MPI CONCEPTS INC

ISTAIR manufactured stair systems

6548 Center Industrial Dr. Jenison, MI 49428

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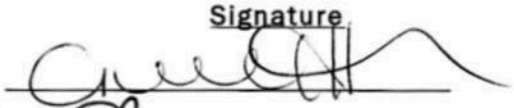
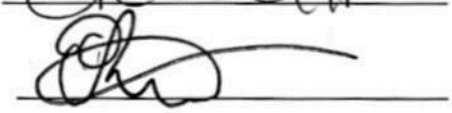
**Approvals :**

| | Name | Signature |
|---|---|---|
| Office Manager : | Ginger Prins |  |
| Quality Assurance Manager : | Eric Peterson |  |

**REVISION HISTORY**

| DATE | CHANGE | AUTHOR/REPORT SIGNATURE 2.1.1 |
|---|---|---|
| 7/5/2022 | UPDATE TO ICC FROM PER - BELOW CHANGES | |
| 11/6/23 | REVIEW & CHANGES | |
| 8/21/25 | REVIEW / UPDATE | |
| | | |

7/5/22

- ADD PROCEDURE FOR A COMPLAINT.

- ADD ORGANIZATIONAL CHART (TILES, RESPONSABILITIES.

11/6/23

- ADD "REVIEW" TO 3.0
- 5.4 CFA MIL CERTS "VISUAL CHECK"
- ESR ON INSTALLATION LABEL
- 7.0 GAGE BLOCK IDENTIFICATION, TEST BLOCK EVERY 3 YEARS

INTERNAL BINDER FOR TESTING TOOL TESTS / RESULTS. SIGNED AND DATED

12.1 ADD HOW (PROCEDURE) WE HANDLE COMPLAINTS. HAVE INTERNAL BINDER W / COMPLAINT & SIGNATURE & SOLUTION.

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8/21/25

REVIEW

- CHANGE CONTACT PHONE NUMBER TO CURRENT
- REMOVE ORGANIZATON CHART "PERSONAL NAMES"

## TABLE OF CONTENTS

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**1.0 INTRODUCTION** This manual describes the policies relevant to the elements of the quality control system of MPI Concepts Inc., the manufacturer of ISTAIR parts. The “ISTAIR” stair building system is primarily for use in the new home construction industry. This manual is specific to the ISTAIR stringer brackets, “TRG” tread riser gusset, and ISTAIR system. This manual provides comprehensive evidence of compliance to PEI (Progressive Engineering Inc.) to AC10 (Acceptance Criteria for Quality Control Manuals).

**1.1 SCOPE** This quality manual applies to all employees of MPI Concepts Inc. associated with the ISTAIR System in implementing the quality assurance activities associated with their functions. Compliance with the procedures is mandatory for all personnel.

**2.0 ISSUE OF MANUAL** This Quality Manual is issued under the authority of Michael Prins, President of MPI Concepts Inc. The master manual will be kept under electronic media at location:
i-stair.com under QC MANUAL.

**2.1.1** The original approved Q/A manual and any subsequent reviews and revisions will have a signed copy by the authorized representative of the report holder kept in the Accounting Department.

**2.1.2 GENERAL INFORMATION**

**FACILITY NAME**: MPI Concepts Inc. Plant 1

**MANUFACTURING LOCATION:** 6548 Center Industrial Drive, Jenison MI 49428

**TELEPHONE NUMBER:** 616-299=8866

**CONTACT PERSON:** Michael Prins

**QUALITY SYSTEM ELEMENTS:** The quality system elements in this manual are geared to comply with the index of AC10 (Acceptance Criteria for Quality Control Manuals).

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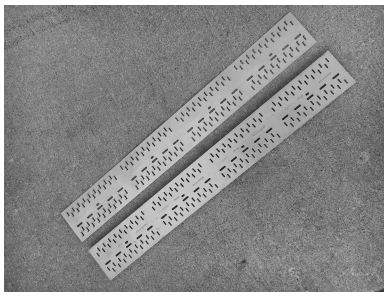
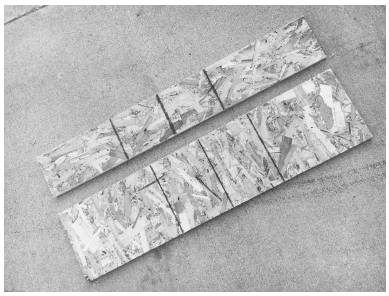
## 3.0 MANUAL REVIEW AND REVISIONS

The ISTAIR quality policy manual will be reviewed a minimum of once annually. The manual will be stored in the following electronic location: i-stair.com under QC Manual. Therefore it will not be required to re-issue in its entirety when revisions are made. Revisions will be made if necessary and the front page will contain the applicable revision date.

