

AGDA GUIDE TO VISUAL INSPECTION

In May 2012 AGDA released its Guide to Visual Inspection to assist operatives in the garage door industry in dealing with enquiries / complaints by consumers / clients regarding the finish of a garage door.



This Guide, which can be found on AGDA website <http://www.agda.org.au/> is not a legal document and is not intended to replace the relevant provisions of the Building Code of Australia or Australian Standards.

The Guide is intended to provide the reader with an understanding of the tolerances that a building professional will consider

in determining whether a building element has been installed / constructed to an acceptable standard. The Guide should be regarded as an advisory resource rather than a series of prescriptive definitions.

It covers the following topics:

- PROCEDURE
- INSPECTING SURFACES FROM A NORMAL VIEWING POSITION
- MICRO-FRACTURING OF PAINT SURFACE
- PRE-PAINTED SURFACES (METALS)
- PAINTED OR STAINED SURFACES (METALS, TIMBER, COMPOSITE MATERIALS)
- RUBBING OF ROLLING DOOR CURTAINS
- OIL-CANNING
- GLAZING (GLASS AND SIMILAR TRANSPARENT MATERIALS)

Used correctly the Guide has assisted members and dealer members to resolve many complaints and is a useful first port of call to minimise the risk of a complaint 'escalating'.

DISPUTE RESOLUTION PROCESS

To assist dealer members, AGDA released, in November 2012 a Dispute Resolution process. This document can be found on the AGDA website at <http://www.agda.org.au/>.

The process specifically recommends reference to the AGDA Guide to Visual Inspection and lists the following steps as shown in the flow chart-



- ✓ Contact by a dealer member about a complaint.
- ✓ AGDA advises discussion with installer/dealer/manufacturer to agree extent of problem & rectification if necessary.
- ✓ Reference to AGDA Guide to visual inspection.
- ✓ AGDA identifies up to two experienced installer/dealer or acceptable technical representative of a manufacturer willing to visit site and provide opinion/report.

- ✓ In the event there is no agreement or resolution of the problem more formal avenues of dispute resolution are available to consumers and tradespeople. [see below]

STATE BODIES

- NSW Fair Trading
- Building Services Authority QLD
- Consumer and Business Services SA
- Consumer Affairs and Fair Trading TAS
- Consumer Affairs VIC
- Department of Commerce WA

Most of these State body websites detail procedures from consumer perspective but trades people can usually utilise them as the NSW website outlines.

TRIBUNALS for Dispute Resolution are available in most States and their decisions are enforceable at law.

COURT PROCESS would be an expensive option with smaller disputes able to be referred to the lower cost regime of District Courts in each State directly or through Alternative Dispute Resolution, involving agreed mediation with decisions enforceable at law.

BUSHFIRE STANDARD AND GARAGE DOORS IN AUSTRALIA

The Australian Building Codes Board (ABCB) endorsed the Australian Standards 3959 – *Construction of buildings in bushfire-prone areas*, which was issued on 10th March 2009 and it was referenced in the Building Code of Australia (BCA) from 1st May 2010. The standard applies to Class1 (houses) Class2 (apartments), Class 3 (residential buildings other than class 1 or 2) buildings and associated Class 10a buildings or carports, garages, sheds and the like.

The Standard covers all new buildings, alterations and additions in Australia and will see new and replacement homes designed, constructed and located with improved bushfire protection. Areas are defined under six categories of Bushfire Attack Levels (BAL- based on heat flux exposure which is measured in kW/m²) from low to extreme risk, as follows:

BAL – LOW BAL - 12.5 BAL - 19
BAL – 29 BAL – 40 BAL - FZ (Flame Zone).

Every new home built or renovated in Australia after 1st May 2010 must undergo a BAL assessment as part of the application for a building permit. The site BAL assessment determines the construction methods that must be used to better protect properties from the threat of bushfires.

A building surveyor will use the BAL to check compliance with the construction requirements of the Standard.

The impetus the 2009 Standard AS 3959 *Construction in bushfire-prone areas* was initially the Canberra bushfire in January 2003, with added 'incentive' from the Victorian bushfires in February 2009.

The industry has communicated with Standards noting with some concern reports from across Australia, within the garage door industry, of considerable confusion and conflicting requirements by certifiers in applying the provisions of AS 3959 in relation to garage door installation in bushfire-prone areas.

