

# Modular Construction Roofing Warranty Program

## Part 1 – Mule-Hide Warranty Availability For Modular Dealers

Mule-Hide offers modular construction Dealers two types of warranties that may be obtained for membrane purchased from Mule-Hide for roofing applications on modular structures. Two warranties are available as follows:

1. Mule-Hide “**Roofing Membrane Limited Warranty**” – Mule-Hide offers a 10-year warranty that covers only the membrane (or portion thereof) determined by Mule-Hide to be defective and resulting in roof leaks. This Warranty does not cover workmanship or accessories and Mule-Hide does not inspect the installation before issuing this Limited Warranty. Mule-Hide promises to supply replacement material to replace the affected area of Membrane or to provide a credit towards the purchase of new Membrane. Refer to the warranty for exact language regarding the terms and conditions of the warranty.

The 10-Year “**Roofing Membrane Limited Warranty**” is free of charge. The modular Dealer simply completes a one page application and submits it to the Mule-Hide Warranty Department. The Warranty Department will then issue the warranty referencing the structure to the Dealer.

2. Mule-Hide “**Standard System Warranty**” – This 10-year labor and material warranty covers Mule-Hide labeled membrane and accessories installed by a Mule-Hide Warranty Eligible Applicator. This Warranty does not cover insulation or its attachment system and it is not available for residential projects. Metal flashing components are not covered under this Warranty. Mule-Hide promises to repair leaks in the Mule-Hide membrane or other components supplied by Mule-Hide that occur during the Warranty term solely as a result of deteriorated or defective Mule-Hide products or related workmanship. Refer to the warranty for the exact language regarding the terms and conditions of the warranty.

Warranty fees are listed on the warranty application. Consult the Mule-Hide website ([www.mulehide.com](http://www.mulehide.com)) or contact Mule-Hide Products for current fees.

Dealers must become a Mule-Hide “**Modular Warranty Eligible Applicator**” to obtain system warranties. The Mule-Hide “Standard System Warranty” is available for those structures (multiple units joined as one structure) that are considered long term/permanent installations (structure is set on a foundation). The Warranty is for a period of ten years or until such time as the structure is disassembled or modified (prior to the end of the warranty period). Prior to the issuance of the warranty, a Mule-Hide representative shall inspect all projects requesting this warranty.

To become a Modular Warranty Eligible Applicator, the Dealer must complete the Mule-Hide Modular Warranty Eligible Applicator Agreement form and participate in a training

session at the dealer's facility. If the Dealer has multiple facilities, each facility must participate in a training session. Dealers' "Set-Up" crews that complete the final site work are required to attend. Set-up crews shall be provided training to install basic details such as mate-lines, curbs, pipes and roof edge details. Extensive work beyond the basic details shall be completed by a commercial Mule-Hide Warranty Eligible Contractor. All work completed in the field must be performed by trained set-up crews or a Mule-Hide Warranty Eligible Contractor. Mule-Hide has a national network of Warranty Eligible Contractors available to complete necessary on-site work.

## **Part 2 – Mule-Hide Warranty Availability For Manufacturers**

Mule-Hide offers modular construction Manufacturers two types of warranties that may be obtained for membrane purchased from Mule-Hide for roofing applications on modular structures. Two warranties are available as follows:

1. Mule-Hide "**Roofing Membrane Limited Warranty**" – Mule-Hide offers a 10-year warranty that covers only the membrane (or portion thereof) determined by Mule-Hide to be defective and resulting in roof leaks. This Warranty does not cover workmanship or accessories and Mule-Hide does not inspect the installation before issuing this Limited Warranty. Mule-Hide promises to supply replacement material to replace the affected area of Membrane or to provide a credit towards the purchase of new Membrane. Refer to the warranty for exact language regarding the terms and conditions of the warranty.

The "**Roofing Membrane Limited Warranty**" is free of charge. The modular manufacturer simply completes a one page application and submits it to the Mule-Hide Warranty Department. The Warranty Department will then issue the warranty referencing the structure to the manufacturer.

