

IMPORTANT INFORMATION ABOUT THIS REPORT

The report that you will receive below includes a body and introduction which is the same for all clients, this is because it is used as a technical document by legal offices which require precise detail of the procedures, modes of work, protection of images and their management.

All reports include confidential information, so they are not distributed without prior authorization except legal requirements or special situations pre-established in our procedure manuals.

The inspection report that we deliver seeks to provide you with access to information in a non-technical language so that it can be understood even without knowledge of structures and repairs.

Our Company has accumulated vast experience in the detection of moisture problems, leaks and leaks, given the large number of inspections carried out over the years. Based on this, we have developed a database that groups the different possible scenarios, allowing us to give precise answers to the situations we encounter. Although our reports are made individually, sometimes the text could seem repetitive because they are situations on which we have previously worked and are included in this database.

The purpose of the report that is presented is to give a clear explanation in simple language, avoiding falling into technical terms with which the client is not usually used; Our goal when communicating is to convey a message that is easy to understand, thus ensuring a better understanding of the damage.

We are always open to your comments and criticism and welcome any feedback you can give us.



IMPORTANT INSPECTION INFORMATION

The purpose of this procedure is to serve as a guide and orientation towards the technicians hired by the client, therefore, it is important to clarify that the opinions provided in this report function as a guide for the interpretation of the data provided and, with our assistance, to be able to determine the options to carry out. Our diagnosis is an aid to the technician assigned to the project who must decide how to proceed, this is because due to a situation that may lead to a conflict of interest, our company does not make repairs or carry out structural arrangements. The receipt of this document indicates the client's adherence to the terms and conditions set forth therein, and their agreement with respect to the service provided. The terms and conditions are presented below and can be accessed on the website with the available link:

<https://www.thermalpty.com/terminos-y-condiciones-del-servicio>.

GENERAL TERMS AND CONDITIONS OF THE INSPECTION SERVICE

The acceptance by a client through a partial payment, the payment of the service in its entirety, through the creation of a scheduled appointment or through the request of a service through an email or a message sent through an electronic platform of messages confirming that the inspection service is requested implies the automatic acceptance of the terms and conditions present in this document as well as the automatic acceptance of the conditions established in the Terms and conditions of the invoice.

Every service contract requires an email or text message requesting the service in order for it to be carried out. This communication must include information such as the name of the contracting person or whoever is present, the address of the inspection, the date requested from the service and any other information that is considered important to carry out the inspection efficiently.



INVOICE TERMS AND CONDITIONS

Any service request, in accordance with what is mentioned in the general terms and conditions of the document, is intended to guarantee the service to be purchased/contracted, and, when this action is carried out, it is understood that a client will provide a Inspection service aimed at facilitating a diagnosis.

THE PARAMETERS OF THE SERVICE TO BE OFFERED ARE THE FOLLOWING

The results of the inspections carried out will be delivered within a period of 24 to 72 business hours for regular inspections once the payment for the contracted service has been made. In the case of inspections that include more than one unit, the delivery will be made in a term that will be notified to the time of inspection. In the event that photos or subsequent inspections are required, access to the area must be provided. If access is denied, the inspection will be considered completed and the corresponding report will be issued. For the preparation of the report, it is required that the inspection cost has been paid, the delivery term, as mentioned in the first point, starts from the next business day on which the inspection service has been cancelled, each Inspection time includes a courtesy period of 15 minutes in the event that the service hour established in the public pricing policy has been consumed, from the first hour and fifteen minutes (1:15 minutes) the inspection fee will be charged. rate corresponding to half an hour established in the public pricing policy.

CANCELLATION OF THE SERVICES CONTRACT

In the event that the client does not pay for the service provided, it will be considered void and no inspection report will be issued, in the event that the service has been canceled because the client did not pay for the service. Within a period of 15 days - counted from the moment the inspection is carried out - the images generated during the inspection carried out will become the property of the company, which may use them in the manner it deems appropriate. , the service can be canceled by the client without any charge, but if the inspection has already been carried out, the aforementioned terms apply. The service can be canceled by the company without any charge for the client, among the causes for the cancellation of the service. service includes harassment against company employees, physically or verbally and/or situations where the company considers itself affected, in the event that access to the inspection area is not allowed, the service will be considered void, with cancellation of the service at no cost to the customer.



IMPORTANT NOTICE ABOUT THIS DOCUMENT AND ITS RECIPIENT

Atención:

La información en este correo electrónico es con confidencial y puede estar legalmente protegida. El contenido está dirigido solamente al destinatario. Cualquier acceso al mismo por otra persona, no está autorizado. Si Usted no es el destinatario intencionado, cualquier divulgación, copia, distribución o acción tomada u omitida concerniente a la información contenida en el mismo, está prohibida y puede ser ilegal. Si usted ha recibido este correo por error, favor contactar al remitente o elimine el mensaje.

