



# WARRANTY

## General Conditions for Roofing Warranties

GCRW\_05122018

(Supersedes - GCRW\_18092018)

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### 1. ALL ROOFING WARRANTIES

#### 1.1. GENERALS

1.1.1. Any materials from any projects that will be covered by a SOPREMA, Inc. warranty must be installed in accordance with all documents published by SOPREMA, Inc., including installation guides, specifications, details, technical bulletins as well as the General Terms for Roofing Warranties.

1.1.2. Any additions, modifications, alterations or repairs to be made to a roof system during the warranty period must be pre-approved in writing by SOPREMA, Inc. Changes carried out without SOPREMA, Inc.'s recommendations could void the warranty.

1.1.3. SOPREMA, Inc. is not liable for damage resulting from the use of products manufactured by other manufacturers in conjunction with its membrane systems. These products must be installed in accordance with the manufacturer's recommendations and specifications.

1.1.4. Since all factors creating abnormal wind conditions on a roof cannot be anticipated, SOPREMA, Inc. assumes no responsibility for damage caused by the wind.

1.1.5. SOPREMA, Inc.'s warranties do not cover aesthetic phenomena that do not cause water infiltration, such as creases and blisters, unless SOPREMA, Inc. believes that these anomalies may lead to water infiltration

1.1.6. In all cases, roofing systems must have a minimum slope value of 1%. Premature granule loss due to stagnant water is not considered a defect of materials provided, but a result of insufficient slope. It is therefore not covered by the warranties.





## 2. SPECIFIC CONDITIONS FOR MATERIAL WARRANTY - ROOFING PRODUCTS

### 2.1. ELIGIBILITY

2.1.1. "Materials products" warranties cover the quality of manufacture only and apply to accessory products other than reinforced roofing waterproofing membranes. Eligible products are sealants and mastics as well as liquid membranes, underlayment membranes, paver pedestals, root barriers, drainage panels, filter cloths, capillary mats, empty trays and similar accessories.

### 2.2. DURATION

2.2.1. 5 year warranties (sealant and mastic products\*) or 10 year warranties (liquid membranes, underlayment membranes, drainage panels, accessories, etc.).

\* SOPRAMASTIC BLOCK protrusion sealing systems are eligible for a 10 year warranty.

## 3. SPECIFIC CONDITIONS FOR MATERIAL WARRANTY - ROOFING MEMBRANES

### 3.1. ELIGIBILITY

3.1.1. "Materials membranes" warranties cover the infiltration of water caused by a manufacturing defect of the membranes and apply only to the reinforced roofing waterproofing membranes. The eligible membranes are prefabricated membranes made of SBS-modified bitumen, organic felts, glass mats (Types IV and VI), and polyester made of oxidized bitumen and cold (ALSAN RS and ALSAN FLASHING only) or hot-applied (COLPHENE H) liquid membranes reinforced on the site.

### 3.2. DURATION

3.2.1. 10 year warranties.

## 4. SPECIFIC CONDITIONS FOR MAMMOUTH PLUS WARRANTIES

### **S.B.S. B.U.R. HOT RUBBER**

### 4.1. ELIGIBILITY

4.1.1. All roof system components, from the vapour barrier to the cap sheet, must be SOPREMA products. (refer to sections 8.1.12, 8.1.13, 8.2.1, 8.2.2 and 8.2.3)

4.1.2. Only projects executed by "SOPREMA *recognized installer*" roofing contractors are eligible for MAMMOUTH PLUS warranties.

4.1.3. MAMMOUTH PLUS warranties only cover manufacturing defects of one or more of SOPREMA products that lead to water infiltration. Only SOPREMA products are eligible; these products are: membranes, vapour barriers, insulation, support panels, adhesives, bonding bitumen, and accessories, such as expansion joints, drains, and vents. The eligible membranes are prefabricated membranes made of SBS-modified bitumen, organic felts, glass mats (Types IV and VI), and polyester, made of oxidized bitumen and cold (ALSAN RS and ALSAN FLASHING only) or hot-applied (COLPHENE H) liquid membranes reinforced on the site.

