

# Putting Your Faith in the Warranty?

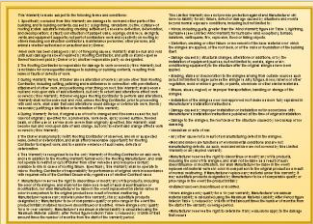
## How a Warranty Works and Who it Really Protects



### UNDERSTANDING THE WARRANTY

Many FM's rely on a Roofing Warranty to protect them against future defect, leaks, or issues. However, many do not understand that the Warranty is ultimately a **risk allocation document** – where the roofing supplier can minimize their risk of improper installation, maintenance, or product abuse. However, **not all warranties are created equally...** some suppliers can use the Warranty as a marketing tool by offering long-term coverage on systems that have not been proven to last as long as their proposed warranty period!

### DON'T BELIEVE IT? READ THE FINE PRINT OF YOUR ROOFING WARRANTY AND SEE THE BUILDING OWNER'S RISK



#### Warranty non-binding if:

- “...Failure to use **reasonable care**...”
- “...Damage caused by **ponding water or improper drainage**...”
- “...Damage by **abnormal use** of the roof...”
- “...Damage by **unusual occurrences**...”
- “...Failure to provide **routine maintenance**...”

### SUPPLEMENT THE WARRANTY WITH PROVEN PERFORMANCE

Instead of relying on the Warranty to protect your investment, hire an installer who provides a solution that performs as you expect it to! Our research in roofing performance has shown that collecting **past performance information** on both the installer and actual product being installed provides greater performance than simply relying on the Warranty alone.

### RECOMMENDATIONS

- ✓ Request that the Installer provide a list of 15 past customers that can validate **high customer satisfaction** and **long-term performance** (e.g., a customer that gives a 9.5 out of 10 satisfaction on a 20-year old roof may have more value to you than a 10 out of 10 on a 2-year old roof).
- ✓ Request that the Supplier provide a list of 15 past customers that can validate high customer satisfaction and long-term performance on the **actual product being supplied**.
- ✓ Rather than looking at the length of the proposed warranty period (e.g., 30-years), **review the exclusions of the warranty** and how they impact your building and your situation. Consider giving credit to those Suppliers with fewer exclusions.
- ✓ Using the Low-Bid approach to awarding the project should be replaced by **using a Value-Based selection process**. Visit the Center for Procurement Excellence ([www.center4procurement.org](http://www.center4procurement.org)) for solicitation templates specifically for purchasing roofing.