

**Owner Maintenance Warranty Guidelines**

**MAINTENANCE AND CARE FOR YOUR CASTAGRA PRODUCT**

There are various items associated with your roof/coating system that are NOT covered under the manufacturer's warranty. Some can have a direct impact on the performance, life cycle and watertight integrity of the roofing/coating system. The Owner has a responsibility to regularly maintain the roofing system. It is recommended that a file of records be maintained related to all roof and roof-top associated activities. Such a file should contain the original warranty, invoices related to the original roof installation, repair invoices, a log of roof inspections and any roof-top activities such as service to rooftop mechanical equipment. Castagra recommends the Owner institute a roof log for all parties accessing the roof, regardless of who or the purpose, that they are required to sign. This protects the Owner from unwanted roof traffic and any damage caused by personnel. Often, such damage can be traced back to the responsible party.

Industry organizations such as National Roofing Contractors Association (NRCA) and the Roof Coatings Manufacturers Association (RCMA) recommend that roofs have a visual inspection at a minimum rate of two (2) times per year by a qualified party. At a minimum, annual inspections are required to maintain warranty. Many Castagra Registered Contractors offer this service for a nominal fee. Such visual inspections are generally recommended in the spring and fall. It is a good practice to have the roof inspected after severe weather conditions such as hail, strong winds, hurricanes, blizzards, ice storms, etc. Proper precautions should be followed during inspections to prevent accidents.

**Guidelines for Roof Inspection & Generalized Remedial Repairs**

1. Remove roof-top debris, such as leaves, branches, dirt, rocks, bottles, trash, etc., that has accumulated.
2. Clean gutters, downspouts, drains, and scuppers. Make sure water freely flows from the roof. Ecodur will not be damaged by ponding water, but topcoats may show aesthetic damage if water is allowed to stand.
3. Examine all metal flashing areas for rust or damage that may have been caused by traffic, wind, hail, snow, ice, etc. All damaged, loose, or poorly sealed materials must be repaired by a Castagra Registered Contractor or otherwise approved by Castagra.
4. All exposed mastics and sealants regardless of purpose or function, are maintenance items to be maintained and remediated by the Owner, including pitch pan and metal flashing sealants.

5. Examine all adjacent areas to the roof, parapet walls, and adjoining structures. Damage to items such as masonry, failing mortar joints, loose or missing sealants, loose stone/tile caps, loose and improperly sealed counterflashing, etc. often cause leaks that are inadvertently blamed on the roofing system and not provided for by the manufacturer's warranty. Not only does this cost the roofing manufacturer time in the investigation of problems not associated with the product, it may cost the Owner time and money. Many manufacturers, including Castagra, may charge an Owner for the time spent to investigate non-warranty related problems. These items need to be repaired by properly trained personnel to avoid any unnecessary charges or voiding of warranty coverage. Unauthorized repairs will void the manufacturer's warranty.
6. When repairing items relating to the roof/coating product(s), associated items, or building structure, be sure to use caution and properly protect the roof/coating product(s) from damage.
7. Examine roof-top equipment, such as HVAC units, condensers, exhaust fans, antennas and other roof-top items for damage. Check for leaking oil, damaged flashings or loose parts/equipment that could cause puncture damage to the roof/coating product(s). All units shall be checked to ensure they are sound, watertight and will not be displaced by wind events.
8. Check the building for excessive movement or settlement. Improper placement or omission, or the need for expansion joints, could cause splits or stress in the roof/coating system, drastically reducing the life cycle of the system.
9. All work directly or indirectly related to the roof/coating system, where the materials need to be repaired; i.e. new curbs, units, exhaust fans, antenna installation, repairs, etc., must be accomplished by a current Castagra Registered Contractor. Failure of the Owner to utilize a Castagra Registered Contractor will result in immediate termination of the warranty without further notification.
10. Ballasted equipment such as satellite antennas, solar panels, signs, etc. are generally not permitted and should only be installed with Castagra's express written approval.
11. Ensure any visible anomalies are suitably addressed in a timely manner by a Castagra Registered Contractor or otherwise approved by Castagra.

Conditions beyond those noted above should be provided to Castagra, in writing, within 15 days of discovery for recommendations. To avoid interruption and/or cancellation of your warranty coverage, compliance with the above Owner Maintenance Warranty Guidelines is required.