4.1.4. Roof waterproofing systems on private and residential buildings as well as industrial, commercial or institutional buildings are eligible for MAMMOUTH PLUS warranties. This includes canopies and other structures over unoccupied space.

4.1.4. Recover or Resurfacing SYSTEM warranties are ONLY eligible through MAMMOUTH GENERATIONS warranties (not through MAMMOUTH PLUS).

### 4.2. DURATION

#### 4.2.1. MAMMOUTH PLUS - SBS warranties

4.2.1.1. Warranties are ten or fifteen years for systems incorporating conventional (SOPRALENE and ELASTOPHENE) membranes.

4.2.1.2. Warranties are twenty years for systems that must include a high performance base and cap sheet membranes (only composite reinforced membranes, COLVENT products, and 2-in-1 and 3-in-1 panels are considered high performance).

#### 4.2.2. MAMMOUTH PLUS - B.U.R. warranties

4.2.2.1. 10, 15 or 20 year warranties (depending on the combination of products chosen – see the approved system in the brochure)





#### 4.2.3. MAMMOUTH PLUS - HOT RUBBER warranties

4.2.3.1. 10, 15 or 20 year warranties

4.2.4. The roofing contractor is responsible for their labour according to their agreement with the owner and SOPREMA is responsible for materials for a period of ten, fifteen or twenty years.

### 5. GENERAL CONDITIONS FOR MAMMOUTH PLATINUM, MAMMOUTH GENERATIONS AND MAMMOUTH SOPRANATURE

#### **S.B.S. B.U.R. HOT RUBBER**

##### 5.1. ELIGIBILITY

5.1.1. All roof system components, from the vapour barrier to the cap sheet, must be SOPREMA products. (refer to sections 8.1.12, 8.1.13, 8.2.1, 8.2.2 and 8.2.3)

5.1.2. Only projects executed by "certified" roofing contractors who are members of the PAQ+S program are eligible for MAMMOUTH PLATINUM, MAMMOUTH GENERATIONS and MAMMOUTH SOPRANATURE warranties. The roofing contractor is responsible for their labour for the first five (5) years of the warranty in Québec and for the first two (2) years in the other provinces and territories.

5.1.3. MAMMOUTH PLATINUM and MAMMOUTH GENERATIONS warranties cover manufacturing defects in one or more SOPREMA product and/or installation defects originating from these same products by a certified roofing contractor which leads to water infiltration. Eligible products include membranes, vapour barriers, insulation, support panels, adhesives, bonding bitumen, and accessories such as expansion joints, drains and vents from SOPREMA only. The eligible membranes are prefabricated membranes made of SBS-modified bitumen, organic felts, glass mats (Types IV and VI), and polyester made of oxidized bitumen and cold (ALSAN RS and ALSAN FLASHING only) or hot-applied (COLPHENE H) liquid membranes reinforced on site.

5.1.4. Only roof waterproofing systems on industrial, commercial, or institutional buildings are eligible for MAMMOUTH PLATINUM warranties. This includes canopies and other structures over unoccupied space.

5.1.5. SOPREMA, Inc. reserves the right to refuse any warranty claim that has not been pre-approved at least two weeks before the beginning of the work. When the work is completed, the request for the warranty issuance must be made no later than three months after the "roofing project end date". Beyond this period, the roofing contractor must demonstrate that the roof is still in good condition by providing an independent expert report at the time of the application for the warranty issuance.

5.1.6. Each warranty claim must be accompanied by a detailed roof plan that accurately indicates the roof area to be covered by the warranty. The key plans as well as the detailed plans of the roof section must be provided, and the areas must be indicated on each roof section to allow the unequivocal location of the areas which are the object of the request.

5.1.7. For the purpose of establishing conformance to our warranty condition, SOPREMA may, at its own discretion, do a visit at the beginning and during the roof system installation. Before issuing its warranty, a SOPREMA representative must, in all cases, do a final visit in order to accept the work performed.





## 5.2. DURATION

### 5.2.1. MAMMOUTH PLATINUM - SBS warranties

5.2.1.1. Warranties are ten or fifteen years for systems incorporating conventional (SOPRALENE and ELASTOPHENE) membranes.

