



## WARRANTY CLAIM PROCEDURE

Warranty claims are required to be submitted within 30 days after a leak or other related issue is discovered, unless a different notice period is expressed in a warranty rider. Time is of the essence. Claims are to be submitted to SOPREMA's Warranty Claim Administrator. Contact information is provided below.

SOPREMA will initiate the claim process when all of the following items have been received:

1. Completed Warranty Claim Form (available here [https://www.sopraconnect.com/Warranty/Warranty\\_ClaimRequest.aspx](https://www.sopraconnect.com/Warranty/Warranty_ClaimRequest.aspx)).
2. Photos or other documentation of the conditions you believe give rise to the claim (preferably submitted with warranty claim).
3. A copy of your Care and Maintenance log (preferably submitted with warranty claim).
4. Your Warranty Number as indicated on your warranty.

For wind-related claims, the following additional items are to be submitted: (1) a signed and sealed report by a licensed professional engineer documenting findings that identify and support the cause(s) of the damage resulting in the leak, and (2) wind speed data from a rooftop anemometer or other wind speed data collection point for the period of time from the effective date of the Warranty to the date of the claim (or, if such data was submitted in connection with a prior claim, from the end date of the prior data to the date of the claim).

Upon receipt of a properly documented warranty claim, SOPREMA will determine if a site visit is desired. If so, you will be contacted in order to coordinate arrangements. SOPREMA agrees to follow any safety and security protocols you have in place for visitors. You agree to provide SOPREMA and its designees with prompt, free, safe and ready access through a roof hatch or door to roofing or waterproofing surfaces that are free of snow, ice, and any other obstructions. If there is not a roof hatch or door available, then you agree to provide a suitable ladder. You agree to provide access during normal business hours or, if requested, other times.

When SOPREMA determines the claim is valid, SOPREMA will remedy the leak in an expeditious manner. Conditions may vary, thus the remedy and timetable may vary as well. The decisions of SOPREMA with respect to the validity of claims and the scope, manner, and timetable of repairs are final and binding.

In making warranty repairs, SOPREMA will attempt to closely match materials and colors, as inventories allow. Authorized warranty repairs shall become subject to the warranty, but do not extend its term.

Should an investigation reveal that a claim is not covered by the warranty, you will be promptly notified as to why and you may be invoiced for the investigation expenses incurred by SOPREMA. If invoiced, then it is your responsibility to pay within 30 days.

It is your responsibility to remedy any condition, not covered by the warranty, that has an adverse effect on the roofing or waterproofing. If you remedy the condition within a reasonable time, then the warranty will remain valid for the unexpired portion of its term. Failure to address repairs or related issues in a timely and reasonable fashion could result in conditions not covered by the warranty. It is your responsibility to remedy conditions not covered by the warranty that may have an effect on the building or its occupancy, including other damages, safety, codes, laws and regulations.

**For additional information contact:**

**SOPREMA, Inc.**  
**Warranty Claim Administrator**  
**201 Quadral Drive**  
**Wadsworth, Ohio 44281-9571**  
**Phone: (330) 334-0066**  
**Fax: (330) 334-7903**  
**Email: [warrantyclaims@soprema.us](mailto:warrantyclaims@soprema.us)**