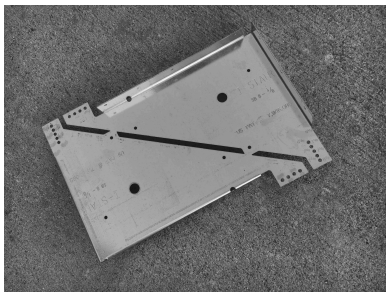
## 4-4.1.4 FIELD IDENTIFICATION OF PRODUCT



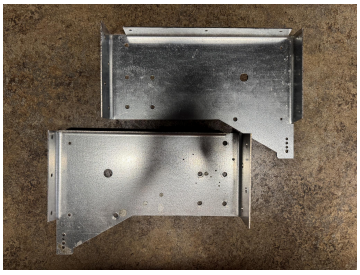
"TRG" GUSSET



TREAD/RISER

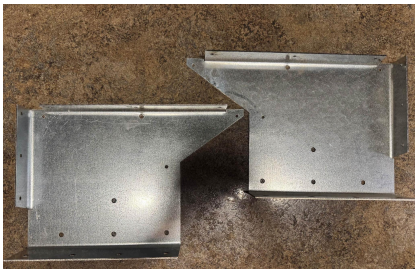


ISTAIR BRACKET



COMMERCIAL TOP/HEADER BRACKET

COMMERCIAL MIDDLE BRACKET



COMMERCIAL BOTTOM/FOOTER BRACKET

**4.1 SAMPLE LABELS**

SB 8-1/8 , SB 7-7/8 , SB 7-5/8 SBD

TRG 48-10 , TRG 43-9
43.5-9

**4.1.2 SAMPLE "ICC-ES" MARKING**

**4.1.3** A Quality Control Inspection sheet will be used to document inspections performed on the materials and components for the ISTAIR and system. These forms will be recorded with dates and results at time of inspection and documented.

**5.0-5.19 MANUFACTURING LAYOUT**

The ISTAIR stair system is made up of multiple components to be used for construction of stairs.

**5.1 INDIVIDUAL COMPONENT LIST AND MANUFACTURING STEPS**

“ISTAIR bracket”- Patented galvanized stamped steel bracket, pair consisting of a right bracket and a left bracket with predetermined stamped holes for rise to run connections.
This part consists of .048 +/- .003 ASTM A653 steel with minimum yield strength of 33,000 and has a G60 galvanized coating. This part is stamped at an off site contracted manufacturer.

“TRG” gusset- Patented stamped steel toothed gusset to make hinged tread-riser.
This part consists of .036 +/- .003 galvanized ASTM A653 steel with minimum yield strength of 33,000 and Has a G60 galvanized coating. This part is stamped in house with MPI Concepts proprietary TRG press.

Tread and Riser- These components are cut to a predetermined size from 4’x 8’ sheets of Performance Category 23/32 APA rated Oriented Stand Board (O.S.B.) or better in house.

Finished “TRG” tread/riser-This part consists of the TRG gusset being pressed into a tread of predetermined size and a riser of predetermined size.
MPI Concepts TRG press loads one tread and one riser into press and TRG gusset is pressed making part. This is a fully automated process.

“ISTAIR Commercial Middle bracket”- Patented galvanized stamped steel bracket, pair consisting of a right bracket and a left bracket with predetermined stamped holes for rise to run connections.
This part consists of .048 +/- .003 ASTM A653 steel with minimum yield strength of 33,000 and has a G60 galvanized coating. This part is stamped at an off site contracted manufacturer.

“ISTAIR Commercial Top/Header bracket”- Patented galvanized stamped steel bracket, pair consisting of a right bracket and a left bracket with predetermined stamped holes for rise to run connections.
This part consists of .0751 +/- .003 ASTM A653 steel with minimum yield strength of 33,000 and has a G60 galvanized coating. This part is stamped at an off site contracted manufacturer.

“ISTAIR Commercial Bottom/Footer bracket”- Patented galvanized stamped steel bracket, pair consisting of a right bracket and a left bracket with predetermined stamped holes for rise to run connections.
This part consists of .0751 +/- .003 ASTM A653 steel with minimum yield strength of 33,000 and has a G60 galvanized coating. This part is stamped at an off site contracted manufacturer.

Screws- 3rd party manufactured and tested :

Strong Point #10 – 1 ½ “screws or better are used for attachment of brackets to stringers.

#6 or better–¾” screws for attaching TRG tread and risers to brackets. These are supplied with finished TRG tread/riser.

Foot pads- Impervious moisture barrier material for stringer wood to concrete contact. Material cut to 1 1/2” x 4 7/8” in house.

Simpson Strong-Drive SDS Screws SDS25112 or SDS25112SS screws.

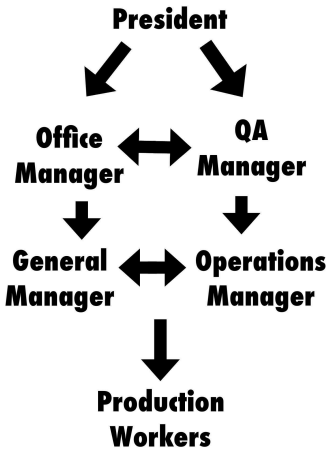
10-16X1-1/4’’ SQ SDS Screws.

