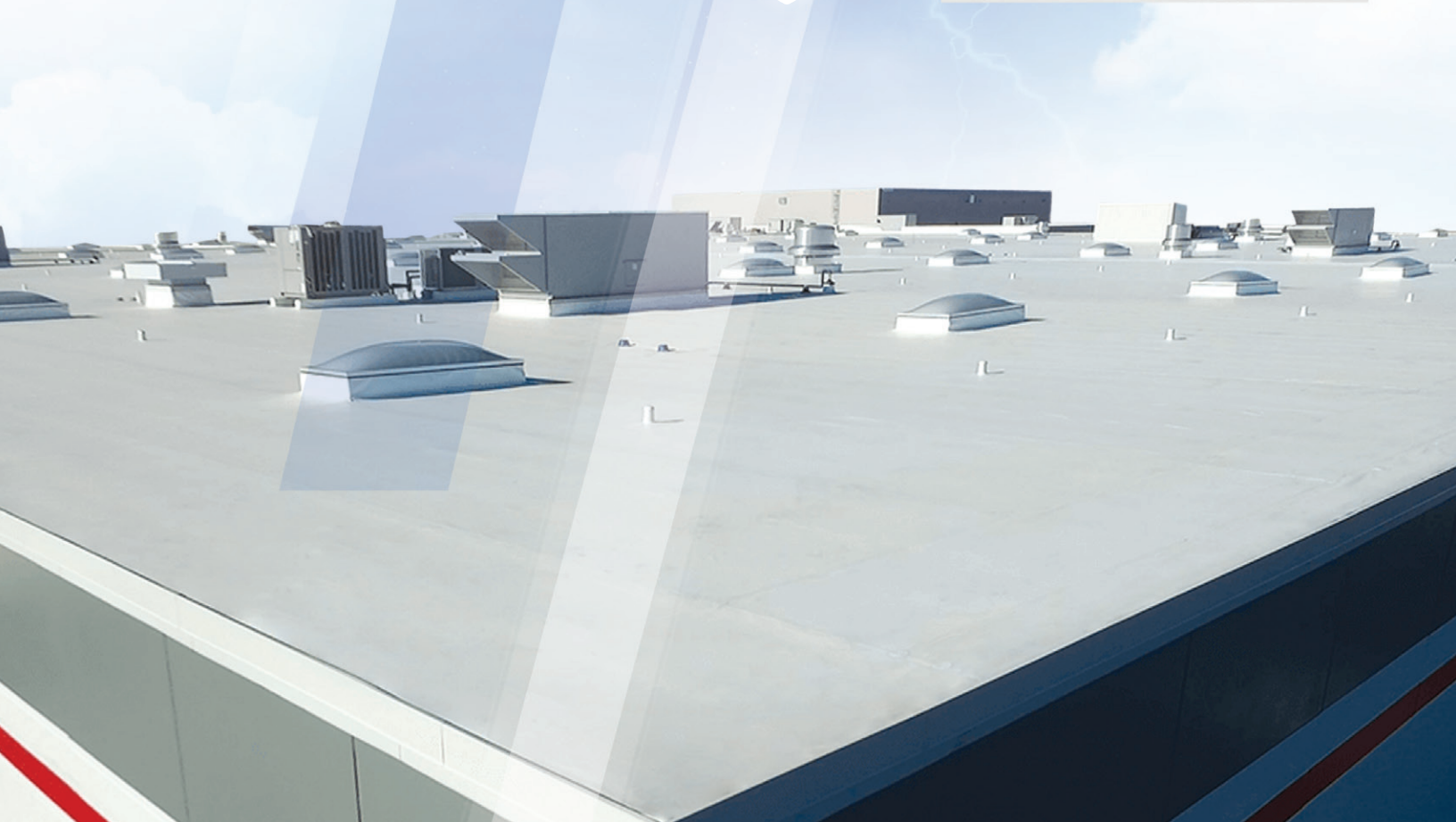




Duro-Last® Roofing System

Protecting Your Investment



 **DURO-LAST®**
THE WORLD'S BEST ROOF®



THANK YOU

Thank you for choosing the Duro-Last® Roofing System for your building. Duro-Last is a superior roofing system, backed by the strength and quality assurance of a leader in roofing technology.

Your Duro-Last warranty is an agreement between you, the Owner, and Duro-Last, Inc. ("Duro-Last"), assigning responsibilities to each.

Please be sure to review and follow the Duro-Last Owners Maintenance Checklist, available at www.duro-last.com/duro-last/careandmaintenance. This document will help you protect your investment by eliminating costly repairs and potential damages to your building. You have purchased a strong and long-lasting roofing system, however, general routine maintenance protects your investment.

