WARRANTY INFORMATION SECTION 2

INFORMACION SOBRE LA GARANTIA SECCIÓN 2

"The name trusted in roofing since 1906"

MULE - HIDE PRODUCTS CO., INC.

1195 Prince Hall Drive
Beloit, WI 53511-3964

Phone (608)365-3111
Fax (608)365-7852
www.mulehide.com

P.O. Box 1057
Beloit, WI 53512-1057

Warranty Program

OVERVIEW

Overview

Mule-Hide Products Co., Inc. ("Mule-Hide") offers several types of warranties ranging from material warranties to System warranties. These warranties are available in 10, 15, and 20 year durations. A Mule-Hide warranty is a guarantee by Mule-Hide to repair or replace deficiencies with Mule-Hide materials or roof systems. Mule-Hide presently offers three types of warranties for our single-ply membranes/systems and our SAMB membranes/systems:

Roofing Membrane Limited Warranties
Standard System Warranties
Premium System Warranties

A Membrane Only warranty may be combined with select Standard or Premium warranties. Available selections are as follows;

Standard-10 or Premium-10 + Membrane-15 OR Membrane-20
Standard-15 or Premium-15 + Membrane-20

Mule-Hide also offers material/system warranties for our coatings:

Coatings Material Only Warranties
Coatings System Warranties.

Fees are required for all System warranties. System Warranties must be obtained through a Mule-Hide Warranty Eligible Applicator. System warranties are not available for residential projects. Membrane and material warranties do not require the applicator to be Mule-Hide Warranty Eligible, but certain membrane/material warranties do require fees.

Coatings Material Only Warranty

This warranty, subject to the terms and conditions stated in the warranty, warrants to the building owner that the materials are free of manufacturing defects and will not prematurely deteriorate to the point of failure because of weathering. Workmanship is not covered by this warranty. Distributor invoices showing purchase of Mule-Hide materials are required and are to be submitted to Mule-Hide with the Mule-Hide Warranty Application.

Coatings System Warranty

This warranty, subject to the terms and conditions stated in the warranty, covers leaks due to defects in the Mule-Hide materials or workmanship of the Mule-Hide Warranty Eligible Applicator in installing same. Distributor invoices showing purchase of Mule-Hide materials are required and are to be submitted to Mule-Hide with the Mule-Hide Warranty Application.

Roofing Membrane Limited Warranty

This warranty covers only the Mule-Hide membrane (or portion thereof) determined by Mule-Hide to be defective and resulting in roof leaks. This Warranty does not cover workmanship or other components not supplied by Mule-Hide. Mule-Hide does not perform inspections of the installation before issuing the Roofing Membrane Limited Warranty. A Mule-Hide Warranty Application must be submitted to Mule-Hide to obtain this warranty (check with Mule-Hide for those programs that may not require submittal of a Warranty Application). Certain warranties may require fees and proof of purchase. Mule-Hide recommends that Warranty Applications be submitted for review prior to project start.

Mule-Hide Warranty Program Overview - Continued

Note: *Projects requesting a 20-year Roofing Membrane Limited Warranty require specific membranes and design enhancements. Contact Mule-Hide for additional information.*

Standard System Warranty

The Standard System warranty is a "No Dollar Limit", labor and material warranty. It covers the Mule-Hide labeled membrane and other components supplied by Mule-Hide and must be installed by a Mule-Hide Warranty Eligible Applicator. The Standard System warranty does not cover the roof insulation, attachment of the roof insulation, or metal flashing components. A Mule-Hide Warranty Eligible Applicator must submit a Warranty Application and the appropriate fee to Mule-Hide. Standard System warranties require inspections by a Mule-Hide representative. Mule-Hide recommends that Warranty Applications be submitted for review prior to project start.

Note: *Projects requesting a 20-year Standard System Warranty require specific membranes and design enhancements. Contact Mule-Hide for additional information.*

Premium System Warranty

The Premium System warranty is a "No Dollar Limit", labor and material warranty. It covers the Mule-Hide labeled membrane, insulation, other components supplied by Mule-Hide, as well as approved products (such as metal flashing, insulation adhesive and other pre-approved accessories) installed by a Mule-Hide Warranty Eligible Applicator. The Warranty Application and the appropriate fee must be submitted to Mule-Hide by a Mule-Hide Warranty Eligible Applicator. Premium System warranties require inspections by a Mule-Hide representative. Distributor invoices showing purchase of Mule-Hide materials are required and are to be submitted to Mule-Hide with the Mule-Hide Warranty Application. Mule-Hide recommends that Warranty Applications be submitted for review prior to project start. *Premium System Warranties require the use of Mule-Hide Polyisocyanurate Insulation.*

Note: *Projects requesting a 20-year Premium Warranty require specific membranes and design enhancements. Contact Mule-Hide for additional information.*

Terms and Conditions of Warranties

Mule-Hide's obligations under these warranties are limited to the specific terms and conditions of the respective Warranty. Sample copies of the Mule-Hide Warranties are available from Mule-Hide upon request for review of the actual terms, conditions and limitations. Mule-Hide warranties are not issued until the warranty fee has been paid.