Third Party quality assurance is required for this program. A copy of the contractual agreement between MPI Concepts Inc. and the accredited inspection agency will be kept on file in the Quality Assurance Office. There will be a minimum of four (4) quarterly inspections performed by the inspection agency.

## 5.0-5.6 ORGANIZATION CHART

**5.1 JOB RESPONSIBILITIES** Operations Manager will be responsible to ensure that all production schedules are being met as well as performing follow-up and inspections for quality on all products. This person will train, supervise, and verify all persons working on components and system are qualified to work on such parts. Operations Manager will also oversee final packing and shipping of parts to
determined destination. Quality Assurance manager will check, record documents, and file needed documents and plans.

President
Office Manager
Quality Assurance Manager
Operations Manager




## 5.2 PACKAGING AND STORAGE OF PRODUCT/PARTS

The ISTAIR Parts and components will be stored in a dry location and protected from exposure to the elements.

## 5.3 INCOMING MATERIALS

Incoming materials are received and inspected and/or by a receiver or Operation Manager. The receiver will compare the quantities on the packing slip with the quantities received. The receiver will sign off the packing slip and note any discrepancies. If no packing slip arrives with shipment, a Materials Receipts form is to be completed. For items that require a material certification the Production Manager is required to check for conformance and sign off. Operations Manager will also check incoming materials that have critical dimension requirements for conformance.

## 5.4 COMPONENT INSPECTION CHART

| COMPONENT | RAW MATERIAL CHECK | DOCUMENTATION FREQUENCY | TEST DEPICTS |
|---|---|---|---|
| O.S.B. 23/32" APA RATED ORIENTED STRAND BOARD –PERFORMANCE CATEGORY | YES | PER BUNK<br>43-55 SHEETS<br>VISUAL CHECK | SIZE W/IN TOLERANCES<br>+/- 1/16" |
| ARAUCO 23/32" ARAUCOPLY UL-RAD PINE AC EXT | YES | PER BUNK 54 SHEETS VISUAL CHECK | SIZE W/IN TOLERANCES<br>+/- 1/16" |
| "TRG" GUSSET STEEL | YES | PER COIL<br>VISUAL CHECK CFA MIL<br>SPEC REPORT | TYPE OF STEEL. SIZE 4" +/- .025 WIDTH .036 +/- .003 THICKNESS |

| | | | |
|---|---|---|---|
| ISTAIR BRACKET STEEL | YES | PER COIL VISUAL CHECK CFA MIL SPEC REPORT | TYPE OF STEEL SIZE .048 +/- .003 THICKNESS |
| SCREWS #6- ¾" | YES | PER BOX (CHECK) | CORRECT SIZE |
| SCREWS #10- 1½" | YES | PER BOX (CHECK) | CORRECT SIZE |
| IMPREVIOUS MOISTURE BARRIER 2mm | YES | PER DELIVERY | CORRECT SIZE |
| ISTAIR COMMERCIAL TOP/HEADER BRACKET | YES | PER PALLET VISUAL CHECK CFA MIL SPEC REPORT | TYPE OF STEEL SIZE .0751 +/- .003 THICKNESS |
| ISTAIR COMMERCIAL BOTTOM/FOOTER BRACKET | YES | PER PALLET VISUAL CHECK CFA MIL SPEC REPORT | TYPE OF STEEL SIZE .0751 +/- .003 THICKNESS |
| ISTAIR COMMERCIAL MIDDLE BRACKET | YES | PER PALLET VISUAL CHECK CFA MIL SPEC REPORT | TYPE OF STEEL SIZE .048 +/- .003 THICKNESS |
| SIMPSON STRONG-DRIVE SDS SCREWS SDS25112 or SDS25112SS | YES | PER BOX (CHECK) | CORRECT SIZE |
| SCREWS 10-16X1-1/4" SQ SDS | YES | PER BOX (CHECK) | CORRECT SIZE |

**5.5** When inspection of components (Chart 2.2.2) is recorded. After recording completed parts can be used to construct finished "TRG" tread and risers or parts boxed and prepared for shipping.

