



**ARCHITECTURAL WOODWORK  
MANUFACTURERS ASSOCIATION  
OF CANADA**

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

June 3, 2006  
For internal use by AWMAC members and Inspectors

# Contents

Title	Section
Introduction	000
Owner and the Owner's Agent	100
AWMAC	200
AWMAC GIS Committee	300
AWMAC Chapter	400
Architectural Woodwork Manufacturer	500
AWMAC Inspector	600
Inspection Procedures	700
Guarantee Procedures	800
Financial Procedures	900
Dispute Resolutions	1000
GIS Forms & Reports	1100
Manual Interpretations & Interim Resolutions	1200
Appendix	

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 2002-2006: Robert Antonel, Frank Beck, Kia Brown, Carlo De Francesco, Mike Garlinski, Steve Glegg, Dave Hildebrand, Rene Hudon, Janice Kaiman, Garry Kozakowski, John Magnusson, Drew Parks, Floyd Ransom, Moira Rowan, Darrell Stokes, Brian Sturdy, Jim Taylor, Pat van der Wolf, Frank VanDonzel and Lawny Woldanski.*

*And those that came before us: Denis Meade, Gary Nikolai, Jack Russell, Werner Schmidt, Knute Soros & 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 authorities 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 Quality Standards*, 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 authority in achieving "good architectural woodwork".
2. To offer an assurance to the owner, client, design authority and woodwork contractor 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 Quality Standards Illustrated (QSI)* by way of observations made while monitoring and inspecting on-going GIS projects.

## **The Guarantee Certificate**

AWMAC shall issue Guarantee Certificates to AWMAC members in good standing, certifying the architectural woodwork has been manufactured and/or installed in accordance with the Standards incorporated in the *AWMAC Quality Standards Illustrated* 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 substantial performance. 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 contractor, which appear during the two (2) year period following the date of substantial completion of the project.

## **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 authority (architect, interior designer, specification writer), general contractor, project manager, etc.
- 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 comes into effect as soon as the tender documents specify the requirements for the Guarantee Inspection and Service. The inspection is an integral part of the GIS process; therefore, the Guarantee will be issued if the process is followed fully. (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 authority, exposed to view in a finished building, including casework, frames, trims, mouldings, paneling, wood doors, factory finishing and installation.
- 2.2. AWMAC has developed the *Architectural Woodwork Quality Standards Illustrated (QSI)* manual to provide 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 these national standards for designing, detailing and specifying of architectural woodwork.
- 2.3. The QSI 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 QSI quality standards.

**5. Architectural Woodwork Manufacturer**

- 5.1. The guarantee will not be issued if the architectural woodwork manufacturer does not complete the project for whatever 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 members and non-members.

7.2. Although the Inspector's sole term of reference is the AWMAC QSI manual, the Inspector may note variances to the architectural woodwork contract specifications (if any).

7.3. Inspections and reports

7.3.1. Pretender review of architectural plans and specifications (if requested).

7.3.2. Shop drawing review.

7.3.3. Sample unit inspection (if specified).

7.3.4. Final inspection:

7.3.4.1. At shop if installation is excluded.

7.3.4.2. At site if installation is included, complete with records of humidity and temperature conditions.

7.3.5. Further inspection(s) if there are non-compliance issues.

7.4. 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 QSI manual. (The Guarantee will not be processed until noncompliant items are addressed).

**8. Guarantee**

8.1. AWMAC, through its Chapters, will issue for their 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 contractor.*

8.2.2. Second guarantor: *Regional AWMAC Chapter.*

8.2.2.1. If the architectural woodwork is manufactured by a 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 QSI 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 members not in good standing. 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. The GIS cost, an integral part of the AWMAC mandate to promote quality architectural woodwork, is financed by the Chapters, who collect their membership dues and inspection fees. These fees and/or dues may vary from region to region.

9.2. The inspection costs, which are generally based on a percentage of the architectural woodwork subcontract, are borne by the owner, who is the client of AWMAC and the local Chapter. The owner forwards the money in trust to the architectural woodworker. If the GIS is specified on a project the cost becomes part of the tender.

9.3. 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. National forms are used.

**12. Manual Interpretations & Interim Resolutions**

12.1. When called upon, the AWMAC GIS Committee will interpret the QSI and make interim resolutions.



## Six Steps to Better Architectural Woodwork

Most, if not all specifications across Canada make reference in section 06400 to the *AWMAC Quality 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 authority 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 QSI 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 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 AWMAC QSI 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:

Custom Grade - includes all the requisites of quality woodwork.

Premium Grade - for superior quality requirements of material, methods and workmanship. There will be an additional cost associated with premium grade.

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 CONTRACTOR QUALIFICATIONS**

Before you approve the proposed architectural woodwork contractor, make sure the company is a 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 specified AWMAC Quality Standards and shall be subject to an inspection at the plant and/or site by an appointed Inspector, approved by the local AWMAC Chapter. 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 AWMAC Quality Standards, as specified, shall be replaced, reworked and/or refinished by the architectural woodworker, at no additional cost to the owner, and to the satisfaction of AWMAC.

The architectural woodworker shall furnish the owner with a two (2) year maintenance bond, to the full value of the architectural woodwork sub-contract, certifying that the architectural woodwork has been manufactured and/or installed in accordance with the standards incorporated in the AWMAC Quality Standards Manual, (edition in effect at time of tender). If the woodwork contractor is an AWMAC member in good standing, a two (2) year AWMAC Guarantee Certificate will be issued instead of the maintenance bond. The maintenance bond/Guarantee shall cover replacing, reworking and/or refinishing to make good defects in architectural woodwork due to faulty workmanship or defective materials supplied by the architectural woodworker, which appear during a two (2) year period following the date of substantial completion of the architectural woodwork contract.



Architectural Woodwork Manufacturers Association of Canada 001

# CERTIFICATE OF GUARANTEE

PROJECT: \_\_\_\_\_

OWNER: \_\_\_\_\_

ARCHITECT/DESIGNER: \_\_\_\_\_

ARCHITECTURAL WOODWORK CONTRACTOR: \_\_\_\_\_

DATE OF SUBSTANTIAL PERFORMANCE: \_\_\_\_\_

The Architectural Woodwork Manufacturers Association of Canada (AWMAC) hereby certifies that the architectural woodwork supplied by the above noted architectural woodwork contractor (the contractor), a member in good standing, has been manufactured and/or installed to premium or custom grade standards as specified in the AWMAC Quality Standards Manual (edition in effect at time of tender).

Pursuant to the terms and limitations appearing on the reverse side of this document, the contractor (Primary Guarantor), AWMAC Chapter (Second Guarantor) and AWMAC (Third Guarantor) guarantee the architectural woodwork in this project for a period of two years commencing on the date of substantial performance.

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

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

Authorized by: \_\_\_\_\_

Architectural Woodwork Contractor

AWMAC Chapter

AWMAC President

*The above is the text of the guarantee certificate but is not an actual guarantee certificate.*