Mule-Hide Warranty Eligible Applicator Program

Those contractors wishing to become Mule-Hide Warranty Eligible Applicators for the purpose of offering System Warranties should contact their local Mule-Hide Field Representative. Please call Mule-Hide at 800-786-1492 or check the Mule-Hide web site (www.mulehide.com) to obtain the name and phone number of your local Mule-Hide Field Representative.

Mule-Hide Warranty Types

Refer to the appropriate product pages for listings of available warranty types by product line. Mule-Hide reserves the right to change this information at any time. Contact Mule-Hide or check the Mule-Hide web site ((www.mulehide.com) for the latest updates regarding changes or modifications to this document or the Mule-Hide Warranty Program.

"The name trusted in roofing since 1906"

MULE-HIDE PRODUCTS CO., INC.

1195 Prince Hall Drive
Beloit, WI 53511-3964

Phone (608)365-3111
Fax (608)365-7852

P.O. Box 1057
Beloit, WI 53512-1057

www.mulehide.com

WARRANTY OFFERINGS

Self-Adhering
Modified Bitumen

Warranty Type	Period	Building Type	Inter-Ply	Cap Sheet	Monetary Limitation	Warranty Fees Cost/Sf Min $
Membrane Only [9]	12 Years	Commercial & Residential	Not Required [1]	SA-SBS Cap SA-APP Cap [3]	Original-Value	Free (Invoices Required)
Membrane Only [8]	15 Years	Commercial & Residential	SA Base Sheet [1]	SA-SBS Cap SA-APP Cap [3]	Original-Value	Free (Invoices Required)
Membrane Only [8]	20 Years	Commercial & Residential	SA Base Sheet [1,2]	SA-SBS Cap SA-APP Cap [3]	Original-Value	Free (Invoices Required)
Standard System [4,6]	10 Years	Commercial	Not Required [1]	SA-SBS Cap SA-APP Cap	No Dollar Limit	$0.05 $300.00
Standard System [4,6]	12 Years	Commercial	Not Required [1]	SA-SBS Cap SA-APP Cap [3]	No Dollar Limit	$0.07 $400.00
Standard System [4,6]	15 Years	Commercial	SA Base Sheet [1]	SA-SBS Cap SA-APP Cap [3]	No Dollar Limit	$0.10 $500.00
Standard System [4,6]	20 Years	Commercial	SA Base Sheet [1,2]	SA-SBS Cap SA-APP Cap [3]	No Dollar Limit	$0.12 $700.00
Premium System [4,5,6,7,8]	10 Years	Commercial	Not Required [1]	SA-SBS Cap SA-APP Cap	No Dollar Limit	$0.06 $400.00
Premium System [4,5,6,7,8]	12 Years	Commercial	Not Required [1]	SA-SBS Cap SA-APP Cap [3]	No Dollar Limit	$0.08 $500.00
Premium System [4,5,6,7,8]	15 Years	Commercial	SA Base Sheet [1]	SA-SBS Cap SA-APP Cap [3]	No Dollar Limit	$0.12 $700.00
Premium System [4,5,6,7,8]	20 Years	Commercial	SA Base Sheet [1,2]	SA-SBS Cap SA-APP Cap [3]	No Dollar Limit	$0.15 $900.00

Important Warranty Notes:

Current Warranty fee schedules are as listed. Please contact Mule-Hide for pre-approval when applying for any non-published Warranty timeframes.

[1] When applying membranes over non-acceptable substrate, the Mule-Hide Nail Base must be mechanically attached to the deck prior to installing the SA Base Sheet or SA Cap Sheet. (Since the Nail Base is perforated, it can not be counted as a water proofing layer)

[2] When applying for 20-year System warranties, a total of 2 plies of SA Base are required prior to installing SA Cap Sheet.

[3] All warranties require the use of a granulated Cap Sheet.

[4] Labor and Material

[5] Premium warranties require use of all Mule-Hide labeled products including insulation; insulation fasteners, plates and Mule-Hide approved manufactured metal components when requested as part of the Warranty.

[6] These warranties are only available to Mule-Hide Warranty Eligible Applicators.

