWMAC Chapter will not issue a Certificate of Guarantee until the supply and/or installation of a project has been completed by another manufacturer member and a deficiency free final inspection has been issued. Contractual arrangements do not form part of the GIS program.
- 5.7. A pre-tender or post-tender request for deletion of the GIS specification:
  - 5.7.1. Manufacturer member: It is recommended that the woodwork manufacturer refer the request to the Chapter, who will negotiate and resolve this request with the owner or owner's agent (AWMAC manufacturer members are committed to the GIS program).
  - 5.7.2. Non-member: Chapter office to contact the woodworker and the owner and/or the owner's agent to explain the benefits of the program.
- 5.8. Submit records of humidity and temperature conditions from date of delivery, during installation and at completion from recordings done by the millworker on site.

## **6. AWMAC Inspectors**

- 6.1. The AWMAC Chapters appoint, direct, train, certify and reimburse inspectors, under the authority of AWMAC, for services required and/or rendered.
  - 6.1.1. AWMAC requests that an inspector be an independent consultant hired by the Chapter on a per project basis, and that the inspector work on a Chapter fee involving a set hourly rate, travel time, vehicle mileage allowance and reimbursements of relevant out-of-pocket expenses.
  - 6.1.2. It is therefore necessary for inspectors to invoice the Chapter for inspections undertaken. Invoices may be on the basis of one invoice per inspection, or one

invoice for a number of inspections on the same project as negotiated with the office.

- 6.1.3. The AWMAC inspectors will submit reports as outlined in Section 700, (Inspection Procedures) only to the AWMAC Chapter.
- 6.2. If an AWMAC Chapter does not have an inspector, the Chapter will contract an inspector from an existing GIS program in a neighbouring Chapter.
- 6.3. Inspectors will not provide expert opinions (outside of the GIS program) without reference to the AWMAC AWS. (See *Appendix*).

## 7. The Inspection Procedures

- 7.1. The AWMAC Chapters will administer the inspection service and all projects will **only** be inspected by AWMAC Certified Inspectors.
  - 7.1.1. In the case of a GIS project in an area with no chapter, the inspection will be arranged by the chapter of the successful architectural woodworker.
- 7.2. All certified inspectors, through their respective chapters, are required to have comprehensive Errors and Omissions insurance.
- 7.3. The AWMAC Chapters will appoint their inspectors on a project-by-project basis.
  - 7.3.1. Forward to the inspectors for shop drawing review:  
The completed *AWMAC Request for Inspection Form*.
    - 7.3.1.1. The completed *AWMAC Materials and Methods Information Form*.
    - 7.3.1.2. Shop drawings.
    - 7.3.1.3. Highlighted floor plan.
    - 7.3.1.4. Relevant section of the project specifications and applicable addenda.
    - 7.3.1.5. Pertinent architectural drawings.
    - 7.3.1.6. Any relevant information that may be required to complete the shop drawing review.
  - 7.3.2. Process Shop Drawing Inspection Report:
    - 7.3.2.1. Review report and make changes only to grammar and spelling.
    - 7.3.2.2. Forward the report to the architectural woodworker, allowing three (3) business days for the woodworker to address any issues before sending the report to the owner or the owner's agent.
  - 7.3.3. Where specified, notify the inspector when a sample unit is ready for inspection.
    - 7.3.3.1. Process Sample Unit Inspection Report as in 7.3.2.1 & .2.
  - 7.3.4. Notify the inspector when the project is ready for final inspection.
  - 7.3.5. Process Final Inspection Report:
    - 7.3.5.1. Review report and if needed make changes only to grammar and spelling.
      - 7.3.5.1.1. For non-AWMAC members (or those not in good standing) - attach a notification that the architectural woodwork manufacturer is to furnish a 2-year maintenance bond, to the full value of the architectural woodwork contract, to the final inspection report, complete with records of humidity and temperature conditions from the inspector and the architectural woodworker.
      - 7.3.5.1.2. For AWMAC manufacturer members - apply for the Guarantee Certificate to AWMAC by forwarding the final inspection report complete with records of humidity and temperature conditions from the inspector and the architectural woodworker.

- 7.4 The Chapter may call for an inspection at anytime if the Chapter has reason to believe that there may be non-compliance issues.
- 7.5 The Chapter may call for spot inspections on projects that have minor deficiencies and have been granted a guarantee to ensure that the deficiencies have been corrected.  
Note: Some Chapters delegate the project inspector to monitor the project.
- 7.6 AWMAC Chapters (being the second guarantor) must remain at arm's length to the inspections. Therefore in the event that a contractually related firm or person has reason to dispute the quality of the architectural woodwork (means, methods or materials) or the findings of an inspector, the local Chapter will (with the possible exception of Section 700, 4.13 – architectural woodworker's right to respond within 3 working days)
  - 7.5.1. Request the inspector to review the concern and complete a written report.
  - 7.5.2. In the event that the project inspector is deemed in conflict for whatever reason, the Chapter will appoint another AWMAC inspector to report on the area of concern.
    - 7.5.2.1. The new inspector may report individually or in collaboration with the project's initial inspector as directed by the local Chapter.
  - 7.5.3. Inform all concerned parties (owner, GC, design professional, architectural woodworker, AWMAC GIS Committee and other Chapter, if needed) of the request for a second inspection.
  - 7.5.4. All inspection reports to be forwarded to all parties.

## 8. Guarantee Procedures

- 8.1. All chapter guarantor signing executives are required to carry comprehensive liability coverage through their respective chapters.
- 8.2. AWMAC forwards the signed Certificate of Guarantee and final inspection report to the local Chapter. The Chapter President (or President's delegate) will sign the Certificate of Guarantee when the following conditions are met:
  - 8.2.1. A Chapter manufacturer member who is a member in good standing at time of tender has completed the project.
  - 8.2.2. The project's final inspection report certifies that the material, methods and workmanship concur with the AWMAC AWS manual and the specified quality standard.
- 8.3. AWMAC guarantees are signed by the President of the local Chapter. If the guarantee in question represents the President's project, then the vice President or other designated authorized signing officer will sign the guarantee certificate.
- 8.4. Non-AWMAC members are not eligible for the AWMAC Certificate of Guarantee.
- 8.5. If an AWMAC manufacturer member has completed a project in another Chapter, both AWMAC Chapters involved will sign the Certificate of Guarantee. The Guarantee will then be issued to manufacturer members in good standing.
- 8.6. If the architectural woodwork does not conform to the AWS manual, AWMAC and the AWMAC Chapter will not issue a Certificate of Guarantee until the supply and/or installation of a project has been completed and has passed the final inspection, certifying the workmanship, methods and materials conform to the AWMAC *Architectural Woodwork Standards* manual.
- 8.7. If the architectural woodwork proves to be deficient during the 2 year Guarantee:
  - 8.7.1. Subject to the conditions set forth in the Guarantee, the architectural woodwork manufacturer who signed as the primary guarantor shall replace, rework or refinish all deficient architectural woodwork on the project, provided that the deficiency of the architectural woodwork is caused wholly as a result of faulty workmanship or defective materials supplied by the woodwork manufacturer.

- 8.7.2. If the woodwork manufacturer defaults within the 2-year period of the signed AWMAC Certificate of Guarantee, the onus is then on the second guarantor, the AWMAC Chapter.
- 8.7.3. AWMAC and its Chapter(s) have considered that they could become the second and first guarantor and that there could be a chance that the supply and/or installation of an architectural woodwork project may become deficient during the 2 year Guarantee period. AWMAC, during the 1995 AWMAC General Meeting, established a dedicated AWMAC Liability Fund in the event that such a claim may occur.
- 8.7.4. AWMAC considers that the strength of the GIS Program is based on the fact that it will **not** issue a Certificate of Guarantee **unless** the supply and/or installation of the completed architectural woodwork on a project conforms to the *AWMAC Architectural Woodwork Standards* manual.
- 8.8. Primary Guarantor Default Procedure:
  - 8.8.1. The AWMAC President, Chapter President, Chapter GIS Representative, and AWMAC GIS Representative will be notified immediately after determining that a manufacturer member can no longer fulfill the obligations as first guarantor of an AWMAC Guarantee(s).
  - 8.8.2. The Chapter President will determine if a review is required.

## **9. Financial Procedures**

- 9.1. The GIS cost is an integral part of the AWMAC mandate to promote quality architectural woodwork and is financed by the Chapters who collect membership dues and inspection fees. These fees and/or dues may vary from region to region.
  - 9.1.1. The inspection costs, which are generally based on the architectural woodwork subcontract, are borne by the owner. The owner forwards the money in trust to the architectural woodworker or general contractor (when inspection costs are under Cash Allowance). If the GIS is specified on a project the cost becomes part of the tender.
  - 9.1.2. If there is a change in the contract value, the inspection cost would be adjusted to encompass changes in contract value.
- 9.2. If a woodwork manufacturer does not reveal the contract value on a project, the woodwork manufacturer may have to accept the Chapter's quotation for its Inspection Service. Depending on the circumstances, a Chapter may require a deposit before any inspection work is done.
- 9.3. Accounting:
  - 9.3.1. Invoice and collect inspection fees.
  - 9.3.2. Process inspection costs.
  - 9.3.3. A minimum of 5% of inspection revenue will be remitted to the Chapter's Liability Fund.
  - 9.3.4. Remit to AWMAC the invoiced amount for the AWMAC Liability Fund and processing charges.

## **10. Dispute Resolutions**

- 10.1. If the woodwork manufacturer disputes the result of a GIS inspection, he/she may request, at his/her expense, another inspector to re-inspect and report. (AWMAC and the AWMAC Chapter will not issue a Certificate of Guarantee until the supply and/or installation of a project has been completed and has passed the final inspection certifying the workmanship, methods and materials conform to the *AWMAC Architectural Woodwork Standards* manual).

10.2.If the woodwork manufacturer has a contractual dispute, that dispute is beyond the scope of the GIS Program. Contractual arrangements do not form part of the GIS program.

10.3.For all other disputes see *Dispute Resolutions*, Section 1000.

**11. GIS Forms & Reports**

11.1.Chapters are to keep all reports and forms for a seven year period.

**12. Manual Interpretations & Interim Resolutions**

12.1.Chapters are to inform respective members of manual interpretations and interim resolutions. (See *Manual Interpretations and Interim Resolutions*, Section 1200).

**1. Owner and the Owner's Agent**

- 1.1. The owner and the owner's agent (design professional, general contractor, etc.) are AWMAC and the AWMAC Chapter's clients.

**2. AWMAC**

- 2.1. The *AWMAC Architectural Woodwork Standards* manual is the technical reference for the GIS Program.

**3. AWMAC GIS Committee**

- 3.1. The AWMAC GIS Committee will assist in resolving interpretation disputes that are not resolved between the architectural woodwork manufacturer and the Chapter. (See Section 600, 3.1)

**4. AWMAC Chapter**

- 4.1. If there is any reference to the guarantee or inspection of architectural woodwork in the project specifications, the local project Chapter will initiate the GIS Program.
- 4.2. If the project is not in the local Chapter's jurisdiction, the local project's Chapter will administer the GIS Program. Your local Chapter will assist with contact information.

