

WARRANTY

General Conditions for Roofing Warranties

12.10.2015 GENERAL CONDITIONS

GENERAL CONDITIONS FOR ROOFING WARRANTIES

1. ALL WARRANTIES

1.1. GENERALS

1.1.1. For any project covered by a SOPREMA INC. warranty, all materials must be installed in compliance with the "General Conditions for Roofing Warranties" and the instructions issued by SOPREMA INC., notably in terms of installation guides, specifications, details and technical bulletins.

1.1.2. All modifications, alterations, additions or repairs to be made to a roofing system during the warranty period must receive prior written authorization from SOPREMA INC. Any modifications that do not comply with SOPREMA INC.'s recommendations could compromise the warranty.

1.1.3. SOPREMA INC. declines all liability for damage resulting from the use of products made by other manufacturers when such products are used in conjunction with SOPREMA's membrane systems. These products must be installed in accordance with their manufacturer's recommendations and specifications.

1.1.4. Since it is impossible to anticipate all of the factors creating abnormal wind conditions on a roof, SOPREMA INC. declines any liability for wind damage.

1.1.5. SOPREMA INC. warranties do not cover aesthetic phenomenon that do not result in water infiltration, such as wrinkles or blisters, unless they are deemed by SOPREMA INC. to possibly cause water infiltration.

1.1.6. In all systems, the roof must have a minimum slope of 1%. Premature granule loss due to ponding water is not considered a defect of provided materials, but rather as insufficient slope. It is therefore not covered by the warranties.

2. PLATINUM WARRANTIES

2.1 GENERALS

2.1.1. 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 (5) years of the warranty in the province of Quebec, for the first three (3) years in the Maritimes, and for the first two (2) years in the other provinces and territories.

2.1.2. Only roofing systems applied to the roofs of industrial, commercial or institutional buildings are eligible for Platinum warranties. These include marquees, canopies and other structures over unoccupied spaces.

2.1.3. Platinum warranties cover manufacturing defects of materials and workmanship deficiencies that result in water infiltration. This warranty does not cover defective materials that were not manufactured or supplied by SOPREMA INC. (such as insulation, cover boards, thermal barriers, drains, plumbing vents, metal flashings, hatches, skylights, antenna supports, solar panels, fall arrest anchors, walkways, etc.).

2.1.4. Platinum warranties do not cover moving, handling or replacing overburden materials that are not from SOPREMA INC. Examples of this overburden include but are not limited to growing medium, interlocking pavers, planters, walkways, light standards, furniture, artificial ponds, water features, decorative ornamentation, architectural features, snow and ice.



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2.1.5. SOPREMA INC. reserves the right to deny any warranty request 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.

2.1.6. Every warranty claim must be accompanied by a detailed plan of the roof that indicates precisely the roof area to be covered by the warranty. The key plans and detailed plans of the basins must be provided and the affected areas must be indicated on each basin to unequivocally localize areas that are the subject of the request.

2.2. PLATINUM GENERATION WARRANTIES

The Generations Platinum warranty applies when existing SBS bitumen membranes are kept and a new top layer is installed directly on them (resurfacing) or when new boards and membranes are installed over existing components (recover).

2.2.1. The Platinum Generations warranty does not cover the performance of existing components left in place.

2.2.2. Any required repairs, such as wrinkling, delamination or spacing between insulation boards, must be made before the new waterproofing membrane is installed.

2.2.3. RESURFACING (installation of new membranes over existing membranes)

2.2.3.1. In all cases, damp or wet areas must be removed and repaired with new materials.

2.2.3.2. An exploratory cut of all components must be completed.

2.2.3.3. A detailed description of the components to be kept and their installation method must be submitted with the pre-approval request.

2.2.3.4. On conventional isolated roofs where roofing membranes are kept (resurfacing), a comprehensive report, including thermograms or another method for detecting moisture, must be performed and provided with the pre-approval request. The report must have been completed up to three months before the work begins. This report must include the following elements:

I: A description of the analytical methods and the type of device used for the analysis.

II: Thermograms where applicable or pictures from the moisture detection device.

III: The observations made of the roof.

IV: A conclusion about the overall roof condition based on the observations.

V: A detailed location plan of potential contaminated areas where applicable.

2.2.3.5. At the end of work, the roofing contractor MUST provide a signed letter addressed to SOPREMA INC.'s Technical Services, certifying that no contaminated materials were left in place and that the membranes used on this project were installed over sound components free from moisture and other contaminants.



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2.2.4. RECOVER (Installation of new cover boards is mandatory)

Two (2) options:

I: Preservation of existing membranes and insulation.

In this case, all requirements for resurfacing apply (full section 2.2.3.).

II: Removal of existing membranes, but the existing insulation is kept in place.

In this case, only requirement 2.2.3.5. apply.

