

FM Approvals Update

J. E. Gould, P.E.

***Senior Engineering Specialist,
FM Approvals***

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FM Approvals Update

Who's New?

General Update

Problem Resolution

Who's New?

Alcal Arcade Contracting (Lake Forest,
CA)

Sean Rosholm

Chesapeake South (Richmond, TX)

Nick Hartz

Who's New?

Firestopperzz (Gaithersburg, MD)

George Burton

George D Alan Co (Irving, TX)

Mike Deck

Who's New?

Kasco, Inc (Royal Oak, MI)

Geoffrey Hutchinson

Tom Buchanan

Seal Co (Albuquerque, NM)

Dan Cain

Who's New?

Sweeney Firestop Specialties
(Boxborough, MA)

Joe Tardif

Plus 4 Others Who Are Authorized and
in the Process

New DRIs

- Theresa Gamble APEX Firestop
- Derek LaBossiere Superl
- Russell Budd Wall Systems of
SW FL

General Update

■ Approval Guide	No. of locations	No. of DRIs
2001	0	0
2002	13	15
2003	16	17
2004	18	24
2005	33	41
2006	43	59
2007	41	53
2008	54	81
2009	65	96
2010 (April 28)	73	106

Problem Resolution

- Several complaints brought to me about other contractors
- What can a contractor do if they are having problems?
 - With another contractor?
 - At a jobsite?
 - With an auditor?
 - With me?

Problem Resolution

- Complaint is:
 - Company X is not Approved and is bidding on projects where a 4991 Approved Contractor is required. They have done this before.
- FM Approvals should:
 - A) Put company X out of business
 - B) Tell company X they can not bid on 4991 work because they are not FM Approved
 - C) Contact Company X and see if they will become FM Approved
 - D) Contact GC and let them know Company X is not Approved
- Solution is:
 - C and D

Problem Resolution

- Complaint is:
 - We have identified there is going to be cross-over (mixing) of different manufacturers products. This voids the material warranties and installations which we have advised [*the owner*] of this issue. For the other contractor to install products they know will be voided when they intersect with [*mfg #1*] is a blatant disregard of the specification and good installation processes required by the Standard. FM needs to make this clear to the Owner as well.
- FM should:
 - A) Write a letter stating that 2 different mfg's products should not be used on the same project – even if openings are adjacent
 - B) Contact the owner and tell them one mfg's products must be torn out
 - C) Do nothing
- The Solution is:
 - C

Problem Resolution

- The complaint is:
 - Contractor #1 states that his company never exceeds a supervisor to installer ratio of 8 to 1. They complain about Contractor #2 who they say uses >8 installers per supervisor. Contractor #1 says this puts him at an unfair disadvantage and wants FM Approvals to do something so that everyone operates on a level playing field.
- FM Approvals should:
 - A) Contact contractor #2 and remind them of the FM requirement of max 8 installers per supervisor
 - B) Conduct a surprise audit on contractor #2
 - C) Send a letter to all FM Approved contractors reminding them of the requirements (8 to 1)
 - D) Inform contractor #1 that FM has no such requirement. The ratio of supervisor to installer is a company by company decision.
- The solution:
 - D

Problem Resolution

- The complaint is:
 - We've also been made aware that FM Tag Log's for already applied FM tags was requested by the consultants, but not all FM 4991 Certified Installers could produce the logs. While we know there is a 30 day window to apply tags, we don't believe this applies to keeping or creating the log. This contractor apparently has not been keeping track at all and is now beginning to produce this log after the fact. Many of these tags were applied several weeks ago.
- FM Approvals should:
 - A) Fine the contractor
 - B) Conduct a surprise audit on contractor #2
 - C) Inform our auditor to check the label log during the next audit
 - D) Do nothing.
- The solution:
 - C

Problem Resolution

- Complaint is:
 - Contractor #1 reports that he knows that the DRI for Contractor #2 is never, or hardly ever, physically at the job site. Contractor #1 wants FM Approvals to contact Contractor #2 and tell them to get a DRI out there ASAP.
- FM Approvals should:
 - A) Contact Contractor #2 and tell them they are violating their Approval so they must send a DRI to the jobsite ASAP.
 - B) Tell Contractor #2 that since their DRI is not at the jobsite, all labels indicating they are FM Approved must be removed and can not be labeled.
 - C) Contact Contractor #2 and get their side of the story.
 - D) Do nothing – FM Approvals does not require that a DRI always be present at the jobsite.
- Solution is:
 - C and D

Problem Resolution

- Complaint is:
 - Contractor #1 claims that Contractor #2 is not installing the firestopping themselves but that it is being installed by the trades with no oversight. Further, Contractor #2 is simply showing up at the jobsite and applying labels indicating that they – an FM Approved Firestop Contractor –have done the work.
- FM Approvals should:
 - A) Do nothing – it's not our problem and it'll be impossible to determine
 - B) Contact Contractor #2, inform them of the allegation and ask for a response.
 - C) Contact the GC and/or 3rd party inspector and get an unbiased opinion on what's going on.
 - D) Send someone to the jobsite and see for ourselves.
- Solution is:
 - B, maybe C and maybe D

Problem Resolution

- Complaint is:
 - You contact FM Approvals and complain that the FM Auditor is making you jump through hoops. He is critical of your operation and finds that there are cases where you didn't dot the I's and cross the T's, is discourteous and insists on going to a different jobsite than the one you want to take him to.
- FM Approvals should:
 - A) Look into the matter
 - B) Speak to the auditor about being discourteous and possibly reprimand him/her for their behavior.
 - C) Inform you that the auditor has the right to choose which jobsite to go to for the audit.
 - D) Remind you that part of his/her job is to make sure you dot the I's and cross the T's.
- Solution is:
 - All the above

Problem Resolution

- Complaint is:
 - You contact FM Approvals and provide information about some wrongdoing by another FM Approved Firestop Contractor. I give you a response you do not feel is adequate.
- The options available to you are:
 - A) Forget about it because I haven't taken your complaint seriously
 - B) Ask to speak to my supervisor in an attempt to get some action
 - C) Tell the Approvals engineer you are not satisfied with the response you've received – or lack of a response – and inform him you want to file a formal written complaint.
- Possible remedies are:
 - B and C

QUESTIONS?