



WARRANTY

General Conditions for Roofing Warranties

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1. ALL ROOFING WARRANTIES

1.1. GENERAL INFORMATION

1.1.1. Any materials from any projects that will be covered by a SOPREMA, Inc. warranty must be installed in accordance with all the 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 they 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 MATERIALS WARRANTY – ROOFING PRODUCTS

2.1. ELIGIBILITY

2.1.1. Materials – Roofing Products warranties cover the manufacturing quality 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. Five-year (5) warranties (sealant and mastic products) or ten-year (10) warranties (liquid membranes, underlayment membranes, drainage panels, SOPREMA drains, accessories, etc.).

*SOPRAMASTIC BLOCK penetration sealing systems are eligible for a 10-year warranty.

3. SPECIFIC CONDITIONS FOR MATERIALS WARRANTY – ROOFING MEMBRANES

3.1. ELIGIBILITY

3.1.1. Material – Roofing Membrane warranties cover the infiltration of water caused by a manufacturing defect of the membranes and apply only to reinforced waterproofing roofing membranes. The eligible membranes are prefabricated membranes made of SBS-modified bitumen, organic felts, glass mats (Types IV and VI), polyester mats made of oxidized bitumen, cold-applied PMMA (ALSAN RS) or

hot-applied (COLPHENE H) liquid membranes reinforced on site, and PVC membranes (SENTINEL).

3.2. DURATION

3.2.1. Ten-year (10) warranties.

4. SPECIFIC CONDITIONS FOR MAMMOUTH PLUS WARRANTIES

- SBS
- B.U.R.
- HOT RUBBER
- PVC
- PMMA

4.1. ELIGIBILITY

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

4.1.2. Only projects executed by "SOPREMA Recognized Installers" roofing contractors are eligible for MAMMOUTH PLUS warranties.

4.1.3. All roof system components, from the vapour barrier to the cap sheet membranes, must be SOPREMA products.

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.

4.1.5. Recovering or resurfacing SYSTEM warranties are ONLY eligible through MAMMOUTH GENERATIONS warranties (not through MAMMOUTH PLUS).

4.2. DURATION

4.2.1. MAMMOUTH PLUS Warranties – SBS

4.2.1.1. Warranties are 10 or 15 years for systems incorporating conventional (SOPRALENE and ELASTOPHENE) membranes.

4.2.1.2. Warranties are 10, 15 or 20 years for systems that must include high-performance base and cap sheet membranes (only composite-reinforced membranes, COLVENT products, and 2 -1 and 3 -1 panels are considered high-performance).

4.2.2. MAMMOUTH PLUS Warranties – B.U.R.

4.2.2.1. Warranties of 10, 15 or 20 years (depending on the combination of products chosen – see the approved systems in the brochure).





4.2.3. MAMMOUTH PLUS Warranties – HOT RUBBER

4.2.3.1. Warranties of 10, 15 or 20 years.

4.2.4 MAMMOUTH PLUS Warranties – PVC

4.2.4.1. Warranties of 10, 15 or 20 years.

4.2.5 MAMMOUTH PLUS Warranties – PMMA

4.2.5.1. Warranties of 10, 15 or 20 years.

4.2.6. 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 10, 15 or 20 years.

5. GENERAL CONDITIONS FOR MAMMOUTH PLATINUM, ALTITUDE, GENERATIONS, AND SOPRANATURE WARRANTIES

- SBS
- B.U.R.
- HOT RUBBER
- PVC
- PMMA

5.1. ELIGIBILITY

5.1.1. MAMMOUTH PLATINUM, ALTITUDE and 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. Only SOPREMA products are eligible, which include membranes, vapour barriers, insulation, support panels, adhesives, bonding bitumen, and accessories such as expansion joints, drains, and vents. The membranes eligible for the MAMMOUTH PLATINUM and GENERATIONS warranties are prefabricated membranes made of SBS-modified bitumen, organic felts, glass mats (Types IV and VI), polyester made of oxidized bitumen, cold-applied PMMA (ALSAN RS) or hot-applied (COLPHENE H) liquid membranes reinforced on site, and PVC membranes (SENTINEL). As for the MAMMOUTH ALTITUDE warranty, only prefabricated membranes made of SBS-modified bitumen and cold-applied PMMA (ALSAN RS) liquid membranes reinforced on site are eligible.