5.2.1.2. Warranties are twenty years for systems that must include a high performance base and cap sheet membranes (only composite reinforced membranes, COLVENT products, and 2-in-1 and 3-in-1 panels are considered high performance).

### 5.2.2. MAMMOUTH PLATINUM - B.U.R. warranties

5.2.2.1. 10, 15 or 20 year warranties (depending on the combination of products chosen – see the approved system in the brochure)

### 5.2.3. MAMMOUTH PLATINUM - HOT RUBBER warranties

5.2.3.1. 10, 15 or 20 year warranties

### 5.2.4. MAMMOUTH GENERATIONS warranties

5.2.4.1. 10 or 15 year warranties

### 5.2.5. MAMMOUTH SOPRANATURE warranties

5.2.4.1. 10, 15 or 20 year warranties. The coverage of the MAMMOUTH SOPRANATURE warranty is limited to the terms and the validity of the MAMMOUTH PLATINUM warranty attached to the project.

## 6. SPECIFIC CONDITIONS FOR MAMMOUTH GENERATIONS WARRANTY (SBS ONLY)

### 6.1. ELIGIBILITY

6.1.1. The MAMMOUTH GENERATIONS warranty applies when part or all of an existing roof system is kept. Two separate cases are applicable: resurfacing and recovering.

6.1.2. Resurfacing: The existing roof system includes SBS-modified bitumen membranes which will be kept and a new SBS-modified bitumen cap sheet membrane will be installed directly on it.

6.1.3. Recovering: A part or all of the existing roof system including at least one row of insulation will be kept and will be covered by at least one cover board, one base sheet and one cap sheet membrane. When all insulation is removed and only the thermal and/or vapour barriers are kept, the new system is eligible for a MAMMOUTH PLATINUM warranty.

6.1.4. Any repairs required to correct wrinkling, delamination and gaps between insulation boards must be made before the new waterproofing membrane installation.

6.1.5. In all cases, moist or wet areas must be removed and repaired using new materials.

6.1.6. An exploratory cut of all components must be performed to determine the composition of the existing roof, and a detailed description of the components to be kept, along with their installation method, must be submitted with the preapproval request.

6.1.7. MAMMOUTH GENERATIONS warranty does not cover the performance of existing components left in place.

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





**6.1.9. Existing membranes kept:** In all cases (resurfacing and recovering), when the waterproofing membranes are kept, a comprehensive survey report including a thermography or another method for detecting moisture should 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: Pictures from the thermography where applicable or pictures from the moisture detection device.
- III: A description of the observations made of the roof.
- VI: A conclusion on the overall roof condition based on observations.
- V: A detailed location plan of potentially contaminated areas where applicable.

**6.1.10. Existing membranes removed:** On projects where existing membranes will be removed, but where insulation and/or cover boards will be kept, a comprehensive survey report as described above is not required. However, it is the responsibility of the roofing contractor to ensure the existing material condition and to replace any material that contains moisture or other contaminants prior to the installation of the new panels or membranes.

## **7. SPECIFIC CONDITIONS FOR MAMMOUTH SOPRANATURE WARRANTY**

### **7.1. ELIGIBILITY**

**7.1.1.** The MAMMOUTH SOPRANATURE warranty is always related to a system materials and workmanship warranty. Only roof projects covered by a MAMMOUTH PLATINUM SBS or HOT RUBBER and MAMMOUTH GENERATIONS warranties are eligible for a MAMMOUTH SOPRANATURE warranty.

**7.1.2.** MAMMOUTH SOPRANATURE warranties cover labour and materials to remove and reinstall a SOPREMA SOPRANATURE green roof system, should the owner act on their MAMMOUTH PLATINUM or MAMMOUTH GENERATIONS warranty

**7.1.3.** In inverted systems (SBS or HOT RUBBER), the installation of a drainage panel directly over the extruded polystyrene insulation for open diffusion of moisture is mandatory.

**7.1.4.** A supervisor representing the roofing contractor must be present during the installation of the SOPRANATURE system.

**7.1.5.** In a SOPRANATURE system, materials must all be supplied by SOPREMA, Inc. (drainage boards, capillary mats, root barriers, metal edges, drain inspection chambers, growing medium, and slope stabilizers).