Safety Measures



Safety should always be your number-one priority, and rooftop repair and construction can be a dangerous activity requiring strict compliance with recommended safety procedures. You must always protect anybody on the roof. Consult OSHA and local safety agencies for safety guidelines.

Emergency repairs must be undertaken with all necessary precautions. If any electrical hazard is present, the electricity should be shut off until emergency roof repairs can be safely completed. If the roof is in danger of collapse from a buildup of water, snow or ice, the building should be evacuated immediately before corrective action(s) are taken.



CAUTION! The Duro-Last Roofing System can get slippery. Be aware of all slippery surfaces (i.e. wet, icy, or snow covered) when accessing, working on and departing from the roof.

In Case of Leaks

If a leak should appear in your Duro-Last Roofing System, you are required to do the following:



Immediately call the Duro-Last Warranty Services Department at 1-866-284-9424 or e-mail us at ws@duro-last.com.

- Depending upon which Duro-Last warranty you have selected, Duro-Last must be notified within 7 to 14 days of discovery of the leak in order to meet the terms and conditions of the warranty. Review your warranty carefully and make note of all required timelines.
- Please be advised that the Duro-Last warranty does **not** provide for cost-free leak investigations of claims not attributable to Duro-Last or not covered by the warranty terms.



Inspect the leak area in order to verify that the cause of the leak is covered under the terms of your Duro-Last warranty. You can contact the authorized Duro-Last contractor that installed your roofing system, or you can contact



If emergency repairs are required, take immediate action to prevent water from continuing to enter the roofing system and building interior. Please notify Duro-Last of the repair as soon as possible, preferably no later than the next working day. Emergency repairs must be reasonably controlled so as not to significantly increase the scope of permanent repairs. This can be completed by applying duct tape or caulking over the leak source.

Duro-Last for a list of authorized contractors in your area. If a Duro-Last Quality Assurance Technical Representative or authorized contractor investigates a leak and finds the cause is one that is not covered by the Duro-Last warranty, you will be invoiced for the cost of the investigation.

- Even if you report a problem directly to your authorized Duro-Last contractor, you must also report it to Duro-Last.
- Experience has shown that roof damages are often caused by individuals or companies performing other maintenance (unrelated to the roofing system itself) such as HVAC repair, satellite dish repair, alterations or construction on a building during or after the installation of the Duro-Last Roofing System. Damage from these individuals or companies is not covered under your Duro-Last warranty.



How to Maintain a Duro-Last Roof

A roof maintenance program has two aspects:

1 SCHEDULING ROOFTOP MAINTENANCE INSPECTIONS

At least two visual maintenance inspections should be made every year. Ideally, one inspection should take place in the spring to check on damage that may have occurred in the winter, so repairs can be scheduled during the summer months.

The second maintenance inspection should be in the fall to be sure that the Duro-Last Roofing System is in good condition for the upcoming winter months. Inspection should also be made after any other occurrences that might affect the roof, such as storms, hail or high wind events, construction activities, fires, etc.

2 CONDUCTING MAINTENANCE INSPECTIONS

All components of the Duro-Last Roofing System should be closely inspected by your authorized Duro-Last contractor and a record made of any signs of deterioration, unusual traffic patterns, poor drainage, accumulated debris, displacement or loss of ballast or other conditions.



Please note that a documented Owners Maintenance Checklist is required for select Duro-Last warranties. The Checklist can be found at www.duro-last.com/duro-last/careandmaintenance.



Why Regular Inspections and Maintenance?

Buildings and roofs are constantly under attack by weather, structural movement and stresses, and chemicals present in the atmosphere. While normal aging will occur on all roofs, problems stemming from neglect, equipment additions, unintended abuse, contamination, trade damage, error or accident can result in costly repairs or failure of the roofing system – particularly if they are not detected and remedied in a timely manner.

The Duro-Last Owners Maintenance Checklist will help detect problems before they become serious, so you can avoid interruptions of building function – and more importantly, protect your investment by extending the serviceable life of the roof.

The Duro-Last Owners Maintenance Checklist can be found at www.duro-last.com/duro-last/careandmaintenance. You can also request a copy by emailing us at ws@duro-last.com or by calling 1-866-284-9424.

Sealants

A primary area of maintenance on any roofing system is the sealants due to the extreme stresses on these areas. All pitch pan fillers, caulking and sealants must be examined during regular maintenance inspections.

