



# LIMITED LIFETIME WARRANTY FOR SINGLE-FAMILY HOMES - INSTRUCTIONS

**PLEASE READ THE FOLLOWING INSTRUCTIONS BEFORE SUBMITTING THIS APPLICATION**

## OVERVIEW

- Limited Lifetime warranties are only available for single-family homes.
- EPDM, TPO or PVC with a minimum thickness of .060 mils qualify for a "Limited Lifetime" Warranty. "Lifetime" means for as long as the original property owner owns the property and is alive.
- If the original Owner is not a natural person, Warranty shall be limited to a term of twenty (20) years from the date of installation.
- If the EPDM, TPO or PVC is less than .060 mils, the Warranty shall be limited to a term of fifteen (15) years from the date of installation.
- This warranty is not transferable.

## WHAT IS COVERED

If the membrane is properly installed, it 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.

## HOW TO APPLY

**Contractor should read the following instructions carefully before applying:**

- Complete the bottom portion of Page 1 legibly and completely.
- Provide the homeowner with a copy of the completed Page 1 and with the Building Owners Care and Maintenance Guidelines located on Page 2 for their records. THIS IS THEIR WARRANTY. No addition information will be returned by Mule-Hide.
- Attach required Distributor Proof of Purchase clearly stating the Mule-Hide product used to Page 1. Return Page 1 and the required Distributor Proof of Purchase to Mule-Hide for execution via any of the following means:

		
MULE-HIDE PRODUCTS CO., INC. ATTN: WARRANTY DEPARTMENT 1195 PRINCE HALL DRIVE BELOIT, WI 53511	888-218-7838	MULEHIDEWARRANTIES@MULEHIDE.COM

- Upon return of required documentation (completed Page 1 and Distributor Proof of Purchase), Mule-Hide will execute the warranty in its system.

**Any information presented and determined to be incomplete or inaccurate will be null and void and Mule-Hide will incur no obligation thereunder.**





# MULE-HIDE PRODUCTS LIMITED LIFETIME\* MEMBRANE WARRANTY

MULE-HIDE PRODUCTS CO., INC. ("Mule-Hide") warrants to the Building Owner ("Owner"), that, properly installed, its minimum 60 mil or greater in thickness EPDM, PVC or TPO roofing membrane used in roofing applications is free from manufacturing defects and that the membrane 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, for so long as the original Owner shall own or occupy the Building to which the membrane is applied.

Mule-Hide further warrants to the Buyer, that, properly installed, its less than 60 mil in thickness EPDM, PVC or TPO roofing membrane used in roofing applications is free from manufacturing defects and that the membrane will not deteriorate due to Weathering to the extent that it fails to maintain a watertight condition, for a period of term of fifteen (15) years from the date of installation.

Any membrane covered hereunder is referred to as "Membrane." This Limited Warranty does not apply to workmanship, other materials or any other items. For clarity, this warranty does not cover defects in and/or deterioration of any and all other materials which make up the roofing system and/or any failure associated with those materials.

"With respect to Membranes with a minimum thickness of 60 mils, "Lifetime" means for as long as the original property owner owns the property and is alive. The original Owner must be a natural person, or the Warranty shall be limited to a term of twenty (20) years from the date of installation. "Lifetime" means a period of term of fifteen (15) years from the date of installation for Membranes less than 60 mils in thickness.

If upon inspection by Mule-Hide, the Membrane shows premature deterioration due to Weathering within the warranty period, Mule-Hide's liability and Owner's sole and exclusive remedy shall be limited at Mule-Hide's option to providing new Mule-Hide labeled materials for the repair of the affected area of Membrane or a monetary credit to be applied towards the purchase of new Membrane sufficient to repair the affected area. The total value of these remedies shall be at Mule-Hide's sole discretion and will in no event exceed the original Membrane purchase price.

NOTE: If the leak is determined by Mule-Hide to be outside the scope of this warranty, Mule-Hide shall advise the Owner of the type /and/or extent of repairs required to be made at the Owner's expense which, if the Owner properly makes will permit this warranty to remain in effect for the unexpired portion of its term. Failure by the Owner to make these repairs in a reasonable manner within a reasonable time shall render this warranty null and void.

