

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) for solicitation templates specifically for purchasing roofing.