While Duro-Last uses only the highest quality sealants for the Duro-Last Roofing System, over time sealants are susceptible to cracking, pulling away from the walls or other surfaces, and splitting. It is important to examine all metal flashings, counterflashings, expansion joints and pitch pockets, replacing sealant at the first sign of deterioration. Sealants used for maintenance and repair must be supplied by Duro-Last; only sealants purchased from Duro-Last are covered under the terms of the Duro-Last warranty.



Drainage

A roof structure should provide for positive drainage to eliminate ponding water. The weight resulting from inadequate or insufficient drainage may deflect the decking and framing, causing damage to the structure and the roofing system. Ensuring proper roof drainage is a very important item in a maintenance program.

Most Duro-Last warranties do not exclude ponding water from warranty coverage, however, Duro-Last shall have no liability for any structural damage that results from inadequate or insufficient drainage. Structural issues as a result of ponding water

should be addressed with your engineering and architectural advisors.

Drains must be kept clear, and any debris that may clog a drain, such as tennis balls, baseballs, leaves, beverage containers, excessive debris, etc., must be removed during each maintenance inspection.

Every drain should have a clean “leaf” grate present to prevent clogging of the drainpipes. A rooftop maintenance inspection in the late fall should also include the removal of leaves.





Cleaning

Common debris such as snow and leaves should be removed as necessary, using a push broom or plastic shovel.

Another way of removing leaves and other debris, as well as observing drainage patterns and activity, is to “wash” the roof. Washing also removes dirt from the roof surface, which is helpful for reviewing typical membrane wear during the roof inspection. On white Duro-Last Roofing Systems, washing will also help maintain the membrane’s appearance and solar reflectivity.

When cleaning the membrane surface, we recommend the use of Duro-Last Roof Wash. Non-sudsing, non-abrasive, powdered cleanser such as Spic and Span® or Simple Green® can also be used. **Solvent-based cleaners cannot be used.** If using a power washer, do not exceed a max PSI of 1000, and the usage of a wide tip nozzle with a maintained minimum of 12" distance between nozzle and roof is required.

Damage caused by power washing is not covered under the terms of the Duro-Last warranty.

Parapet Walls

Parapet walls should be checked during maintenance inspections for deteriorating copings, cracked or open mortar joints, or other signs of wear and tear. Deterioration of the parapet wall can lead to water penetration into the structure, which is not

only harmful to the structure, but may also cause the failure of components of the roofing system. Insulation, decking, framing, joints and the fasteners in a mechanically-attached roofing system may all be adversely affected by moisture penetration.

Building Structure

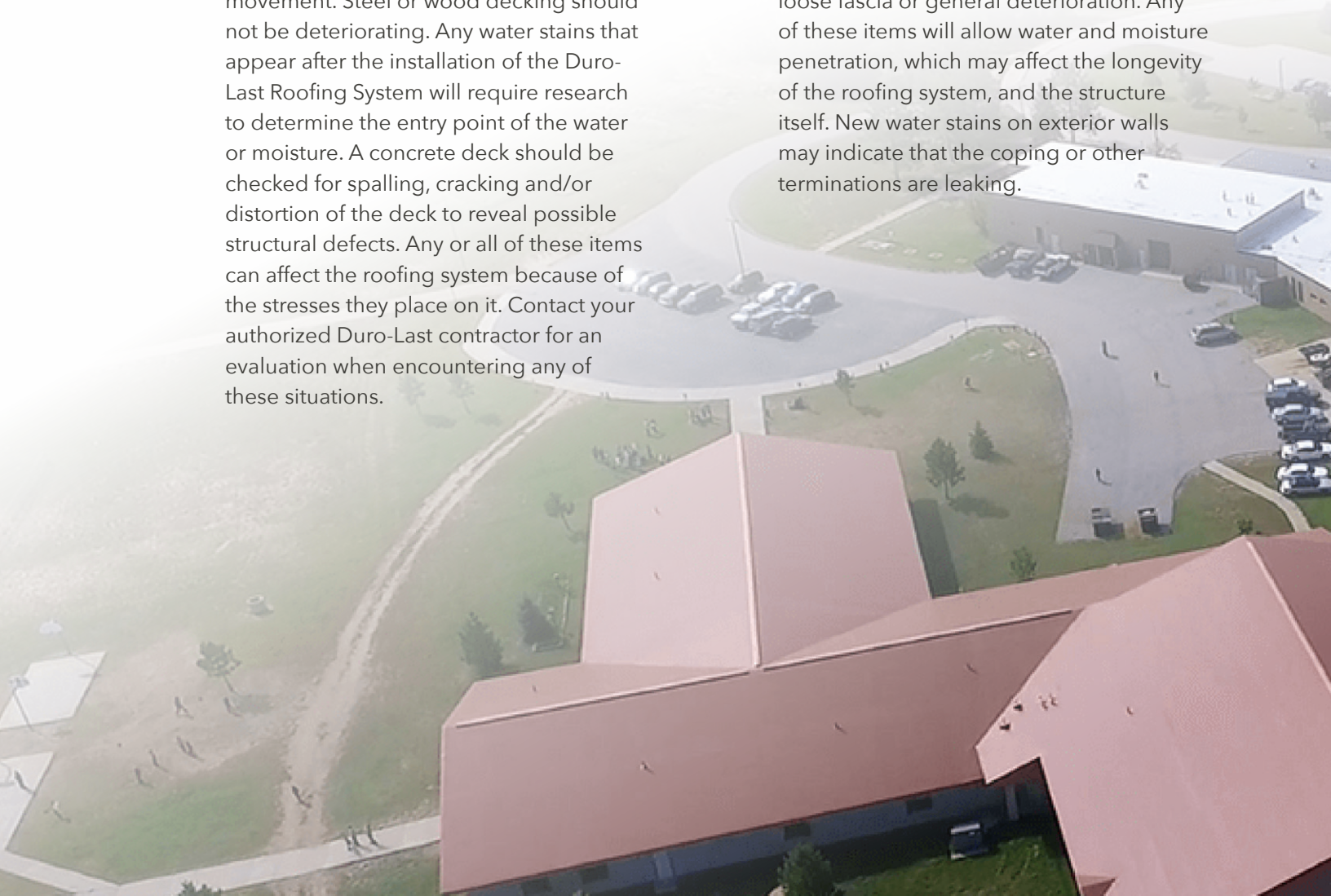
The condition of the interior and exterior structure must also be checked during your regularly scheduled maintenance inspections. Defects within a structure can affect the roofing system because of the interactions between the structure and the roofing system.