Gracias

Attention:

The information contained in this message and or attachments is intended only for the person or entity to which it is addressed and may contain confidential and/or privileged material. Any review, retransmission, dissemination or other use of, or taking of any action in reliance upon, this information by persons or entities other than the intended recipient is prohibited. If you received this in error, please contact the sender and delete the material from any system and destroy any copies.

Thank You.

ABOUT THE REPORTS, THE PROCESS OF EXPLANATION OF DAMAGE TO THE CLIENT AND THE DATABASE OF THE DIAGNOSTIC SYSTEM

Our Company, Thermal PTY, has accumulated vast experience in detecting moisture, leaks and leaks, due to the large number of inspections carried out over the years. Based on this, we have developed a database that groups the different possible scenarios, allowing us to give precise answers to the situations we encounter. Although our reports are made individually, sometimes the text could seem repetitive because they are situations on which we have previously worked and are included in this database.

The purpose of the report that we present to you is to give a clear explanation and in simple language, avoiding falling into technical terms with which you as a client may not be familiar; our goal is to convey a message that is easy to understand with as little technical language as possible.

We are always open to your comments and criticism and welcome any feedback you can give us.



INTERNATIONAL SUITABILITY CERTIFICATION



Head office certification and license as an authorized international thermographer with license #2017PA22N001 generated at the ITC offices in Sweden. The certifications of the ITC Institute

They comply with the standards:

ISO 17024 and ISO 18436 (Condition monitoring and diagnosis of machines - Requirements for the training and certification of personnel).

Applicable parts of the standard include: ISO 18436-1 (International Standard - Requirements for certification bodies and the certification process), ISO 18436-3 (Requirements for training bodies and the training process) and ISO 18436- 7 (Thermography).

The service with a suitable technician guarantees the seriousness and support of the service that is offered, hire a professional, save time and money.

PRIVACY POLICY AND IMAGE CAPTURE

Thermal PTY. S.A. It is managed with privacy parameters and management of the information that is generated during the inspections, based on an internal policy that entails the authorization by the tenant, owner or administrator for the consequent taking of images, issuance of reports and creation of files of consultation. Our company requires the signed authorization to proceed, understanding that the images are confidential and with restricted access, therefore, the inspections are based on the following parameters:

INSPECTION PROCESS

The inspection process can only be carried out with the authorization of the tenant through a written document, or verbal authorization on site, which will indicate which areas can be inspected; if the administrator or owner(s), being present during the inspection, were the ones who authorized the inspection, a partial or total inspection can be carried out; If an INSPECTION AUTHORIZATION is desired, the client must download the document from the website www.thermalpty.com and have it available at the time the inspection begins so that it is included in the documents that will be included in the final report.

INFORMATION GENERATION PROCESS

The images that are generated during an inspection will not be included in their entirety in the report, this is because multiple images of the same area are taken to verify different angles, and thus avoid interpretation errors in the final document (report). , guaranteeing the narrative flow and that it can be understood by the contracting party. If the client wants the total number of images, they will be provided in unprocessed PDF format.

CONFIDENTIALITY AND IMAGE SEQUENCE

The images are taken sequentially, recording the time and date of each image; this guarantees that they cannot be manipulated by the technician who performs the interpretation. An inspection can include two areas, the affected area and the affected area (in the case of upper and lower apartments and commercial premises), where the information will only be provided to the contractor, and it is prohibited to make it public without authorization. in writing from the contractor.

EXCEPTIONS

The mishandling of the information delivered in the report by the contracting party of the information, the concealment of information generated in the report and the misrepresentation of the information will release the company from the confidentiality clause.



USE OF IMAGES BY THE COMPANY

The client authorizes the use by the company of the images generated during the inspection process for marketing or demonstration purposes as long as they do not allow locating, identifying or naming the contracting party or the property where they were taken. The images made by courtesy inspections, or that do not entail a payment for the service are freely used by the company.

As a clarification to the client, it is important that they are aware that the comments that are reflected in the "Summary of Observed Damages" are, as indicated by the title, a summary; You will find in the guide photos a detail next to it which will provide you with more information about it. Not all images will always be included, this is because for efficiency purposes and to avoid confusion on the part of the client when reading the report there is repetitive information/images, or, that we do not consider to indicate information relevant to the individual and specific case that is being inspected.

INSPECTION AREAS AND IMAGES:

It is important to mention that this inspection is limited to the areas that were indicated to us, including the areas that were reported as affected or that affect, which is the reason for the visit and the inspection carried out and whose results will be included in this report. . Only the images that indicate that there is damage or that we consider are important to establish the narrative flow of the inspection are included, additional images are either repetitive of the same area or we do not consider them relevant so that the report is easy to understand

READING AND INTERPRETATION DATA:

At the moment of reading the report, when a possible damage is identified, it is important to understand and take into account that humidity behaves in a very particular way, this means that many times we will observe or identify the humidity where it has accumulated, which does not necessarily mean that it originates from that point; many times we can observe an accumulation where the humidity has moved, which allows us to offer the client the work area, but not necessarily the specific area where the damage is. In the case of walls and ceilings, it must be understood that water moves due to the effects of gravity, falling through the structures, so it is very possible that damage reflected at the base of a wall is located in higher areas where there is a plumbing connection or a specific situation that is causing the observed damage.