## 5.6 FINISHED PART INSPECTION

Press operator will final inspect "TRG" tread/risers, and ISTAIR deck bracket with Chart 2.4.1

### FINISHED "TRG" TREAD/RISER

| COMPONENT | TEST TYPE | TEST DEPICTS |
|---|---|---|
| TREAD/RISER PRESSED | MEASURE LENGTH AND WIDTH | CORRECT DETERMINED SIZE ORDERED |
| ORIENTED DIRECTION OF O.S.B. OR BETTER | VISUAL | EXTERIOR SIDE FACING UP AND OUT |
| TREAD NOSING | VISUAL | NOSING ROUNDED |

| | | |
|---|---|---|
| “TRG” GUSSET TO TREAD AND RISER CONNECTION | VISUAL | CORRECT PRESS QUALITY- TEETH INTO TREAD/RISER |
| ISTAIR BRACKET | VISUAL AND MEASURE | STAMP QUALITY, HOLES IN CORRECT LOCATION THICKNESS .048 +/- .003 |
| ISTAIR COMMERCIAL TOP/HEADER BRACKET | VISUAL AND MEASURE | STAMP QUALITY, HOLES IN CORRECT LOCATION THICKNESS .0751 +/- .003 |
| ISTAIR COMMERCIAL BOTTOM/FOOTER BRACKET | VISUAL AND MEASURE | STAMP QUALITY, HOLES IN CORRECT LOCATION THICKNESS .0751 +/- .003 |
| ISTAIR COMMERCIAL MIDDLE BRACKET | VISUAL AND MEASURE | STAMP QUALITY, HOLES IN CORRECT LOCATION THICKNESS .048 +/- .003 |

## 6.0 NON CONFORMING PRODUCT

If anyone suspects materials, or parts to be defective they will report it to the Operations Manager. The Operation Manager will review the material, or procedure to determine cause of non-conforming. There may be times that the Operation Manager may need additional resources to make a determination. In this case the Controller will determine by reviewing and bringing it to the President. All non-conforming material will be stored in designated and segregated areas.

## 7.0 MEASURING AND TESTING EQUIPMENT

Measuring devices, tools will be designated for “TEST USE ONLY” and kept in designated and marked cabinets. The measuring and test equipment will be calibrated by a laboratory in compliance with ISO/IEC 17025.
Testing tools:

Caliper:
Mitutoya Code # 500-196-30 Serial # A22114408

Micrometer:
Mitutoya Code # 293-340-30 Serial # 71645014

Gage Block
Mitutoya Identification # 232135

Testing tools will be checked for curate calibration every six months.

Micrometer and Caliper will be tested every six months. Gage block every 3 years.
An internal binder will show that the test has been completed with signature and date.

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## 8.0-8.1.5 INSPECTIONS AND TESTING FOR RECORDS

As stated throughout this manual, the “QUALITY CONTROL INSPECTION FORM” sheet will be used for quality control of incoming material, and components. This form will be completed by OPERATIONS MANAGER or designated inspector, who is approved by the controller.

The above “QUALITY CONTROL INSPECTION FORM” sheet referenced will be archived and stored for a minimum of two (2) years in the Q/A office area.

The “CUSTOMER COMPLAINT FORM” sheet will be used for customer complaints. This form will be reviewed by Controller and Operations Manager and
Corrective action recorded.

The above “CUSTOMER COMPLAINT FORM” sheet referenced will be archived and stored for a minimum of two (2) years in the Q/A office area.

In cases where third-party inspections are required the resulting inspection reports will be archived and stored for a minimum of two (2) years in the Q/A office area.

## 9.0 MANUFACTURING PROCESS

Precut tread and risers are loaded into the proprietary MPI Concepts manufacturing press, and assembled with a patented TRG gusset stamped, and pressed using an automated program.

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## 10.0 ASSEMBLY INSTRUCTIONS OF RESIDENTIAL I-STAIR COMPONENTS INTO FINISHED I-STAIR SYSTEM

1. Use the order ticket to determine stringer length, and size. Number of brackets needed. Angle for foot to be cut. Rise to run connection.

2. Load the needed right and left stringer material onto “ISTAIR Stringer Table” crowning them up, and cut feet to a determined angle using “ISTAIR Stringer Table” saw. Set right and left stringer onto the above table crowned accordingly.

3. Separate right and left ISTAIR brackets and place the amount needed onto stringers.
Snip off the RUN tab on right and left “High-End Brackets” with sheet metal shears and set in place.

4. Using “ISTAIR Magnetic Angle” Line up rise to run connection and place according
to training. Screw connection with #10– 1 ½” screws” into corresponding holes on the right and left stringer.

5. Line up corresponding rise to run holes on “Middle Brackets”, screwing all connections and needed holes with #10 1 ½” screws”. Continue the same process until reaching the last (top) bracket. Only screw the rise to run hole on the last “Low-End Bracket”.

6. Set “Low-End Bracket” to corresponding placement and mark stringer foot cut with pencil using “ISTAIR T Square”. Repeat for other stringer. Cut foot cuts with circular saw.
Swivel brackets back to corresponding placement and screw all remaining connection holes with #10 – 1 ½” screws.

7. Place work order sheet on one stringer, between bracket and wood, Write size with marker on stringer.

8. Load right and left bracketed stringers into “ISTAIR Assembly Table”.

9. Set each stringer in place using line up holes and clamp. Set width to order ticket.

10. Load number of needed sized “TRG’s” into “ISTAIR Assembly Table”.

11. Glue bottom riser flanges and screw in place using 2 or 3 #6 – ¾” screws.

12. Pre-glue each flange and place “TRG” in place. Screw from behind onto riser flange with 2 #8 – ¾” screws.

13. Repeat step 12, until reaching the last “Low-End Brackets”.

14. Screw all treads from beneath using 3 #6 – ¾” screws or better onto pre-glued flanges, making sure “TRG” is fully seated properly.