5.1.2. The MAMMOUTH ALTITUDE warranties, in addition to covering labour and material performance, include post-installation inspections and the issuance of reports for the owner. Following the completion of the roofing work, as well as in Years 2, 5, 10, 15, 20 and 25 of the warranty when applicable, SOPREMA will carry out a drone inspection and make available a summary of the condition of the roof as well as an inspection report on the roof of the building and the sections covered by the warranty. In addition to these services, the owner of the building will benefit from access to a private online portal to use the SOPREMA DroveView application. Through this application, the owner can access the inspection reports of the roof of the building covered by the warranty. With the exception of inverted roofs with ballast on which a thermography will not be carried out, these inspections include an aerial thermography of the roof of the building. The owner will have access to a private online portal for the duration of the warranty.

5.1.3. Only projects executed by "certified" roofing contractors who are members of the PAQ+S Program are eligible for MAMMOUTH PLATINUM, ALTITUDE, GENERATIONS and 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 2 years in the other provinces and territories.

5.1.4. Our MAMMOUTH PLATINUM, ALTITUDE, GENERATIONS and SOPRANATURE warranties include basic fees based on their duration. Additional fees can be charged for remote projects requiring travel by plane, train, or other means of transportation, or involving accommodation costs. These fees will cover any necessary expenses which will enable a SOPREMA representative or third party to visit the site during and after the project. Contact your SOPREMA representative to learn more about the applicable fees in your area.

5.1.5. All roof system components, from the vapour barrier to the cap sheet membrane, must be SOPREMA products.

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





5.1.7. SOPREMA, Inc. reserves the right to refuse any warranty request 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 warranty issuance.

5.1.8. 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 basins 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.

5.1.9. 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. In the case of the MAMMOUTH ALTITUDE and GENERATIONS ALTITUDE warranties, one or more drone inspections, including a thermographic inspection, if applicable, must be carried out by SOPREMA, in addition to the final inspection visit, before the work is accepted by SOPREMA. Any defect observed during the final visit or during drone inspections must be corrected by the certified contractor, to the satisfaction of SOPREMA, before SOPREMA can proceed with the acceptance of the work.

5.2. DURATION

5.2.1. MAMMOUTH ALTITUDE Warranties – SBS

5.2.1.1. Warranties are 10 or 15 years for systems incorporating conventional (SOPRALENE and ELASTOPHENE) membranes.

5.2.1.2. Warranties are 10, 15, 20 or 25 years for systems that must include high-performance base and cap sheet membranes (only composite-reinforced membranes, COLVENT products, and 2-1 and 3-1 panels are considered high-performance).

5.2.2. MAMMOUTH PLATINUM Warranties – SBS

5.2.2.1. Warranties are 10 or 15 years for systems incorporating conventional (SOPRALENE and ELASTOPHENE) membranes.

5.2.2.2. Warranties are 10, 15 or 20 years for systems that must include high-performance base and cap sheet membranes (only composite-reinforced membranes, COLVENT products, and 2-1 and 3-1 panels are considered high-performance).

5.2.3. MAMMOUTH PLATINUM Warranties – B.U.R.

5.2.3.1. Warranties of 10, 15 or 20 years (depending on the combination of products chosen – see the approved system in the brochure).

