



DASMA
Door & Access Systems
Manufacturers Association
International

COMMERCIAL & RESIDENTIAL GARAGE DOOR DIVISION

TECHNICAL DATA SHEET

#169

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Garage Door Certification Program Common Questions and Answers for Manufacturers

1. (*“Voluntary” meaning*) *What is meant by this program being considered “voluntary”?* Garage door manufacturers can choose whether or not they wish to enroll products in the program.
2. (*Program participation*) *Can non-DASMA members participate in the program?* Yes
3. (*Program purpose*) *Why is DASMA offering this program?*
 - a. Increased nationwide code enforcement. Continued adoption of the IBC and IRC, coupled with reference to ANSI/DASMA 108 and ANSI/DASMA 115 in those codes.
 - b. Streamlines the code compliance process. Products enrolled in the program will be approved more quickly than other product approval methods, and on a more consistent basis.
 - c. Allows the industry to have control over certification requirements. Accountability to ANSI keeps state and local jurisdictions from changing program requirements.
 - d. Increased attention to having exterior envelope building products labeled.
4. (*Program scope*) *What performance criteria does the program cover?* Wind load and windborne debris resistance.
5. (*Submittals*) *If two doors are of the same type and have the same label values, but are different sizes, would enrolling these doors in the program count as one submittal?* Yes.
6. (*Submittals*) *What constitutes a particular submittal to the program?* A product, or products, with one defined set of label values.
7. (*Submittals*) *Does a program participant have to enroll all products they manufacture?* No.

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This Technical Data Sheet was prepared by the members of DASMA's Commercial & Residential Garage Door Division Technical Committee. DASMA is a trade association comprising manufacturers of rolling doors, fire doors, grilles, counter shutters, sheet doors, and related products; upward-acting residential and commercial garage doors; operating devices for garage doors and gates, sensing devices, and electronic remote controls for garage doors and gate operators; as well as companies that manufacture or supply either raw materials or significant components used in the manufacture and installation of the Active Members' products.

8. *(Listing number) What is the use of the "listing number" on the label?* The "listing number" identifies the product and the manufacturer and cross-references the door to a particular set of documents and to the web site listing.
9. *(Label information) Can a participant add their own information to a label?* No.
10. *(Label printing) Can a participant print their own labels?* Only if the participant is a member of DASMA, and only if the labels comply with program requirements.
11. *(Policing installations) Is the program intended to "police" installations?* The program is intended to verify the certified values of enrolled products as produced by participants.
12. *(Dealer as a manufacturer) Can a dealer be considered a "manufacturer" within the context of the program?* Yes, if a particular dealer takes responsibility for design of a garage door system and purchasing and controlling components of a system.
13. *(Improper installation) Can a challenge apply to the improper installation of a product?* Yes.
14. *(Improper installation) How does a participant take action against a dealer who may be improperly installing enrolled products?* Although DASMA has no control over the business dealings of a participant with respect to a dealer, improper installation of enrolled products puts the participant at risk of challenge procedures. It is, therefore, in the best interest of the participant to resolve this situation.
15. *(Audit process) How does the audit process work?* A participant prepares a quality control manual, which identifies key components, processes and facilities used. Program administrator representatives will visit a particular facility used by the participant to review the components and processes used for enrolled products with respect to the quality control manual.
16. *(Audit process) What facilities could be subjected to auditing?* Any facility operated by the participant where doors or components thereof are assembled or collected for assembly.

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17. *(Audit process) If a participant has multiple manufacturing facilities, will all facilities need to be audited?* All facilities must be audited prior to product enrollment. Exceptions are where multiple facilities follow identical procedures and manufacture identical products, in which case one will be audited. After products are enrolled, two audits per year occur at randomly selected facilities.
18. *(Audit process) Is “auditing” the same as “inspections”?* Yes.
19. *(Audit process) Can a program participant use an agency other than ATI for auditing?* No. ATI would be the sole auditing agency for consistency purposes.
20. *(Audit process) Do participants all have to follow the same retention policy for all documents?* No. The program documents clarify this matter.
21. *(Audit process) How are timeframes associated with retention time, calibration and audit frequency established?* On agreement between DASMA and the administrator/validator. They will be reviewed during the ANSI accreditation process. ISO Guide 65 does not address these issues. ATI conducted a search of other ISO documents referenced in Guide 65, and found no specific requirements for timeframes.
22. *(Audit process) How is Quality Assurance set up?* Quality assurance must be tailored to the individual plant or facility. One size does not fit all. Provisions to allow flexibility in the methods Licensees can comply are acceptable to ATI.
23. *(Audit process) Is a standalone quality organization required? (Many smaller manufacturers may not have dedicated quality resources because of their size. Instead, they may have personnel who have multiple responsibilities, one of which may be the responsibility for quality.)* No. The program requirements are not intended to mandate a standalone quality organization. It is understood that the size and complexity of the quality system has to be adjusted to the size and complexity of the Licensee.
24. *(Audit process) How will auditors be trained on DASMA quality control requirements so that all auditors are appropriately qualified?* Training of the auditors conducting DASMA audits is the responsibility of the Administrator. ATI conducts extensive training of auditors including in-situ training and classroom training. All auditors use the same procedures and forms, and are periodically audited by the Administrator.

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25. *(Audit process) What does an “audit” consist of?* Each audit will consist of some or all of the following depending upon whether the Licensee is a manufacturer or componentizer:
- meeting with the plant or facility contact to review the specific activities for the audit,
 - reviewing quality records to verify that ongoing quality assurance is conducted in accordance with the approved manual
 - reviewing training records of persons performing quality assurance functions
 - verifying test equipment calibration records
 - verifying actual quality assurance procedures against the approved manual
 - verifying that components being used are the same as the components used for certification qualification
 - verifying proper use of program labels
 - reviewing the results of the audit with the plant or facility contact
26. *(Audit process) What defines the severity of audit findings?* The severity of audit findings is determined by the Administrator (not the auditor) after review of the audit findings. There are only two levels of severity, intentional non-compliance and unintentional non-compliance.
- Intentional non-compliance is rare and only occurs when a Licensee intentionally certifies product that he knows does not meet the requirements, or intentionally disregards action items from previous inspections.
 - Unintentional noncompliance covers any other action item. The Administrator’s job is to work with the Licensee to help him meet the program requirements on a continuing basis. As long as the Licensee is working with the Administrator and making progress toward addressing action items, the process will continue.
27. *(Component substitution) Is “component substitution” permitted in the program?* Yes, under certain conditions outlined in the Program Documents.
28. *(Accountability) Does a state or local jurisdiction have the authority to revise the DASMA program?* No. Accountability will be to ANSI upon accreditation of the program.
29. *(Florida recognition) Will the program be recognized in Florida?* Yes, upon ANSI accreditation and Florida Building Commission approval of DASMA as an approved certification entity.

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