



# *Code of Ethics*

## **NATIONAL AIR FILTRATION ASSOCIATION**

THIS DOCUMENT CERTIFIES THAT

### *Indoor Environmental Consultants*

IS A MEMBER IN GOOD STANDING FOR THE YEAR

**2011**

AND HAS AGREED TO CONDUCT ITS FILTRATION SALES BUSINESS  
UNDER THE FOLLOWING GUIDELINES:

- 1) We will at all times serve our clients with integrity, competence, and objectivity.
- 2) We will be honest, accurate, and forthright in our advertising.
- 3) We will provide our clients with accurate inspections and evaluations of the cleanliness and physical condition of their HVAC systems and indoor environment, using this information to determine the type of filtration services required, if any.
- 4) We will assign personnel to projects who are qualified by knowledge, experience and character, and will utilize the services and products of those who possess specialized skills, tools, or trades not possessed by us when circumstances call for work to be done which we are unable to perform.
- 5) We will stay abreast of new developments in technology, tools of the trade, building codes, the Uniform Mechanical Code, and any other codes of information that directly affects our work.
- 6) We will serve a client only under terms or conditions that will not impair our objectivity or integrity.
- 7) We will advise client personnel of any problems encountered on a project and make subsequent recommendations as required.
- 8) We will be fair in our dealings with our clients and charge reasonable fees commensurate with the nature of products and services provided.
- 9) We will be accessible to customer inquiries, comments, or complaints on a completed service and will be willing to reach mutually acceptable terms under which any complaints can and will be addressed.
- 10) We will review the work of another member only if requested by the client but shall notify the member of the fact that we have been asked to conduct such a review.
- 11) We will require that all employees of our firm practice filter sales and service in accordance with all local, state and federal laws, rules and regulations affecting our industry, NAFA Guidelines, and the Code of Ethics.

NAFA President

Company President

NAFA • PO Box 68639 • Virginia Beach, Virginia 23471