**5. Architectural Woodwork Manufacturer Responsibilities**

- 5.1. Include the cost of the GIS as part of the tendered lump sum, not as a separate line item.
- 5.2. Markets where (or tender documents that state) the supply and install scopes of work are different contracts, the supplier manufacturer and installer contractor must include the cost of the GIS in their separate tender amounts. It is suggested that the architectural woodwork manufacturer use the Separate Contracts for Supply and Installation Form. (See *GIS Forms and Reports*, Section 1100).
- 5.3. Pre-tender or post-tender request for deletion of the GIS specification: it is recommended that the woodwork manufacturer refer the request to the Chapter, which will negotiate and resolve the request with the owner or owner's agent. (AWMAC manufacturer members are committed to the GIS program and are required to refer any questions for deletion to the project Chapter office.)

**6. AWMAC Inspectors**

- 6.1. The AWMAC Chapters appoint, direct, train, certify and reimburse inspectors, under the authority of AWMAC, for services required and/or rendered.

**7. The Inspection Procedures**

- 7.1. After contract award and prior to manufacture, the architectural woodwork manufacturer will be required to forward the following completed documents to the Chapter/GIS office. Note: all correspondence to/from the Chapter office, AWMAC manufacturer members and GIS inspectors will be conducted by email where possible.
  - 7.1.1. AWMAC Request for Inspection Form.
  - 7.1.2. AWMAC Materials and Methods Information Form. (to be used as a general reference)
  - 7.1.3. Copy of Shop Drawings, and if available, the design professional review notes. Information to be included on shop drawings, if applicable:
    - 7.1.3.1. Material(s) proposed for each major element (i.e. gables, divisions, bottoms, shelves, cabinet doors and drawer fronts, drawer sides, backs and bottoms, substrates for veneers and plastic laminates, and other materials).

- 7.1.3.2. Species, grades, density of figure, cut and match of veneers.
- 7.1.3.3. Material species, thickness, method of attachment, and corner treatment (butt or miter) of edge banding.
- 7.1.3.4. Joinery method (dado, dowel, etc.) proposed for case members.
- 7.1.3.5. Joinery method (dovetail, dowel, lock joint, etc.) proposed for drawers.
- 7.1.3.6. Type of drawer slide and door hardware.
- 7.1.3.7. Type and grade of countertop surfacing materials showing location of countertop joints relative to ends and cut-outs.
- 7.1.3.8. Indicate surface material backing where applicable.
- 7.1.3.9. Shop finishing materials and methods.
- 7.1.3.10. Thickness of cabinet doors and shelves relative to size and span standards.
- 7.1.3.11. Surface and core materials and joinery method of interior door frames, glazing frames, sidelights and wood doors.
- 7.1.3.12. Standing and running material, method of attachment and finish.
- 7.1.4. If the specifications reference the *AWS* and items in the architectural drawings are non-compliant, the *AWS* manual will prevail. Document all non-compliant items if they are to remain.
- 7.1.5. Highlighted floor plan.
- 7.1.6. Project specifications and applicable addendum.
- 7.1.7. Pertinent architectural drawings if applicable.
- 7.1.8. Any relevant information that may be a required to complete the shop drawing review.
- 7.1.9. The architectural woodwork manufacturer receives the shop drawing report and has three working days to comment to the Chapter office before the Chapter forwards report to the owners.
- 7.1.10. Any comments received from the woodwork manufacturer are sent on to the owner or owner's agents along with the inspection report.
- 7.2. **Sample Unit Inspection:** when applicable, notify the project Chapter and-coordinate inspection.
  - 7.2.1. The architectural woodwork manufacturer receives the sample report and has three working days to comment to the Chapter office before the Chapter forwards the report to the owners
  - 7.2.2. Any comments received from the woodwork manufacturer are sent on to the design professional and general contractor along with the inspection report.
- 7.3. When the architectural woodworker is on site he/she is to measure and record daily site humidity and temperature conditions prior to delivery, upon delivery, during installation and at completion. It may be necessary to take more than one reading per day depending on different site areas and exposures.
  - 7.3.1. If the humidity and temperature conditions are in variance to acceptable *AWMAC Architectural Woodwork Standards* prior to delivery, notify the general contractor that delivery will be postponed until the conditions are rectified or the general contractor signs off and thereby assumes all liability. Copy this correspondence to the design professional and the local *AWMAC* office.
  - 7.3.2. If at any other time the temperature and humidity conditions are in variance to *AWMAC Architectural Woodwork Standards* advise the general contractor immediately, followed with written notification. Copy this correspondence to the design professional and the local *AWMAC* office.
- 7.4. **The Final Site Inspection Request Form** will be sent to the project's local Chapter when the project requires its final inspection, either at site or at manufacturer's plant.

- 7.4.1. The inspector will proceed only after having been assured that all deficiencies have been addressed and the architectural woodworker is satisfied that their work will conform to all requirements.
- 7.4.2. It is in the best interest of the architectural woodwork manufacturer to have a qualified agent accompany the inspector to make minor adjustments etc.
- 7.4.3. The architectural woodwork manufacturer receives the final inspection report and has three (3) working days to comment to the Chapter office before the Chapter forwards the report to the owners.
- 7.4.4. Any comments received from the woodwork manufacturer are sent on to the design professional and general contractor along with the inspection report.
- 7.5. Records of humidity and temperature conditions will be submitted to the local AWMAC Chapter office with the final inspection report.
- 7.6. Changes to the original contract must be submitted to the local GIS office.
- 7.7. If the project is subject to a maintenance bond, rather than a guarantee, the GIS program is complete when the final inspection report has been issued.
- 7.8. If the project is subject to a guarantee and there are no deficiencies, the guarantee process will be initiated.
  - 7.8.1. If the project is subject to a guarantee and there are minor deficiencies, i.e. door adjustments, the guarantee process will be initiated only after written confirmation (on the woodwork manufacturer's letterhead) is received that the remedial work is complete as noted in the final inspection report.
  - 7.8.2. If the project is subject to a guarantee and there are deficiencies, the guarantee process will not be initiated. After the remedial work is complete, a further inspection will be undertaken at the manufacturer's expense. This inspection will be treated as the final inspection as noted above.

## **8. Guarantee Procedures**

- 8.1. If the architectural woodwork manufacturer is a manufacturer member in good standing at the date of tender closing and maintains that status, the manufacturer member may obtain a Guarantee.
- 8.2. The local Chapter sends 4 copies of the Guarantee Certificate (signed by the AWMAC President and AWMAC Chapter President) to the architectural woodwork manufacturer.
  - 8.2.1. The architectural woodwork manufacturer signs as the primary guarantor.
  - 8.2.2. The manufacturer member forwards one certificate to the owner.
  - 8.2.3. The manufacturer member returns 2 copies to the Chapter office.
  - 8.2.4. The Chapter office forwards one copy to AWMAC.

## **9. Financial Procedures**

- 9.1. The GIS cost is based on the architectural subcontract plus all change orders.
- 9.2. The owner's GIS payment to the manufacturer is held in trust to be paid to the local Chapter.
- 9.3. AWMAC manufacturer members are billed accordingly.
- 9.4. Non-members are C.O.D. at shop drawing submittal stage.
- 9.5. Extra charges will be assessed to the architectural woodwork manufacturer if:
  - 9.5.1. Shop drawing information is not complete and requires a further review and report.
  - 9.5.2. Final inspection finds deficiencies that require another inspection and report.

## **10. Dispute Resolutions**

- 10.1. If you have any concerns contact your local Chapter office in writing.

**11. GIS Forms & Reports**

11.1. Forms are available from the AWMAC website: [www.awmac.com](http://www.awmac.com).

**12. Manual Interpretations & Interim Resolutions**

12.1. If you have any concerns contact your local Chapter office in writing.

**1. Owner and the Owner's Agent**

- 1.1. The owner and the owner's agent (design professional, general contractor etc.) are the AWMAC and AWMAC Chapter's clients.
- 1.2. The inspector may discuss architectural woodwork concerns with the owner and the owner's agent but will not communicate his/her findings except in his/her written reports.

**2. AWMAC**

- 2.1. The inspector will use the AWMAC *Architectural Woodwork Standards (AWS)* manual as the sole technical reference for the GIS Program.

**3. AWMAC GIS Committee**

- 3.1. The Chapter will contact the AWMAC GIS Committee to resolve disputes and interpretations relating to the GIS that were brought forward by the inspector but were not resolved by the Chapter.

**4. AWMAC Chapter**

- 4.1. The AWMAC Chapters contract their inspectors for services rendered.
  - 4.1.1. AWMAC requires that an inspector be an independent consultant hired by the Chapter on a project basis, and that the inspector work on a negotiated fee basis involving a set hourly rate, travel time, vehicle mileage allowance and reimbursements of relevant out-of-pocket expenses.
  - 4.1.2. If an AWMAC Chapter does not have an inspector on contract, the Chapter will contract an inspector from an existing GIS program in a neighbouring Chapter.
  - 4.1.3. inspectors are contracted on a project-by-project basis by the Chapter.
- 4.2. All inspectors will be subject to AWMAC Inspector Certification as set out in Section 600, item 6.4.
- 4.3. All Certified Inspectors, through their respective chapters, are required to have comprehensive Errors and Omissions insurance.

**5. Architectural Woodwork Manufacturer**

- 5.1. It is permissible to verbally point out concerns to the woodwork manufacturer's representative on the job-site so that those concerns may be promptly addressed.

**6. Inspector Criteria**

- 6.1. **Profile** - The principal requirements for an AWMAC GIS inspector include the following:
  - 6.1.1. Must be knowledgeable of building construction in general and architectural woodwork in particular.
  - 6.1.2. Must be familiar with plans, specifications, and shop drawings.
  - 6.1.3. Must understand and be able to interpret the *AWMAC Architectural Woodwork Standards*, latest edition.
  - 6.1.4. Must be able to produce a concise, comprehensive and well-organized report.
  - 6.1.5. Must be competent in the use of word-processing software and electronic mail.
  - 6.1.6. Must be physically able to perform jobsite inspections.
  - 6.1.7. Must be available to perform inspections in a timely manner.
  - 6.1.8. Must be impartial and not in conflict with the work being inspected.

