



NSAI

NSAI Agrément

Document Title	NSAI Agrément Circular	Reference	F-IAB-026
		Page	Page 1 of 11
		Revision	0

NSAI Agrément Circular

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Contents

1.0 ETICS Surveillance Audit process

- 1.1 Description of process
- 1.2 Blank ETICS surveillance audit report

2.0 Use of ETICS with Timber/Steel Frame Dwellings

Form Title	NSAI Agrément Circular	Reference Page Revision	F-IAB-026 Page 2 of 11 0
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1.0 Surveillance Audit process

NSAI Agrément will commence surveillance audits of registered ETICS installers, in accordance with 5.2 d) of the NSAI Agrément ETICS Scheme document, from October 1st 2011.

1.1 Description of process

Surveillance audits will be carried out on registered ETICS installers at least once per year after the installer has been approved and registered. NSAI Agrément may also choose to conduct additional surveillance audits at their own discretion. The following is a summary of the procedure:

- 1) NSAI Agrément contact the registered ETICS installer, arrange an audit date with them and request the register of installations (Appendix A of NSAI Agrément ETICS Scheme document) from that installer.
- 2) NSAI Agrément send this register to SEAI and the relevant certificate holder(s) and seek confirmation that the register is accurate and contains all jobs conducted. If discrepancies arise at this stage, NSAI Agrément will contact the installer and discuss the issues with them, and may suspend the installer from the ETICS scheme at this stage without visiting the installer depending on the nature of these discrepancies.
- 3) If all details on register are correct, NSAI Agrément contact a number of homeowners on the register and request permission to visit their properties on the audit date. NSAI Agrément also request that the selected homeowners have their documents (homeowner's manual, warranty document etc) available for review by the auditor.
- 4) The auditor visits the installer's office/base of operations on the scheduled audit date and conducts the audit against the requirements of the NSAI Agrément ETICS Scheme using the Surveillance Audit Report form. The audit will review the installer's general records with a detailed focus on approximately 3 jobs, to be selected during the audit. The certificate holder is not normally present at these audits.
- 5) If the audit result is satisfactory, the auditor will recommend that the installer is maintained on the NSAI ETICS register of installers.
- 6) If the audit result is not satisfactory, the following action shall be taken:
 - i) The installer will be maintained on the NSAI ETICS register provisionally for 3 further jobs only. The installer and the relevant certificate holder will work closely for these 3 jobs to address and resolve the non-compliances raised on the surveillance audit.
 - ii) NSAI Agrément will re-audit those 3 jobs once completed with the certificate holder in attendance.
 - iii) If the re-audit is successful, the auditor will recommend that the installer is maintained on the NSAI ETICS register of installers.
 - iv) If the re-audit is unsuccessful, the installer will be suspended from the NSAI Agrément ETICS scheme. The installer must then be re-trained by the relevant certificate holder and apply for a re-registration audit.
- 7) The installer may appeal the decision to withhold/withdraw approval in accordance with the NSAI Agrément appeals procedure.

Form Title	NSAI Agrément Circular	Reference Page Revision	F-IAB-026 Page 3 of 11 0
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- 8) The cost of a surveillance audit will be €1850, and the cost of a re-registration audit will be €750. Please note that these charges are subject to VAT at 21%.

1.2 Blank surveillance audit report

APPROVED INSTALLER SCHEME FOR EXTERNAL WALL INSULATION SURVEILLANCE AUDIT REPORT

Reg Number: _____

Company Name: _____

Address : _____

Contact : _____

Phone/Mobile: _____

Email: _____

Cert Name & No: _____

Off-Site Storage
Address: _____

No. of Completed
Jobs / Supervisors: _____

Date(s) of Inspection
(Office/Site): _____

Auditor: _____

Cert Holder
(if present): _____

This report is confidential to NSAI Agrément, the above-mentioned client and the relevant NSAI Agrément certificate holder.