2. Mule-Hide 10-Year "**Standard System Warranty**" – This 10-year labor and material warranty covers Mule-Hide labeled membrane and accessories installed by a Mule-Hide Warranty Eligible Applicator. This Warranty does not cover insulation or its attachment system and it is not available for residential projects. Metal flashing components are not covered under this Warranty. Mule-Hide promises to repair leaks in the Mule-Hide membrane or other components supplied by Mule-Hide that occur during the Warranty term solely as a result of deteriorated or defective Mule-Hide products or related workmanship. Refer to the warranty for exact language regarding the terms and conditions of the warranty.

Warranty fees are listed on the warranty application. Consult the Mule-Hide website ([www.mulehide.com](http://www.mulehide.com)) or contact Mule-Hide Products for current fees.

Manufacturers must become a Mule-Hide "**Modular Warranty Eligible Applicator**" to obtain system warranties. The Mule-Hide "Standard System Warranty" is available for those structures (multiple units joined as one structure) that are considered long

term/permanent installations (structure is set on a foundation). The Warranty is for a period of ten years or until such time as the structure is disassembled or modified (prior to the end of the warranty period). Prior to the issuance of the warranty, a Mule-Hide representative shall inspect all projects requesting this warranty.

To become a Modular Warranty Eligible Applicator, the manufacturer must complete the Mule-Hide Modular Warranty Eligible Applicator Agreement form and participate in a training session at the manufacturer's facility. If the Manufacturer has multiple facilities, each facility must participate in a training session. Manufacturers' "Set-Up" crews that complete the final site work are required to attend. Set-up crews shall be provided training to install basic details such as mate-lines, curbs, pipes and roof edge details. Extensive work beyond the basic details shall be completed by a commercial Mule-Hide Warranty Eligible Contractor. All work completed in the field must be performed by trained set-up crews or a Mule-Hide Warranty Eligible Contractor. Mule-Hide has a national network of Warranty Eligible Contractors available to complete necessary on-site work.

### **Part 3 – Introduction Mule-Hide Modular Roof Systems Warranty Program**

Mule-Hide sells roofing materials to the Modular Construction Industry through distribution. The Modular industry consists of several different groups that may, from time to time, seek to obtain either "Membrane Material Warranties" or "Standard System Warranties". Following are the primary groups that are key to the completion of a roof system on a modular construction project.

1. **Manufacturers** - These are the companies that actually build the units on the assembly line in a manufacturing facility. Each unit is roofed on the line. Many of the Manufacturers have what are known as "Set-up Crews". The Crews complete the roof details that must be performed on site after individual units are joined together. These Set-up Crews are employees (or sub-contractors) of the Manufacturer and their workmanship will fall under the Manufacturer's Applicator agreement with Mule-Hide. Manufacturers' also have the option of contracting the site work to a Mule-Hide Warranty Eligible Contractor. The Manufacturer is responsible for the work they contract out or have handled by their Set-up Crews.
2. **Dealers** – These are companies that contract with various modular manufacturers to construct specific projects that the Dealer may either resell or lease. Dealers also have "Set-up Crews" that may complete any work needed to finish the roof after the units are joined together at the job site. Dealers have the option to contract completion of site work with a Mule-Hide Warranty Eligible Contractor.
3. **Set-up Crews** – In many cases the "Set-up Crew" is the contractor that has contracted to move the modular units to the job site. They handle both the shipping of the units, site placement and much of the remaining work on the roof

to make the buildings watertight. Set-up Crews are hired either by the Dealer or the Manufacturer. Work performed on the roof by a Set-up Crew would fall under the responsibility of the Dealer or Manufacturer. Set-up crews are not eligible to obtain warranties. In some instances, the Set-up Crew may consist of full time employees of either the Dealer or Manufacturer. Set-up crews will be provided training on basic details. Extensive work beyond the basic details shall be completed by a Mule-Hide Warranty Eligible Contractor.