[7] Mule-Hide Premium Warranties are offered only on new construction and total tear-off systems, or for recover (retrofit) systems when an independent company has performed a moisture survey. Accepted survey types are nuclear, infrared and conductive. The moisture survey must be submitted with the Warranty application for recover applications. All wet roofing materials found in the survey must be removed.

[8] Distributor Invoices are required

[9] Tear-off Card – See Distributor for details

Mule-Hide Limited Membrane and NDL System Warranties are only valid when components are installed according to manufacturers' specifications. Always refer to Mule-Hide Application Guidelines for additional information.

1195 Prince Hall Drive
Beloit, WI 53511-3964

Phone (608)365-3111
Fax (608)365-7852
www.mulehide.com

P.O. Box 1057
Beloit, WI 53512-1057

Overview

Following are some recommendations on how to care for your roof to help ensure a long useful service life.

Inspect your roof on a regular basis

All roofs require periodic maintenance and inspections in order to perform as designed and to provide a long useful service life. Mule-Hide recommends that your roofing system be inspected at least twice a year, and after every major storm. These inspections should be performed by a Mule-Hide Warranty Eligible Applicator or by someone specially trained in single-ply roofing installations.

The inspection should concentrate on high-risk areas such as roof hatches, drains and around all rooftop equipment as well as general inspection of the entire roof. The inspector should be looking for membrane damage (cuts and tears), oil or Freon leaks, chemical spills, or water infiltration into the roofing System.

Such inspections are needed because problems stemming from neglect, abuse, contamination, accidents, or storm damage can result in extensive and costly repairs if not detected and repaired promptly.

Regular inspection and maintenance is also critical to sustaining the roof Warranty in force. Your Warranty could be compromised if the roof fails due to lack of basic maintenance on the part of the building owner. Therefore, it is critical that the owner understands and follows our maintenance requirements.

Drainage

Ponding water is a source of potential damage for all roofing systems. A small puncture or cut in a well-drained roofing system may result in limited damage. However, a significant amount of damage may occur to the roof insulation, roof deck, and building interior, if the same puncture or cut occurs in an area of ponding water. Good roofing practice suggests that water not be allowed to remain on the roof for more than 48 hours after a rainfall. Roof drainage should be evaluated by the specifier in accordance with all applicable codes. In addition, the roof surface must be kept clean of debris that can impede drainage. This is especially important at drain areas to avoid clogging. Such areas include roof drains, wall scuppers, gutters and downspouts.

Care and Maintenance Information Continued…….

Chemicals & Petroleum Products

Even though our membranes provide outstanding resistance to natural weather, exposure to organic substances such as oils, fats, and organic solvents may affect their durability. How a membrane is affected depends upon the membrane's composition. An adverse reaction to a substance typically results in membrane splitting, cracking, and swelling.

Periodic inspections can help assure that such damage is quickly identified and addressed. If swelling occurs, contact Mule-Hide immediately.

Some common sources of potential problems include:

Air Conditioner Compressors - Oil may be spilled during maintenance of the compressor may leak oil.

Kitchen Exhaust Fans - Grease from cooking exhausts can accumulate on the roofing surface, especially if the units are not serviced frequently.

Animal Fats – EPDM & Self-Adhering Mod Bit Membranes

EPDM and Self-Adhered Modified Bitumen Membranes are susceptible to damage from kitchen wastes (vegetable oils) or other animal fats that are vented directly onto the roof surface. If incidental contact is likely, contact Mule-Hide for recommendations on preventative measures.

Animal Fats – TPO & PVC Membranes

The use of TPO and PVC membranes for restaurant rooftops will not void the Warranty. However, a rooftop maintenance program must be in-place to ensure that accumulations of animal fats/grease are regularly removed and the membrane surface cleaned with a mixture of warm soap and water and/or by other approved cleaning methods (see Cleaning below).

Cleaning

General cleaning of the field membrane can be accomplished with detergent and water. Mule-Hide recommends a detergent such as Trisodium phosphate (TSP), a granular detergent that is available at most paint stores. Use of TSP is preferred as it does not leave a 'film' on the membrane that may inhibit seaming or patching.

Mix the TSP with water as per directions and brush was the affected area by hand with a stiff bristled brush. Thoroughly rinse with clean water and repeat as necessary.

For more aggressive cleaning, a polypropylene scouring pad can be used in conjunction with the TSP detergent.

A light power wash can also be used, however, care must be taken to not damage the membrane, flashings, or field seams.

Before seaming or repairs are attempted, ensure that the surface of the field membrane is clean, has been thoroughly rinsed to remove all detergent and contaminates, and that the membrane has been allowed to dry completely.

To maximize reflectivity, white membrane(s) should be cleaned once every two years.