OFFICE/STORES INSPECTION

MAJOR NON-COMPLIANCES (1 or more = Fail)	YES	NO	Ref
PEOPLE			
Team structure correctly recorded	<input type="checkbox"/>	<input type="checkbox"/>	
Names of ETICS Supervisors & Operatives:			
• Sup / Op			
• Sup / Op			
• Sup / Op			
• Sup / Op			
• Sup / Op			
• Sup / Op			
• Sup / Op			
• Sup / Op			
Training certificate(s) for ETICS Supervisor(s)/Operative(s)	<input type="checkbox"/>	<input type="checkbox"/>	
ID card for ETICS contact	<input type="checkbox"/>	<input type="checkbox"/>	
HEALTH & SAFETY			
Reportable incidents	<input type="checkbox"/>	<input type="checkbox"/>	
Signed company safety statement and evidence of annual review	<input type="checkbox"/>	<input type="checkbox"/>	
Safe Pass for ETICS contact (copies for other team members)	<input type="checkbox"/>	<input type="checkbox"/>	
STORES (where applicable)			
Adequate storage/shelf life of materials in off site location (if applicable)	<input type="checkbox"/>	<input type="checkbox"/>	
RECORDS (general)			
Register of installations (current/completed projects)	<input type="checkbox"/>	<input type="checkbox"/>	
Identifiable records for individual jobs (hard copy and/or soft copy with backup)	<input type="checkbox"/>	<input type="checkbox"/>	
Customer complaint records (where applicable)	<input type="checkbox"/>	<input type="checkbox"/>	
Copy of NSAI Agrément certificate	<input type="checkbox"/>	<input type="checkbox"/>	
Copy of NSAI Agrément ETICS scheme	<input type="checkbox"/>	<input type="checkbox"/>	
Certificate holder's manuals/data sheets	<input type="checkbox"/>	<input type="checkbox"/>	
Compliant usage of the NSAI Agrément logo			
• Signage & vans	<input type="checkbox"/>	<input type="checkbox"/>	
• Stationery	<input type="checkbox"/>	<input type="checkbox"/>	
• Website	<input type="checkbox"/>	<input type="checkbox"/>	

RECORDS (FILE 1)

Site address:			
MAJOR NON-COMPLIANCES (1 or more = Fail)	YES	NO	Ref
Site survey sheet completed correctly	<input type="checkbox"/>	<input type="checkbox"/>	
Technical support by certificate holder			
• Project specific design (incl. material build-ups for walls, plinth, fire breaks)	<input type="checkbox"/>	<input type="checkbox"/>	
• Specific technical details	<input type="checkbox"/>	<input type="checkbox"/>	
Quotations and invoices to client	<input type="checkbox"/>	<input type="checkbox"/>	
Adequate response to complaints (if applicable)	<input type="checkbox"/>	<input type="checkbox"/>	
Scaffold erection sign-off	<input type="checkbox"/>	<input type="checkbox"/>	
Product traceability records			
• Delivery dockets/invoices	<input type="checkbox"/>	<input type="checkbox"/>	
• Batch numbers	<input type="checkbox"/>	<input type="checkbox"/>	
• Labels	<input type="checkbox"/>	<input type="checkbox"/>	
Materials as per certificate (record as appropriate):			
• Adhesive	<input type="checkbox"/>	<input type="checkbox"/>	
• Insulation (walls, plinth, fire breaks, reveals)	<input type="checkbox"/>	<input type="checkbox"/>	
• Base coat (walls, plinth, fire breaks)	<input type="checkbox"/>	<input type="checkbox"/>	
• Tracks, beads, mesh, sealants, fixings (standard and fire)	<input type="checkbox"/>	<input type="checkbox"/>	
• Window sills	<input type="checkbox"/>	<input type="checkbox"/>	
• Finish coat	<input type="checkbox"/>	<input type="checkbox"/>	
Regular site inspections conducted and recorded on inspection/check sheet	<input type="checkbox"/>	<input type="checkbox"/>	
Records of certificate holder site visits recorded on inspection/check sheet	<input type="checkbox"/>	<input type="checkbox"/>	
Evidence of use of materials in weather conditions suitable for their use	<input type="checkbox"/>	<input type="checkbox"/>	
Evidence of ETICS Supervisor supervising the job	<input type="checkbox"/>	<input type="checkbox"/>	
Photographic record:			
• Preparation	<input type="checkbox"/>	<input type="checkbox"/>	
• Boarding	<input type="checkbox"/>	<input type="checkbox"/>	
• Base coat & mesh	<input type="checkbox"/>	<input type="checkbox"/>	
• Finish coat	<input type="checkbox"/>	<input type="checkbox"/>	
• Completion	<input type="checkbox"/>	<input type="checkbox"/>	
Photographs demonstrate compliance with project specific design/site survey sheet:			
• Plinth	<input type="checkbox"/>	<input type="checkbox"/>	
• Walls	<input type="checkbox"/>	<input type="checkbox"/>	
• Window sill	<input type="checkbox"/>	<input type="checkbox"/>	
• Reveals	<input type="checkbox"/>	<input type="checkbox"/>	
• Flashings	<input type="checkbox"/>	<input type="checkbox"/>	
• Abutments	<input type="checkbox"/>	<input type="checkbox"/>	
• Beads and sealants	<input type="checkbox"/>	<input type="checkbox"/>	
• Impact resistance – mesh layer(s)	<input type="checkbox"/>	<input type="checkbox"/>	
• Fire resistance – boundaries, fire barriers, chimneys, flues	<input type="checkbox"/>	<input type="checkbox"/>	
• Ventilation - roof/walls/floor/heat producing appliances	<input type="checkbox"/>	<input type="checkbox"/>	
• Electricity/gas meter boxes/cables	<input type="checkbox"/>	<input type="checkbox"/>	
• Surface fixtures	<input type="checkbox"/>	<input type="checkbox"/>	
• Drains, wastes, gulleys and gutters	<input type="checkbox"/>	<input type="checkbox"/>	