**6.2. Inspector Responsibilities**

- 6.2.1. When assigned to a project, the inspector shall base his/her report on the information forwarded by the Chapter and complete the 3-Phase inspection process.
- 6.2.2. All reports are submitted to the Chapter office for distribution, and under **no** circumstances may they be sent directly to other parties by the inspector.
- 6.2.3. The use of photos is at the inspector's discretion. Be aware that photos should only be used to clarify an issue, not to highlight or draw unwarranted attention to a detail at the expense of the total report.
- 6.2.4. inspectors to retain all project specific documents until the Guarantee for that project has expired.
- 6.2.5. The inspector will provide his own inspector's kit (AWS manual, temperature and humidity meter, inspector badge and hard hat supplied by Chapter office)

### 6.3. Inspection Kit

- 6.3.1. A folding ruler and a minimum 12' (3.65m) tape with both metric and imperial divisions.
- 6.3.2. Multi-driver with bits (Slot, Phillips, and Robertson).
- 6.3.3. A small mirror to check top and bottom of doors (a dental mirror is good).
- 6.3.4. A straight edge (min 7') to check telegraphing of doors (a 12" combination square is good).
- 6.3.5. A set of feeler gauges – flat type, metric preferred.
- 6.3.6. A 12" 'Torpedo' level.
- 6.3.7. A plumb bob c/w line.
- 6.3.8. About a 4m length of nylon cord, 2 equal thickness spacer blocks, and masking tape (to check warp or twist of doors).
- 6.3.9. A magnifying glass.
- 6.3.10. Outside callipers.
- 6.3.11. A flashlight.
- 6.3.12. A small metal bar exactly 3mm (1/8") thick to check door/drawer gaps.
- 6.3.13. A sharp pencil(s) and a notebook or clipboard with ruled paper.
- 6.3.14. A sharp pocket knife.
- 6.3.15. A current AWMAC *Architectural Woodwork Standards* manual.
- 6.3.16. A hard hat.
- 6.3.17. Approved safety boots and safety glasses if required.
- 6.3.18. A temperature and humidity meter.
- 6.3.19. AWMAC GIS Certified Inspector's badge

### 6.4. Inspector Certification Procedure

- 6.4.1. Recruiting an Inspector
  - 6.4.1.1. Potential inspector to complete *Inspection Certification Questionnaire* within one (1) week. Pass rate minimum 95%. If the candidate passes he/she becomes an interim inspector. If the mark is 85% to 94% then the candidate must do a "Rewrite" based on the problem areas of the first *ICQ* document. The *Rewrite* must raise the candidates overall score to 95% or better. If the candidate scores less than 85% on the initial *ICQ* or less than 95% on the *ICQ* plus the *Rewrite* the candidate fails and must reapply to write another review not within 14 days. At this stage the candidate is not considered an interim inspector and cannot inspect projects independently. The *ICQ* is administered by hardcopy, kept on file at the Chapter level, with a copy forwarded to

- AWMAC. The *Rewrite* may be administered by email. The potential inspector cannot challenge the *ICQ* within 14 days.
- 6.4.1.2. If a potential inspector passes the *ICQ* he/she becomes an Interim inspector. To be paid at a rate determined by the Chapter.
  - 6.4.1.3. The *ICQ* will consist of a total of 200 multiple choice questions; 172 from the current edition of the *AWMAC Architectural Woodwork Standards* and 28 from the current edition of the *AWMAC GIS Policy and Procedures Manual*.
  - 6.4.1.4. The *ICQ* is mailed to the GIS committee representative or designated representative. This person delivers the *ICQ* to the inspector and receives the completed *ICQ*. The *ICQ* is then mailed or emailed back to the *ICQ* headquarters for marking. *Rewrites may be done by email*.
  - 6.4.1.5. See Appendix 4, Condensed Inspector Certification Procedure.
- 6.4.2. **Training an Interim Inspector**
- 6.4.2.1. An interim inspector must complete the inspection of 4 GIS projects – each including shop drawing, mock-up and site inspections. Inspections will be done with an existing inspector.
    - 6.4.2.1.1. First project inspection is a learning tool. Interim inspector observes and shadows inspector.
    - 6.4.2.1.2. Second project inspection is a collaboration.
    - 6.4.2.1.3. Third project inspection – an independent report is produced and assessed.
    - 6.4.2.1.4. Fourth project inspection – an independent report is produced and assessed (by a second certified inspector)
  - 6.4.2.2. The interim inspector will be deemed competent to the satisfaction of the Chapter GIS Director when he/she demonstrates the following:
    - 6.4.2.2.1. Ability to inspect shop drawings in an acceptable and timely manner.
    - 6.4.2.2.2. Ability to produce GIS forms and reports in an acceptable and timely manner.
    - 6.4.2.2.3. Ability to participate in inspections in a reasonable and timely manner.
    - 6.4.2.2.4. Ability to communicate with the local Chapter and GIS office in an acceptable and timely manner.
    - 6.4.2.2.5. Ability to conduct him/herself and represent AWMAC in a professional and unbiased manner.
    - 6.4.2.2.6. Is thoroughly familiar with the operation of and will fully utilize the inspector's tool kit during an inspection.
    - 6.4.2.2.7. Is thoroughly familiar with and will fully utilize the most current edition of the *AWS* and the *GIS Policy and Procedures Manual*.
    - 6.4.2.2.8. Is thoroughly familiar with architectural drawings and specification documents.
  - 6.4.2.3. The interim inspector will now become a Certified AWMAC GIS inspector upon Chapter approval and recommendation from the AWMAC GIS Committee to AWMAC.
    - 6.4.2.3.1. At this point the inspector is limited to inspecting projects valued at less than \$100,000.
    - 6.4.2.3.2. Upon Chapter recommendation to AWMAC, and with AWMAC's approval, this limitation will be removed.

6.4.2.3 Once the inspector becomes a certified inspector the chapter representative to request a certificate and badge from ICQ headquarters

**6.4.3. Evaluating an Inspector**

6.4.3.1. Inspectors may be subject to a written evaluation by the Chapter. AWMAC has the authority to ask for a Chapter evaluation of an inspector at any time. Inspectors will be assessed on the following:

6.4.3.1.1. Willingness to work.

6.4.3.1.2. Inspections and reporting done in a timely fashion.

6.4.3.1.3. Clear and concise reporting.

6.4.3.2. All inspectors will complete an updated *Inspection Certification Questionnaire* within six months of the effective date of a new edition of the Standards and/or every five years, whichever comes first, or at the discretion of the AWMAC GIS Committee.

**7. Inspection Procedures**

7.1. See *Inspection Procedures*, Section 700.

**8. Guarantee Procedures**

8.1. The inspector is not part of this process.

**9. Financial Procedures**

9.1. Inspectors are contracted as independent consultants to the Chapter on a per-project basis. Inspectors work on a set Chapter fee involving a set hourly rate, travel time, vehicle mileage allowance and reimbursements of relevant out-of-pocket expenses.

12.1.1. Inspectors invoice the Chapter for inspections undertaken. Invoices may be on the basis of one invoice per inspection or one invoice for a number of inspections on the same project as negotiated with the office.

9.1.2. As an independent consultant, the inspector is liable for all government taxes etc.

**10. Dispute Resolutions**

10.1. Any concerns are forwarded to the local Chapter office in writing.

**11. GIS Forms & Reports**

11.1. Forms are available from the AWAMC website: [www.awmac.com](http://www.awmac.com).

**12. Manual Interpretations & Interim Resolutions**

12.1. Any concerns are forwarded to the local Chapter office in writing. If there is an urgent need for an interpretation/resolution the Chapter office is to be informed immediately.

The AWMAC GIS Committee will assist in making a ruling within 5 working days.

12.2. If the inspector is asked to comment on this particular problem by any party except the local Chapter office or GIS Committee the response will be "this area of concern has been (or will be) forwarded to the AWMAC GIS Committee for resolution".

12.3. If the inspector perceives that this area of concern warrants a "Page 10" (see page 43), the inspector will refrain from writing a "Page 10" until the particular area of concern is resolved. Although AWMAC fully supports the inspector's freedom and encourages the inspectors to write "Page 10s", the inspector must not be an advocate for change when inspecting but is to report only on the area of concern.

12.4. After resolution, the inspector may write a "Page 10" detailing the problem in a generic fashion.

**The Inspection Service**

The AWMAC Inspection Service is based on a three-phase review process, with a written report issued by an AWMAC appointed inspector at each phase. This process may be preceded by a pre-tender review.

**Inspection Reference**

Project will be inspected using the specified edition of the manual. If no edition of the manual is specified the project will be inspected to the current edition in effect at time of tender. If two or more different versions are specified the project will be inspected to the most current version in effect at time of tender.

**Pre-Tender Review**

The AWMAC Chapter offers, at no charge, a pre-tender review of the architectural plans and specifications prior to tender call on projects that will have the Guarantee and Inspection Service specified. An AWMAC inspector will review the architectural plans and specifications to flag any apparent errors, omissions, contradictions, or other concerns, which could result in confusion during the tendering, manufacturing or installation stage of the project.

**1. Phase One: Review Shop Drawings**

- 1.1. Copies of shop drawings complete with the relevant contract documents are submitted by the woodwork manufacturer to the AWMAC Chapter office who will pass them on to the assigned inspector.
- 1.2. This review by the inspector is in addition to, and does not replace the usual review by the architect, and may be done either before, during, or after the architect's review.
- 1.3. It is important to differentiate between the project documents and the AWMAC *Architectural Woodwork Standards* manual. An item may conform to Standards but not to the project documents and vice versa.
- 1.4. The shop drawings shall, if applicable, include the following information:
  - 1.4.1. The location (room and elevation) of each item so it can be located on site.
  - 1.4.2. Material(s) proposed for each major element (i.e. gables, divisions, bottoms, shelves, cabinet doors and drawer fronts, drawer sides, backs and bottoms, substrates for veneers and plastic laminates, and other materials).
  - 1.4.3. Species, grades, density of figure, cut and match of veneers.
  - 1.4.4. Material species, thickness, method of attachment, and corner treatment (butt or mitre) of edge banding.
  - 1.4.5. Joinery method (dado, dowel, etc.) proposed for case members.
  - 1.4.6. Joinery method (dovetail, dowel, lock joint, etc.) proposed for drawers.
  - 1.4.7. Type of drawer slide and door hardware.
  - 1.4.8. Type and grade of countertop surfacing materials showing location of countertop joints relative to ends and cut-outs.
  - 1.4.9. Indicate surface material backing where applicable.
  - 1.4.10. Shop finishing materials and methods.
  - 1.4.11. Thickness of cabinet doors and shelves relative to size and span standards.
  - 1.4.12. Surface and core materials and joinery method of interior door frames, glazing frames, sidelights and wood doors.
  - 1.4.13. Standing and running material, method of attachment and finish.
  - 1.4.14. Any additional information necessary to assess the project's conformity to AWMAC *Architectural Woodwork Standards* manual.
- 1.5. The inspector shall determine whether or not the method and materials indicated on the shop drawings conform to the specified AWMAC *Architectural Woodwork*

- 1.6. *Standards* manual and may also indicate deviation from architectural drawings and specifications.
- 1.7. If the shop drawings and the AWMAC Material and Methods Information Form do not give all the information required for the inspector to form an opinion for the shop drawing review.
  - 1.7.1. The inspector may request clarification in writing. If this information is forthcoming in timely fashion the inspector will complete his review and submit the shop drawing report.
  - 1.7.2. If this information is not received within 3 working days, the inspector will submit the shop drawing noting information that is missing. Upon receipt of the missing information a second shop drawing review and report will be issued. The architectural woodworker will be invoiced for the extra work incurred.
- 1.8. The review of the shop drawing by the inspector is in addition to, and does not replace the review by the architect and may be done before, during or after the architect's review.
- 1.9. The inspector shall write a report outlining his/her observations regarding the shop drawing review.
- 1.10. The inspector submits his inspection report to the Chapter office. The office edits the report for grammar and uniform format. If the report is substantially changed due to grammar or unclear writing, the original report is saved on the computer, the revised report is labelled "...R2" and is sent to the inspector for review. (No changes to the meaning or content of the report are allowed and minor changes to the report do not need to be sent back to the inspector).
- 1.11. The AWMAC Chapter Office shall send a copy of the shop drawing report to the woodwork manufacturer first. The woodwork manufacturer has 3 business days to respond to this report. The woodworker's comments (if any) are then sent with the report to the design professional and the general contractor.
- 1.12. Note: When Inspection Reports are sent to the woodworker the following words will be used on the cover: "Please review the attached Inspection Report and provide a written response as to any errors or changes. Your response will go out with the Inspection Report to the design professional and the general contractor. We will hold this report for 3 days, to give you the opportunity to review and respond before releasing it. Reports are to be released only from the local AWMAC Chapter office."
- 1.13. For further Inspection Report inclusions see *AWMAC Inspection Reports – Notes for the Inspector*, Section 700, item 5.

