

Warranty Information

"The name trusted in roofing since 1906"



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. Mule-Hide presently offers three types of warranties for our single-ply membranes/systems:

- Roofing Membrane Limited Warranties
- 20-Year Single-Ply System Limited Warranties for Commercial Buildings
- Standard System Warranties
- Premium System Warranties

A Roofing Membrane Limited Warranty may be combined with select Standard or Premium System Warranties. Available selections are as follows;

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

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 all Warranty Applications be submitted for review prior to project start.

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

20-Year Single-Ply Roof System Limited Warranty for Commercial Buildings

This warranty covers only the Mule-Hide labeled membrane and other components supplied by Mule-Hide (or portion thereof) determined by Mule-Hide to be defective and resulting in roof leaks. All materials must be installed by a Mule-Hide Warranty Eligible Applicator. 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 System Limited Warranty. A Mule-Hide Warranty Application must be submitted to Mule-Hide to obtain this warranty. Mule-Hide recommends that all Warranty Applications be submitted for review prior to project start.

Note: *This warranty requires the following:*

- *Must be a Mule-Hide Warranty Eligible Contractors*
- *Must use minimum 60-mil Mule-Hide single ply material*
- *Must be a Commercial project*

Contact Mule-Hide for additional information.

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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 (unless Mule-Hide Metal Accessories are purchased from Mule-Hide). 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 all 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 before the warranty can be issued. 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.*

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 material warranties do not require the applicator to be Mule-Hide Warranty Eligible, but certain membrane/material warranties do require fees.

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 and any required Distributor invoices have been received by Mule-Hide.

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 Territory Manager. 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 Territory Manager.

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.