15. Screw “TRG” in “Low-End “ position from below to pre-glued tread flange using 2 or 3 #6 -3/4” screws or better and using 1 - 1 ½’ Strong point screw or better from above on each side.

16. Screw top tread and bottom riser, both sides from top, and front using #10 –1 ½” screw.

17. Attach an impervious moisture barrier to both the left and right stinger foot that will have wood to concrete contact.

18. Attach pre-bagged and number needed of GRK screws if required.

19. Wipe the glue on the outside of the “TRG” bracket connection for skirt board clearance.

20. Attach ISTAIR warning label with staples to bottom tread of each stair.

21. Attach ISTAIR installation checklist to one riser of each stair system.

21. Attach work order pre printed label with staples to bottom riser and inspect and check, initial that all steps have been followed.

22. Attach Install and Quality Control labels to designated locations as 11.0-11.3

23. Inspect and fill out the Quality Control ticket and file into the designated location.

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## 11.0 ASSEMBLY INSTRUCTIONS OF COMMERCIAL I-STAIR COMPONENTS INTO FINISHED I-STAIR SYSTEM

1. Use the order ticket to determine stringer length, and size. Number of brackets needed. Angle for foot to be cut. Rise to run connection.

2. Load the needed right and left stringer material onto “ISTAIR Stringer Table” crowning them up. Cut the feet to a determined angle using an “ISTAIR Stringer Table” saw. Set right and left stringer onto the above table crowned accordingly.

3. Scribe a line the length of the stringer from the top of the stringer using a 1-1/2” scribe.

4. Place proper right and left “ISTAIR Commercial Bottom/Footer bracket” in place as the first bracket on “ISTAIR Stringer Table”.

5. Place the correct right and left “ISTAIR Commercial Middle bracket” until reaching the last bracket required.

6. Place the correct right and left “ISTAIR Commercial Top/Header bracket” in place as the last bracket required.

7. Using “ISTAIR Magnetic Angle” Line up rise to run connection and place according to training. Screw connection with #10– 1 ½” screws” into corresponding holes on the right and left stringer. Fill remaining 6 holes of the “ISTAIR Commercial Top/Header bracket” with 6 (six) Simpson Strong-Drive SDS Screws SDS25112 or SDS25112SS screws.

8. Line up corresponding rise to run holes on “ISTAIR Commercial Middle Brackets”, screwing all connections and needed holes with #10 1 ½” screws”. Continue the same process until reaching the last “ISTAIR Commercial Top/Header bracket”. Only screw rise to run hole on last “ISTAIR Commercial Top/Header bracket”.

9. Set “ISTAIR Commercial Top/Header bracket”to corresponding placement and mark stringer foot cut with pencil using “ISTAIR T Square”. Repeat for the other stringer. Cut the foot cuts with circular saw.
Swivel “ISTAIR Commercial Top/Header bracket” back to corresponding placement and screw rise/run placement holes with #10 – 1 ½” screws. Fill remaining holes with 4 (four) Simpson Strong-Drive SDS Screws SDS25112 or SDS25112SS screws.

10. Place work order sheet on one stringer, between bracket and wood, Write size with marker on stringer.

11. Load right and left bracketed stringers into “ISTAIR Assembly Table”.

12. Set each stringer in place using line up holes and clamp the stringer in place. Set width to order ticket.

13. Load number of needed sized “TRG’s” into “ISTAIR Assembly Table”.

14. Glue bottom riser flanges and screw in place using 2 or 3 #6 – ¾” screws.

15. Pre-glue each flange and place “TRG” in place. Screw from behind onto riser flange with 2 #8 – ¾” screws.

16. Repeat step 12, until reaching the last “ISTAIR Commercial Top/Header bracket”.

17. Screw all treads from beneath using 3 #6 – ¾” screws or better onto pre-glued flanges, making sure “TRG” is fully seated properly.

18. Screw “TRG” in “Low-End “ position from below to pre-glued tread flange using 2 or 3 #6 -3/4” screws or better and using 1 - 1 ½’ Strong point screw or better from above on each side.

19. Screw top tread and bottom riser, both sides from top, and front using #10 –1 ½” screw.

20. Attach an impervious moisture barrier to both the left and right stringer feet that will have wood to concrete contact.

21. Attach pre-bagged and number needed of GRK screws if required.

22. Wipe glue on the outside of the “TRG” bracket connection for skirt board clearance.

23. Attach ISTAIR warning label with staples to bottom tread of each stair.

24. Attach ISTAIR installation checklist to one riser of each stair system.

25. Attach work order pre printed label with staples to bottom riser and inspect and check, initial that all steps have been followed.