**2. Phase Two: Review of Sample or Prototype Unit (if specified)**

- 2.1. The woodwork manufacturer shall arrange with the Chapter office and the inspector a time to inspect the sample or prototype unit either on site, at the manufacturer's plant, or at another practical location.
- 2.2. The unit, which preferably can be incorporated into the project, shall include all typical elements. The inspection shall compare the use of materials, joinery methods, cabinet door sizes, shelf spans, edge banding, plastic laminate joint locations and backing requirements, finishes, etc. with the previously reviewed shop drawings and the "AWMAC Materials and Methods Information Form". The inspector shall review the unit in terms of the standards of "good workmanship and finishes" as outlined in the *AWMAC Architectural Woodwork Standards* manual.
- 2.3. The inspector shall review the mock-up as to whether or not the methods and materials are consistent with the reviewed shop drawings. The inspector shall write a report outlining his/her observations regarding the review of the sample or prototype

- 2.4. unit. All deviations from the "good workmanship standards" and shop drawings shall be noted. This process is intended to establish the sample unit as the "quality control standard" for the remainder of the architectural woodwork and any work which does not conform should not be approved on subsequent site inspections.
- 2.5. On a relatively large project where a sample or prototype unit has not been specified, it may be advantageous for the inspector to check work in progress at the manufacturing plant.
- 2.6. The AWMAC Chapter office shall send a copy of the review of the sample or prototype unit report to the woodwork contractor first. The woodwork contractor has 3 business days to respond to this report. The woodworker's comments (if any) are then sent with the report to the design professional and the general contractor.
- 2.7. Phase Two will not usually apply if the design professional does not call for a sample or prototype unit.

### **3. Phase Three: Site Inspection(s)**

#### **3.1. Prior to Site Inspection**

- 3.1.1. The woodwork manufacturer shall submit to the Chapter office the Final Site Inspection Request Form only when the following conditions are met:
  - 3.1.1.1. The project is ready for final site inspection.
  - 3.1.1.2. The woodwork manufacturer believes the project will conform to the specified standards.
  - 3.1.1.3. All known deficiencies have been corrected.
- 3.1.2. The woodwork manufacturer and/or general contractor shall be contacted to arrange a specific time for access to the site and when deemed necessary, ensure that a guide is available. The foreman of the installation crew is usually a good guide and can frequently have minor deficiencies corrected "while you wait" so that they need not be reported. On smaller projects a guide may not be needed but in all cases the inspector must be provided with floor plans with all items to be inspected highlighted.
- 3.1.3. The Chapter in consultation with the woodwork manufacturer may decide that on larger projects specific areas or phases will be inspected, as they become available.
- 3.1.4. The inspector shall become familiar with the project prior to arrival on site for final inspection. In particular he will re-check the specifications, shop drawings, and previous reports to become re-acquainted with the project. (In some cases it may have been a considerable time since the previous reports.)
- 3.1.5. The inspector shall contact the woodwork manufacturer to schedule arrangements prior to arrival on site. (i.e. security, safety, meeting of site contact, location of sample unit, updated deficiency list). The inspector shall inspect the manufactured goods based on the reviewed shop drawings and the sample or prototype unit.
- 3.1.6. The woodwork manufacturer shall confirm that the general contractor is making site humidity readings. In cases where the member woodwork manufacturer is being pressured to install work before the proper site conditions are met, they shall call the office to send an inspector to do a humidity test and write a report stating that the architectural woodwork will not be guaranteed if the site conditions do not meet the AWMAC AWS. The report shall be processed quickly and sent to the woodwork manufacturer, general contractor and design professional.
- 3.1.7. The inspector shall also consider a "check list" of concerns. Areas of concern most frequently encountered will probably include:

- 3.1.7.1. Poor plastic laminate joints and/or edge work.
  - 3.1.7.2. Poor scribing and excessive use of caulking.
  - 3.1.7.3. Poor veneer matching and/or joining.
  - 3.1.7.4. Shelf spans and cabinet door sizes exceeding standards.
  - 3.1.7.5. Lack of required plastic laminate backing.
  - 3.1.7.6. Inconsistent and/or excessive margins between door/drawer fronts.
  - 3.1.7.7. Joints not tight and/or flush. (p/lam or other).
  - 3.1.7.8. Poor finishing. (blotchy staining, inconsistent colour or sheen etc).
  - 3.1.7.9. Adjacent doors, drawer and aprons are not flush.
- 3.2. Site Inspection
- 3.2.1. Check in at the site office, explain the purpose of the visit, and meet the guide. Site security may require signing in and issuance of a visitor's badge. Be sure all safety and security requirements are understood and complied with. We suggest wearing a hard hat whether or not it is required. The inspector should always wear approved safety boots. Remember that the inspector represents the Association and the GIS program may be judged by his conduct on site.
  - 3.2.2. If the inspector quickly determines that, in his opinion, the site is not ready for inspection; he should not proceed, but should notify the Chapter office of his conclusion.
  - 3.2.3. As the inspector proceeds around the site he/she should make sure that all items included in the architectural woodwork contract covered under the GIS are inspected. If not sure, he/she should ask the guide or refer to the shop drawings. If the contract does not include installation, it is still advisable to note any non-conformity with the specifications and/or AWMAC *Architectural Woodwork Standards* manual but without expressing an opinion as to responsibility.
  - 3.2.4. The inspector will probably find that he/she quickly gets a general impression of the overall quality of the project. Good jobs are easily and quickly inspected, as there will be little if anything on which to comment negatively. Positive comments on above average jobs may sometimes be appropriate. On poorer jobs the same concerns will probably be found throughout. The more difficult jobs are those that present concerns requiring the inspector to make an objective judgement as to conformity with the standards of workmanship as defined in the AWMAC *Architectural Woodwork Standards* manual.
  - 3.2.5. Make sure that notes made on site are sufficiently complete to enable the preparation of a full and comprehensive report. There is no reason why the inspector should not comment favourably if, in his opinion, the project or some element of the project is particularly well executed.
  - 3.2.6. Reserve comments regarding quality issues etc. to your report. Do **not** verbalize your findings to the owner or owner's agent.
  - 3.2.7. inspector will measure and record relative humidity and temperature when on site. (see Humidity and Temperature Report form, Section 1100)

#### **4. Report Requirements**

- 4.1. Reports shall be submitted to the Chapter office using the AWMAC inspection report template and contain all pertinent information about the project and the parties involved. (See sample reports, Section 1100, page 45 - 50). Apart from minor corrections of punctuation, grammar, or spelling, **no** changes to the report shall be made without the permission of the inspector. If the report is substantially changed

- 4.2. due to grammar or unclear writing, the original report is saved on the computer, the revised report is labelled "...R2" and sent to the inspector for review. (No changes to the meaning or content of the report are allowed and minor changes to the report do not need to be sent back to the inspector). Both original and revised inspection reports will be kept on the computer. Only the revised hardcopy version will be kept with the file.
- 4.3. The report shall note the date and time and those persons accompanying the inspector during the inspection. It will also note the site conditions, stage of completion and whether the site was occupied and in use by the tenant or owner. A record of the relative humidity and temperature will be included with every site inspection.
- 4.4. The report should make clear what was inspected.
- 4.5. The report does **not** require detailed descriptions of the type of architectural woodwork inspected. The parties involved are already conversant with it.
- 4.6. General concerns and observations occurring throughout the project shall be itemized and fully described but need to be mentioned only once in the report. All observations and or concerns shall make reference to the section of the AWMAC AWS and/or the specification.
- 4.7. Specific concerns and observations shall be itemized and described with the location given in terms of room #, elevation, or other means. Specific concerns and observations shall make reference to the section of the AWMAC *Architectural Woodwork Standards* manual and/or the specifications.
- 4.8. It is important to differentiate between the project documents and the AWMAC AWS. An item may conform to the AWMAC *Architectural Woodwork Standards* manual but not to the project documents and vice versa. In the interest of brevity do **not** list items or conditions, which are **not** deficient, except where items that were noted as deficient on a previous report have now been corrected.
- 4.9. **Be sure to separate fact from opinion.** For instance, if a shelf span exceeds the allowable standard, it is a provable **fact**. However, if a joint on a plastic laminate top is borderline acceptable, it may be the inspector's **opinion** that it does not meet the AWMAC *Architectural Woodwork Standards* manual. Another inspector (and/or the woodwork manufacturer) may not agree. As a recognised "expert" the inspector is entitled to express an **opinion** without prejudice, but if it is claimed that something is a **fact**, it must be demonstrable as such. Any statement of **opinion** should be preceded by the phrase "in my opinion".
- 4.10. Summarize the report with a statement such as, "In my opinion, unless and until the above noted concerns have been satisfactorily addressed, this installation will not conform to the specified AWMAC *Architectural Woodwork Standards* manual." Or "Except for the above noted concerns, in my opinion this installation conforms to the specified AWMAC *Architectural Woodwork Standards* manual." (For further Inspection Report inclusions see *AWMAC Inspection Reports – Notes for the Inspector*, page 34).
- 4.11. Always remember that the inspector is passing judgement on a specific project and not on the manufacturer or contractor generally. The inspector will not make any statement, written or verbal, which reflects on the competence, conduct, or ethics of the manufacturer or contractor, but deal only with the quality of work done on the project. It is vital to the success and growth of AWMAC and the GIS program that inspectors maintain a reputation for professional competence, honesty, fairness, and objectivity. All reports should reflect and enhance this reputation.
- 4.12. Unless it is a final report, the report shall include a request to notify the AWMAC Chapter when ready for the next inspection.