5.2.4. MAMMOUTH PLATINUM Warranties – HOT RUBBER

5.2.4.1. Warranties of 10, 15 or 20 years.

5.2.5. MAMMOUTH PLATINUM Warranties – PVC

5.2.5.1. Warranties of 10, 15 or 20 years.

5.2.6. MAMMOUTH PLATINUM and ALTITUDE Warranties – PMMA (ALSAN RS)

5.2.6.1. Warranties of 10, 15 or 20 years.

5.2.7. MAMMOUTH GENERATIONS Warranties – SBS

5.2.7.1. Resurfacing: The warranties are 10 or 15 years with conventional membranes (SOPRALENE and ELASTOPHENE) or high-performance membranes (only membranes with composite reinforcement, COLVENT products, as well as 2-in-1 and 3-in-1 boards are considered high-performance).

5.2.7.2. Recovering: The warranties are 10 or 15 years with conventional membranes (SOPRALENE and ELASTOPHENE) or high-performance membranes (only membranes with composite reinforcement, COLVENT products, as well as 2-in-1 and 3-in-1 boards are considered high-performance).

5.2.8. MAMMOUTH GENERATIONS Warranties – B.U.R.

5.2.8.1. Not eligible for the GENERATIONS warranties for resurfacing and recovering.

5.2.9. MAMMOUTH GENERATIONS Warranties – HOT RUBBER

5.2.9.1. Not eligible for the GENERATIONS warranties for resurfacing and recovering.





5.2.10. MAMMOUTH GENERATIONS Warranties – PVC

5.2.10.1. Not eligible for the GENERATIONS warranties for resurfacing.

5.2.10.2. The warranties are 10 or 15 years for recovering with all SENTINEL PVC membrane types (G150 and 200 and P150 and 200).

5.2.11. MAMMOUTH GENERATIONS Warranties – PMMA (ALSAN RS)

5.2.11.1. The warranties are 10 or 15 years for resurfacing and recovering works.

5.2.12. MAMMOUTH GENERATIONS ALTITUDE Warranties – SBS

5.2.12.1. The warranties are 10 or 15 years for resurfacing and recovering works.

5.2.13. MAMMOUTH GENERATIONS ALTITUDE Warranties – B.U.R.

5.2.13.1. Not eligible for the GENERATIONS ALTITUDE warranties for resurfacing and recovering.

5.2.14. MAMMOUTH GENERATIONS ALTITUDE Warranties – HOT RUBBER

5.2.14.1. Not eligible for the GENERATIONS ALTITUDE warranties for resurfacing and recovering.

5.2.15. MAMMOUTH GENERATIONS ALTITUDE Warranties – PVC

5.2.15.1. Not eligible for the GENERATIONS ALTITUDE warranties for resurfacing and recovering.

5.2.16. MAMMOUTH GENERATIONS ALTITUDE Warranties – PMMA (ALSAN RS)

5.2.16.1 The warranties are 10 or 15 years for resurfacing and recovering works.

5.2.17. MAMMOUTH SOPRANATURE Warranties

5.2.17.1. Warranties of 10, 15, 20 or 25 years. 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
- PVC
- PMMA

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. Fully reinforced PMMA (ALSAN RS) cold-applied liquid membrane systems are also eligible for resurfacing.

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 cover boards and SBS-modified bitumen base and cap sheet membranes. Fully reinforced PMMA (ALSAN RS) cold-applied liquid membrane systems, as well as PVC membranes from the SENTINEL line, are also eligible for recovering. When all insulation is removed and only the thermal and/or vapour barriers are kept, the new system is eligible for a MAMMOUTH PLATINUM or ALTITUDE 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. 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.

6.1.9. 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, ALTITUDE or GENERATIONS warranties are eligible for a MAMMOUTH SOPRANATURE warranty.

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

7.1.3. In inverted systems, when the ballast used is river bottom stones, a layer of filter cloth, such as SOPRAFILTRE, will ensure the diffusion of vapour. On the other hand, if the ballast consists of a non-diffusing continuous surface, such as concrete pavers, an open-flow drainage panel like SOPRADRAIN ECO-VENT must be used.