26. Attach Install and Quality Control labels to designated locations as 11.0-11.3

27. Inspect and fill out the Quality Control ticket and file into the designated location.

## 12. "ISTAIR RESIDENTIAL" INSTALLATION INSTRUCTIONS AND LABELING

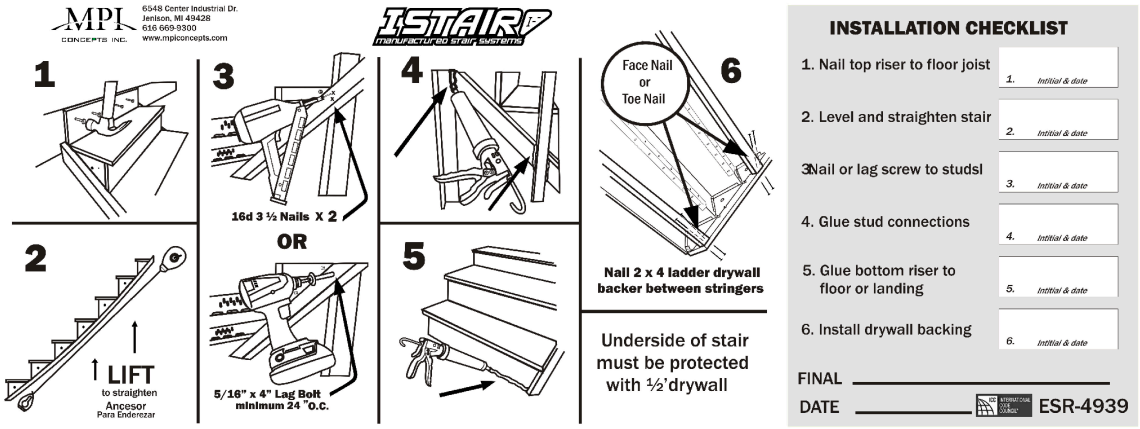
1. Nail top riser to header joist, tight to subfloor nosing with 4 (four) # 8d or better nails.

2. Lift stringers to straighten and lag screw stringers to each stud with 1 (one) 5/16" x 4" GRK, 24" O.C. minimum, OR nail stringers to each stud with 2 (two) 3" x 0.131 nails, 24" O.C. minimum.

3. Glue stringers to studs, and bottom riser to floor or landing with construction adhesive to prevent squeaking. This step is non structural but recommended.

4. Warning label ( 5 ½" x 8 ½" ) is printed on water and tear resistant paper and stapled to Low end tread of each stair assembly.

5. Installation label. This is printed on water and tear resistant paper and stapled to one of the risers of each stair system




## 13.0 "ISTAIR COMMERCIAL" INSTALLATION INSTRUCTIONS AND LABELING

1. Nail top riser to header joist, tight to subfloor nosing with 8 (eight) # 8d or better nails.

2. Screw "ISTAIR Commercial Top/Header bracket" into header joist using 4 (four) Simpson Strong-Drive SDS Screws SDS25112 or SDS25112SS screws.

3. Lift stringers to straighten and lag screw stringers to each stud with 1 (one) 5/16" x 4" GRK, 16" O.C. minimum.

4. Remove the bottom "TRG" (tread and riser) by unscrewing the 10-16x1-1/4" sq sds screws from the tread side facing up.

5. With the first "TRG" removed, attach the "ISTAIR Commercial Bottom/Footer bracket" to the floor using 4 (four) Simpson Strong-Drive SDS Screws SDS25112 or SDS25112SS screws for wood or specified concrete anchors.

6. Span construction adhesive across the top of the front riser as well as top of the riser on the removed "TRG". Also apply construction adhesive to the bracket flanges.

7. Place the removed “TRG” back into place and screw to the bracket flanges using 2 (two) 10-16x1-1/4” sq sds screws.

8**.** Glue stringers to studs, and bottom riser to floor or landing with construction adhesive to prevent squeaking. This step is non structural but recommended.

9**.** Warning label ( 5 ½” x 8 ½” ) is printed on water and tear resistant paper and stapled to Low end tread of each stair assembly.


10. Installation label. This is printed on water and tear resistant paper and stapled to one of the risers of each stair system

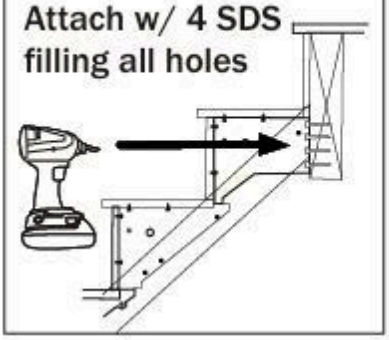
# INSTALLATION STEPS

Place stair in stair hole. Top riser tight to bottom of subfloor.