- 4.13. The report must be submitted **only** to the Chapter office and not to other parties directly.
- 4.14. The AWMAC Chapter office shall send a copy of the final report to the woodwork manufacturer first. The woodwork manufacturer has 3 business days to respond to this report. The woodworker's comments (if any) are then sent with the report to the design professional and the general contractor. When all deficiencies have been addressed the Chapter office will apply for the AWMAC Guarantee Certificate.
- 4.15. If the woodworker is a manufacturer member in good standing, the issuance of the guarantee is passed on to the inspector so that he is able to close the file. If the woodworker is a non-member then the file is considered closed when the final site inspection report has been sent to the GC and the design professional.
- 4.16. Inspectors are to review guarantees immediately after issuance to check for appropriate exclusions.
- 4.17. When there has been no activity on a GIS file for over six months, the inspector will call the Chapter office to see if they have any pertinent information. If they do not, the inspector is to call the woodwork manufacturer and get scheduling updates on the project.
- 4.18. Inspectors to retain all project specific documents until the Guarantee for that project has expired.

## **5. AWMAC Inspection Reports – Notes for the Inspector**

### **5.1. Shop Drawing Report**

- 5.1.1. All documents submitted should be listed in the report.
- 5.1.2. State AWMAC Grade specified. A short resume of the proposed materials and construction methods should be included as the inspector understands them.
- 5.1.3. Any variations from the specifications and/or the AWMAC Standards should be listed with references to the appropriate sections. The variations to the specifications should state whether they conform to AWMAC Standards or not.
- 5.1.4. All items should be numbered or lettered for easy reference in further reports. This will save time.
- 5.1.5. Ask for clarification in writing of any deviations from specifications and/or AWMAC Standards.

### **5.2. Sample Unit Report**

- 5.2.1. State date and place of inspection and who accompanied inspector.
- 5.2.2. Describe units inspected.
- 5.2.3. State if samples conform to standards and if they are as described in the shop drawing report.
- 5.2.4. Any variations found from specifications or standards should be listed and each item given a number or a letter. If variation was listed in shop drawing report refer back to that item.
- 5.2.5. Ask for information in writing to correct any items not conforming to the AWMAC Standards.

### **5.3. Site Inspection Report**

- 5.3.1. State date of inspection and who accompanied the inspector.
- 5.3.2. State whether the premises were occupied and which areas were inspected.
- 5.3.3. Explain if this inspection covers the whole project or one phase of a project.
- 5.3.4. List any deficiencies and variations from the AWMAC Standards and give them a number or letter. Refer back to previous reports if they were itemized in these reports.

- 5.3.5. If the same deficiency occurs in numerous locations throughout the project, describe it as such only once in the report.
- 5.3.6. If the design professional has requested or approved an item not conforming to the standards explain that this item may not be covered by the Guarantee.
- 5.3.7. Finish with standard clause if possible.
- 5.3.8. If a special inspection is requested state who requested it.

**6. AWMAC Standard Inspection Inclusions**

The following clauses are to be used when appropriate:

**6.1. Shop Drawing report:**

- 6.1.1. In my opinion the forgoing items should be addressed in writing and clarified with the design professional before beginning fabrication.
- 6.1.2. Once the above mentioned concerns have been addressed and if the architectural woodwork complies with the shop drawings and the information provided, then this project, in my opinion, will meet the AWMAC Standards.
- 6.1.3. It is extremely important that the general contractor provide a stable temperature and humidity environment prior to the delivery of the woodwork and during installation. Readings should be taken on a regular basis and a record kept for reference. Please see AWMAC *Architectural Woodwork Standards* manual; 2009 edition, section 2.1.2.3.2.1, page 44.
- 6.1.4. I assume that the hardware proposed has been approved by the design professional. Finished hardware items are covered by the warranty terms of the hardware manufacturers and not by the AWMAC Architectural Woodwork Standards.

**6.2. Site Inspection report:**

- 6.2.1. Please notify the (*local AWMAC Chapter*) office in writing when the forgoing items have been addressed. State the date that each item was addressed, what was done and sign the report. When satisfactory information has been received, the (*Chapter*) office will apply for the AWMAC Guarantee.
- 6.2.2. Because the architectural woodworker involved in this project is not a member of AWMAC, it is the responsibility of the owner or the owner's representative to ensure that any noted deficiencies are addressed, and to notify the AWMAC Chapter if a re-inspection is necessary. In the event of a re-inspection there may be additional inspection costs, for which the AWMAC Chapter office will not be responsible.
- 6.2.3. **DISCLAIMER:** As XYZ Millwork is not a manufacturer member of AWMAC, an AWMAC 2 year Guarantee will not be issued. Alternatively, the architectural woodworker is to provide the owner or the owner's representative with a 2 year 100% maintenance bond.

**Procedure for issuing the AWMAC Certificate of Guarantee**

**1. Chapter to:**

- 1.1. Submit pertinent information on GIS specified projects to the AWMAC office.  
Information to include:
  - 1.1.1. Name of project
  - 1.1.2. Name of owner
  - 1.1.3. Name of architect/designer
  - 1.1.4. Name of general contractor
  - 1.1.5. Name of AWMAC manufacturer member in good standing
  - 1.1.6. Value of woodwork contract
  - 1.1.7. Final Inspection Report complete with inspector and architectural woodworker's humidity and temperature records
  - 1.1.8. Reply from the manufacturer member where appropriate

**2. AWMAC to:**

- 2.1. Record all information onto a database.
- 2.2. Prepare four (4) original or one (1) formatted attachment for electronic mail of the Certificate and forward with a copy of the Final Inspection Report to the office of the AWMAC President.
- 2.3. Prepare an AWMAC Liability Fund invoice to be submitted to the AWMAC Chapter.

**3. AWMAC President to:**

- 3.1. Sign four (4) original Certificates or insert signature on the electronic mail attachment, and forward to the AWMAC Chapter. Note: signing the certificate(s) is subject to the Final Inspection Report stating that the project is in compliance with the AWMAC *Architectural Woodwork Standards* manual.

**4. Chapter to:**

- 4.1. Record all information onto a database.
- 4.2. Print four (4) original Certificates on document sheets provided by the AWMAC office only if the certificate document has been forwarded by electronic mail.
- 4.3. Fill in date of guarantee issuance and arrange for Chapter and woodwork manufacturer's signature on all four (4) original Certificates.
  - 4.3.1. The date of "guarantee issuance" is the day when the final GIS inspection report is deficiency free.
  - 4.3.2. Any exclusions as noted in the final inspection report to be reported on the front of the guarantee between the two paragraphs. These changes to be done by the local chapter.
- 4.4. Distribute Certificates as required and ensure that one (1) original signed certificate is returned to the AWMAC office.
- 4.5. Forward AWMAC Liability Fund payment and processing fee to AWMAC office.
- 4.6. Deposit payment to the local Chapter Liability Fund.

**5. AWMAC to:**

- 5.1. Deposit payment in the AWMAC GIS Liability Trust Account.
- 5.2. Update database.
- 5.3. File signed. Certificate complete with a hardcopy of all submitted information in the AWMAC archives.
- 5.4. Prepare a report on the AWMAC GIS Liability Trust Account, to be presented at the AWMAC AGM.

**1. GIS Cash Flow**

- 1.1. The project owner pays for the GIS as an inclusion in the gross tender.
- 1.2. The Chapter collects the money from the woodwork manufacturer. Guideline:
  - 1.2.1. Member: invoiced, terms net 30 days.
  - 1.2.2. Non-member: COD upon receipt of shop drawings etc.
- 1.3. The woodwork manufacturer will stipulate the final value of the contract in the Request for Final Site Inspection form and adjustments to the GIS will be made if necessary.
- 1.4. When the guarantee is issued, AWMAC will invoice the Chapter for:
  - 1.4.1. AWMAC processing fee.
  - 1.4.2. AWMAC Liability Fund.
  - 1.4.3. If it is an inter-Chapter guarantee the manufacturing Chapter will invoice the project Chapter for the liability fund.

**2. GIS Rates by Region (project location determines GIS rates)**

**2.1. British Columbia and Atlantic:**

- 2.1.1. \$0 to \$40,000: fixed sum of \$500
- 2.1.2. \$40,001 to \$500,000: 1.25%
- 2.1.3. \$500,001 to \$1,000,000: 1.25% for the first \$500,000 + 1% of the balance
- 2.1.4. \$1,000,001 - \$2,000,000: GIS rate for the first \$1,000,000 + 0.5% balance
- 2.1.5. \$2,000,001 + Negotiable

**2.2. Southern and Northern Alberta Chapter:**

- 2.2.1. \$0 to \$50,000 fixed sum of \$750
- 2.2.2. \$50,001 to \$500,000 \$750 for first \$50,000 + 1.25% of balance
- 2.2.3. \$500,000 to \$1M GIS rate for first \$500,000 + 1% of balance
- 2.2.4. \$1M to \$2M GIS rate for first \$1M + .5% of balance
- 2.2.5. \$2,000,001 to \$4M GIS rate for first \$2M +.25% of the balance
- 2.2.6. \$4,000,001 + GIS rate for first \$4M +.125% of the balance

**2.3. Saskatchewan Chapter:**

- 2.3.1. \$0 - \$499,000 1.25% (minimum \$500)
- 2.3.2. \$500,000 - \$1,000,000 1%
- 2.3.3. \$1,000,000 + .05%

**2.4. Manitoba Chapter:**

- 2.4.1. \$0 - \$50,000 \$850 (flat fee)
- 2.4.2. \$50,001 - \$300,000 1.5% of contract
- 2.4.3. \$500,000 - \$1,000,000 1.5% for first \$500,000 / 1.25% for the balance
- 2.4.4. \$1,000,000 - \$2,000,000 1.5% for first \$500,000 / 1.25% for next \$500,000  
0.75% for the balance
- 2.4.5. \$2,000,000 plus Negotiable

**2.5. Ontario**

- 2.5.1. \$0 to \$50,000: fixed sum of \$2,500
- 2.5.2. \$50,001 to \$100,000: fixed sum of \$3,500
- 2.5.3. \$100,001 to \$200,000: fixed sum of \$4,500
- 2.5.4. \$200,001 to \$300,000: fixed sum of \$5,500
- 2.5.5. \$300,001 to \$400,000: fixed sum of \$7,500
- 2.5.6. \$400,001 to \$500,000: fixed sum of \$9,500
- 2.5.7. \$500,000 to \$750,000: fixed sum of \$14,750
- 2.5.8. \$750,000 to \$1M fixed sum of \$16,750

2.5.9. \$1M to \$1.5M:	fixed sum of \$18,750
2.5.10. \$1.5 plus	1.25% of project value

For travel rates contact your local Chapter office.

**NOTE:**

At the February 20, 2010 AWMAC GIS Committee meeting in Saskatoon, Saskatchewan one national fee structure was agreed upon. The following fee schedule will come into effect across Canada no later than January 1, 2011.

**2.6 All AWMAC Chapters**

2.6.1 \$0 to \$50,000	flat fee of \$1000
2.6.2 \$50,000 to \$500,000	\$1000 for first \$50,000 + 1.5% of balance
2.6.3 \$500,000 to \$1M	GIS rate for first \$500,000 + 1% of balance
2.6.4 \$1M to \$1.5M	GIS rate for first \$1M + .5% of balance
2.6.5 \$1.5M +	negotiable

For travel rates contact your local Chapter office.