1 BUILDING STRUCTURE: INTERIOR

If a drop ceiling is in place, the interior can be viewed by removing ceiling tiles. Walls should be viewed for settling, cracking or movement. Steel or wood decking should not be deteriorating. Any water stains that appear after the installation of the Duro-Last Roofing System will require research to determine the entry point of the water or moisture. A concrete deck should be checked for spalling, cracking and/or distortion of the deck to reveal possible structural defects. Any or all of these items can affect the roofing system because of the stresses they place on it. Contact your authorized Duro-Last contractor for an evaluation when encountering any of these situations.

2 BUILDING STRUCTURE: EXTERIOR

The exterior of the structure should be checked for open or deteriorating mortar joints, poor laps in siding, concrete spalling, loose fascia or general deterioration. Any of these items will allow water and moisture penetration, which may affect the longevity of the roofing system, and the structure itself. New water stains on exterior walls may indicate that the coping or other terminations are leaking.





Roof Tie-Ins

Tie-in areas should be thoroughly evaluated during maintenance inspections for any sign of failure. Tie-ins bring different materials in contact, which may create areas of stress. The sealants and other items in these areas should be reviewed for cracking, splitting or gaps. Degradation

of another, non-Duro-Last Roofing System may adversely impact the performance of the Duro-Last Roofing System. Any questions regarding the life of a tie-in should be directed to Duro-Last or your authorized Duro-Last contractor for warranty considerations.

Overburden & Ballast

If a ballasted system has been installed, the ballast should be evenly distributed. Extreme care should be taken when inspecting the ballast, reviewing the corners, perimeter and around penetrations for bare spots due to the increased wind effects in these areas. The ballast should be redistributed, taking

care to not damage the Duro-Last Roofing System. If your inspections reveal that the ballast is being moved repeatedly, it may be necessary to place an interlocking paver system in these areas. The even distribution of ballast can have a direct correlation to the longevity of your roofing system.

Air Conditioning Units

Care must be taken to ensure that any small, sharp debris are removed. Always check around air conditioning equipment, other penetrations, elevation changes and areas of access. HVAC units should be checked to ensure that the access panels are properly fastened in place, and that the drainage lines are functioning properly. Clogged drain lines and missing access panels are items that create leakage into the structure.

