

## About NEBB

Established in 1971, the National Environmental Balancing Bureau (NEBB) is the premier international certification association for firms that perform testing, adjusting and balancing (TAB) of heating, ventilating and air-conditioning systems in addition to building systems commissioning, sound and vibration measurement, retro-commissioning, fume hood testing and cleanroom performance certification. NEBB is proud to have over 600 certified firms with over 900 certified professionals world-wide.



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## Quality Assurance Program

Single source for  
prompt, professional  
project support



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Balancing Bureau**

## Quality Assurance Program

### Single source for prompt, professional project support

NEBB's credibility is built by maintaining integrity through high standards, quality programs and demonstrated capabilities of its certified firms. This is achieved through NEBB's Quality Assurance Program (QAP). The program ensures swift, single-source mediation and resolution of disputes between NEBB-certified professionals and their customers. NEBB's QAP applies to all projects that have been specified for completion in accordance with NEBB's applicable Procedural Standards and delivered by a NEBB-certified firm.

NEBB will issue Conformance Certification Certificates when called for in specifications and applied for by a NEBB-certified firm. A unique certificate is issued for each project covered by a Conformance Certification. A certificate is not a requirement to seek assistance under NEBB's QAP.

### Request for Assistance

A request for assistance may be initiated by a project's owner or his/her representative either in writing or via a telephone call to NEBB or to a local NEBB chapter.

## Resolving The Issue

NEBB will select a qualified, third party professional to evaluate and address all issues within seven calendar days of receiving an initial complaint. NEBB's qualified third party professional will promptly contact the NEBB-certified firm and the person who initiated the complaint.

During an initial review, the NEBB third party professional may:

- Review applicable plans and specifications.
- Review job specific procedures and submittals.
- Review applicable reports and field conditions.
- Review the accuracy of field data.
- Attempt to mediate a solution with the two parties.

## Taking Corrective Action

If NEBB determines that corrective action is required, NEBB will perform one or more of the following actions to resolve the issue:

- Prepare a scope of work document that outlines the corrective actions that are necessary.
- Secure a letter of credit, certified check or payment and performance bond from the original NEBB firm to ensure successful completion of the required work.
- Supervise the required remedial work by the original contractor, if the original contractor agrees to perform the work.
- Select an alternate NEBB-certified firm to redo the defective work at no cost to the owner, if the original firm refuses to do the work.



## QAP Limitations

The purpose of the QAP is to provide quality customer service and prompt professional support. There are limitations to the program:

- NEBB will not assume liability for damages suffered by a customer attributable to the failure of a NEBB-certified firm to complete the contractual obligations in accordance with applicable documents.
- The QAP will not apply to or address any contractual issues other than those related to compliance with NEBB Procedural Standards.
- NEBB will not intervene if substantive changes to the systems are initiated or if corrective action is taken by anyone other than the original NEBB-certified firm prior to the completion of NEBB's investigations.
- The customer must cooperate with NEBB and the NEBB-certified firm involved to effect appropriate resolution in order for the QAP to be in effect.
- The program will not be in effect if the customer does not allow NEBB to supervise the corrective work with contractors of NEBB's choice.
- NEBB will not intervene if the complaint is filed with NEBB later than 6 months from the date when deficiencies were first identified or later than 12 months after substantial completion.
- The QAP is not in effect for any projects that do not require the project to be completed per NEBB Procedural Standards.
- If NEBB determines that the original issues were primarily the result of improper design, installation or system deficiencies over which the NEBB-certified firm had no control, NEBB may decline to intervene.