AGDA is seeking a meeting with Standards Australia

FP-020 Committee to propose amendment(s) for clarification of the Standard's provisions in relation to garage doors where the following issues have been identified:-

- Materials for seals – broader description consistent with performance criteria should be considered for clarification of the Standard.
 - exempt material for seals such as silicon and intumescent material.
 - The standard appears not to require the material from which an 'ember guard' or 'fire seal' is made to be non-combustible, but if such an attachment is considered to be an integral part of the door it may well need to be non-combustible.
 - Limitation to use of nylon brush in figure D4 precludes other solutions believed to be satisfactory.
 - Non combustible or flame retardant BAL seals not FZ (Flame Zone) seals
- Other materials
 - material in lower 400mm zone?
 - BAL 29+ all componentry non combustible, including operational rollers in the tracks?
 - Is there a common Standard for test of non-combustible & flame resistant materials either AS, DIN or UL?
- Installation for seals for doors to be used in bushfire-prone areas requires clarification
 - Certifiers using conflicting requirements. Including side sealing on rolling doors i.e. labyrinth path vs direct path of travel.
 - Product certification from material supplier for installation needs to relate specifically to construction in bushfire-prone areas."

REVISED STANDARD FOR GARAGE DOOR OPENERS IN AUSTRALIA & NZ

AGDA is pleased to report that a revised Standard for garage door openers *AS/NZS 60335.2.95:2012 (IEC TEXT) Household and similar electrical appliances - Safety - Particular requirements for drives for vertically moving garage doors for residential use* was published on 26 October 2012 and supersedes *AS/NZS 60335.2.95:2005*

Also *AS/NZS 3350.2.95:2000* may not be used for regulatory purposes in Australia and New Zealand from 25th November 2012.

Importantly, the 2012 edition includes the following new clause mandating entrapment protection.

22.109 Drives shall incorporate
 – a **biased-off switch**; or
 – an **entrapment protection system** with sensing devices which prevent the door coming into contact with an obstacle; or
 – an **entrapment protection system** with sensing devices which rely on the door contacting an obstacle.
Compliance is checked by inspection.

Since the 2005 edition had no such mandate AGDA had made representation to Standards Australia in 2009 and 2010 to have entrapment protection mandated for garage door openers and it is satisfying that our submissions, motivated by consumer safety concerns, have produced a result.

There does remain a quirky test requirement in the 2012 edition of the Standard, using a swinging cylinder, defined as to dimensions but not mass, to replicate a moving object coming into contact with a closing door. The objective of demonstrating that moving object(s), such as young children playing in the vicinity when the drive operates to close the garage door, can be protected, is fine but the means of test seems not to be adequate.

INDUSTRY REVIEW OF WHITE CARD TRAINING ANNOUNCED

*From CPSISC, media Release 07 Nov 2012,
Image from Blue Dog Training website*

CPSISC, the national Industry Skills Council responsible for the building, construction and property services industries today acknowledged the announcement from the Australian Skills Quality Authority to undertake a strategic review in conjunction with industry and CPSISC of the entry-level occupational / workplace health and safety training commonly known as the White Card.



CPSISC CEO Alan Ross today said "CPSISC will play its role as a member of the White Card Strategic Review Committee to ensure the standards for training the White Card which is required to work on construction sites in Australia, are being met by Registered Training Organisations nationally.

"The Strategic Review will look at the current modes of delivery such as online and face-to-face, the actual learning undertaken and competencies gained whilst undertaking the course, and the assessment of the White Card unit.

"With the emergence of online learning internationally and with the tyranny of distance coming into play in places such as QLD and WA, there has been an emergence of flexible learning, however there needs to be a level of quality to ensure the actual people undertaking the training are learning and being accessed according to quality standards.

"The White Card training of those working in construction is fundamental to a person's prior learning and knowledge before going on site to ensure they are safe while on the job and this strategic review of the White Card will aim to ensure that quality training standards are maintained to safeguard this result," said Alan Ross.

Industry queries in relation to their White Card resources can be made by contacting CPSISC at info@cpsisc.com.au

APPLICATIONS FOR DEALER MEMBERSHIP

Applications for dealer membership have been received from the following organisations.

Twin City Roller Doors Pty Ltd, Albury NSW

North Brisbane Garage Door Services, North Lakes QLD