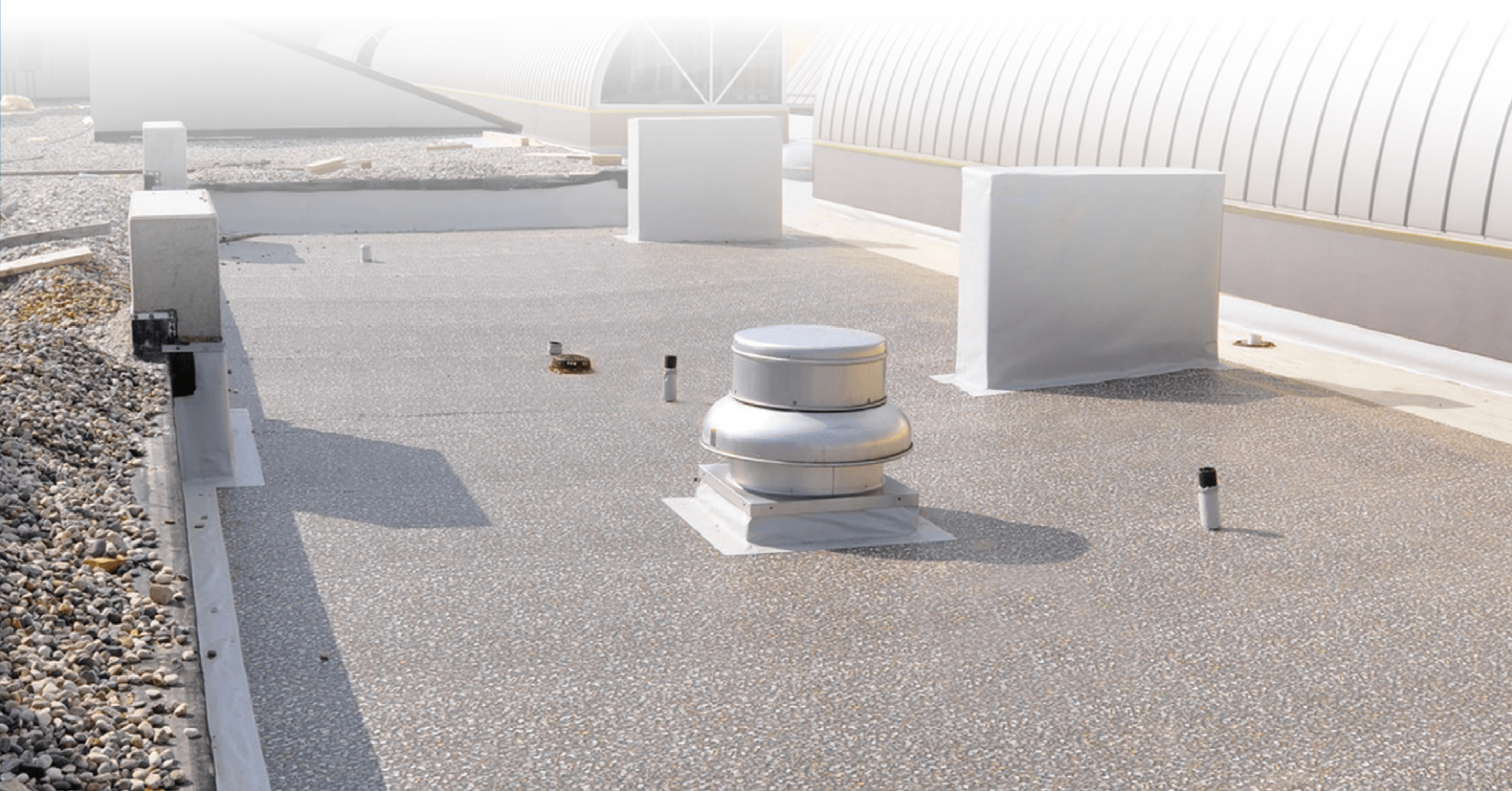


Note: It is very important that cleaning solutions for HVAC units are not harmful to the Duro-Last Roofing System. Visit www.duro-last.com/hvaccleaners or contact Duro-Last at 1-866-284-9424 for a current list of compatible cleaners.

Good Housekeeping

The final area of inspection is the general appearance of the roof and the surface conditions of the membrane. General appearance is primarily a function of housekeeping. Debris and poor drainage can directly affect the roofing system. An effective maintenance program such as the Duro-Last Owners Maintenance Checklist will address these items and prevent damage to your roofing system.

Refer to the Duro-Last Owners Maintenance Checklist located at www.duro-last.com/duro-last/careandmaintenance for a comprehensive guide covering topics such as, but not limited to: common causes of roof failure, roof care and detailed maintenance checklists.





For more information give us a call
or visit our website today.

800-248-0280
duro-last.com

Duro-Last and the "World's Best Roof," are registered trademarks owned by Duro-Last, Inc.
Spic and Span is a registered trademark of the Spic and Span Company.
Simple Green is a registered trademark of Sunshine Makers, Inc.
Protecting Your Investment Booklet ORIG: 9/03 REV: 9/07, 7/13, 1.15.16, 3.23.18 – DL090021