SPECIAL SITUATIONS THAT MAY PRESENT DURING THE INSPECTION

There are certain situations and peculiarities that occur when water seepage problems occur, especially going down structures, in this case walls. It is important to understand that sometimes existing damage will not be able to be located due to extremely dense moisture patterns (areas of walls with highly charged moisture patterns) moving down walls and affecting areas such as bathrooms and laundry rooms, or In your case, installation of stopcocks and control keys. In these cases, it is normal for humidity to appear as hidden damage where it cannot be identified until the repairs that cause the main damage in the upper areas have been carried out. and that cause moisture loading, we call this curtain damage because moisture in low areas is hidden or magnified by moisture moving along the wall.

Our company will indicate the areas that you can proceed to repair, it being understood by the client who has hired us that since our company does not make repairs, it is our function to locate the areas of damage so that repairs can be carried out. to correct the damage located by the personnel of their choice, the client also has the support of Thermal PTY, S.A., for any additional consultation at no cost once the contracted technicians proceed to carry out the repairs

As a rule, in the event of a problem of curtain damage, the client will be recommended to carry out a second inspection once the repair has been carried out. The control inspection will have a cost equal to 50% of the original cost, covering the areas previously inspected, and should not be carried out in a period of less than two months after the repairs have been carried out in order to be able to compare data effectively. .

You can decide not to apply the recommendations that are being given, since this does not imply that there is a specific damage, but it is a preventive maintenance recommendation.



ABOUT HUMIDITY

We want to point out that the observed moisture travels through dynamic transfer to the lower areas, affecting the areas related to the identified positions. It is necessary to understand that the damages caused by humidity are dynamic and evolve affecting new areas, for which we recommend taking short-term actions; This type of damage may be reflected in lower areas or in different areas, since the humidity travels through the slab and moves along the walls in the case of multiple levels. In the same way we want to remind you that the damages caused by humidity are not static damages, but rather they evolve and are dynamic; We recommend proceeding with the revision and repair in the shortest possible time in order to avoid further damage. If you want to know more visit www.thermalpty.com in the damage section. Remember that water falls downward and can move horizontally along a wall or floor, so it is possible that the damage is not in the exact points that we marked but around them.

ABOUT THE COMMENTS IN THE SUMMARY OF DAMAGES

In this section you will be provided with a summary of the damages observed during the inspection carried out on your property, this summary will be directly related to the Individual Explanations presented on the side of the image or at the bottom of each image that you can find in the Consecutive Photographic Archive report which is subsequent to this summary and introduction.

Likewise, we recommend that if inspections are to be carried out on other structures related to the results of this inspection, equipment with a resolution no less than that comparable to a FLIR E8 THERMAL CAMERA (Resolution 320 X 240 pixels) be used and that the images be processed. with a diagnostic program similar or equal to the FLIR TOOL+ to ensure that the results are objective and comparable with the data that is being delivered to them.

Observation: the images presented in the Consecutive Photographic File section cannot be identified, analyzed and interpreted by plumbers, engineers or architects unless they have the preparation and suitability (see page 2 of the document) that certifies them as Level 1 Thermographers or superiors and a specialized diagnostic program. Please note that subsequent damage to furniture or electronic equipment that cannot be accessed from the front or rear cannot be assessed by our teams.



GUIDE FOR TEMPERATURE READING

The humidity or heat of the image will be observed in patterns:

1. The colors identify different temperatures, you must use the right side table in the images to locate if the temperature is cold or hot,
2. The table to the right of the image gives you a guide to the temperatures, however, it must be understood that the cold is on the bottom and the heat is on the top,
3. the different color layers will indicate how the humidity is distributed in the image, note that the red color is in the middle of the humidity range, it will also indicate where there is a concentration of temperature,
4. Keep in mind that in a wall the humidity will concentrate towards the bottom, in the ceiling it will look for depressions in the slab to concentrate it,
5. Moisture does not travel in straight lines, if you see anything linear indicating a temperature pattern there is a good chance it is a pipe



A FURTHER EXPLANATION ABOUT THE TEMPERATURE READING IN THE PICTURE PRESENTED TO YOUR LEFT HAND.

The colors that you will see on the right hand side of the image, in the color table, only represent the temperature variation as the humidity moves through a wall or a ceiling. For a better understanding, it is understood that the warmer colors towards yellow and white represent heat, and the colder colors towards blue and black represent cold and humidity accumulation respectively.

For purposes of interpretation, the temperature patterns will indicate where the humidity is concentrating and where it is traveling, in some cases we will be able to observe how the humidity establishes colored bridges connecting and affecting other areas, this generally happens on floors and ceilings .

Síguenos en nuestro Canal de Youtube:

THERMAL PTY



Visita Nuestro Canal
YouTube