RECORDS (FILE 2)

Site address:			
MAJOR NON-COMPLIANCES (1 or more = Fail)	YES	NO	Ref
Site survey sheet completed correctly	<input type="checkbox"/>	<input type="checkbox"/>	
Technical support by certificate holder			
• Project specific design (incl. material build-ups for walls, plinth, fire breaks)	<input type="checkbox"/>	<input type="checkbox"/>	
• Specific technical details	<input type="checkbox"/>	<input type="checkbox"/>	
Quotations and invoices to client	<input type="checkbox"/>	<input type="checkbox"/>	
Adequate response to complaints (if applicable)	<input type="checkbox"/>	<input type="checkbox"/>	
Scaffold erection sign-off	<input type="checkbox"/>	<input type="checkbox"/>	
Product traceability records			
• Delivery dockets/invoices	<input type="checkbox"/>	<input type="checkbox"/>	
• Batch numbers	<input type="checkbox"/>	<input type="checkbox"/>	
• Labels	<input type="checkbox"/>	<input type="checkbox"/>	
Materials as per certificate (record as appropriate):			
• Adhesive	<input type="checkbox"/>	<input type="checkbox"/>	
• Insulation (walls, plinth, fire breaks, reveals)	<input type="checkbox"/>	<input type="checkbox"/>	
• Base coat (walls, plinth, fire breaks)	<input type="checkbox"/>	<input type="checkbox"/>	
• Tracks, beads, mesh, sealants, fixings (standard and fire)	<input type="checkbox"/>	<input type="checkbox"/>	
• Window sills	<input type="checkbox"/>	<input type="checkbox"/>	
• Finish coat	<input type="checkbox"/>	<input type="checkbox"/>	
Regular site inspections conducted and recorded on inspection/check sheet	<input type="checkbox"/>	<input type="checkbox"/>	
Records of certificate holder site visits recorded on inspection/check sheet	<input type="checkbox"/>	<input type="checkbox"/>	
Evidence of use of materials in weather conditions suitable for their use	<input type="checkbox"/>	<input type="checkbox"/>	
Evidence of ETICS Supervisor supervising the job	<input type="checkbox"/>	<input type="checkbox"/>	
Photographic record:			
• Preparation	<input type="checkbox"/>	<input type="checkbox"/>	
• Boarding	<input type="checkbox"/>	<input type="checkbox"/>	
• Base coat & mesh	<input type="checkbox"/>	<input type="checkbox"/>	
• Finish coat	<input type="checkbox"/>	<input type="checkbox"/>	
• Completion	<input type="checkbox"/>	<input type="checkbox"/>	
Photographs demonstrate compliance with project specific design/site survey sheet:			
• Plinth	<input type="checkbox"/>	<input type="checkbox"/>	
• Walls	<input type="checkbox"/>	<input type="checkbox"/>	
• Window sill	<input type="checkbox"/>	<input type="checkbox"/>	
• Reveals	<input type="checkbox"/>	<input type="checkbox"/>	
• Flashings	<input type="checkbox"/>	<input type="checkbox"/>	
• Abutments	<input type="checkbox"/>	<input type="checkbox"/>	
• Beads and sealants	<input type="checkbox"/>	<input type="checkbox"/>	
• Impact resistance – mesh layer(s)	<input type="checkbox"/>	<input type="checkbox"/>	
• Fire resistance – boundaries, fire barriers, chimneys, flues	<input type="checkbox"/>	<input type="checkbox"/>	
• Ventilation - roof/walls/floor/heat producing appliances	<input type="checkbox"/>	<input type="checkbox"/>	
• Electricity/gas meter boxes/cables	<input type="checkbox"/>	<input type="checkbox"/>	
• Surface fixtures	<input type="checkbox"/>	<input type="checkbox"/>	
• Drains, wastes, gulleys and gutters	<input type="checkbox"/>	<input type="checkbox"/>	