Care and Maintenance Information Continued…….

Foot Traffic

Mule-Hide membranes are designed to be part of a roofing system and are not a traffic-bearing component of the building. However, virtually all roofs are subjected to some amount of roof traffic, such as that required to service roof top units.

When it is necessary for workers to be on the roof to service rooftop equipment, e.g., HVAC units, antennas, etc., workers should be cautioned to use walkways and to exercise care with their tools and equipment to avoid puncturing the roofing membrane. Mule-Hide recommends 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.

Walkways must be provided if regular rooftop traffic is required, such as servicing of rooftop equipment on a regular basis. Exercise caution when not walking on walkways, especially on white membranes (White-on-Black EPDM, Elastomeric Acrylic Coatings, TPO and PVC) since ice or frost build-up may not be visible. All membranes are slippery when wet.

Metal Work

Moisture can enter your roofing system in many different ways. Not all leaks are the result of issues with the roofing system. Moisture can also enter the roofing system and building thru building walls, parapets, roof top units, skylight, and variety of other items. Maintaining these in a watertight condition will help to prevent damage to your roofing system. In addition, leaking that occurs from any of these items is not covered under the Mule-Hide warranty.

Keep roof maintenance items, such as counterflashings, metal curbs, metal ducts, etc. sealed watertight at all times.

Leaks – Standard & Premium Warranties

If you have a leak, check for the obvious such as clogged roof drains, broken skylights, loose counterflashings, broken water pipes, leaking roof units, and storm damage. Note when the leaking occurs. Items such as heavy or light rain, wind direction, temperature and time of day are important clues for tracking suspected leaks. Does the leak start and stop with the rain, or does leaking continue after the rain has ceased?

Leaks resulting from the deterioration or failure of building components or physical damage are not covered by the Warranty. If you believe that the leak is related to the Mule-Hide Warranty, please notify Mule-Hide's Warranty Department at (800) 786-1492 as soon as possible and follow up with written notification. The building owner must pay the investigation and repair cost if the problem is found to be outside the scope of the Warranty.

Temporary Repairs

If your roof becomes damaged, prompt action can limit damage to our roofing system. Small cuts and tears can be repaired with a one-part urethane sealant. Remember, these are only temporary repairs to the Mule-Hide membrane.

Care and Maintenance Information Continued…….

Roof Cement

Do not use Any Asphalt Product to make repairs as it **WILL** degrade the membrane. If any asphalt product is used on the roofing membrane, that area will have to be removed and replaced at the Owner's expense.

Changes to Roof

Notify Mule-Hide of any changes made to the roofing system. This includes replacement of existing roof top equipment, installation of new roof top equipment, TV Antennas, tie-ins to new roofing systems, etc. Contact Mule-Hide before any changes are made to the roofing system, so that the proper procedure can be followed and the change authorized by Mule-Hide. Un-authorized changes to your roofing system can compromise your Mule-Hide warranty.

This overview represents the applicable information available at the time of publication. Please visit the Mule-Hide website at www.mulehide.com, or contact either Mule-Hide or your Mule-Hide Representative for information that may be more current.

"The name trusted in roofing since 1906"

MULE - HIDE PRODUCTS CO., INC.

1195 Prince Hall Drive
Beloit, WI 53511-3964

Phone (608)365-3111
Fax (608)365-7852
www.mulehide.com

P.O. Box 1057
Beloit, WI 53512-1057

Contractor Warranty Eligibility

PROGRAM

Contractors wishing to become Warranty Eligible, should obtain a **Contractor Warranty Eligibility Application** form from their Mule-Hide Field Sales Representative. You can find the contact information for your Mule-Hide Representative by checking the Mule-Hide website at www.mulehide.com or by calling (800) 786-1492 and asking for the Warranty Coordinator.

The Contractor Warranty Eligibility Application form shall be filled out completly and signed by an officer of the company. Forward the completed application to the Mule-Hide National Support Center, marked to the attention of the Warranty Coordinator. Submission of the Contractor Warranty Eligibility Application form does not guarantee or imply acceptance by Mule-Hide.

Upon receipt of the application, the Mule-Hide Field Sales Representative will be advised of the application submittal and will contact the contractor to evaluate his qualifications and training needs. Training requirements may include attendance at a training seminar and a commitment to a training session for the contractor's crew(s). A review of the Contractor's workmanship on completed roofing projects will be requested and documented by the Mule-Hide Representative.

Only Warranty Eligible Contractors are able to apply for Mule-Hide's Standard or Premium System (labor and material) Warranties. **It is the contractor's responsibility to contact Mule-Hide should they wish to be able to obtain System Warranties**.