Mule-Hide assumes no liability for the cleanliness or any discoloration of the Membrane or for any failure of the Membrane resulting from: (1) Any natural cause, including but not limited to lightning, wind, hurricane, tornado, hail, the infestation or presence of plant, mold, fungi, bacteria insects or animals, earthquake, or resultant debris (2) Negligence, accident, misuse or abuse by anyone, including but not limited to vandalism, fire, falling object, civil disobedience, act of war or criminal conduct; (3) Environmental fallout, chemical attack or the presence within or outside the Building of any commercial or industrial solvent, acid, caustic fluid, petroleum product, wax, grease, absorbent, clay or plasticizer; (4) Any failure, settlement or movement of the roof structure, roof deck or substrate; (5) Inadequate drainage; (6) Improper installation; (7) Use in an incompatible environment; (8) Failure by Owner to use reasonable care in maintaining the roof to include without limitation compliance with Mule-Hide's roofing care and maintenance guidelines; (9) Contact with adhesives, sealants, tapes or other accessories marketed or manufactured by companies other than Mule-Hide and (10) Failure of the owner to comply with every condition, exclusion or limitation herein.

TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, MULE-HIDE DISCLAIMS ANY IMPLIED WARRANTY, INCLUDING THE WARRANTY OF MERCHANTABILITY AND THE WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE OR LIMITS SUCH WARRANTY TO THE EXPRESS WARRANTY STATED HEREIN. THE WARRANTY DESCRIBED HEREIN IS OWNER'S EXCLUSIVE WARRANTY FROM MULE-HIDE AND REPRESENTS THE EXCLUSIVE REMEDY AVAILABLE TO ANY BUYER OF THE MEMBRANE. MULE-HIDE MAKES NO OTHER REPRESENTATION OR WARRANTY OF ANY KIND OTHER THAN THAT STATED HEREIN. THIS WARRANTY MAY BE MODIFIED ONLY BY SOME OTHER WRITTEN INSTRUMENT SIGNED BY AN AUTHORIZED REPRESENTATIVE OF MULE-HIDE AND NO OTHER ENTITY IS AUTHORIZED TO ALTER THIS WARRANTY.

EXCEPT AS PROVIDED HEREIN, MULE-HIDE SHALL NOT BE LIABLE UNDER ANY CIRCUMSTANCE OR THEORY OF ACTION, INCLUDING BUT NOT LIMITED TO CONTRACT, TORT, PRODUCTS LIABILITY OR OTHERWISE, (I) FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO PERSONAL INJURY, LOSS OF PROFIT OR DAMAGE TO THE BUILDING OR ANY PERSONAL PROPERTY OR OTHER CONTENTS THEREIN, FOR WHATEVER CAUSE INCLUDING BUT NOT LIMITED TO MOLD, FUNGI, AND BACTERIA AND (II) FOR LOSS OR DAMAGE CAUSED OR CONTRIBUTED TO BY MULE-HIDE'S APPROVAL OF THE CONTRACTOR OR INSPECTION OF, OR FAILURE TO INSPECT, THE BUILDING ROOF. INCIDENTAL AND CONSEQUENTIAL DAMAGES SHALL NOT BE RECOVERABLE EVEN IF THE RE-SUPPLY REMEDY PROVIDED FOR HEREIN FAILS OF ITS PURPOSE.

This Warranty shall take precedence over any other documents or representations (whether oral or written, and by whomever made), which may conflict with this Warranty. This Warranty must be registered by completing and mailing the attached form along with material invoice copies to Mule-Hide Products Co. Inc within (30) days of Membrane installation and is not assignable or transferable by Owner. Mule-Hide'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 Warranty.

To require a performance of Mule-Hide's obligations under this Warranty, Owner must, within thirty (30) days of discovery of the purported defect or deterioration to which the claim relates, send written notification providing a general description of the purported defect or premature deterioration and samples of the Membrane for evaluation at its own expense to:

MULE-HIDE PRODUCTS CO., INC.  
ATTN: WARRANTY DEPARTMENT  
P.O. BOX 1057  
BELOIT, WI 53512-1057

Mule-Hide may change the address for written notification upon notice to Owner. Failure to notify Mule-Hide in this manner shall be deemed a waiver of any purported defect or premature deterioration. Notifying Mule-Hide of an alleged leak constitutes authorization from the Owner to Mule-Hide or its designee to investigate the cause of the leak and Owner agrees to give Mule-Hide the access Mule-Hide deems necessary to undertake such investigation.