4. **Mule-Hide Independent Warranty Eligible Roofing Contractors** – Roofing Contractors may contract with Dealers or Manufacturers to complete the roof system once the project is on the site and the units are bolted together. Roofing Contractors may also be contracted by various Dealers to install new roof systems over existing buildings/units. A Contractor must be Mule-Hide Warranty Eligible if a Mule-Hide Standard System Warranty is requested.

The Mule-Hide Standard System Warranty program for modular buildings is made available to those manufacturers and dealers wishing to obtain a Standard System Warranty for their customers. The 10-yr. Standard System Warranty is available for projects considered as permanent/long-term installations. If the project (building/buildings) is modified, dismantled, or relocated prior to the expiration date of the Warranty, that Warranty shall be terminated at the time of modification/dismantling. The program consists of training and inspections to ensure the roof system is installed to Mule-Hide's specifications. A Manufacturer or Dealer wishing to obtain warranties must become a Mule-Hide Modular Warranty Eligible Applicator by first completing a Modular Warranty Eligible Applicator Agreement, which details the terms and conditions of the responsibilities of the applicant and Mule-Hide, and then participate in the training program.

Upon submittal of an application, the local Mule-Hide Representative will contact the applicant to schedule a meeting and training session. The purpose of the training session is to review with the appropriate applicant's personnel the warranty procedures/paperwork, products, and roofing systems available from Mule-Hide. The initial meeting will include time with those individuals most directly responsible for the estimating and purchasing of the various components that are necessary to complete a warrantable roof system. A seminar will also be scheduled for hands-on training of the applicant's plant employees and set-up crews that will be installing the products. The local ABC Supply personnel shall be asked to attend the training seminar to meet with the applicant's personnel and contacts.

Upon completion of the training program, the local Mule-Hide representative shall schedule to meet with the set-up crew on the first project requiring a system warranty to conduct a field training session. This ensures that the fieldwork is performed in compliance with Mule-Hide's requirements. Final inspections are scheduled to review completed projects. This ensures that the roof system has been installed in a manner acceptable to Mule-Hide to offer a warranty. Inspections are only performed on those projects where an application for a system warranty has been submitted to Mule-Hide.

The Warranty Eligible Applicator, whether it is the dealer or manufacturer is ultimately responsible for the one-year labor agreement. This agreement is signed by the intended applicant at the time of submission to be a Mule-Hide Modular Warranty Eligible Applicator.

## **Part 4 – Eligibility And Training**

**Manufacturers** - Those companies wishing to obtain Mule-Hide Modular Warranty Eligibility to obtain Standard System Warranties shall contact the local Mule-Hide Sales Representative. The Mule-Hide Sales Representative shall schedule a meeting to determine if the company is a viable candidate to purchase Mule-Hide products and install warranty eligible roofing systems. Small Manufacturers (having only one location or limited business) may be handled by the local Mule-Hide Sales Representative and the local ABC Sales Associate/Branch Manager. Those Manufacturers having large volumes of business or multiple locations may be handled jointly by the Mule-Hide local Sales Representative and the Modular Program Manager.

When setting up training for a Manufacturer to obtain warranty eligibility, the training may be set up as a one or two meeting process. An initial meeting should be set up with the following individuals in attendance:

1. Modular Program Manager (if appropriate)
2. Local Mule-Hide Sales Representative
3. Local ABC Sales Associate/Branch Manager
4. Mfg. Purchasing Agent
5. Mfg. Production Manager/Quality Control Manager
6. Mfg. Estimator/Engineer
7. Mfg. Line Foreman (if possible)
8. Q.C. Inspector (if possible)

It is essential that everyone involved have a thorough understanding of each other's roles and how each company conducts business. Following are topics that should be reviewed during an initial meeting.

1. Mule-Hide products and uses.
2. Specification and Detail Manual and Field Handbook.
3. Training and Warranty program, procedures and forms.
4. Mule-Hide Support Center Contacts.
5. Claim procedures.
6. Code compliance (UL and FM information).
7. Manufacturer's responsibilities.
8. Manufacturer's key personnel/contacts.
9. Manufacturer's needs assessment.
10. Local ABC Distribution Center – Associates/Contacts.
11. ABC – Product lines, availability, pricing, order procedures, shipping & lead time.