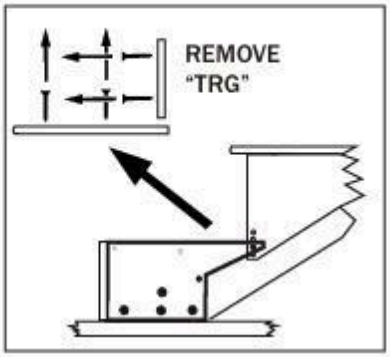
Attach w/ 9 8D min. Nails

TOP/HEADER BRACKET attachment 4 Simpson SDS25112SS or SDS25112

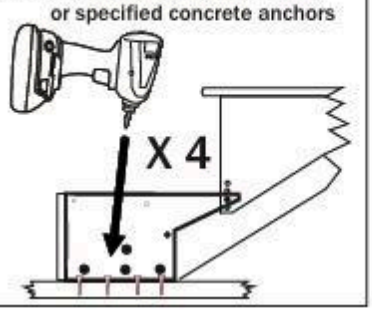
Attach w/ 4 SDS filling all holes

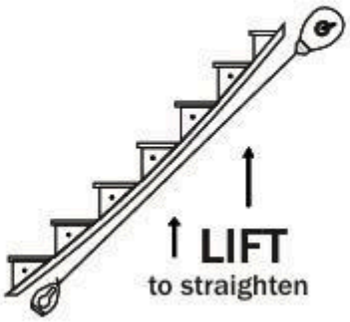


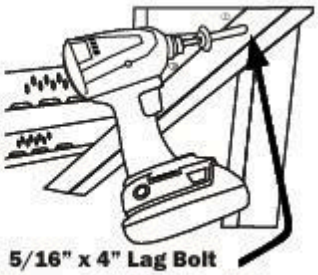
BOTTOM/FOOT BRACKET attachment 4 Simpson SDS25112SS or SDS25112



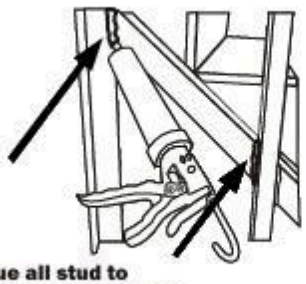

Attach to floor/subfloor with SDS or specified concrete anchors



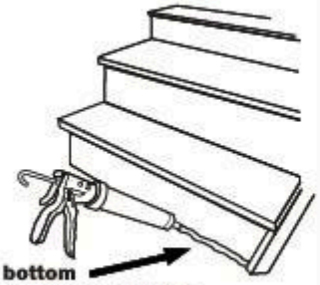



5/16" x 4" Lag Bolt
Minimum 16 "OC" ALL stud to stringer connections



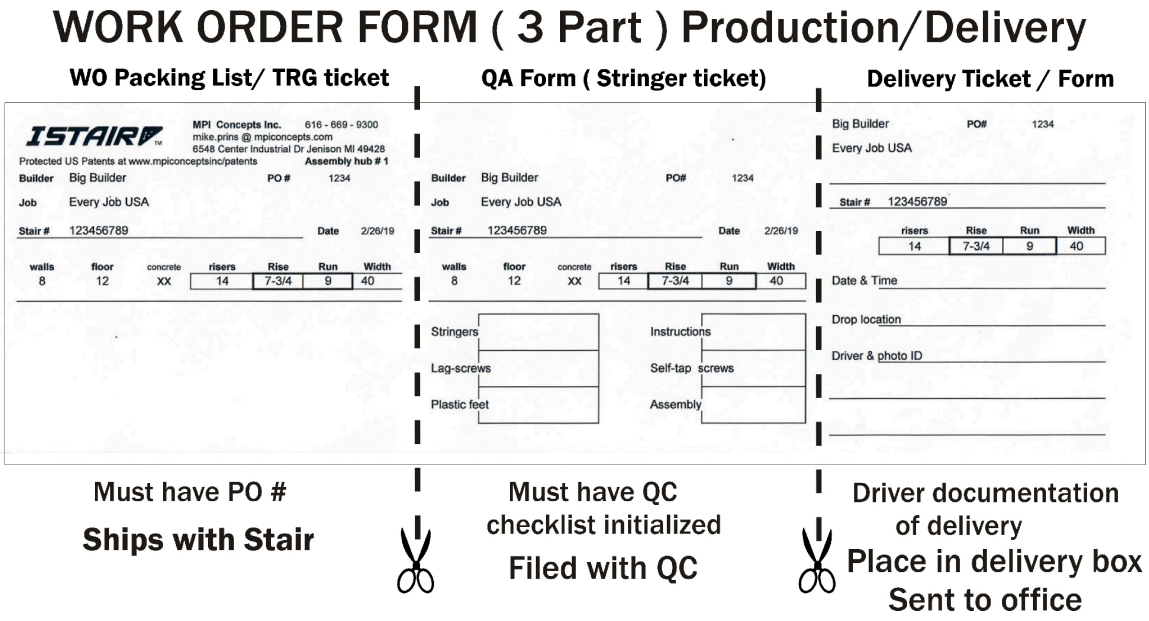
Glue all stud to stringer connections



Glue bottom riser to floor connection

## 14. ASSEMBLY QUALITY ASSURANCE CHECKLIST

This form is generated with Work Order and will follow the stair system through assembly.
All operations requiring checks will be initialed, and completed form filed.




