

Protecting Your Duro-Last® Roofing Investment



Thank you for choosing the Duro-Last roofing system for your application. The Duro-Last roofing system 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.

A simple and basic roof maintenance program will help protect your investment by eliminating costly repairs, as well as, potential damages to your building. You have purchased a strong and long-lasting roofing system, but some general routine maintenance is required to protect your investment.

If a leak should appear, you are required to do the following:

- Call Duro-Last immediately at 1-866-284-9424 or e-mail Duro-Last immediately at ws@duro-last.com.
- Depending upon which warranty you have chosen, Duro-Last must be notified within 7 or 14 days of discovery of the leak in order to meet the terms and conditions of the warranty.
- Use common sense when reporting leaks, as 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.
- You should inspect (or have inspected by competent individuals) the leak area to verify that the cause of the leak is indeed covered by the terms of the Duro-Last Warranty. If your authorized Duro-Last dealer/contractor (“Contractor”) or Duro-Last Quality Assurance Technical Representative (“Duro-Last QA Tech Rep”) is sent to investigate a leak and finds the cause of the leak is due to a cause not covered by the Duro-Last Warranty, you will be invoiced for the cost of the investigation by the installer or Duro-Last.
- Even if you report a problem directly to your Duro-Last Contractor, you should also report it to Duro-Last as well.
- Our experience has shown that roof damages are often caused by individuals or companies performing maintenance or construction on a building during or after the installation of the Duro-Last roofing system. These individuals or companies are liable for any damages to your roofing system.

If emergency repairs are required, take immediate action to prevent water from entering into 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.

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.

Any emergency repairs must be undertaken with all necessary precautions. Two-person teams should be used and an inspection of the roof area should be made to ensure there are no electrical hazards present. 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 build-up of water, snow or ice, the building should be evacuated immediately and then corrective action(s) taken.

Why Regular Inspections And Maintenance?

Roofs are constantly under attack by weather, structural movement and stresses, as well as chemicals present in the atmosphere. While normal aging will occur on all roofs, small problems stemming from neglect, abuse, contamination, error or accident can result in costly repairs or premature failure of the roofing system, if not detected. A regular program of inspection and repairs will help detect minor problems before they become serious, thus avoiding interruptions of the building functions, and most importantly, protecting your investment by extending the serviceable life of the roof.

Setting Up A Maintenance Program

A maintenance program has two aspects:

- 1) SCHEDULING ROOF INSPECTIONS. At least two visual inspections should be made every year. Ideally, inspections should take place in the spring to check on damage that may have occurred in the winter, so repairs can be scheduled during the fair weather, summer months.

The second inspection should be in the fall to be sure that the roof is in good condition for the upcoming winter months. Inspection should also be made after any other occurrences that might affect the roof. (Example: storms, hail or high wind events, construction activities, fires, etc.)

- 2) CONDUCTING INSPECTIONS. All components of the roofing system should be closely inspected 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 routine visual inspections are good roofing practice. They are not covered under the terms of your Duro-Last Warranty.

Sealants

A primary area of maintenance is the sealants on any roofing system. All pitch pan fillers, caulking, and sealants must be examined during all regular inspections. Sealants are a major item in any maintenance program due to the extreme stresses created in these areas. Sealants are susceptible to cracking, pulling away from the walls or other surfaces, and splitting. Sealant replacement should take place at the first sign of deterioration. Duro-Last uses only the highest quality sealants for the Duro-Last roofing system. Sealants must be supplied by Duro-Last. Only sealants purchased from Duro-Last are covered under the terms of the Duro-Last Warranty.

Drainage

The roof structure should provide for positive drainage to eliminate ponding water whenever possible. **NOTE: Other than the Duro-Last Hail Warranty, Duro-Last does not exclude ponding water from warranty coverage.** The water itself should have no adverse effects upon the Duro-Last membrane. **However, Duro-Last shall have no liability for any structural damage which results from inadequate or insufficient drainage.** The weight resulting from inadequate or insufficient drainage may deflect the decking and framing members, causing damage to the structure and the roofing system. Ensuring proper roof drainage is a very important item in a maintenance program. These structural issues should be addressed with your engineering and architectural advisors.

Drains should be kept clear, and any debris that may clog a drain, such as tennis balls, baseballs, leaves, beverage cans, excessive debris, etc., should be removed during each inspection. Every drain should have a clean "leaf" grate present to prevent clogging of the drainpipes. A roof inspection in the late fall should also include the removal of leaves. A clean industrial broom can be used to sweep leaves from the drainage path(s). 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 roof systems, washing will also help maintain the membrane's appearance and solar reflectivity. When cleaning the membrane surface, use a non-sudsing, non-abrasive, powdered cleanser. (Ex. "Spic-n-Span")

Parapet Walls

Parapet walls should be inspected 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, it may also cause the failure of parts of the roofing system. Insulation, decking, framing members 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 should be visually checked during your regularly scheduled 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. Decking should not be rusted or deteriorating (if wood). 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/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 revealed. Contact your Contractor or Duro-Last for an evaluation when encountering any of these situations.

2) BUILDING STRUCTURE: EXTERIOR

The exterior of the structure should be inspected 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 inspected for any sign of failure. Tie-ins have 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 the other roofing system may have direct impact on the performance of the Duro-Last roofing system. Any questions regarding the life of a tie-in should be directed to Duro-Last for warranty considerations.

Air Conditioning Units

Care must be taken to ensure that any small, sharp debris is removed. 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.

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.

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, poor drainage or ponding can directly affect the roofing system. An effective maintenance program will address these items and prevent damage to the roofing system.



800-248-0280

www.duro-last.com