A second meeting should be scheduled to focus on actual training of the line personnel and set-up crews. This should be a hands-on seminar conducted by the local Mule-Hide Sales Representative and should include the local ABC Center Sales Associate responsible for the account. This seminar would be ideal if used in conjunction with an on-line project. It would be very appropriate to schedule this seminar when the Manufacturer's Engineer/ Estimator can be present so he may better learn about the products he is selecting, where they are used, coverage rates and labor time. The following should be reviewed in detail:

1. Review of products, use and application of each.
2. Review PDS and MSDS.
3. Specification and Detail Manual and Field Handbook.
4. Mule-Hide application videos.
5. Local ABC Center contacts.
6. Mule-Hide Support Center contacts.
7. Follow training script.

The Mule-Hide Sales Representative should have a seminar kit on hand to review typical details that cannot be performed on the actual roof. The Mule-Hide Sales representative shall submit to the Mule-Hide Warranty Department a list of the Manufacturer's employees that attend the seminar. **The Manufacturer's set-up crews must attend. If the Manufacturer's set-up crews are not available, the Mule-Hide representative should coordinate a jobsite training session on the Manufacturer's first project. The Manufacturer must understand what their obligations/responsibilities are to properly complete the roof system.**

**Dealers** - Those companies wishing to obtain Mule-Hide Warranty Eligibility to obtain Standard System Warranties shall contact the local Mule-Hide Sales Representative. The Mule-Hide Sales Representative shall schedule a meeting to determine if the company is a viable candidate to purchase Mule-Hide products and install warranty eligible roofing systems. Small Dealers (having only one location or limited business) may be handled by the local Mule-Hide Sales Representative and the local ABC Sales Associate/Branch Manager. Those Dealers having large volumes of business or multiple locations may be handled jointly by the Mule-Hide local Sales Representative and the Modular Program Manager.

When setting up training for a Dealer to obtain Warranty Eligibility, the training may be set up as a one or two meeting process. An initial meeting should be set up with the following individuals in attendance:

1. Modular Program Manager (if appropriate)
2. Local Mule-Hide Sales Representative
3. Local ABC Sales Associate/Branch Manager
4. Dealer Purchasing Agent

5. Dealer Production Manager/Quality Control Manager/Field Project Manager
6. Dealer Estimator/Engineer

**It is essential that everyone involved have a thorough understanding of each other's roles and how each company conducts business. Following are topics that should be reviewed during an initial meeting.**

1. Mule-Hide products and uses.
2. Review PDS & MSDS.
3. Specification and Detail Manual and Field Handbook.
4. Training and Warranty program, procedures, forms and fees.
5. Mule-Hide Support Center Contacts.
6. Claim procedures.
7. Code compliance (UL and FM information).
8. Dealer's responsibilities.
9. Dealer's key personnel/contacts.
10. Dealer's needs assessment.
11. Local ABC Distribution Center – Associates/Contacts.
12. ABC – Product lines, availability, pricing, order procedures, shipping & lead time.
13. Availability and role of Mule-Hide Warranty Eligible Contractors.

A second meeting should be scheduled to focus on actual training of the set-up crews. This should be a hands-on seminar conducted by the local Mule-Hide Sales Representative and should include the local ABC Center Sales Associate responsible for the account. It would be very appropriate to schedule this seminar when the Dealer's Engineer/ Estimator and field supervisors can be present so they may better learn about the products they are selecting, where they are used, coverage rates and labor time. The following should be reviewed in detail:

1. Review of products, use and application of each.
2. Specification and Detail Manual and Field Handbook.
3. Mule-Hide application videos.
5. Local ABC Center contacts.
6. Mule-Hide Support Center contacts.
7. Follow training seminar outline

The Mule-Hide Sales Representative should have a seminar kit on hand to review typical details. The Mule-Hide Sales representative shall submit to the Mule-Hide Warranty Department a list of the Dealer's employees that attend the seminar. The Dealer's set-up crews must attend. If the Dealer's set-up crews are not available, the Mule-Hide representative should coordinate a jobsite training session on the manufacturer's first project. The Dealer can only obtain warranties if the Set-up crews have completed training or a Mule-Hide Warranty Eligible Contractor completes the

necessary field work. The Dealer's set-up crews may also schedule to attend a training seminar held at the local ABC Supply Co.

