

Every Building Owner's Nightmare

A roof leak damages the interior ceiling and valuable assets within the building. With any luck, you find your roof warranty documents and contact the manufacturer for support, only to be told "unfortunately, that leak is not covered."

CertainTeed Roofing is valued for our commitment to consistent quality and our integrity when it comes to standing behind that promise to keep the roof in watertight condition. Our Integrity Roof System Limited Warranties represent the strength of this commitment. But, it is important to understand that as the building owner, you have requirements to maintain your warranty coverage. Avoid the nightmare. Take a moment to understand what is and is not covered under our limited warranties, as well as what's required of you.

What's Covered

At a high level, Integrity Roof System Limited Warranties cover leaks caused by a manufacturing defect in the product only, whereas Integrity Roof System No Dollar Limit (NDL) Limited Warranties cover leaks caused by manufacturing and/or defects caused by improper contractor installation should they occur.

Specifically, for the defined warranty duration, CertainTeed will pay for repairs to stop leaks resulting from the following causes:

	Integrity Roof System Limited Warranty	Integrity Roof System NDL Limited Warranty
Leaks caused by:		
Products, as listed in the warranty document, not manufactured to published specifications.	✓	✓
Deterioration of the product, except where caused by the exclusions in the paragraph that indicates what is NOT covered by the warranty.	✓	✓
Workmanship error.	—	✓
Resolution includes:		
The cost of the material necessary to repair or replace the product to restore the roof membrane to a watertight condition, prorated over time.	The maximum cost for which CertainTeed is liable is prorated over the life of the warranty.	The maximum cost for which CertainTeed is liable is NOT prorated over the life of the warranty.
The cost of the labor necessary to repair or replace the product to restore the roof membrane to a watertight condition.	—	✓

In addition to Integrity Roof System (NDL) Limited Warranties, CertainTeed offers an Asphaltic Membrane Limited Warranty on Materials to support the utilization of cap membranes outside approved multi-ply roof systems, such as single-ply repairs. This Limited Warranty assures the membrane is manufactured to published specifications for up to 12-years.

What's Not Covered

All roofs require regular inspections and periodic maintenance to achieve their expected life. Roofs should be inspected at least twice yearly, in the spring and fall. Like personal vehicles, it is the building owner's responsibility to properly maintain their roof. The following are just a few examples, and not all inclusive, of expenses related to your CertainTeed low-slope roof system that are not covered under our limited warranties:

- Roof inspections
- Roof maintenance or repairs for corrections of non-leaking conditions
- Damages to product or persons caused by leaks
- Use of roofing material of any kind or nature not approved in CT's Commercial Roof Systems Specifications.

Unfortunately, there are many reasons a low-slope roof system could fail that are outside of CertainTeed's control and, therefore, not covered by our limited warranties, such as:

- A leak caused by:
 - Natural disasters, including, but not limited to, cyclones, tornadoes, hurricanes or other winds exceeding Beaufort Scale Force 9 or 54 mph (unless an Enhanced Wind Warranty Endorsement is purchased), lightning, earthquakes, flood, hail or fire;
 - Falling objects, civil insurrection, war, riot or vandalism;
 - Settlement, deflection, movement, moisture content, inadequate attachment, or other deficiencies of the materials underlying the roof system;
 - Work on the roof unrelated to the roof system, such as, but not limited to, mechanical, electrical or plumbing;
 - Infiltration or condensation of moisture in, through or around the walls, copings and metal components, pitch pans, building structure or underlying or surrounding materials
 - Traffic of any nature or use of the roof surface as a storage area, walking or recreational surface or for any other similar purpose;

- Movement or deterioration of metal work, not included in the warranty, used in conjunction with the roof system;
- Deposits of solids or liquids which may cause deterioration of the roof system;
- Building design or construction;
- Lack of positive drainage, to completely remove water from the roof system per NRCA guidelines;
- Installation over a wet surface or substrate;
- Failure to adhere to CertainTeed's Commercial Roof Maintenance Program;
- Unauthorized application on excluded buildings or structures (see CT's General Recommendations, Chapter 2.6);
- Change in the building's use unless approved in advance in writing by CT;
- Placement of any additional structures on the roof system such as, but not limited to, equipment or framework used in connection with air conditioning units, transmission and/or reception devices, signs and/or water towers.

Finally, changes to the appearance of the roof system that do not result in roof leaks are not covered by our limited warranties. This includes, but is not limited to, fading or other changes in color to the roof membrane, the loss of granules from the cap sheet and/or surface cracking due to weathering or normal wear and tear from the elements, and blistering.

What's Required of You, the Building Owner

CertainTeed recommends building owners define and secure a resource for Quality Control during your roof installation. While CertainTeed may perform spot observations of the roof installation, CertainTeed is not responsible and does not serve in a Quality Control function during installation.

Maintain your original purchase receipt and a copy of your warranty.

All roofs require regular inspections and periodic maintenance to perform throughout the warranty period. Roofs should be inspected at least twice yearly, in the spring and fall. Additionally, all roofs should be inspected after any severe weather or storms. Failure to maintain the roof system in accordance with CertainTeed's published Commercial Roof Maintenance Program voids all CertainTeed Commercial Roofing Limited Warranties. Maintain documentation of all roof inspections so that it may be provided to CertainTeed in the event of a future claim.

Ask for an Integrity Maintenance Contract!

CertainTeed offers Gold Star Contractors the opportunity to engage their customers in an Integrity Maintenance Contract. This program formalizes the bi-annual inspections required of any CertainTeed limited warranty. In exchange for committing to proactively submitting your inspection and maintenance documentation, CertainTeed will extend your warranty by 25%, increasing a 25-year warranty to over 30 years of coverage.

Any claims or requests to modify the warranted roof system must be submitted to CertainTeed's Roofing Warranty & Technical Services Department in writing via USPS or email within 30 days of identification of the leak or before performing any work on the roof. The request or claim must include a copy the original purchase receipt(s). Repairs or alterations made to the roof without CertainTeed's written approval voids all CertainTeed Commercial Roofing Warranties. If you have an Integrity Roof System NDL Limited Warranty, any repairs or alterations to the roof must be completed by a credentialed CertainTeed Silver or Gold Star Roofing Contractor.

Don't let problems fester. Failure to maintain warranted or non-warranted elements of the roof system voids all CertainTeed Commercial Roofing Limited Warranties. We can connect you with a credentialed professional contractor in your area for inspections and maintenance.

Frequently Asked Questions

How does CertainTeed determine if a product was manufactured to published specifications?

CertainTeed maintains a protocol for evaluating warranty claims. Some claims may require images or video documentation be submitted. Claims associated with a known leak may require an authorized contractor to remove a sample of the product for lab evaluation.

Why is a "No Dollar Limit" still considered a "Limited Warranty"?

There is no maximum dollar figure for which CertainTeed is liable to keep the roof in watertight condition; however, the elements for which CertainTeed is liable are limited or may be excluded, as described in this document and within the warranty.

Can I transfer my warranty to the next building owner?

CertainTeed Limited Warranties are transferable to subsequent building owners as long as CertainTeed's Roofing Warranty & Technical Services Department is notified in writing within thirty (30) days of the real estate title transfer along with the applicable transfer fee, \$500 for Integrity Roof System NDL Limited Warranties and \$200 for Integrity Roof System Limited Warranties. Protocol associated with warranty transfers also differ by warranty type. Finally, if it is determined, at CertainTeed's sole discretion, that the roof is in a state of poor maintenance or in disrepair, CertainTeed reserves the right to reject the transfer and void the Limited Warranty.