Note: For projects in which existing membranes will be removed, but where insulation and/or cover boards will be kept, a comprehensive expert report (as required for resurfacing) is not necessary. However, it is the responsibility of the roofing contractor to check that existing materials are in good condition, and to replace those materials containing moisture or other contaminants, prior to the installation of new panels and membranes.

2.3. PLATINUM SOPRANATURE WARRANTIES

2.3.1. A supervisor representing the roofing contractor must be present when a SOPRANATURE system is installed.

2.3.2. In SOPRANATURE systems, all materials must be furnished by SOPREMA INC. (including drainage boards, capillary mats, root barriers, growing medium and slope stabilizers).

2.3.3. Overburden other than SOPREMA INC. materials will be the responsibility of the building owner.

2.3.4. A maintenance program must be established and maintained.

2.4. PLATINUM PRIVILEGE WARRANTIES

2.4.1. Only High Performance systems including a composite-reinforced cap sheet membrane (TRAFFIC CAP or SOPRASTAR) are eligible for the Platinum Privilege warranty (5-year upgrade). Systems with classic membranes (SOPRALENE and ELASTOPHENE) are only eligible for the standard Platinum warranty.

3. MISCELLANEOUS LIMITATIONS (PLATINUM WARRANTIES ONLY)

3.1. GENERALS

3.1.1. SOPREMA INC.'s complementary line of sealants, mastics, adhesives and primers must always be used jointly with membranes manufactured by SOPREMA INC.

3.1.2. Waterproofing at penetrations performed with "pitch pocket" type of sealants is not covered by SOPREMA INC.'s Platinum warranty.

3.1.3. Fence support posts and other metal posts must be waterproofed with reinforced membranes or reinforced liquid membranes (ALSAN FLASHING or ALSAN RS).

3.1.4. Electric cables passed through the horizontal roof overlap must be waterproofed with a "gooseneck" sleeve.

3.1.5. Except for Platinum Generations warranties, if there is no component overlying Kraft paper mechanically fastened to the deck, the paper layer must be fully adhered to a solid substrate (e.g., gypsum boards or a concrete deck), except if the entire system is ballasted.



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3.1.6. The use of oxidized asphalt to adhere the cap sheet is prohibited.

3.1.7. The use of a fibreglass-reinforced cap sheet membrane on upstands is prohibited.

3.1.8. Inverted/ballasted systems with a self-adhesive cap sheet membrane are eligible for a Platinum warranty only when a cap sheet membrane with heat-weldable DUO SELVEDGE is used.

4. LIMITATIONS SPECIFIC TO INSULATION (PLATINUM WARRANTIES ONLY)

4.1. LIMITATIONS REGARDING THE APPROVED TYPES OF INSULATION (PLATINUM WARRANTIES ONLY)

4.1.1. For Québec, Ontario and the Atlantic provinces, only polyisocyanurate insulation products, flats, slopes and accessories, made by SOPREMA INC. are acceptable. For the acceptance of other types of slope materials, please contact your regional SOPREMA office.

4.1.2. For provinces and territories other than Québec, Ontario and the Atlantic provinces, only insulation of a manufacturer approved by SOPREMA INC. is acceptable. To verify acceptable manufacturers, please contact your regional SOPREMA office.

4.2 LIMITATIONS SPECIFIC TO POLYSTYRENE INSULATIONS (PLATINUM WARRANTIES ONLY)

4.2.1. Boards of expanded and extruded polystyrene MUST be covered with a board of polyisocyanurate or mineral fibres (rock wool) of a minimum thickness of 50 mm (2 in). This rule does not apply when using extruded polystyrene on an inverted roof system.

4.2.2. The use of materials adhered with hot bitumen is not permitted in a waterproofing system using expanded or extruded polystyrene insulation boards. These materials include insulation boards, support panels and base sheet membranes.

4.2.3. Only DUOTACK adhesive or mechanical fasteners with screws and plates for insulation are acceptable for affixing extruded or expanded polystyrene boards.

4.2.4. Expanded polystyrene boards must never be used on an inverted roofing system.

4.3 LIMITATIONS SPECIFIC TO MINERAL WOOL INSULATION (PLATINUM WARRANTIES ONLY)

4.3.1. Adhering any material with hot bitumen over non-coated mineral wool insulation is prohibited.

4.3.2. Applying self-adhesive membranes over a rock wool insulation material, whether coated or not, is not permitted.

4.2.3. Applying membranes with a solvent-containing adhesive over a rock wool insulation material, whether coated or not, is prohibited.

4.4. ADHESIVE LIMITATIONS (PLATINUM WARRANTIES ONLY)

4.4.1. Only DUOTACK adhesive may be used to adhere thermal barriers and insulation or cover boards.

4.4.2. No primers, adhesives or sealants made by manufacturers other than SOPREMA INC. are acceptable with Platinum warranties.