**Independent Contractors** - Those companies wishing to obtain Mule-Hide Warranty Eligibility shall contact the local Mule-Hide Sales Representative. The Mule-Hide Sales Representative shall schedule a meeting to determine if the company is a viable candidate to purchase Mule-Hide products and install warranty eligible roofing systems.

Once the decision is made to set up the company to do business with Mule-Hide, the company will complete a Mule-Hide Contractor Eligibility Application and submit the application to Mule-Hide's Warranty Department for processing. Once received, the Warranty Department will set-up a hard file (pending file) and will enter the information into the computer database. A copy of the application will be sent to the local Mule-Hide Sales Representative for follow-up.

The Mule-Hide Sales Representative shall schedule a training session with the company to cover the uses and application of the products that the company will be purchasing and to provide installation instruction. Upon notification (by the Mule-Hide Sales Representative) of completion of the training seminar the company will be issued a certificate indicating it is Warranty Eligible and may apply for system warranties. It will be the responsibility of the Mule-Hide Sales Representative to adjust the training session to meet the needs of the customer based on the customer's experience. Independent Contractors shall be put on a "pending" status until they have successfully completed three warranted projects.

Following are topics to be covered during a training session for contractors:

1. Review of products, use and application of each.
2. Specification and Detail Manual (Modular and Mule-Hide) and Field Handbook.
3. Warranty program, procedures, forms and fees.
4. Mule-Hide application videos.
5. Local ABC Center contacts.
6. Mule-Hide Support Center Contacts.
7. Claim procedures.
8. Contractor responsibilities.

## **Part 5 – Warranty Application Procedures**

### Standard System Warranty Application

It is the responsibility of the Warranty Eligible Applicator (Manufacturer or Dealer) to complete the Mule-Hide Modular Roofing Systems Warranty application. The application is sent directly to the Mule-Hide Warranty Department for processing. The warranty application should be sent to Mule-Hide as soon as possible before the project is built or at the latest before the project is shipped to the job site. The sooner Mule-



Hide receives the application, the sooner Mule-Hide can work with the Applicant to provide assistance to help ensure the right products have been chosen and right materials are sent for field completion. The basic procedure is as follows:

1. Warranty applications are sent to the Mule-Hide Warranty Department, attention Warranty Administrator. The information will be logged into the database. The warranty fee will be held in the file until the warranty is issued at which time it will then be deposited.
2. The appropriate NSCRSA Regional Support Associate ("NSCRSA") will then review the application for content and checks to see that the application meets Mule-Hide Warranty Specifications.
3. While reviewing the application, NSCRSA will place a courtesy call to the Applicant. The purpose of the call is confirm the system and products being used, to ask if there are any questions regarding application or details, confirm the set-up crew is capable of completing the work (request information on the Set-up crew if not listed in the application) or if a roofing Contractor is needed (list of local Warranty Eligible Contractors can be provided at this time) to assist with the completion of the roof. This shall be handled within 24 hours of receipt of the application or no later than the next business day.
4. The NSCRSA can then return the application to the Warranty Administrator for final processing. Copies of the application will be faxed to the appropriate Mule-Hide Sales Representative and the Modular Program Manager.
5. The Mule-Hide Sales Representative receives the application and calls the Applicant. This call confirms receipt of the application and advises that he is available should they have any questions and will be the contact for the final inspection. It is the Mule-Hide rep's responsibility to confirm roof access and scheduling with the Applicant. It is not necessary for a 2<sup>nd</sup> party to be available for inspection, but it is strongly recommended. This is mainly due to the fact that it is the Applicants Responsibility to provide the Representative roof access (i.e. ladder). Representatives need to remember to use a lumber crayon so deficiencies can be seen when they are fixed at a later date and take photos of each deficiency. If the roof has many deficiencies and it is questionable if the roof can be repaired to the point where a warranty can be issued, the Mule-Hide Rep must notify the NSCRSA before leaving the job site for further instruction. The NSCRSA shall contact the Modular Program Manager as soon as possible as to the conditions found and possible actions necessary.
6. If a representative of the Applicant is not available for the inspection, the Mule-Hide Representative shall send all copies of the punch list and pictures to the Warranty Administrator.

