



# Technical Bulletin

## Hail Coverage

Procedures and Requirements

### Procedure to Apply for Hail Coverage on Mule-Hide System Warranties

November 6, 2017

Hail coverage is available when specific assemblies are installed. Steps to obtain hail coverage are as follows:

1. The contractor must contact the Technical Department and speak with a Technical Services Administrator prior to the start of construction, and ideally prior to the bidding of the potential project. This will help ensure that the proper system is bid.
2. The contractor must be prepared to discuss the specifics of the roofing project or have a specification available to review with the Technical Service Administrator. Information needed for the discussion include but are not limited to the following:
  - a. size of the project
  - b. deck type
  - c. membrane and the system type to be installed
  - d. insulation and cover boards to be used
  - e. methods of proposed attachment
  - f. Size of hail that coverage is being requested

Note: If a specification is available it should be faxed or emailed to the Technical Service Administrator.

3. The Technical Service Administrator will review and discuss the conditions of the project with the contractor and will define the requirements of the roof assembly for the contractor to follow.
4. The Technical Service Administrator will provide a written system letter to the contractor defining the system assembly which will include:
  - a. the system type (fully adhered, mechanically attached, ballasted ...), the membrane type and thickness and method of attachment
  - b. the insulation type, thickness and method of attachment
  - c. the cover board type, thickness and method of attachment
  - d. Adhesives and/or fasteners required for attachment of the system.
  - e. Other components required for the additional coverage requested.
  - f. Identify maximum size of hail to be covered.

Note: The contractor must provide the name and location of the project so that it can be referenced in the system letter.

5. The contractor must submit his completed warranty application and a copy of the system letter prior to the start of the project.

Any information given on this Technical Bulletin is subject to change without notice. Please visit our website at [www.mulehide.com](http://www.mulehide.com) or contact Mule-Hide Products at (800) 786-1492 for questions or additional information.

## Procedure to apply for Hail Coverage on Mule-Hide System Warranties

### ELIGIBLE SYSTEMS

#### Standard Single Ply (non fleece back EPDM, TPO and PVC)

##### Fully Adhered Single Ply

- Membrane: Min 45 mil or 50 mil = None available
- Membrane: Min 60 mil = up to 1" hail coverage
- Membrane: Min 80 mil or 90 mil = up to 2" hail coverage
- Adhesive: Any approved adhesive for warranties up to 20 year\*
- Cover board: Min ¼" Dens Deck or Securock, min ½" Poly ISO HD-1, or min 7/16" OSB\*
- Attachment: Only Helix low-rise foam\* - No fasteners used to attach cover board
- Roof Insulation: Any approved roof insulation may be installed under the cover board and the insulation may be either mechanically attached or fully adhered.
- Roof Deck: All approved roof decks

##### Mechanically Attached Single Ply (non fleece back EPDM, TPO and PVC)

Hail warranties are not available

##### Ballasted Single Ply (Not for PVC)

- Membrane: Min 45 mil = None available
- Membrane: Min 60 mil = up to 2" hail coverage
- Membrane: Min 90 mil = up to 3" hail coverage
- Ballast: Any approved ballast
- Cover board: Not Required
- Insulation: Any approved insulation as loosely laid – (fasteners are not permitted)
- Roof Deck: All approved roof decks

#### Fleece Back Membranes

##### Fully Adhered Single Ply Fleece Back

- Membrane: Min 45 mil = None available
- Membrane: Min 60 mil = up to 2" hail coverage
- Membrane: Min 80 mil = up to 3" hail coverage
- Adhesive: Any approved adhesive for warranties up to 20 year\*
- Cover board: Min ¼" Dens Deck or Securock, min ½" Poly ISO HD-1, or min 7/16" OSB\*
- Attachment: Either Helix low-rise foam or fasteners\*
- Roof Insulation: Any approved roof insulation may be installed under the cover board and the insulation may be either mechanically attached or fully adhered.
- Roof Deck: All approved roof decks

##### Mechanically Attached Single Ply Fleece Back

- Membrane: Min 45 mil = None available
- Membrane: Min 60 mil = up to 2" hail coverage
- Membrane: Min 80 mil = up to 3" hail coverage
- Adhesive: Any approved adhesive for warranties up to 20 year\*
- Cover board: Min ¼" Dens Deck or Securock, min ½" Poly ISO HD-1, or min 7/16" OSB\*
- Attachment: Either Helix low-rise foam or fasteners\*
- Roof Insulation: Any approved roof insulation may be installed under the cover board and the insulation may be either mechanically attached or fully adhered.
- Roof Deck: All approved roof decks

\*Note: requirements shown are based on maximum warranty term of 20 years. Please note that any additional warranty requirements (such as 'warranted wind speeds' or 'wind rated systems') may affect products used or attachment requirements.