

GENERAL CONDITIONS FOR ROOFING WARRANTIES

All warranties

- On any project covered by a Soprema warranty, all materials must be installed in compliance with the instructions issued by Soprema, notably in terms of installation guides, specifications, details and technical bulletins, as well as the General Conditions for Roofing Warranties.
- Soprema declines all liability for damage resulting from the use of products made by other manufacturers when such products are used in conjunction with its membrane systems.
- Since it is impossible to anticipate all of the factors creating abnormal wind conditions on a roof, Soprema declines any liability for wind damage.
- Soprema warranties do not cover aesthetic phenomenon not resulting in water infiltration, such as wrinkles or blisters, unless they are deemed by Soprema to possibly cause water infiltration.
- In all systems, the roof must have a minimum slope of 1%.

All Platinum warranties

- Only roofing systems applied to the roofs of industrial, commercial or institutional buildings are eligible for Platinum warranties. This includes marquees, canopies and other structures over unoccupied spaces.
- SOPREMA's complementary line of sealants, mastics, adhesives and primers must always be used jointly with membranes manufactured by SOPREMA Inc.
- Platinum warranties cover manufacturing defects of materials as well as workmanship deficiencies that result in water infiltration. This warranty does not cover defective materials that were not manufactured or supplied by Soprema (i.e. insulation, cover boards, thermal barriers, drains, vents, hatches, skylights, antenna supports, fall arrest anchors, walkways, metal flashings, etc.).
- Only projects carried out by roofing contractor members of the PAQ + S program are eligible for the Platinum warranty. Roofing contractors are responsible for workmanship for the first five years of the warranty for the province of Quebec and for the first two years for the other province and territories.
- Platinum warranties do not cover moving, handling or replacing overburden other than Soprema products. Examples of this overburden include the following, without limitation: growing medium, interlocking pavers, planters, walkways, light standards, artificial ponds, water features, decorative ornamentation or other architectural features.
- Soprema reserves the right to deny any warranty claim that was not submitted for a pre-installation notification at least two weeks before the beginning of the work.
- When the project has been completed, the warranty request must be made no later than three months after the "date of completion of work". Beyond this date, the roofing contractor must demonstrate that the roof is still in good condition by supplying an independent expert's inspection report with the warranty request.

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Platinum Generation

- The Platinum Generation warranty is applicable in the event that the existing roof membranes and/or insulation must be retained.
- On conventional insulated roofing systems, a full inspection report with a thermoscan must be conducted by an independent expert. This report must include localization of potentially contaminated areas and be submitted along with the pre-installation notification. The inspection report and thermoscan analysis will have to be completed at least three months before the work begins. At the end of the project, the roofing contractor shall provide a signed letter addressed to Soprema certifying that all repairs to the system were performed in compliance with the indications stipulated in the independent expert's inspection report.
- Wet or damp sections must be removed and repaired, using new materials.
- A cut test of all existing components from the roof deck to the finished surface must be conducted.
- A detailed description of all existing components that are to be retained must be submitted with the pre-installation notification, along with their installation method.
- All existing components to be retained must have been installed in accordance with Soprema's general conditions for roofing warranties.

Generations

Platinum Soprature

- There must be a supervisor representing the roofing contractor present when a Soprature system is installed.
- In Soprature systems, all materials must be furnished by Soprema (drainage boards, capillary mats, root barrier, growing medium).
- Overburden other than Soprema materials will be the responsibility of the building owner.
- A maintenance program must be established and maintained.

Platinum Privilege



Only high-performance systems that include a composite-reinforced cap sheet membrane (Traffic Cap) are eligible for the Platinum Privilege warranty (5-year upgrade). Systems made with Classic membranes (Sopralene, Elastophene, Soprabase) or fibreglass-reinforced cap sheet membranes are only eligible for the standard Platinum warranty.

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Miscellaneous limitations

- If there are no components overlying Kraft paper which are mechanically fastened to the deck, the paper layer must be fully adhered to a solid substrate (e.g. gypsum board or concrete deck) except if the entire system is ballasted.
- The use of oxidized asphalt to adhere the cap sheet is prohibited.
- The use of a fibreglass-reinforced cap sheet membrane on upstands is prohibited.
- Inverted/ballasted systems with a self-adhered field cap sheet membrane are not eligible for Soprema's Platinum warranty. This includes roofing to be covered with a green roof system, such as Sopranature.

Limitations specific to insulation

Polystyrene

- Only Duotack adhesive or mechanical fastening with screws and plates for insulation are acceptable for affixing extruded or expanded polystyrene panels.
- The use of hot asphalt to adhere extruded or expanded polystyrene insulation is prohibited.
- Applying insulation boards or support panel with hot bitumen on top of extruded or expanded polystyrene insulation is prohibited.
- There is no restriction as to the manufacturer of either of these two types of insulation.

Mineral wool

- Non-coated mineral wool insulation boards must be installed using mechanical fasteners for insulation or fully adhered with hot bitumen. Using cold adhesive in ribbons or in spots is not permitted.
- Adhering any material with hot bitumen over non-coated mineral wool insulation is prohibited.
- Only mineral wool insulation made by Soprema, ModulR TS or Roxul is acceptable.

Polyisocyanurate

- Only polyisocyanurate insulation made by Soprema or pre-approved manufacturer of Soprema's designation is acceptable.

Limitations as to adhesives

- Only insulation adhesives made by Soprema (Coltack or Duotack) may be used to adhere insulation or cover boards.
- No primers or adhesives made by manufacturers other than Soprema are acceptable with Platinum warranties.

SOPREMA Inc. reserves the right to change, or modify, at our discretion, without prior notice, any specifications contained in these General conditions for Roofing Warranties.