

Building Owner's Roof Care and Maintenance Guidelines ver.2.03

Following are guidelines on how to care for your roofing system to help ensure a long useful service life. The manufacturer's warranty is not a maintenance program or agreement. There are various items associated with your roof system that are not covered under the warranty. It is the responsibility of the Building Owner to regularly inspect and maintain their roofing system.

Mule-Hide strongly recommends the Building Owner institutes an annual inspection program with written documentation of any activities on the roof. Maintain a log of maintenance procedures and people accessing the roof. This aids the Building Owner in determining the source of any damage to the roof. The roofing system should be inspected at least twice a year (once in the spring and once in the fall) and after every major storm. These inspections should be performed by a Mule-Hide Warranty Eligible Contractor or someone specially trained in roofing systems.

READ YOUR WARRANTY CAREFULLY BEFORE EXCUTING ANY ROOF-TOP WORK OR FILING OF A CLAIM.

Understand the terms and conditions to avoid adversely affecting the warranty.

General Guidelines

1. Keep the roof surface clean of debris, especially at drain areas to avoid clogging. Good roofing practice suggests that water not be allowed to remain on the roof for more than 48 hours after a rain. Keeping the roof clear of debris will allow for proper water run-off and avoid overloading the roof with standing water.
2. Keep chemical and petroleum products (acid, chemicals, solvents, greases, oils or any liquids containing petroleum products) off the membrane to avoid degradation. If swelling occurs, contact Mule-Hide immediately.
3. Do not exhaust kitchen wastes (such as but not limited to vegetable oils or animal fats) directly onto the roof surface.
4. TPO and PVC membranes may be used for restaurant roofs but must have a rooftop maintenance program in-place to ensure that accumulations of animal fats/grease are regularly removed and the membrane surface is cleaned periodically.
5. Walkways must be provided if regular rooftop traffic is required, such as routine servicing of rooftop equipment. Exercise caution when walking on walkways, especially on white roofing surfaces as ice or frost build-up may not be visible. All membranes and coatings are slippery when wet.
6. When it is necessary for workers to be on the roof to service rooftop equipment, workers should be cautioned to use walkways (when provided) and to exercise care with their tools and equipment to avoid causing damage to the roof system that may result in leaks. It is recommended that the Building Owner or property manager keep a "Roof-top Maintenance and activity Log" to track dates and activities by personnel or other trades.
7. Handprints, footprints, general traffic grime, industrial pollutants and environmental dirt and debris may be cleaned from the roof surface by scrubbing with detergent and water, followed by rinsing with clean water. To maximize and maintain reflectivity, it is suggested that white surfaces be cleaned once every two years.
8. Keep roof maintenance items, such as counterflashings, metal curbs, metal ductwork, etc., sealed watertight at all times. All exposed mastic and sealants regardless of the purpose or function, are required maintenance items to be remediated by the Building Owner, including but not limited to pitch pans and metal flashing sealants.
9. Loss of granules from mineral surfaced membranes is typical and not a manufacturing defect. In cases of granule loss that becomes more noticeable, additional surfacing may be applied as directed by Mule-Hide.
10. Protective coating systems may oxidize and weather, losing overall dry film thickness. This is normal and not a defect in the material.
11. When performing inspections, examine all areas adjacent to the roof, parapet walls and adjoin structures. Damage to items such as masonry, failing mortar joints, loose or missing sealants, loose stone or tiles, loose or improperly sealed counterflashings, etc., may be the source of leaks that are inadvertently blamed on the roofing system. These items need to be addressed by properly trained personnel to avoid damage to the roof system.
12. If any changes are to be made to the roof system such as but not limited to equipment changes, additions or removal, modifications to the roof systems, etc., contact Mule-Hide for prior approval. Work directly related to the roof system must be completed by a Mule-Hide Warranty Eligible Contractor.
13. If you have a leak, check for the obvious such as clogged drains, broken skylights, loose counterflashings, broken pipes, leaking HVAC units or damage caused by service personnel or storms. Note: When leaking occurs, items such as heavy or light rain, wind direction and speeds, temperature and time of day are all important clues for tracking suspected leaks. Does the leak start and stop with the rain, or, does leaking continue after rain has ceased?

If you believe that the leak may be covered under a Mule-Hide warranty, please notify Mule-Hide Warranty Claims with written notice in accordance with the warranty terms. For temporary repairs, only use products that are compatible with the roof system installed. Do not use any asphalt products on any single-ply roof system as use of such product may cause additional damage to the roof system. Please refer to the Mule-Hide Website (www.mulehide.com) for compatible products that may be used for temporary repairs on your roof system. Non-compatible products used that cause damage to the roof system will have to have that area removed and replaced at the Building Owner's expense. Compliance with the above items will aid in assuring a durable, watertight roof system.

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