7. The Warranty Administrator will forward the punch list and photos to the appropriate NSCRSA with copies being made for the Applicant. The NSCRSA will review the photos and add comments as needed prior to sending a two-part copy to the Applicant with instruction to complete the necessary repairs.
8. Once the repairs are completed, they are to return the white copy (signed by the Applicant confirming repairs are completed) to the Warranty Administrator along with photos of the repairs.
9. When the punch list, appropriate fees and photos are received, they will be reviewed by the NSCRSA for confirmation.
10. Upon acceptance of the repairs by the NSCRSA, a warranty will then be issued to the designated Applicant. Two copies of the warranty will be filed with the application.

#### Membrane Material Warranty Application

1. The Applicant will complete the warranty application listing the serial number of the unit/units for the specific project and the purchaser of the unit/units and forward the application to the Mule-Hide Warranty Department.
2. The application will be logged into the database and a Membrane Material Warranty shall be completed and mailed back to the Applicant.

### **Part 6 – Warranty Inspection Procedures**

#### **Inspections**

A representative of the Manufacturer, Dealer or Independent Contractor (“Contractor”) shall be present during the inspection, if possible. At the end of the inspection, the Mule-Hide Sales Rep will hand the Applicator/Contractor two copies of the inspection report to use as a guide to complete the necessary repairs. A signed, completed, inspection punch list must be submitted by the Applicator/Contractor to confirm repairs are completed prior to the issuance of a system warranty.

Extensive punch lists generated during the inspection shall require a reinspection prior to the issuance of the warranty. A reinspection charge is \$350.00 and shall be paid prior to reinspection. An extensive punch list shall be reviewed and need for a reinspection shall be determined by the Mule-Hide Sales Rep that performed the inspection and the NSCRSA responsible for that territory. The Mule-Hide Sales Rep performing the inspection shall document, with photographs, the overall condition of the

roof and specific details that require repair. All deficiencies shall be clearly marked with a lumber crayon (preferably yellow) or paint stick.

The Applicator/Contractor shall complete the punch list items and confirm to the Warranty Department that all repairs are complete. Upon receipt of the signed punch, the Warranty Department shall issue the Mule-Hide Standard System Warranty. Inspections are not conducted for projects where an application for a "Roofing Membrane Limited Warranty" is requested.

## **Part 7 – Warranty Claim Procedures**

**ALL** warranty claims and product claims (for installed products) pertaining to Mule-Hide products will be handled through the Mule-Hide Warranty Department. All initial contact with any party wishing to report a claim either for product or warranty shall be directed to the Mule-Hide Warranty Administrator for initial documentation and processing. The Warranty Administrator shall create the hard file and database file documenting the notice of a claim.

The Warranty administrator will check the records to determine if and what type of warranty was issued. The Warranty Administrator will document all initial information provided by the party initiating the claim. Should the Modular Program Manager or any Mule-Hide Sales Representative be notified of a claim they will immediately notify the Warranty Administrator of the claim.

