



## CASE STUDY

# HEALTH CARE FACILITY

In 2013, a large-scale health care facility enlisted a reputable team of architects, general contractors, and installers to construct a new high-performance façade sub-structure and install sustainable façade material around it.

The material of choice was fibre cement, a product which, when installed correctly, has a life expectancy of 50 to 100 years. The product came with the standard facade manufacturer's warranty of 10 years. The project had top quality shop drawings that were reviewed and approved by all parties involved.

8 years later, the panels failed. Cracking on multiple panels led the owner to call on the team to find out why the failure happened and what could be done to rectify the problem.

Upon investigation, it was discovered that even with the high-quality shop drawings, the installation team, did not follow the instructions. That led to the panels being locked up, and as a result the panels cracked due to the various causes of expansion and contraction (such as temperature variations due to the freeze/thaw cycle).

To exacerbate the problem, because the instructions were not followed, the manufacturer's warranty which states the panels must be installed according to manufacturer's standards, was voided. So the owner no longer had a warranty on the panels.

One major benefit of using the prescribed sub-structure assembly is the serviceability of the façade. The installation was such that only the affected panels could be removed and replaced without disrupting the entire wall assembly.

In the end, by choosing the reputable partners they chose, the owners were grateful that the team came together to fix the problem - upholding their reputation and making good on the errors. This unfortunately is often the exception, not the rule.

This scenario is one of many. We created the Certified Series to address these situations. Through planning, knowledge, training and transparency we offer a pathway to comply to the manufacturer's warranty requirements. This pathway to compliance benefits everyone, from the owner to the general contractor to the installer and allows the lifespan of the materials to last far beyond even the manufacturers' warranty period.