**7.1.6.** Accessories other than SOPREMA, Inc. materials are the responsibility of the building owner.

**7.1.7.** A maintenance program must be created and followed.





## 8. RESTRICTIONS (ALL MAMMOUTH WARRANTIES)

### 8.1. GENERALS

8.1.1. These warranties do not cover the performance of defective materials from other manufacturers that are incorporated into the roof system (insulation, cover boards, thermal barriers, drains, plumbing vent sleeves, metal flashings and counterflashings, hatches, skylights, antenna supports, solar panels, fall anchors, walkways, etc.).

8.1.2. MAMMOUTH PLATINUM and MAMMOUTH GENERATIONS warranties do not cover the transport, handling and/or replacement of accessories over waterproofing systems other than SOPREMA, Inc.'s materials. These accessories include, but are not limited to the followings: green substrate, interlocking pavers, flower boxes, sidewalks, lighting fixtures, furnishings, artificial ponds, water accessories, decorative ornaments, architectural elements, snow, and ice.

8.1.3. SOPREMA, Inc.'s complementary products such as sealants, mastics, adhesives, and primers should always be used with membranes manufactured by SOPREMA, Inc.

8.1.4. Waterproofing of penetrations carried out using pitch pocket fillers are not covered by SOPREMA, Inc.'s MAMMOUTH PLATINUM and MAMMOUTH GENERATIONS warranties

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

8.1.6. Electric cables raceways through the horizontal roof overlap must be waterproofed with a gooseneck sleeve.

8.1.7. Except for MAMMOUTH GENERATIONS warranties, when no component is mechanically fastened to the decking above kraft paper, the latter must be fully adhered to a solid substrate (gypsum board, concrete decking, etc.) unless the entire system is ballasted.

8.1.8. The use of oxidized bitumen for the adhesion of an SBS-modified bitumen granular cap sheet membrane is not permitted.

8.1.9. The use of SBS-modified bitumen flashing cap sheet membranes consisting of a glass mat reinforcement is not permitted.

8.1.10. Inverted/ballasted systems with a self-adhesive cap sheet membrane made of SBS-modified bitumen are eligible for the MAMMOUTH PLATINUM SBS warranty only if a cap sheet membrane with a DUO SELVEDGE is used.

8.1.11. For MAMMOUTH PLATINUM BUR, flashings must be made with two rows of SBS-modified bitumen membrane or oxidized bitumen reinforced with polyester (ELASTOBASE).

8.1.12. Only DUOTACK adhesive should be used to adhere thermal barriers and insulation or cover boards.

8.1.13. No primers, adhesives or sealants from manufacturers other than SOPREMA, Inc. are accepted.





## 8.2. SPECIFIC RESTRICTIONS FOR INSULATION AND COVER BOARDS (ALL MAMMOUTH WARRANTIES)

- 8.2.1. For Québec, Ontario and the Atlantic provinces, only polyisocyanurate insulation, extruded polystyrene (XPS) and rockwool from Soprema or insulation from Modul'R TS are acceptable. This applies to flats, slopes and accessories. For the approval of alternative products, please contact your regional SOPREMA office.
- 8.2.2. For Québec, Ontario and the Atlantic provinces, only cover boards from Soprema or from Modul'R TS are acceptable. For the approval of alternative products, please contact your regional SOPREMA office.
- 8.2.3. For provinces and territories other than Québec, Ontario and the Atlantic provinces, only the insulation and cover board of a manufacturer approved by SOPREMA INC. are acceptable. To verify acceptable manufacturers, please contact your regional SOPREMA office.
- 8.2.4. 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.
- 8.2.5. 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.
- 8.2.6. Only DUOTACK adhesive or mechanical fasteners with screws and plates for insulation are acceptable for affixing extruded or expanded polystyrene boards.
- 8.2.7. Expanded polystyrene panels should never be used on an inverted roof system.
- 8.2.8. Adhering any material with hot bitumen or adhesive over non-coated mineral wool insulation is prohibited.
- 8.2.9. Applying self-adhesive membranes over a rock wool insulation material, whether coated or not, is not permitted.
- 8.2.10. Applying membranes with a solvent-containing adhesive over a rock wool insulation material, whether coated or not, is prohibited.