**3. AWMAC**

- 3.1. Guarantee processing fee @ \$50.00 per certificate
- 3.2. AWMAC Liability Fund (based on project contract)
  - 3.2.1. \$0 to \$250,000: \$25 plus 0.05% over \$50,000
  - 3.2.2. \$250,000 to \$1,000,000: \$125 plus 0.02% over \$250,000
  - 3.2.3. \$1,000,000 and above: \$275 plus 0.01% over \$1,000,000

**1. The purpose of this policy is to provide a procedure to resolve disputes between any of the following parties as they may pertain to the GIS program:**

- 1.1. The architectural woodwork manufacturer (member or non member).
- 1.2. The project owner or owner's agent.
- 1.3. The GIS inspector.
- 1.4. The local Chapter.
- 1.5. AWMAC.

Note: refer to Section 400, item 7.5 for additional information.

**2. Dispute procedure**

**2.1. Project and manufacturer within the Chapter**

- 2.1.1. The first step is for the parties involved in the dispute to make every effort possible to solve the issue on their own in a quick and efficient manner.
- 2.1.2. If the situation cannot be resolved, the chapter GIS Director must be informed. Both parties must provide the chapter GIS Director with **written documentation** as to the items of the dispute as well as reasons for the dispute. Copies sent to AWMAC President, AWMAC GIS Committee Chair and AWMAC GIS Director.
- 2.1.3. The local GIS Director should make every effort to resolve the dispute in an unbiased manner.
- 2.1.4. If the dispute is not resolved the local Chapter Directors must be informed.
- 2.1.5. The local GIS Director must then take the matter to the AWMAC GIS Committee. All the pertinent information must be given to each GIS Representative.
- 2.1.6. A motion is made with a resolution to the dispute. There must be a majority vote by the Representatives.
- 2.1.7. The resolution determined by the AWMAC GIS Committee will be binding.
- 2.1.8. If the dispute is still not resolved the matter must be brought to the AWMAC Directors.

**2.2. Project and manufacturer in different Chapters**

- 2.2.1. The first step is for the parties involved in the dispute to make every effort possible to solve the issue on their own in a quick and efficient manner.
- 2.2.2. If the situation cannot be resolved, the chapter GIS Director must be informed. Both parties must provide the chapter GIS Director with **written documentation** as to the items of the dispute as well as reasons for the dispute. Copies sent to AWMAC President, AWMAC GIS Committee Chair and AWMAC GIS Director.
- 2.2.3. The local GIS Director should make every effort to resolve the dispute in an unbiased manner.
- 2.2.4. If the dispute is not resolved the local Chapter Directors must be informed.
- 2.2.5. The local GIS Director must then take the matter to the AWMAC GIS Committee. All the pertinent information must be given to each GIS Representative.
- 2.2.6. A motion is made with a resolution to the dispute. There must be a majority vote by the Representatives.
- 2.2.7. The resolution determined by the AWMAC GIS Committee will be binding.
- 2.2.8. If the dispute is still not resolved the matter must be brought to the AWMAC Directors.

**3. Time Sensitive Disputes**

- 3.1. When disputes are time sensitive, they can be brought to the AWMAC GIS Committee by email and a decision made by conference call.
- 3.2. Procedures to be the same as in item 2, *Dispute Procedure*.



## REQUEST FOR INSPECTION FORM

Name of project: \_\_\_\_\_  
 Owner: \_\_\_\_\_  
 Project Site Address: \_\_\_\_\_  
 Architect/Designer: \_\_\_\_\_  
 Contact: \_\_\_\_\_ Ph: \_\_\_\_\_ Fax: \_\_\_\_\_ Email: \_\_\_\_\_  
 General Contractor: \_\_\_\_\_  
 Contact: \_\_\_\_\_ Ph: \_\_\_\_\_ Fax: \_\_\_\_\_ Email: \_\_\_\_\_  
 Bonding Company (If applicable): \_\_\_\_\_  
 Architectural Woodwork Supplier: \_\_\_\_\_  
 Contact: \_\_\_\_\_ Ph: \_\_\_\_\_ Fax: \_\_\_\_\_ Email: \_\_\_\_\_  
 Architectural Woodwork Installed by: \_\_\_\_\_  
 Architectural Woodwork Finished by: \_\_\_\_\_  
 Finished at: **Shop**  **Site**  (Check one ✓)

**AMOUNT OF MILLWORK CONTRACT:**                      \$ \_\_\_\_\_

Date of Tender: \_\_\_\_\_  
 Is this a phased project? \_\_\_\_\_  
 Special Comments: \_\_\_\_\_

**APPROXIMATE SCHEDULE:**

1. Shop Drawings ready for review: \_\_\_\_\_
2. Typical unit ready for inspection: \_\_\_\_\_
3. Installation starts: \_\_\_\_\_
4. Installation complete: \_\_\_\_\_

The undersigned woodwork manufacturer or firm agrees to pay the Architectural Woodwork Manufacturers Association of Canada (local Chapter) the inspection fee based on the contract price shown above, or the contract price at date of substantial performance, if greater. Further, it is agreed that costs for extra inspections as a result of deficiencies noted on a final inspection report will be the woodwork manufacturer's responsibility. Any applicable taxes will be extra. ***AWMAC manufacturer member firms will be invoiced as Inspection Reports are released. Non-member firm payments to be received before Inspection Reports are released.***

**NOTE: THE ARCHITECTURAL WOODWORKER IS REQUIRED TO TAKE TEMPERATURE AND HUMIDITY READINGS WHEN ON SITE. CALL THE CHAPTER OFFICE FOR AN OFFICIAL TEMPERATURE AND HUMIDITY FORM.**

Dated: \_\_\_\_\_ Signed: \_\_\_\_\_

**ASSIGNED INSPECTOR:** \_\_\_\_\_

**SHOP DRAWINGS, MATERIALS AND METHODS INFORMATION FORM, AND ALL PERTINENT PROJECT DOCUMENTS TO BE DELIVERED TO THE AWMAC CHAPTER OFFICE.**



# MATERIAL AND METHODS INFORMATION FORM

NAME OF PROJECT: \_\_\_\_\_

ARCHITECTURAL WOODWORKER: \_\_\_\_\_

CONTACT PERSON: \_\_\_\_\_ TEL \_\_\_\_\_ FAX \_\_\_\_\_ EMAIL \_\_\_\_\_

AWMAC GRADE: Premium  Custom  Economy

**CASE CONSTRUCTION METHOD:** Stop Dado  Dowel  Lamello  Confirmat  Lock miter   
Other  Please Specify \_\_\_\_\_

EXPOSED CASE MATERIALS: (1) Face \_\_\_\_\_ Core \_\_\_\_\_ Back \_\_\_\_\_  
Edges \_\_\_\_\_ Solids \_\_\_\_\_ Base \_\_\_\_\_

(2) Face \_\_\_\_\_ Core \_\_\_\_\_ Back \_\_\_\_\_  
Edges \_\_\_\_\_ Solids \_\_\_\_\_ Base \_\_\_\_\_

SEMI-EXPOSED MATERIALS: (1) Face \_\_\_\_\_ Core \_\_\_\_\_ Back \_\_\_\_\_  
Edges \_\_\_\_\_ Solids \_\_\_\_\_ Base \_\_\_\_\_

**DRAWER CONSTRUCTION:** Dado  Dowel  Lamello  Lock Shoulder  Dovetail   
Miter-fold  Other  Please Specify \_\_\_\_\_

DRAWER BOX MATERIALS: (specify thickness) \_\_\_\_\_

CORES: Front \_\_\_\_\_ Sides/Back \_\_\_\_\_ Bottom \_\_\_\_\_

FINISH: Front \_\_\_\_\_ Sides/Back \_\_\_\_\_ Bottom \_\_\_\_\_ Edges \_\_\_\_\_

**CABINET DOORS/DRAWER FRONTS:** Face \_\_\_\_\_ Core \_\_\_\_\_ Back \_\_\_\_\_ Edges \_\_\_\_\_

**COUNTER TOPS:** Top Surface \_\_\_\_\_ Substrate \_\_\_\_\_ Backer Sheet \_\_\_\_\_ Edges \_\_\_\_\_

**WOOD DOORS:** Grade \_\_\_\_\_ Manufactured by \_\_\_\_\_ Catalogue No. \_\_\_\_\_  
Face \_\_\_\_\_ Core \_\_\_\_\_ Edge Type \_\_\_\_\_  
Finished by others  or self

**WALL PANELLING:** Face \_\_\_\_\_ Core \_\_\_\_\_ Back \_\_\_\_\_ Edge Type \_\_\_\_\_  
Finished by others  or self  Back Primed: yes  no

**FINISHING:** EXPOSED: Stain \_\_\_\_\_ Top Coat \_\_\_\_\_ Sheen \_\_\_\_\_ Back Primed: yes  no

SEMI-EXPOSED: Cabinet Interiors \_\_\_\_\_ Drawer Boxes \_\_\_\_\_

**VENEER SURFACES:** Without backing  Paper-backed  Fleece-backed  Phenolic-backed   
Type of Adhesive: \_\_\_\_\_

**THE FOLLOWING MUST ACCOMPANY THIS FORM**

- Highlighted floor plan
- Related specifications
- Changes/revisions affecting materials, methods or scope
- Shop drawings
- Related addenda



## FINAL SITE INSPECTION REQUEST FORM

<b>Name of project:</b>	
<b>Date of substantial performance:</b>	
<b>Architectural woodworker:</b>	
<b>Contact person:</b> (include phone and cell phone)	
<b>Final millwork contract amount:</b>	\$
<b>Install included in contract:</b>	Yes <input type="checkbox"/> No <input type="checkbox"/>
<b>Finish included in contract:</b>	Yes <input type="checkbox"/> No <input type="checkbox"/>
<b>Wood doors included in contract:</b>	Yes <input type="checkbox"/> No <input type="checkbox"/>
<b>Other exclusions:</b>	
<b>Date ready to inspect:</b>	
<b>Occupied by owner:</b>	Yes <input type="checkbox"/> No <input type="checkbox"/>

We certify that the project (or phase to be inspected) is complete and ready for inspection, and that a responsible person from our firm has inspected the job and that:

1. All methods and materials conform to the reviewed shop drawings, shop drawing report and specified standards.....
2. All shelf spans, thickness and clearances conform to the specified standards.....
3. Cabinet door sizes conform to specified standards and all door/drawer fronts are properly aligned, flush and with uniform gaps not exceeding the allowable tolerances.....
4. All work conforms to "Good Workmanship" as defined in the specified AWMAC AWS.....

WOOD DOORS (if applicable)

1. Doors are provided as specified and bear manufacturers label and model number .....   
 OR we will provide copy of invoice or bill of lading to inspector as proof of compliance.....
2. Doors are properly hung with required finishes and clearances .....

