

MULE-HIDE PRODUCTS CO., INC.
RESIDENTIAL LIMITED MATERIAL WARRANTY ver. 2.1

WARRANTY NUMBER:

SQUARE FOOTAGE:

BUILDING OWNER:

BUILDING ADDRESS:

SAMPLE

EFFECTIVE DATE:

EXPIRATION DATE:

WHAT IS THE WARRANTY?

Congratulations on your purchase. We appreciate your patronage. MULE-HIDE PRODUCTS CO., INC. ("MuleHide") warrants to the Owner, that, when properly installed or applied, its

- EPDM, PVC or TPO roofing membranes; OR
- Modified Bitumen (SAMB Base and Cap Sheets, APP cap sheets); OR
- Silicone Coatings or Acrylic Base and Finish Coatings

(hereinafter called "Materials") used in residential roofing applications when installed in compliance with MuleHide published specifications and details, is free from manufacturing defects and that the Materials will not deteriorate due to the action of moisture, oxygen, ozone and ultraviolet light modified by time and temperature ("Weathering") to the extent that it fails to maintain a watertight condition. This Residential Limited Material Warranty covers defects in Materials confirmed by MuleHide and does not apply to workmanship, other materials or any other items. This limited warranty applies only in the United States.

This limited warranty including proof of material purchase must be registered at MuleHide Products Co., Inc., P.O. Box 1057, Beloit, WI, 53511, Attention: Technical Service Department within thirty (30) days of the installation/application of the Materials. If you do not register for the Residential Limited Material Warranty, the limited liability warranty printed on the product labeling will apply instead. You must retain a copy of your contract with your installer and your proof of purchase as proof of the date of installation.

HOW LONG DOES THE WARRANTY LAST?

Subject to the provisions below, all Materials carry a limited warranty against leaks due to Weathering and manufacturing defects determined by the thickness of the Materials applied:

- EPDM & TPO – 45 mil = 15 yr, 60 mil = 20 yr.
- PVC – 50 mil = 15 yr, 60 mil = 20 yr.
- Mod Bit – Base + CAP = 15 yr, Base + Base + Cap = 20 yr
- Acrylic - 2 gal/SQ = 10 yr, 2.5 gal/SQ = 15 yr, 3 gal/SQ = 20 yr
- Silicone – 1.5 gal/SQ = 10 yr, 2.0 gal/SQ = 15 yr, 2.5 gal/SQ = 20 yr

To qualify for this warranty, the Owner must be a natural person, and the Building must be a single-family detached residence. This limited warranty shall terminate immediately and automatically if the property is sold or transferred or if the building is no longer used as a single-family residence.

WHO GETS THIS LIMITED WARRANTY?

Only the original Owner at the time the Materials are installed or applied receives this limited warranty. This limited warranty may be transferred one (1) time only and only by the original Owner. To make such a transfer, the original Owner must follow the MuleHide Warranty Transfer Procedure. Subject only to the preceding sentence, this limited warranty is NOT TRANSFERABLE OR ASSIGNABLE by contract or by operation of law, either directly or indirectly. Contact MuleHide Technical Department at 1-800-786-1492 for a copy of the procedure.

WHAT IS THE REMEDY?

If upon inspection by MuleHide, MuleHide determines Materials show manufacturing defect or premature deterioration due to Weathering within the warranty period, MuleHide's obligation and Owner's sole and exclusive remedy shall be limited at MuleHide's option to providing new Materials for the repair of the affected area of roof or a monetary credit to be applied towards the purchase of new Materials sufficient to repair the affected area. MuleHide's maximum liability under this limited warranty is an amount equivalent to the original cost of the Materials. Decisions as to the extent of replacement required, will be made solely by MuleHide. The remedy under this limited warranty is available only for the portion of Materials confirmed as exhibiting manufacturing defects or exhibiting leaks due to premature weathering at the time your claim is settled. Any replacement Materials will be warranted only for the remainder of the original warranty period. MuleHide reserves the right to discontinue or modify its Materials, so any replacement Materials may not be an exact match for the Materials being replaced.

WHAT IS NOT COVERED BY THE WARRANTY?

This limited warranty does NOT cover any Materials installed over any building other than a single-family detached residence. This limited warranty does NOT cover conditions other than leaks. This limited warranty also does NOT cover leaks caused by any of the following:

1. Improper workmanship in applying the Materials or any other roof component.
2. Inadequate amount of Materials used.
3. Owner's failure to use reasonable care in maintaining the roof.
4. Unusual weather conditions or natural disasters, including but not limited to, wind, hail, floods, hurricanes, lightning, tornados, and earthquakes.
5. Damage due to Failure, settlement or movement of the roof structure, roof deck or substrate; Improper installation or failure of any materials used in any roof base or insulation or materials other than the Materials; Infiltration or condensation of moisture through the walls, copings, building structure, or surrounding materials; Expansion or contraction of any counter-flashing or metal work; Chemical attack on the Materials including, but not limited to, exposure to commercial or industrial solvent, acid, caustic fluid, petroleum product, wax, grease, absorbent, clay or plasticizer grease or oil; Exposure to sustained high-temperature conditions; Use of materials that are incompatible with the Materials; The failure of any structural wood nailer; Defects in the building or roof design; Windblown debris or Changes in the use of the building.
6. Any condition that is not in strict accordance with MuleHide's published application instructions.
7. Color fading or staining.
8. Conditions that prevent positive drainage, or areas of persistent ponding water.
9. Impact of foreign objects or physical damage caused by any intentional or negligent acts, accidents, misuse, abuse, vandalism, acts of civil disobedience, war, criminal conduct or the like.
10. Traffic of any nature on the roof.
11. Blisters in the Materials that have not resulted in leaks.
12. Use of other manufacturers' products used in the installation of the MuleHide Materials.
13. Alteration or repair made on or through the roof without authorization from MuleHide.