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. SPECIFIC RESTRICTIONS (ALL MAMMOUTH WARRANTIES)

8.1. GENERAL INFORMATION

ALL MEMBRANE TECHNOLOGIES:

8.1.1. This warranty does 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, sidewalks, etc.).





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

8.1.3. SOPREMA, Inc.'s accessory 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, ALTITUDE and 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 cable 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 bonded to a solid substrate (gypsum board, concrete decking, etc.) unless the entire system is ballasted. Roofs covered with asphalt and gravel as finishing protection are not ballasted. Only assemblies with a minimum of 50 kg/m² (10 lb/ft²) are considered ballasted.

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

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

8.2. RESTRICTIONS SPECIFIC TO THE SBS TECHNOLOGY

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

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

8.2.3. Inverted or ballasted systems with self-adhesive cap sheet membranes made of SBS-modified bitumen are eligible for the MAMMOUTH PLATINUM SBS and ALTITUDE SBS warranty only if cap sheet membranes with a heat-sealable DUO SELVEDGE are used.

8.2.4. SBS – Warranty of 25 years: All transitions at the base of flashings must be reinforced with a piece of composite- or polyester-reinforced membrane of at least 300 mm (12 in) (refer to Detail SOP100-19). All flashings must be made with composite-reinforced underlayment membranes, such as SOPRAPLY FLAM STICK and SOPRAPLY STICK.

8.3. RESTRICTIONS SPECIFIC TO THE B.U.R. TECHNOLOGY

8.3.1. For MAMMOUTH PLATINUM B.U.R. and ALTITUDE B.U.R., flashings must be made with two rows of SBS-modified bitumen membrane or oxidized bitumen reinforced with polyester (ELASTOBASE).

8.4. RESTRICTIONS SPECIFIC TO THE PVC TECHNOLOGY

8.4.1. Ballasted PVC membrane roof systems are not eligible to SOPREMA Inc.'s warranties.

8.4.2. Only prefabricated PVC coated copper or aluminum drains or drains equipped with a circular clamping ring are accepted. For more information on installation requirements, consult Detail SOP141-05 for drains that are prefabricated PVC coated and Details SOP141-01, 02 and 03 for drains equipped with a clamping ring.

8.4.3. Adhesion by welding on metal accessories, such as flashings, must be done only on prefabricated PVC coated metals.

8.4.4. Fence posts or other metal accessories that are not prefabricated PVC coated must be waterproofed with PMMA (ALSAN RS) reinforced liquid membranes only.





8.5. RESTRICTIONS SPECIFIC TO INSULATION PRODUCTS AND COVER BOARDS (ALL MAMMOUTH WARRANTIES)

IMPORTANT NOTE: ALL FLAT OR SLOPE EXPANDED POLYSTYRENE INSULATION BOARDS (EPS) ARE NOT ACCEPTABLE.
ALL WARRANTY REQUESTS INCLUDING EXPANDED POLYSTYRENE WILL BE REFUSED.

8.5.1. For Québec, Ontario and the Atlantic provinces, only polyisocyanurate insulation, extruded polystyrene (XPS) and rockwool from SOPREMA or insulation from ModulR TS are acceptable. This applies to flat and slope insulation products and accessory insulating materials.

8.5.2. For provinces and territories other than Québec, Ontario and the Atlantic Provinces, only insulation from a manufacturer approved by SOPREMA, Inc. is acceptable. For a list of acceptable manufacturers, please contact a SOPREMA office in your area.

8.5.3. Boards of extruded polystyrene MUST be covered with boards of polyisocyanurate or mineral fibres (rock wool) of a minimum thickness of 50 mm (2 in). This rule does not apply to the use of extruded polystyrene on an inverted roof system.

8.5.4. The use of materials bonded with hot bitumen is not permitted in a waterproofing system using expanded or extruded polystyrene insulation boards.

8.5.5. Applying self-adhesive membranes over a rock wool insulation material and wood fibreboard support panels, whether coated or not, is not permitted.

8.5.6. It is not permitted to apply membranes using a solvent-containing adhesive over a rock wool insulation material, whether coated or not.