We understand that if re-inspection is deemed necessary due to our non-compliance with the above requirements a re-inspection fee may be levied.....

We also understand that no guarantee will be issued by AWMAC until all deficiencies reported by the inspector have been satisfactorily addressed.....

The purpose of this procedure is to place the primary responsibility for ensuring that the project conforms to the specified standards on the manufacturer, so as to minimize the inspector's time spent on the job site and in preparing the report, resulting in less expense to your association. If applicable, please submit a list of non-conforming items requested and/or approved by the design professional.

**NOTE: INCLUDE TEMPERATURE AND HUMIDITY REPORT with this form.**

<b>Date:</b>	<b>Signed:</b>
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**Architectural Woodwork Standards Improvement Suggestion Form**

I believe that the following suggestion will improve the AWS.

Please look at Section # \_\_\_\_\_, Page # \_\_\_\_\_, Item # \_\_\_\_\_

Suggestion (fully describe the addition, deletion, and/or revision you feel will improve these standards)

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Please include any additional descriptive sheets, drawings, or product data that maybe needed to fully explain your suggestion. For further clarification or input, you may contact me at:

Company Name:

---

My Name:

---

Address: \_\_\_\_\_ City: \_\_\_\_\_ Province: \_\_\_\_\_ PC: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ Email: \_\_\_\_\_

Fax, mail, or e-mail your completed suggestion form to one of the following sponsor Associations:

**AWI**  
**Architectural Woodwork Institute**  
 46179 Westlake Drive, Suite 120  
 Potomac Falls, VA 20165  
 Fax: 571-323-3630  
[www.awinet.org](http://www.awinet.org)

**WI**  
**Woodwork Institute**  
 P. O. Box 980247  
 West Sacramento, CA 95798-0247  
 Fax: 916-372-9950  
[www.woodworkinstitute.com](http://www.woodworkinstitute.com)

**AWMAC**  
**Architectural Woodwork**  
**Manufacturers Association of Canada**  
 516 - 4 Street West  
 High River, Alberta, T1V 1B6, Canada  
 Fax: 403-652-7384  
[www.awmac.com](http://www.awmac.com) [info@awmac.com](mailto:info@awmac.com)



## Separate Contracts for Manufacturing and Installation

To: \_\_\_\_\_ Date: \_\_\_\_\_

Attention: \_\_\_\_\_

Foreword: The AWMAC Guarantee and Inspection Service program was intended to encompass the manufacturing and installation of architectural woodwork. Because the marketplace varies in contractual practices, non-contractually related companies may complete the supply and installation. The following information must be supplied to the owner to ensure the guarantee covers both manufactured and installed aspects of architectural millwork.

Project: \_\_\_\_\_ Location: \_\_\_\_\_

Architectural Woodwork Contract(s):

A. Supply & Install Company \_\_\_\_\_

B. Supply Only Company \_\_\_\_\_

C. Installation Company \_\_\_\_\_

(Note: if the 'Installation Company' is not contracted by the 'Supply Only Company'.')

**Item A:** Supply & Install Company: there will be one GIS program complete with guarantee or bond.

**Item B and C:** There will be two separate GIS inspection programs, complete with guarantees or bonds. The supply only contract will be subject to one set of GIS inspections and the installation contract will be subject to a second set of GIS inspections.

The normal contract break for supply and install contracts are FOB truck at worksite. Therefore the supply GIS parameters end at this point. The installation GIS would encompass site handling and installation.

Manufacturer: \_\_\_\_\_ Phone: \_\_\_\_\_

Contact: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_



## INSPECTION REPORT

DATE: January 1, 2005

INSPECTION #1  
(Shop Drawings)

Inspected by: J. Retroinspect

PROJECT NAME:

**ROYAL JUBILEE HOSPITAL**

LOCATION:

2000 – Century Street, Capital City, BC

ARCHITECT/DESIGNER:

ABC Architects

GENERAL CONTRACTOR:

XYZ Construction

ARCH. WOODWORK BY:

SOS Architectural Woodwork

INSPECTION REQUESTED BY:

Specifications

AWMAC GRADE:

Premium

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I have reviewed the architecturally reviewed shop drawings for the above project. The following were submitted for this review:

- AWMAC Materials and Methods Information Form – copy included.
- Architectural specifications sections 06200, 06240 and 06400.
- Shop drawings S01 to S10 inclusive and 1 to 15 inclusive.
- 3 highlighted floor plans.

I assume the hardware proposed has been approved by the design professional. Finish hardware items are covered by the warranty terms of the hardware manufacturers.

The underside of the cabinets 1200 mm or more above the floor are classified as exposed surfaces and should be finished accordingly. *(This clause is usually advisable for non-members as it is a common deficiency).*

1. From my review I understand the following, which, in my opinion, conform to the AWMAC *Architectural Woodwork Standards* specified:
  - 1.1. A dowel type of construction will be used for the case bodies.
  - 1.2. A dado type of construction will be used for the drawer boxes with the bottom housed into the sides, back and front.
  - 1.3. Veneer core plywood will be used for the counter tops.
  - 1.4. The counter tops, gables, doors, drawer fronts, tops and bottoms will be 19 mm thick. The drawer boxes will be 12 mm thick. The drawer bottoms and cabinet backs will be 6 mm thick.
  - 1.5. Exposed surfaces will be select white rotary cut birch on veneer core plywood core.
  - 1.6. Drawer boxes will be melamine on MDF with PVC edge bands.

- 1.7. Semi-exposed areas, including shelves, will be liner grade plastic laminated on MDF cores with plastic laminate edge bands.
- 1.8. Backing sheets will be applied to all counter tops.
  
- 2. In my expert opinion the following should be addressed in writing and clarified with the design professional before beginning fabrication:
  - 2.1. Veneer core plywood doors and drawer fronts are specified and indicated on the shop drawings. AWMAC Standards do not accept veneer core plywood for doors and drawer fronts. See AWMAC Standards part ----, page --, note -.
  - 2.2. Some 19-mm thick shelves on shop drawing #10 are shown with unsupported lengths of 1000 mm. AWMAC Standards require a 25-mm thickness for this length.
  - 2.3. I could find no indication of sealing the edge of plywood cut outs. See AWMAC Standards manual page ---, section ---.-.-.
  - 2.4. I could find no indication of filling inside corners and behind scribe strips at tops of cabinets. See AWMAC Standards manual; page --, section ---.-.-.
  - 2.5. Veneer edge bands are shown for doors and drawer fronts. 6-mm thick edge bands are specified.

It is extremely important that the general contractor provide a stable temperature and humidity environment prior to the delivery of the architectural woodwork and during installation. Readings should be taken on a regular basis and a record kept for reference. Please see the AWMAC Architectural Woodwork Standards, 2009 1<sup>st</sup> edition, Section 2, page 44-48.

Please notify the (*local AWMAC Chapter*) office when a sample unit is ready for inspection.

Yours Truly,  
 ARCHITECTURAL WOODWORK MANUFACTURERS  
 ASSOCIATION OF CANADA

J. Retroinspect  
 GIS Inspector

cc: ABC Architects (contact name)	Fax/email: (fax/email)
XYZ Construction (contact name)	(fax/email)
SOS Architectural Woodwork (contact name)	(fax/email)
AWMAC Chapter Office (contact name)	Phone: (phone number) (fax/email)

Please acknowledge receipt and acceptance of this report. (fax/email number)

ARCHITECT: \_\_\_\_\_

CONTRACTOR: \_\_\_\_\_

WOODWORKER: \_\_\_\_\_

Date: \_\_\_\_\_

Thank you.



## INSPECTION REPORT

DATE: February 1, 2005      INSPECTION #2      Inspected by: J. Retroinspect  
(Sample Unit)

PROJECT NAME:                      **ROYAL JUBILEE HOSPITAL**  
LOCATION:                              2000 – Century Street, Capital City, BC  
ARCHITECT/DESIGNER              ABC Architects  
GENERAL CONTRACTOR:            XYZ Construction  
ARCH. WOODWORK BY:              SOS Architectural Woodwork  
INSPECTION REQUESTED BY:      Specifications  
AWMAC GRADE:                      Premium

---

On February 1, 2005, accompanied by Sam Smith of SOS Architectural Woodwork, I inspected sample units for the above project at the SOS Architectural Woodwork shop.

The sample units consisted of an upper unit with 2 doors and a lower unit with counter top installed and with 2 doors and 2 drawers. The units were generally as described in Report #1.

I found the following which, in my expert opinion, should be addressed where necessary:

1. No backer sheet had been applied to the plastic laminate covered counter top.
2. The doors and drawer fronts had veneer core plywood cores. See item 2.1, AWMAC Report #1. These doors and drawer fronts are not be covered by the AWMAC Guarantee.
3. Birch edge bands were 6 mm thick as specified. See item E, Report #1.

Please comment in writing on forgoing items 1 and 2.

Please notify the (*local AWMAC Chapter*) office when ready for the next inspection.

Yours Truly,  
ARCHITECTURAL WOODWORK MANUFACTURERS  
ASSOCIATION OF CANADA

J. Retroinspect  
GIS Inspector

cc: ABC Architects (contact name) Fax/email: (fax/email)  
XYZ Construction (contact name) (fax/email)  
SOS Architectural Woodwork (contact name) (fax/email)  
AWMAC Chapter office (contact name) Phone: (phone number) (fax/email)

Please acknowledge receipt and acceptance of this report. (fax/email number)

ARCHITECT: \_\_\_\_\_

CONTRACTOR: \_\_\_\_\_

WOODWORKER: \_\_\_\_\_

Date: \_\_\_\_\_

Thank you.



## INSPECTION REPORT

DATE: May 31, 2005      INSPECTION #3      Inspected by: J. Retroinspect  
(Site Inspection)

PROJECT NAME:                      **ROYAL JUBILEE HOSPITAL**  
 LOCATION:                              2000 – Century Street, Capital City, BC  
 ARCHITECT/DESIGNER:              ABC Architects  
 GENERAL CONTRACTOR:              XYZ Construction  
 ARCH. WOODWORK BY:                SOS Architectural Woodwork  
 INSPECTION REQUESTED BY:        Specifications  
 AWMAC GRADE:                        Premium

On May 31, 2005, accompanied by Sam Smith of SOS Architectural Woodwork, I inspected the architectural woodwork installed on the above project. The premises were not yet occupied.

Environmental Conditions:

The following readings shown in the table below were taken with a Hygrometer HI 8064 meter, calibrated on March 01, 2005, and deemed to be 99% accurate.

Room #	Humidity	Temperature
	% humidity	<sup>o</sup> Celsius
111	18.8	19.6
120	21.1	19.8
201	17.8	23.9
220	15.8	23.7
301	14.6	23.1
305	15.8	24.4
310	15.2	23.9

The results of the readings shown in the above table indicate that the humidity in which the woodwork is installed does not comply with the AWMAC Standards, section 2.2.3.2.1, page 44. Early signs of shrinkage were observed in the wood doors and plastic laminate joints. I recommend that the environmental requirements be corrected immediately and monitored to ensure that the installation of the architectural woodwork meets the terms and conditions of the AWMAC Standards. Note: *humidity and temperature readings are required by AWMAC.*

In my expert opinion the work inspected generally conformed to the AWMAC Standards specified and as described in Reports #1 and #2. Plywood cut outs had been sealed. See item 2.3, Report #1.