This limited warranty MAY BE SUSPENDED OR CANCELLED IF THE ROOF IS DAMAGED BY any cause listed above as AN EXCLUSION FROM COVERAGE that may affect the integrity of the roof.

CLAIMS: WHAT YOU MUST DO.

You must notify MuleHide about any claim within fifteen (15) days after you notice a problem. Your notification must include proof of the date your Materials were applied and proof of Materials purchased. You must send a notice to MuleHide in writing to: MuleHide, Technical Services Department at P.O. Box 1057, Beloit, WI 53512 (preferred), or call MuleHide at 1-800-786-1492. You will then be provided with complete details about submitting your claim. MuleHide reserves the right to require at Owner's expense, samples of the Materials for testing and photographs. Within a reasonable time after proper notification, MuleHide will evaluate the claim and resolve it in accordance with the terms of this limited warranty. If the Materials are repaired or replaced before notification is given to MuleHide about the claim or before MuleHide has completed its evaluation of your claim, the claim may be denied. If the Owner needs to repair or replace the Materials before your claim is resolved, the Owner MUST provide MuleHide with reasonable notice. NOTE: Notice to the installing contractor, dealer, or home builder is NOT notice to MuleHide.

SOLE AND EXCLUSIVE WARRANTY.

THIS LIMITED WARRANTY IS EXCLUSIVE AND REPLACES ALL OTHER WARRANTIES, CONDITIONS, REPRESENTATIONS AND GUARANTEES. TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, MULEHIDE DISCLAIMS ANY IMPLIED WARRANTY, INCLUDING THE WARRANTY OF MERCHANTABILITY AND THE WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE AND LIMITS SUCH WARRANTY TO THE EXPRESS WARRANTY STATED HEREIN. The limited warranty described here is Owner's EXCLUSIVE WARRANTY FROM MULEHIDE and represents the MAXIMUM AND EXCLUSIVE REMEDY AVAILABLE TO ANY BUYER OF THE MEMBRANE. MuleHide makes NO OTHER REPRESENTATIONS, CONDITIONS, GUARANTEES, OR WARRANTIES of any kind other than that stated herein. MuleHide will not be liable for under any circumstance or theory or case of action, including but not limited to contract, tort, products liability, strict liability or otherwise, (I) FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO PERSONAL INJURY, LOSS OF PROFIT OR DAMAGE TO THE INTERIOR OR EXTERIOR OF THE BUILDING OR ANY PERSONAL PROPERTY OR OTHER CONTENTS THEREIN, OR (II) FOR LOSS OR DAMAGE CAUSED OR CONTRIBUTED TO BY MULEHIDE'S INSPECTION OF, OR FAILURE TO INSPECT, THE ROOF. INCIDENTAL AND CONSEQUENTIAL DAMAGES SHALL NOT BE RECOVERABLE EVEN IF MULEHIDE IS NOTIFIED OF THE POSSIBILITY OF THE SAME AND/OR THE REMEDY PROVIDED FOR HEREIN FAILS OF ITS PURPOSE. Some jurisdictions do not allow limitations on or the exclusion of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This limited warranty gives you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction.

The United Nations Convention on Contracts for the Sale of International Goods shall NOT apply to either the sale of the Materials or to this limited warranty. MuleHide's failure to enforce any of the terms, conditions or limitations stated herein shall not be construed as a waiver of such provision or of any other terms, limitations or conditions of the limited warranty.

MODIFICATION OF WARRANTY.

This limited warranty may not be changed or modified except in writing, signed by an officer of MuleHide. No one (other than an officer of MuleHide) has the authority to assume any additional or other liability or responsibility for MuleHide in connection with your Materials except as described in this limited warranty. (Note: Warranty subject to change. For current information, visit mulehide.com or write to MuleHide at P.O. Box 1057, Beloit, WI 53512, Attention Warranty Claims Department.

EFFECTIVE DATE.

This limited warranty is effective for Materials installed/applied on single-family detached residences owned by individuals after May 31, 2019, and for which registr. completed in accordance with the requirements set forth herein within thirty (30) days of installation.

MULE-HIDE PRODUCTS CO., INC.

SAMPLE

By: _____ Its: _____ Date of Issuance: _____

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

The 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.

MuleHide 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 MuleHide Warranty Eligible Contractor or someone specially trained in roofing systems.

READ YOUR WARRANTY CAREFULLY BEFORE EXECUTING 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 MuleHide 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 not 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 MuleHide.
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 MuleHide for prior approval. Work directly related to the roof system must be completed by a MuleHide 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 MuleHide warranty, please notify MuleHide 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 MuleHide 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.

Mule-Hide Product Co., Inc.
P.O. Box 1057
Beloit, WI 53512-1057

Phone: 800-786-1492

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