RECORDS (FILE 3)

Site address:			
MAJOR NON-COMPLIANCES (1 or more = Fail)	YES	NO	Ref
Site survey sheet completed correctly	<input type="checkbox"/>	<input type="checkbox"/>	
Technical support by certificate holder			
• Project specific design (incl. material build-ups for walls, plinth, fire breaks)	<input type="checkbox"/>	<input type="checkbox"/>	
• Specific technical details	<input type="checkbox"/>	<input type="checkbox"/>	
Quotations and invoices to client	<input type="checkbox"/>	<input type="checkbox"/>	
Adequate response to complaints (if applicable)	<input type="checkbox"/>	<input type="checkbox"/>	
Scaffold erection sign-off	<input type="checkbox"/>	<input type="checkbox"/>	
Product traceability records			
• Delivery dockets/invoices	<input type="checkbox"/>	<input type="checkbox"/>	
• Batch numbers	<input type="checkbox"/>	<input type="checkbox"/>	
• Labels	<input type="checkbox"/>	<input type="checkbox"/>	
Materials as per certificate (record as appropriate):			
• Adhesive	<input type="checkbox"/>	<input type="checkbox"/>	
• Insulation (walls, plinth, fire breaks, reveals)	<input type="checkbox"/>	<input type="checkbox"/>	
• Base coat (walls, plinth, fire breaks)	<input type="checkbox"/>	<input type="checkbox"/>	
• Tracks, beads, mesh, sealants, fixings (standard and fire)	<input type="checkbox"/>	<input type="checkbox"/>	
• Window sills	<input type="checkbox"/>	<input type="checkbox"/>	
• Finish coat	<input type="checkbox"/>	<input type="checkbox"/>	
Regular site inspections conducted and recorded on inspection/check sheet	<input type="checkbox"/>	<input type="checkbox"/>	
Records of certificate holder site visits recorded on inspection/check sheet	<input type="checkbox"/>	<input type="checkbox"/>	
Evidence of use of materials in weather conditions suitable for their use	<input type="checkbox"/>	<input type="checkbox"/>	
Evidence of ETICS Supervisor supervising the job	<input type="checkbox"/>	<input type="checkbox"/>	
Photographic record:			
• Preparation	<input type="checkbox"/>	<input type="checkbox"/>	
• Boarding	<input type="checkbox"/>	<input type="checkbox"/>	
• Base coat & mesh	<input type="checkbox"/>	<input type="checkbox"/>	
• Finish coat	<input type="checkbox"/>	<input type="checkbox"/>	
• Completion	<input type="checkbox"/>	<input type="checkbox"/>	
Photographs demonstrate compliance with project specific design/site survey sheet:			
• Plinth	<input type="checkbox"/>	<input type="checkbox"/>	
• Walls	<input type="checkbox"/>	<input type="checkbox"/>	
• Window sill	<input type="checkbox"/>	<input type="checkbox"/>	
• Reveals	<input type="checkbox"/>	<input type="checkbox"/>	
• Flashings	<input type="checkbox"/>	<input type="checkbox"/>	
• Abutments	<input type="checkbox"/>	<input type="checkbox"/>	
• Beads and sealants	<input type="checkbox"/>	<input type="checkbox"/>	
• Impact resistance – mesh layer(s)	<input type="checkbox"/>	<input type="checkbox"/>	
• Fire resistance – boundaries, fire barriers, chimneys, flues	<input type="checkbox"/>	<input type="checkbox"/>	
• Ventilation - roof/walls/floor/heat producing appliances	<input type="checkbox"/>	<input type="checkbox"/>	
• Electricity/gas meter boxes/cables	<input type="checkbox"/>	<input type="checkbox"/>	
• Surface fixtures	<input type="checkbox"/>	<input type="checkbox"/>	
• Drains, wastes, gulleys and gutters	<input type="checkbox"/>	<input type="checkbox"/>	