### 14.1 CUSTOMER COMPLAINT PROCEDURE

1. For customer complaints the Quality Assurance Manager or Operations Director.
2. will:
3. Fill out “customer complaint form”.
4. Access the complaint.
5. Fill out the “customer complaint form”.
6. Fix or remedy the problem.
7. Document solution and file in internal binder.

## 15-15.4 STATEMENTS REQUIRED OF ALL MANUFACTURERS

The statements referenced below in sections 2.8.1- 2.8.4 are required to be compliant with document AC-10. MPI Concepts Inc. makes the following statements:

**15.1** The ICC-ES name, mark, or report number will only be used by MPI Concepts Inc. on products that are in compliance with the listing agreement and the approved Quality Assurance Manual.

**15.2** MPI Components Inc. will promptly investigate and respond to ICC-ES when apprised of complaints concerning product performance.

**15.3** MPI Concepts Inc. agrees to permit ICC-ES representatives to examine, at the distribution points manufacturing plant(s), and any product labeled as being in conformance with the evaluation report.

**15.4** MPI Concepts Inc. will notify ICC-ES in writing if there is a change in the product
from that was originally in the evaluation report.

## 16-16.2 STATEMENTS REQUIRED OF MANUFACTURERS OF PRODUCTS THAT REQUIRED THIRD-PARTY QUALITY CONTROL

**16.1** MPI Concepts Inc. will notify ICC-ES in writing prior to termination of the inspection agreement with the accredited inspection agency.

**16.2** Whenever an inspection report indicates a major quality control deficiency, MPI Concepts Inc. will forward a copy of the report within ten days of the reports writing.

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## 17-17.2 QUALITY CONTROL FOLLOW-UP ASSEMBLY HUBS ASSEMBLING THE ISTAIR SYSTEM.

**17.1** Semi-annual follow-up inspections will be performed on all hubs with quality control form to be completed for traceability purposes.

**17.2** Quality control forms for above will be used for verification of protocol required for construction of the I-STAIR system. Records will be maintained for 2 (two) years in
QC area.

**FORM**
**FORM**
**FORM**

# QUALITY INSPECTION FORM FOR MPI CONCEPTS MANUFACTURE OF ISTAIR SYSTEM COMPONENTS

**(Inspections to be done to check for conforming to Chart 5.4)**

DATE _____

RAW MATERIAL

☐ O.S.B ☐ TRG GUSSET STEEL ☐ BRACKET STEEL

☐ #6 - 3/4" SCREWS ☐ #10 – 1½" SCREWS ☐ SIMPSON SDS SCREWS

FINISHED COMPONENTS

☐ TREAD/RISER SIZE ☐ O.S.B. DIRECTION ☐ O.S.B. NOSING ☐ TRG GUSSET PRESS QUALITY

☐ RESIDENTIAL BRACKET ☐ COMMERCIAL TOP/HEADER BRACKET

☐ COMMERCIAL MIDDLE BRACKET ☐ COMMERCIAL BOTTOM/FOOTER BRACKET

TEST/CHECK ☐ ACCEPTED ☐ REJECTED _____ REASON FOR REJECTION

NAME _____
TITLE _____

ATTACH I.D. INCOMING PAPERWORK HERE

MPI
CONCEPTS INC.

**CUSTOMER COMPLAINT FORM** DATE _____

Customer
Name_____

JOB/P.O. # IF APPLICABLE
_____

REASON FOR COMPLIANT
_____

SPECIFICS FOR PROBLEM/NON-CONFORMANCE
_____

_____
__

NAME _____
TITLE _____

___ ___ ____ ___ ____ ____ ____ ____ ____ ____ ____ ____

MPI
CONCEPTS INC.

**CUSTOMER COMPLAINT FORM** DATE _____

Customer
Name_____

JOB/P.O. # IF APPLICABLE
_____

MPI CONCEPTS INC. June 22, 2026

REASON FOR COMPLIANT

_____

SPECIFICS FOR PROBLEM/NON-CONFORMANCE

_____

_____
__

NAME _____
TITLE _____

MPI
CONCEPTS INC.

**FOLLOW-UP QUALITY CONTROL INSPECTION CHECKLIST (BI-ANNUAL)**

ASSEMBLY HUB NAME/LOCATION

_____

DATE_____

**CHECK** **INSPECTION PROCEDURE**

- ☐ Inspect visually that the ISTAIR systems are properly being built to ISTAIR Protocol.
- ☐ Component check ( check that proper approved components are being used ). Check inventory and files.
- ☐ Records check ( affirm that QC customer forms are being recorded and filed ).
- ☐ Affirm that training manual and assembly posters are in place.

**NOTES:**

**INSPECTOR _____**