

Indoor AirPlus

Certification Review



Certification Review is a process to address homeowner concerns about the Indoor AirPlus certification of their home. The purpose of a Certification Review is to determine whether a home should maintain its Indoor AirPlus Version 2 (or later) certification. Home Certification Organizations (HCO) that issued the home certification are responsible for running the Certification Review process when a complaint is initiated by a homeowner as outlined in the *Indoor AirPlus Certification System for Homes and Apartments*. There are two possible outcomes: (1) the home will maintain its Indoor AirPlus certification or (2) the home's Indoor AirPlus certification will be withdrawn.

Eligibility

The following five conditions must be met to be eligible for a Certification Review:

1. The home must have been Indoor AirPlus Version 2 (or later) certified or sold as such.
2. The homeowner must have attempted to resolve the complaint with the builder.
3. The home must have been built, purchased, and/or certified within the last two years and be owned by the original owner. For homes older than two years or not owned by the original owner, the Certification Review will be unable to determine whether discrepancies are due to homeowner modifications of the home or natural aging of construction materials.
4. There must have been no significant structural changes to the home since it was built. If such modifications have been made, the Certification Review will not be able to determine whether those modifications caused any discrepancies with the Indoor AirPlus program requirements.
5. There must be evidence that the home is not in compliance with one or more applicable Indoor AirPlus program requirements. Homeowners are encouraged to be as specific as possible in identifying the program requirement that they believe was not met and providing evidence, including photos if possible.

Instructions for Completing the Certification Review

When an HCO receives an eligible homeowner inquiry, the HCO will initiate a Certification Review of the home and assign it to an appropriate individual according to the HCO's policies. The assigned reviewer shall complete the Certification Review and prepare a certification review report within 60 days by performing the following steps:

1. **Collect Documentation.** Collect all pertinent documentation using the Document Collection sections of the Quality Control Checklist. Inability to collect a required documentation item constitutes a failure, in which case proceed directly to Step 3 below (Prepare Certification Review Report).
2. **Perform Home Inspection.** Coordinate with the homeowner to set up a home inspection. During that inspection, inspect the IAP feature(s) related to the homeowner's inquiry and complete a new quality control checklist based on observations of the current state of the home. The full scope of the inspection beyond verifications required in the quality control checklist will be determined in discussion with the homeowner but is ultimately subject to the discretion of the assigned reviewer.
3. **Prepare Certification Review Report.** Prepare a report that includes the completed Quality Control Checklist, documented observations of the home's current state, and a determination of whether the home passes or fails the Certification Review. Share a copy of the report with the HCO, which will in turn provide a copy to the homeowner.

If the assigned reviewer determines that the home fails the Certification Review, the Indoor AirPlus certification of the home shall be withdrawn and the label shall be physically removed from the home.

If the assigned reviewer determines that the home passes the Certification Review, the Indoor AirPlus certification of the home shall be maintained. In that case, the homeowner may appeal the determination in accordance with the HCO's policies.

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If ENERGY STAR certification is a requirement for the Indoor AirPlus certification, the ENERGY STAR components do not need verification as part of an Indoor AirPlus Certification Review. However, if the ENERGY STAR certification is withdrawn from an Indoor AirPlus certified home that requires the ENERGY STAR certification, then the Indoor AirPlus certification will also be withdrawn.

Guidance for Completing the Certification Review:

- Refer to the applicable Indoor AirPlus Verification Requirements and Indoor AirPlus Builder Responsibilities document (version used for original verification) when completing the Certification Review.
- Additional program requirements may be inspected and included in the Additional Checklist Items and Exemptions table located at the bottom of the Indoor AirPlus Version 2 Quality Control Checklist.
 - Alternatives and exceptions in those documents, including those in the footnotes, should be considered where applicable.
 - If any individual item on the Indoor AirPlus Version 2 Quality Control Checklist is marked as “No”, the home is considered to have failed the Certification Review.
- Where a program revision or policy record entry has lowered the stringency of a requirement, the most recent policy may be used, even if it was not in place at the time of original certification. In general, the benefit of doubt should be given to the original verification for items that cannot be verified during review (inside walls), or items that have changed since the certification was awarded, unless it is definitively clear that a requirement was not met at time of certification.
- The assigned reviewer should apply judgment in accounting for normal aging of construction materials over time, and items and devices, measures, and features (absent the presence of significant structural changes, as described below) the homeowner has added to the home since the certification was awarded, even if they are not allowed by the Indoor AirPlus Verification Requirements.
 - For example, if a homeowner is storing combustible liquid within the building’s pressure boundary (Item 5.6.1), that would not constitute a removal of the certification as long as Item 5.6.1 was marked Verified on the Checklist. Homes are eligible for Certification Review only if there have been no significant structural changes to the home since it was built.
 - If such modifications are observed, the assigned reviewer has the prerogative to suspend the inspection and share documentation of the observed modifications with the HCO in lieu of the Certification Review Report.
- The homeowner may arrange for destructive testing to inspect items that would otherwise not be visible. For example, if it were suspected that water supply pipes installed in an exterior wall were not insulated, observation holes could be cut or drilled in the interior gypsum board.
 - The homeowner bears complete responsibility for arranging all demolition and repair for destructive testing that they elect to undertake.
 - Before undertaking destructive testing, it is recommended that homeowners consult with a qualified expert who can use non-invasive methods like infrared imaging to prioritize areas of concern.
 - Demolition work, such as creating observation holes, must occur in the presence of the assigned reviewer performing the Certification Review.
 - Areas that are exposed outside the presence of the assigned reviewer shall be ignored for the purpose of the Certification Review.