The following items should be addressed:

1. In my opinion door and drawer adjustments were not completed for most of the project as follows:
  - 1.1. The margins between some doors and/or drawers and adjacent doors, drawers and/or aprons were not uniform and in some locations exceeded the AWMAC maximum of 3 mm.
  - 1.2. The tops and/or bottoms of some adjacent doors did not line up.
  - 1.3. The surfaces of some doors and/or drawers were not closing flush with the surfaces of adjacent doors, drawers and/or aprons.
2. In Room 111 – some 19 mm thick shelves had unsupported lengths of 1000 mm. AWMAC The AWS requires a thickness of 25 mm for this length. See Report #1, item 2.2.
3. The cavities at inside corners and behind scribe strips had been filled at the tops of cabinets except in Room 201. See Report #1, item 2.4.
4. Room 301 – in my opinion bottom edge of counter edge band required striking off.
5. Room 305 – joint in plastic laminate top was 400 mm from a sink. AWMAC Standards require a minimum of 600-mm. See AWMAC AWS; page --, section ---.--.
6. Room 310 – the veneer on some doors did not match in grain pattern and colour in some areas. See AWMAC AWS page --, Good Workmanship item ---.

Please notify the (*local AWMAC Chapter*) office in writing, when and how the forgoing deficiencies have been addressed. State the date that each item was addressed, what was done and sign the report. When satisfactory information has been received, the (*Chapter*) office will apply for the AWMAC Guarantee.

Yours Truly,  
ARCHITECTURAL WOODWORK MANUFACTURERS ASSOCIATION OF CANADA

J. Retroinspect  
GIS Inspector

cc: ABC Architects (contact name)	Fax/email:	(fax/email)
XYZ Construction (contact name)		(fax/email)
SOS Architectural Woodwork (contact name)		(fax/email)
AWMAC Chapter Office (contact name)	Phone: (phone number)	(fax/email)

Please acknowledge receipt and acceptance of this report. (fax/email number)

ARCHITECT: \_\_\_\_\_

CONTRACTOR: \_\_\_\_\_

WOODWORKER: \_\_\_\_\_

Date: \_\_\_\_\_

Thank you

**1. Problems with interpreting the Standards Manual**

This process must be timely and documented. There may have to be an interim solution. The AWMAC GIS Committee requires that when a problem arises with an interpretation of the manual, the following procedures will be followed:

- 1.1. No interpretation or opinion will be given by the inspector on site.
- 1.2. The inspector reports to the Chapter office/GIS representative.
- 1.3. The Chapter office/GIS representative informs the AWMAC GIS Director and AWMAC GIS Chair.
- 1.4. The AWMAC GIS Director or Chair plus two more from the AWMAC GIS Committee must make an opinion on that situation only. This becomes the interim resolution.

**2. Interim resolutions**

- 2.1. The interim resolution is emailed to the AWMAC GIS Committee and all affected parties.
- 2.2. The interim Committee writes a policy paper/page 10 which is emailed to the AWMAC GIS and Manual Committee.
- 2.3. It then becomes an agenda item at the next AWMAC GIS Committee meeting.
- 2.4. If the GIS Committee and the Manual Committee concur, then this becomes final. It then becomes public information.
- 2.5. If the two Committees do not concur in their findings the arguments will be put forward to the AWMAC Directors for a final resolution.

# Appendices

## Stages of GIS Project with AWMAC & Chapter Responsibilities

## Appendix 1

### 1. Prior to award of project:

- Promotion of GIS program locally - Chapter with AWMAC assistance
- Tracking of specified GIS projects - Chapter

### 2. After award of project:

Ensure woodwork manufacturer submits:

- *Request for Inspection and Method & Materials* forms - Chapter
- Start project file with all pertinent data - Chapter & AWMAC #1
- Assign inspector - Chapter or AWMAC #1
- Schedule Shop Drawing review - Chapter or AWMAC #1
- Process inspector's Shop Drawing report #2 - Chapter or AWMAC #1
- Schedule Sample Unit review(if specified) - Chapter or AWMAC #1
- Process inspectors Sample Unit report #2 - Chapter or AWMAC #1
- Schedule Site Inspection(s) - Chapter or AWMAC #1
- Process inspectors Site Inspection report(s) #2 - Chapter or AWMAC #1
- Complete application for Certificate of Guarantee c/w final inspection report - Chapter or AWMAC #1
- Forward 4 Certificates of Guarantee c/w final inspection report to AWMAC President for signing - AWMAC
- Forward 4 Certificates of Guarantee c/w final inspection report to Chapter President for signing - Chapter or AWMAC #1
- Forward 4 Certificates of Guarantee to woodwork manufacturer for signing -

### Chapter or AWMAC #1

- File Certificates of Guarantee one with Chapter and one with AWMAC - Chapter & AWMAC

Treasurer Tasks:

Accounts payable

- Inspectors - Chapter or AWMAC #1
- Chapter Trust - Chapter or AWMAC #1
- AWMAC Trust - Chapter or AWMAC #1
- Chapter Overhead (Admin) - Chapter or AWMAC #1
- AWMAC Overhead (Admin) - Chapter or AWMAC #1

Accounts receivable

- invoicing - Chapter or AWMAC #1
- processing payments - Chapter or AWMAC #1
- problem collections - Chapter

### NOTES:

#1 Chapter may choose to have AWMAC GIS administer these tasks (fee structure to be determined from historical data)

#2 Processing reports involves checking grammar, checking for clarity, forwarding to woodwork manufacturer, design professional & GC.

## **Appendices**

### **Expert Opinions and Inspection Policy**

### **Appendix 2**

If an inspection or expert opinion is requested:

1. Determine if the project specifies the AWMAC *Architectural Woodwork Standards* and which edition and quality level is specified.
2. Determine if the inspection is for assessment of AWMAC Standards or design specifications.
3. The inspection should be carried out by an AWMAC inspector if:
  - 3.1. The project is a AWMAC GIS project
  - 3.2. The specifications call for AWMAC Standards (but not the GIS)
4. The inspection may be carried out by a manufacturer member appointed by the local Chapter if the project did not ask for AWMAC Standards in the specifications
5. The inspection should be carried out on a time and expense basis
  - 5.1. The Chapter should quote hourly rates for the inspection, travel & report time
  - 5.2. Travel expenses should be cost plus an administrative fee
6. If an inspector is not available for any reason then:
  - 6.1. A manufacturer member(s) can conduct the inspection with a review of the report by AWMAC.
  - 6.2. The manufacturer member will avoid conflict of interest.
7. The local Chapter will invoice for the inspection.
8. Results of the inspection should be confidential.

# Appendices

## AWS Manual/GIS Policy & Procedures ICQ (Sample)

## Appendix 3

### Instructions:

1. Read all instructions before beginning review.
2. Print your name and your firm's name here:
3. Select the one best answer from the three options under each question.
4. In the Section Column write the section citation (see example at right)

A	B	C	S	P	I
	X		4	42	1.2

5. There may be more than one citation for some answers. Any correct citation will be counted.
6. A few answers do not have section numbers, introduction, appendix, etc.

#	Questions	A	B	C	Sec	Page	Item
1	<b>What is the criteria for the acceptance and application of the AWI/AWMAC AWS standards?</b> A. Optional for woodworker B. Mandatory for the woodworker C. Completely voluntary						
2	<b>What is the maximum practical length of Select White Ash lumber?</b> A 11'-0"                      B. 9'-10"                      C. 8'-10"						
3	<b>Is heartwood allowed in White Maple veneer faces?</b> A. Yes.                      B. Slight.                      C No.						
4	<b>What is the exposed face veneer standard for Custom Grade wood cabinets?</b> A. AA Face Veneer      B. A Face Veneer      C. Grade II Face Veneer						
5	<b>What component match can be expected between solid wood and veneer elements of Custom Grade countertops?</b> A. Colour and Grain match.      B. Compatible for colour. C. Pleasing blend						
6	<b>What is the maximum allowable closet and utility shelf deflection set by AWI/AWMAC?</b> A. 1/8 inch.      B. 1/4 inch.      C. No maximum set by AWI/AWMAC.						
7	<b>Indoor relative humidity required to maintain optimum moisture content of wood in most of the United States is...</b> A. 8-13%                      B. 25-55%                      C. 50-70%						
8	<b>Telegraphing of face veneers of a door is not acceptable in excess of:</b> A. 0.010" in any 3" span B. 0.10" in any 3" span C. 0.0010" in any 3" span						
9	<b>Frames must be sent machined ready for assembly in:</b> A. Premium                      B. Custom                      C. Custom & Economy						
10	<b>Which of the following core is allowed for cabinet doors and drawer fronts?</b> A. Particle board, veneer core plywood and MDF B. Veneer core plywood-wet areas & particleboard or MDF-dry areas C. Particle board and MDF						

## Appendices

### AWMAC GIS Inspector Certification Procedure (Condensed Version)

### Appendix 4

The certification of a GIS inspector is a 4 step process:

1. Establish candidate suitability. The candidate must meet the majority of the criteria as set out in Section 600, item 6.1 of the *AWMAC GIS Policy and Procedures Manual*.
2. The candidate must complete the *Inspection Certification Questionnaire* within one week of its issuance to the candidate. The pass rate is set at 95% or better. If the candidate passes, he/she becomes an Interim inspector. If the mark is 90% to 94% then the candidate must do a “*Rewrite*” based on the problem areas of the first *ICQ* document. The *Rewrite* must raise the candidates overall score to 95% or better. If the candidate scores less than 90% on the initial *ICQ* or less than 95% on the *ICQ* plus the *Rewrite* the candidate fails and must reapply to write another *ICQ* not within 14 days. At this stage the candidate is not considered an Interim inspector and cannot inspect projects independently.
3. The candidate must complete the inspection of 4 GIS projects - each including shop drawing, mock up and site inspections. These inspections are done with a certified inspector who will train the candidate in predetermined stages.  
**1st inspection** is a learning tool. Candidate will observe inspection process by shadowing certified inspector.  
**2nd inspection** is collaboration between the candidate and the certified inspector. Candidate should make inspection notes to be reviewed by the inspector.  
**3rd inspection** is collaborative and the candidate must produce a report independent of the certified inspector’s report. This report will be assessed by the certified inspector.  
**4th inspection** is again collaborative and the independent report will be assessed by another certified inspector as well as the original trainer.
4. The trained inspector candidate must meet the criteria as set out in section 600 6.4.2.2 of the *AWMAC GIS Policy and Procedures Manual*.

Note: Print out Sections 600 and 700 and include with condensed version when using as a training document.

Refer to the *AWMAC GIS Policy and Procedures Manual* Section 600 *AWMAC Inspector* and Section 700 *Inspection Procedures* for further information and guidelines.