

Five Levels of Service

Level 1 (standard as part of the NABA Quality Assurance Program)

- Visual observations, adhesion (ASTM D4541), density and thickness (if applicable) testing
- Picture documentation
- Standard NABA audit report

Level 2

- Hygrothermal analysis
- Pre-tender detail and design review which could assist in achieving LEED points

Level 3

• Start-up meeting attendance, mock-up review and standard of acceptance

Level 4

- Weekly building envelope inspection
- Air leakage testing of windows/doors/curtain walls
- Whole building air leakage testing (ASTM E779, ASTM E1187, USACE Air Leakage Test Protocol for Building Envelopes, CAN/CGSB 149.15, ISO 9972)
- IR camera and smoke testing (ASTM E1186)

Level 5

- Warranty
 - o \$150,000 warranty 10 years
 - o \$75,000 warranty 5 years
 - o \$25,000 warranty 2 years

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