



Spray Foam Installation Incident Response and Resolution Guideline

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1. Purpose

This document outlines Caliber's incident response and resolution process and identifies the roles and responsibilities of each party under the spray foam site quality assurance program (SQAP).

2. Who is Caliber?

Caliber Quality Solutions Inc. (Caliber) is the organization responsible for administering the third-party Site Quality Assurance Program (SQAP) for many leading chemical suppliers in Canada. The objective of the SQAP is to provide a quality framework that results in installation compliance with the relevant CAN-ULC standards, the manufacturer's application guidelines, and evaluation reports issued by third parties. The SQAP does not warrant the quality of the installation process. Its role is to determine whether installations comply with such standards only. Where installation is identified and/or reported to be non-compliant with such standards, the SQAP may investigate the non-compliance.

3. Roles & Responsibilities

Quality Assurance Program Administrator (Caliber)

1. Act fairly and impartially as an independent arbiter.
2. Provide oversight to any sampling of the material to determine compliance or lack thereof to the program requirements.
3. Advise the chemical supplier and installation contractor of corrective actions required to comply with the program requirements. This information will be outlined in a case letter.

Spray Foam Contractor

1. Ensure the installation of the product complies with the manufacturer's application guidelines and applicable codes and standards. This excludes responsibility for the design of the assembly and/or integration with other building systems.
2. Cooperate with the quality assurance program for review and sampling of the installed material and completing temporary repairs to interior finishes if applicable.
3. Provide the quality assurance program with copies of Daily Work Records and the construction contract (or similar documentation).
4. If required, remove non-compliant / deficient installed material and replace it. This excludes the removal and replacement of interior finishes to access the installed material.

Spray Foam Manufacturer

1. Supply the spray foam contractor with a chemical that complies with the applicable material standards.
2. Provide all documentation requested by the quality assurance program.
3. Cooperate with the quality assurance program in the incident response and resolution process.

Homeowner / End User

1. Provide all information requested by the quality assurance program.
2. Responsible for obtaining appropriate building permits as required by the authority having jurisdiction.
3. Provide access to the project location to permit sampling of the installed material.

4. Complaint Resolution Process

STEP 1	Intake Form	The client must complete an intake form to start our incident response and resolution process. The purpose of this form is to gather relevant information and documentation such as contracts, daily work records (DWR), work orders, etc.	
STEP 2	Identify Chemical Supplier	Spray foam is manufactured on-site using two (2) chemicals supplied by a chemical company. Since formulations are proprietary to each supplier, the installed characteristics and/or issues with the spray foam will depend on the specific chemical used. Identification of the chemical supplier is completed using a combination of visual observations, records review and/or testing of collected samples.	
STEP 3	Open Case File	Each chemical supplier in Canada is required to appoint a third-party quality assurance program provider. Caliber is the provider for many leading chemical suppliers. However, there are several organizations recognized. After identification, Caliber will either open a case file or transfer the information to the correct third-party provider.	
STEP 4	Deficiencies & Corrective Actions	The type and extent of deficiencies are confirmed via document review or site visit. A summary of the findings is provided to the spray foam contractor to complete corrective actions.	
STEP 5	Close Out	A close-out notification is provided to the person who initiated the case once either the installation is deemed to comply with the program requirements, the scope of the resolution goes beyond the mandate of the quality assurance program or a satisfactory resolution cannot be obtained. In such cases, the parties may seek resolution through other dispute resolution processes, including hiring a forensic investigator or commencing an action in court.	

5. Scope and Limitations

Caliber is not responsible for, and shall not be involved in, in any capacity, any complaints relating to the following:

- Defects in materials or installation occurring two (2) years after the installation date.
- Defects in materials or installation that have prompted construction-related legal or insurance claims.
- Defects in materials or installation by contractors and/or installers not registered or licensed by Caliber at the time of installation.
- Installations without a building permit or similar authorization issued by a licensed building professional to confirm compliance of the design to the applicable construction codes.

Caliber may decline to investigate or otherwise participate in the resolution of a complaint if, in its sole discretion, it reasonably determines that the incident/complaint is beyond the scope of the SQAP or where Caliber expects that alternate dispute resolutions are more appropriate to resolve the incident/complaint.

Caliber's incident response and resolution process is not a formal investigation. Caliber staff are not adjudicators and cannot definitively determine facts. Caliber's role is limited to providing advice on corrective actions, if determined to be required, to conform with the Standards.

6. Frequently Asked Questions (FAQ)

1. What if the contractor is unwilling to complete the work or participate in the resolution process?

Answer: The SQAP requires their participation. Failure to comply may result in suspension from the program and the inability to purchase the product from authorized suppliers until corrected.

2. When the work is completed to repair the insulation, who signs off on the completed work to confirm the issues were addressed?

Answer: Depending on the extent of non-compliant material installed, the SQAP may conduct an installed product audit near completion of the work to assure compliance with the installation standards. This is not the same as a "sign off" by an engineer or warranty program. If this level of assurance is desired, then you will be required to retain the services of a qualified individual/firm.

3. If the SQAP conducts an installed product audit will I be able to get a copy of the report?

Answer: A copy of the site visit report with technical findings is not typically provided to the end-user. However, you will be provided with a case letter from the SQAP that outlines a summary of the corrective actions required.