SITE INSPECTIONS

MAJOR NON-COMPLIANCES (1 or more = Fail)	YES	NO	Ref
VISIT 1			
Site address:			
Home owners manual	<input type="checkbox"/>	<input type="checkbox"/>	
Home owners confirmation of quotations and invoices	<input type="checkbox"/>	<input type="checkbox"/>	
Compliance with project specific design/site survey sheet/authorised deviation:			
• Plinth	<input type="checkbox"/>	<input type="checkbox"/>	
• Walls	<input type="checkbox"/>	<input type="checkbox"/>	
• Window sill	<input type="checkbox"/>	<input type="checkbox"/>	
• Reveals	<input type="checkbox"/>	<input type="checkbox"/>	
• Flashings	<input type="checkbox"/>	<input type="checkbox"/>	
• Abutments	<input type="checkbox"/>	<input type="checkbox"/>	
• Beads and sealants	<input type="checkbox"/>	<input type="checkbox"/>	
• Impact resistance	<input type="checkbox"/>	<input type="checkbox"/>	
• Fire resistance – boundaries, fire barriers, chimneys, flues	<input type="checkbox"/>	<input type="checkbox"/>	
• Ventilation – roof/walls/floor/heat producing appliances	<input type="checkbox"/>	<input type="checkbox"/>	
• Electricity/gas meter boxes/cables	<input type="checkbox"/>	<input type="checkbox"/>	
• Surface fixtures	<input type="checkbox"/>	<input type="checkbox"/>	
• Drains, wastes, gulleys and gutters	<input type="checkbox"/>	<input type="checkbox"/>	
Adequate standard of overall finish on job	<input type="checkbox"/>	<input type="checkbox"/>	
VISIT 2 (if required)			
Site address:			
Home owners manual	<input type="checkbox"/>	<input type="checkbox"/>	
Home owners confirmation of quotations and invoices	<input type="checkbox"/>	<input type="checkbox"/>	
Compliance with project specific design/site survey sheet/authorised deviation:			
• Plinth	<input type="checkbox"/>	<input type="checkbox"/>	
• Walls	<input type="checkbox"/>	<input type="checkbox"/>	
• Window sill	<input type="checkbox"/>	<input type="checkbox"/>	
• Reveals	<input type="checkbox"/>	<input type="checkbox"/>	
• Flashings	<input type="checkbox"/>	<input type="checkbox"/>	
• Abutments	<input type="checkbox"/>	<input type="checkbox"/>	
• Beads and sealants	<input type="checkbox"/>	<input type="checkbox"/>	
• Impact resistance	<input type="checkbox"/>	<input type="checkbox"/>	
• Fire resistance – boundaries, fire barriers, chimneys, flues	<input type="checkbox"/>	<input type="checkbox"/>	
• Ventilation – roof/walls/floor/heat producing appliances	<input type="checkbox"/>	<input type="checkbox"/>	
• Electricity/gas meter boxes/cables	<input type="checkbox"/>	<input type="checkbox"/>	
• Surface fixtures	<input type="checkbox"/>	<input type="checkbox"/>	
• Drains, wastes, gulleys and gutters	<input type="checkbox"/>	<input type="checkbox"/>	
Adequate standard of overall finish on job	<input type="checkbox"/>	<input type="checkbox"/>	

No.	Action Items:	Installer	Cert Holder

No.	Recommendations for improvement:	Installer	Cert Holder

<p>Audit Result Satisfactory Y/N</p> <p>Continued registration in NSAI ETICS scheme is recommended</p>	<p>Audit Result Not Satisfactory Y/N</p> <p>Corrective actions are required to address above noted non-compliance results</p> <ul style="list-style-type: none"> - Installer will be maintained on NSAI register for 3 jobs only. Installer & cert holder to work closely for these 3 jobs to address and resolve non-compliances raised - Re-audit by NSAI of those 3 jobs with cert holder in attendance - If audit result is satisfactory, continued registration will be recommended - If audit result is not satisfactory, suspension from scheme will be recommended and the installer must be re-trained and apply for re-registration audit
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Signed for NSAI Agrément Date

Signed for Installer Company Date

Form Title	NSAI Agrément Circular	Reference	F-IAB-026
		Page	Page 11 of 11
		Revision	0

2.0 Use of ETICS with Timber/Steel Frame Dwellings

NSAI Agrément has received reports of installers applying ETICS onto timber frame dwellings. This practice is not covered by any NSAI Agrément ETICS certificate and is therefore a major non-compliance of both the NSAI Agrément ETICS Scheme and the SEAI Better Energy Homes grant scheme. All NSAI Agrément certified ETICS are for the external insulation of concrete or masonry dwellings only, and the certificates state: "The system has not been assessed for use with timber frame or steel frame construction".

The wall construction of the dwelling (timber frame, steel frame, cavity wall, hollow block etc) must be established at the site survey stage of the installation. If there is any doubt over the construction type or any difficulty in establishing the construction, the certificate holder must be contacted by the ETICS installer for assistance.