

## Warranty Procedures

### MATERIAL QUALITY

#### PRE JOB REQUIREMENTS

1. Fill out the **MATERIAL QUALITY WARRANTY REQUEST FORM** before the job is started
2. Once the **MATERIAL QUALITY WARRANTY REQUEST FORM** is signed and faxed back to you, you may proceed with the job.
3. For the warranty to be issued, please contact VFI with the project completion date.

### MATERIAL / MATERIAL AND LABOR

#### PRE JOB REQUIREMENTS

4. Fill out the **PRE-JOB WARRANTY REQUEST FORM** before the job is started
  - a. Take pictures of the roof
    - i. Include problem areas, A/C units and flashings, wet areas, etc.
  - e. Create a roof diagram
    - i. Include measurements of the roof and sketch in all vents, A/C or anything permanent
6. Send **PRE-JOB WARRANTY REQUEST FORM**, pictures and diagram to VFI's technical department for approval
7. On the bottom of the form is a space for changes. You will be contacted to discuss the changes if they are required.
8. If job is more than 20,000 feet, a VFI representative must walk the project to ensure proper preparation is followed
9. Once the form is signed and faxed back to you, you may proceed with the job.

#### JOB DURATION REQUIREMENTS

1. Pictures documenting each stage of the project are required
  - a. Send with the **FINISHED STRUCTURE WARRANTY REQUEST FORM**
2. Daily report documentations include:
  - a. Dimensions of all areas worked on each day
  - b. Product and batch numbers used each day

- c. Short description of the weather conditions each day
    - i. Include moisture reading of substrate for each day
  - d. Thickness reading documentation required include:
    - i. Readings must be taken every 1000 sq./ft. on 15,000 sq./ft. or smaller roof
    - ii. Readings must be taken every 1000 sq./ft. on 15,000 sq./ft. to 100,000 sq./ft. roof
    - iii. Readings must be taken every 2500 sq./ft. on 100,000 sq./ft. or larger roof
    - iv. Take samples every 5,000 sq./ft. with spray foam and/or coatings
  - e. If a non-destructive test is done on metal roofs, primer thickness must be recorded for an accurate coating thickness documentation. Pictures of reading must be labeled and location documented on finished drawing. Include with the **FINISH STRUCTURE WARRANTY REQUEST FORM**.
  - f. If you are cutting out slit samples, label each sample along with documenting the place they came from on the finished drawing of the roof. Label and place in a bag. Send with the **FINISHED STRUCTURE WARRANTY REQUEST FORM**.
  - g. Document spray machine pressures and heater temperatures twice daily on your report. Also include if they are static or hydraulic pressure.
  - h. If equipment issues arise during the job, document what it was and how it was fixed. In a separate drawing document what areas on the roof were affected.
3. When roof is finished, fill out the **FINISHED STRUCTURE WARRANTY REQUEST FORM** and send all information you have collected to VFI's technical department for review.

### **POST JOB REQUIREMENTS**

1. When we receive the **FINISHED STRUCTURE WARRANTY REQUEST FORM**, we will review all information at that time. We will then determine when a roof inspection, by PENTA, will be completed. Delays may occur if there is missing information. Please be as thorough as possible. If there is too much information missing, you may be held responsible for the cost of the roof inspection. Government job warranties will always be inspected before a warranty is issued; missing information can also hold up the state job warranties from being issued.
2. Steps taken for warranty request with PENTA ( all warranty requests are made through PENTA)
  - a. When the project is completed or near completion, notify VFI and VFI will notify PENTA.

- b. PENTA will contact you to set-up and coordinate the initial inspection
- c. PENTA will inspect the roof application to determine if the application conforms to VFI quality standards and guide specifications
- d. The roof will be “walked” and sampled in a systematic manner for the purpose of observing deviations that do not conform to VFI quality standards
- e. Slit and core samples will be secured to determine the subsurface conditions on SPF projects.
- f. General view and typical deviations observed during the inspection will be photographed and included in the final report.
- g. PENTA will not discuss the findings or conclusions with the building owner or their representative, unless specifically instructed by VFI. Nor will PENTA send the owner a copy of the report, unless instructed to do so.
- h. PENTA will provide VFI with 2 copies of a written report which will include photographs and a roof sketch, within two weeks of the inspection.
- i. When it is approved, the appropriate warranty will be sent to you (3 copies) for your signature.
- j. You will send back all copies to us for our signature. Then we will keep one on file here and send 2 copies back to you. Send one to your customer and keep one on file.