



Warranty No.: 000-00000

## CARE AND MAINTENANCE GUIDE

A routine Care and Maintenance program is fundamental to the long-term performance of your roofing or waterproofing. For roofing and above-grade waterproofing, you, as the Owner, are responsible for ensuring that a minimum of two documented Care and Maintenance inspections are conducted and recorded each year. For areas that are concealed from direct view, record and correct any observable conditions that may have an adverse affect on the roofing or waterproofing.

### Required Care and Maintenance:

A Care and Maintenance log, or similar record, is the minimum requirement to document care and maintenance. See the reverse side of this document for an example of a Care and Maintenance Log. The following activities are required:

- **Date of Inspection:** The minimum requirement is **two times per year**.
- **Inspected by:** Name and signature.
- **Conditions:** Record observations of accessible roofing or waterproofing membranes and membrane flashings at all edges, terminations and penetrations. Record observations of any other conditions that may have an effect on the roofing or waterproofing.
- **Leaks:** Document all roofing or waterproofing leaks. Refer to Form 900 – Warranty Claim Procedure.
- **Repairs and Modifications:** Date of all work, and the individual or company who completed work that may have an effect on the roofing or waterproofing.

### When to complete Care and Maintenance:

Roofing or waterproofing inspections are required at least **two times per year**, ideally in the spring and fall. Be sure to document each date the roofing or waterproofing is accessed for the purposes of an inspection, maintenance or other work that may have an effect on the roofing or waterproofing. It is recommended that you inspect and document conditions after all severe exposures, such as seismic events, flooding, high winds, or excessive snow, ice, rain or hail. It is also recommended that you inspect and document conditions during and after equipment maintenance and adjacent building work.

### Limit Access:

For areas of the roofing or waterproofing not designated for traffic, we recommend you limit access to authorized personnel only and require all individuals to register or sign in. It is good practice to post a sign at all access points that includes the following statement: "STOP. ACCESS RESTRICTED TO AUTHORIZED PERSONNEL ONLY." At your request, SOPREMA will provide you with signs.

### Care and Maintenance Inspections:

Record your observations of the roofing or waterproofing as well as conditions at all edges, terminations and penetrations. Record conditions for evidence of physical damage, displacement, open membrane laps, accumulation of sediments or debris, or other conditions that may have an effect on the roofing or waterproofing. Record the condition of adjacent walls, sealants, coatings, equipment, sheet metal flashings, pipes, pitch pans, drains, scuppers, pavers, garden roof components, and any unusual exposures or conditions that may have an effect on the roofing or waterproofing.

### Completing Care and Maintenance:

It is your responsibility to promptly correct all deficiencies observed during Care and Maintenance inspections. SOPREMA encourages you to retain the services of a professional contractor or consultant if you do not have personnel qualified to conduct routine Care and Maintenance. All roofing and waterproofing repairs and modifications must be performed by an authorized contractor retained by you. Temporary emergency repairs may be made to the roofing or waterproofing as allowed under the terms and conditions of the warranty. In the event of significant damage, it is prudent for you to retain the services of a roofing or waterproofing professional, and notify your insurance carrier where applicable.

### Cleaning the Roofing or Waterproofing:

The roofing or waterproofing must be maintained free of debris that may result in damage. When necessary, low-pressure tap water dispensed from a garden hose and/or soft bristle brooms may be used to remove dirt and debris from the surface of the roofing or waterproofing. Where permissible, mild detergents may be used to clean surfaces, then use clean water to remove the detergent. Prevent dirt, debris and other inappropriate materials from entering storm drainage systems. Tools that may damage the roofing or waterproofing, such as metal shovels and rakes, should NOT be used. High-pressure water should NOT be used unless specifically authorized by SOPREMA. Owner / contractor are responsible to verify that all cleaning operations meet required regulatory environmental requirements. Contact SOPREMA prior to cleaning products with foil or film surfaces.

### Documenting Warranty Claims:

Refer to Form 900 – Warranty Claim Procedure, included with your SOPREMA warranty. All valid claims must include a copy of your Care and Maintenance log.

### Additional Resource:

For further information and guidance, you may wish to review the Manual of Roof Maintenance and Repair jointly published by the National Roofing Contractors Association and the Asphalt Roofing Manufacturers Association, or other applicable industry publications.

**This SOPREMA Care and Maintenance Guide include the minimum requirements of your SOPREMA Warranty. Additional care and maintenance beyond these minimum requirements is encouraged.**

# Care and Maintenance Log: (Sample)

Instructions: The following activities are **required** to be completed and documented **two (2) times per year** as a record of care and maintenance:

**Date of Inspection:** \_\_\_\_\_

**Inspected by (Name):** \_\_\_\_\_

**Conditions:** Record observations of accessible roofing and waterproofing as well as conditions at all edges, terminations and penetrations. Record observations of any other conditions that may have an effect on the roofing or waterproofing.

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**Leaks:** Document all roofing or waterproofing leaks. Refer to Form 900 – Warranty Claim Procedure.

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**Repairs and Modifications:** Date of all work, and the individual or company who completed work that may have an effect on the roofing or waterproofing.

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**Other information observed or noted that may have an effect on the roofing or waterproofing:**

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**Inspected by (Signature):** \_\_\_\_\_