1. The Warranty Administrator will determine in which region the claim is located and will forward the claim to the appropriate NSC Regional Support Associate ("NSCRSA").
2. The NSCRSA will contact the party that reported the claim to review the claim and gather additional information to determine the validity of the claim.
3. Once the information has been recorded, if the claim is determined to be valid, the NSCRSA will:
  - a. If the claim is strictly a material claim (prior to installation), the NSCRSA will contact Customer Service Department to have the:
    - defective product returned, and replacement product provided
    - defective product returned and a credit issued
    - product disposed and either replacement product provided or a credit issued
  - b. If during the initial contact with the customer registering the claim on installed products it is determined that no warranty was issued, the building owner will first be asked to provide invoices confirming they purchased Mule-Hide products. Mule-Hide products that are perceived to be defective and not

installed on a structure shall be handled by the Customer Service Department for resolution.

- c. For installed products, the building owner must provide "Proof of Purchase" via distributor invoice. The invoice should include roll numbers from sheet goods, batch numbers from canned goods or a listing or accessory items. A warranty claim will be created and the determination will be made as to whether any assistance is available from Mule-Hide. This information is mandatory should Mule-Hide need to seek recourse from a private label material provider in the event of a loss.
3. The Warranty Administrator will complete the Initial Claim Report. If the installed product is confirmed to be a Mule-Hide product, a claim file will be created and given to the NSC Regional Support Rep for resolution.
4. The claim file will be reviewed with the appropriate Program Manager to determine if the installed product claim will require any assistance from Mule-Hide (based on expressed and implied warranties). The building owner will be contacted and advised of Mule-Hide's position.
5. If Mule-Hide elects to provide assistance, depending on the assistance offered, the NSC Regional Support Rep would respond to the building owner following standard claim and Vendor Recourse procedures.
7. If it is a claim against a system warranty, and it is determined to fall within the guidelines of the warranty issued, the NSCRSA will contact the party reporting the claim to make arrangements to have a contractor address the claim. If the project is less than two years old, the NSC Regional Support Rep will contact the original contractor to address the claim. The contractor is responsible for repairs for workmanship for the first two years.
8. The NSCRSA will issue a purchase order to the contractor designating a scope of work (if known) and a "not to exceed" dollar value. Should the repair costs exceed the purchase order, the contractor is to contact the NSCRSA before proceeding with the repairs. Before and after pictures of the repair are to be included with the contractor's invoice. Depending on the nature of the information provided, the NSCRSA may request a Mule-Hide Sale Representative to inspect the roof either before contacting a contractor or to meet with a contractor to determine necessary repairs.
9. Photos and invoices will be reviewed by the NSCRSA for confirmation of work performed. Upon review and acceptance by the NSC Regional Support Associate the Warranty Administrator will pay the invoice. The Warranty Administrator will file the necessary paperwork, enter the information into the database and close the file.

10. Once the NSCRSA has confirmed with the contractor that the repairs have been completed, a call will be made to the building owner/owner's representative to advise repairs have been performed.
11. Should the contractor notify the NSCRSA that the problems are items that are not covered by the warranty, the NSCRSA will contact the building owner/owner's representative to advise of the conditions found and a recommendation to contact a contractor to contract for the necessary repairs.

## **Part 8 - Sales Rep Inspection of Claims**

1. After a review of the claim by the NSCRSA and it is determined that an inspection is needed by a Mule-Hide representative, the NSCRSA will contact the local Mule-Hide Rep to request an inspection be scheduled. The NSCRSA will also notify the claimant to inform them that a Sales Rep will be conducting an inspection of their claim. The NSCRSA will provide the Sales Rep with the necessary information concerning the project and claim reported by way of a "Claim Field Report" sheet explaining the reasons for the inspection and all information necessary to investigate the claim.
2. UNDER NO CIRCUMSTANCES will a representative of Mule-Hide investigate any claim without prior consent from the NSCRSA or Technical Director.
3. All representatives investigating claims must fill out a "Claim Field Report" and provide photos of the investigation.
4. Any questions concerning the conditions observed on the roof should be addressed with the NSCRSA prior to leaving the job site. The NSCRSA may require sampling of the roof or further investigation. To prevent making a second trip to the site, the Mule-Hide Sales Rep shall contact the NSCRSA prior to leaving the site to verbally transmit their findings.
5. Photographs of the roof and the conditions in question are required.