Return the completed bottom half with the DISTRIBUTOR invoice/s for the membrane to:

**Mule-Hide Products Co., Inc., Attn: Warranty Coordinator, P.O. Box 1057, Beloit, WI 53512-1057**

**Building Owner's Name:** \_\_\_\_\_

**Property Address:** \_\_\_\_\_

**City:** \_\_\_\_\_ **State:** \_\_\_\_\_ **Zip:** \_\_\_\_\_ **Phone:** \_\_\_\_\_

**Installing Contractor's Name:** \_\_\_\_\_

**Installing Contractor's Address:** \_\_\_\_\_

**City:** \_\_\_\_\_ **State:** \_\_\_\_\_ **Zip:** \_\_\_\_\_ **Phone:** \_\_\_\_\_

**Project Completion Date:** \_\_\_\_\_ **Total Square Footage:** \_\_\_\_\_

**Type of Membrane:** EPDM TPO PVC **Thickness:** 45 mil 60 mil Other: \_\_\_\_\_

## Building Owner's Roof Care and Maintenance Guidelines ver. 2.02

**Thank you for choosing a Mule-Hide Roofing System!** 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 maintenance 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. Your 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 Applicator or by 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 (acids, 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 (vegetable oils) or other animal fats directly onto the roof surface. If incidental contact is likely, contact Mule-Hide for recommendations on preventative measures.
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. See Mule-Hide's Care and Maintenance Overview for specific cleaning instructions.
5. Walkways must be provided if regular rooftop traffic is required, such as servicing of rooftop equipment. Exercise caution when not walking on walkways, especially on white roofing surfaces (White-on-Black EPDM, Elastomeric Acrylic, Silicone, and SEBS Coatings, TPO and PVC) since 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, 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 system. 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.
7. Handprints, footprints, general traffic grime, industrial pollutants and environmental dirt may be cleaned from the roof surface by scrubbing with detergent and water, then rinsing with clean water. To maximize and maintain reflectivity, white surfaces should be cleaned once every two years.
8. Keep roof maintenance items, such as counterflashings, metal curbs, metal ducts, etc. sealed watertight at all times. All exposed mastics 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 pan 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 should be applied as directed by Mule-Hide.
10. Protective coating systems will oxidize and weather, losing overall dry film thickness. This is normal and not a defect in the material. Warranties that include a coating as a protective surfacing of a membrane may require periodic recoating at specified intervals to maintain the warranty coverage. The Building Owner is responsible for all costs to perform any specified recoating.
11. Examine all areas adjacent to the roof, parapet walls and adjoining structures. Damage to items such as masonry, failing mortar joints, loose or missing sealants, loose stone or tiles, loose and 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 roofing system (HVAC equipment, TV antennas, tie-ins to new roofing systems, etc), contact Mule-Hide for prior approval. Work directly related to the roofing system must be accomplished by a Mule-Hide Warranty Eligible Contractor.
13. 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?

If you believe that the leak is covered under 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 in accordance with the warranty terms. Leaks resulting from the deterioration or failure of building components or physical damage are not covered by the Warranty. The building owner must pay the investigation and repair cost if the problem is found to be outside the scope of the Warranty.

For temporary repairs in the Mule-Hide membrane, use Mule-Hide JTS-1 or a quality one-part urethane sealant and contact Mule-Hide. **Do not use any Asphalt Product** to make repairs on any single-ply roof as it **WILL** degrade the membrane. If any asphalt product is used on a single-ply roofing membrane, that area will have to be removed and replaced at the Owner's expense.

The preceding information for care and maintenance for Mule-Hide roofs is not meant to be exhaustive and is for illustrative purposes only. Please refer to Mule-Hide's Care and Maintenance Overview literature on the Mule-Hide website ([www.mulehide.com](http://www.mulehide.com)) for more information. Compliance with the above items will aid in assuring a durable, watertight roofing system.

Mule-Hide Products Co., Inc.  
P.O. Box 1057 Beloit, WI 53512-1057 Phone: 800-786-1492 Fax: 888-218-7838  
[www.mulehide.com](http://www.mulehide.com) [www.mulehide.com](http://www.mulehide.com)

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RETURN THIS PORTION ALONG WITH  
DISTRIBUTOR INVOICE FOR THE MEMBRANE TO:

**Mule-Hide Products Co., Inc.**  
**Attn: Warranty Coordinator**  
**P.O. Box 1057**  
**Beloit, WI 53512-1057**