

ROOF 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 before and after photos, the product Lot #s, original warranty, invoices related to the coating application, repair invoices, copies of every roof inspection, and logs of 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 the 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 your warranty. Many Castagra Certified Applicators or Castagra Licensed Companies offer this service for a nominal fee. Such visual inspections are generally recommended in the spring and fall. It is a good practice, and is a requirement to maintain your warranty, 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.

REGULAR MAINTENANCE INCLUDES, BUT IS NOT LIMITED TO:

1. Removal of roof-top debris, such as leaves, branches, dirt, rocks, bottles, trash, etc., that has accumulated.
2. Tree debris can harbor all types of organic matter that can be devastating to a roof. At a minimum, all trees should be cut back at least 3' from roof lines. Taller trees or trees prone to wind-blown debris will need to be cut back further.
3. 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. Insects, algae, and other forms of organic matter that can affect your warranty also thrive in standing water.
4. 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 Certified Applicator or Castagra Licensed Company or otherwise approved by Castagra.
5. All exposed mastics and sealants, regardless of purpose or function, are maintenance items to be maintained and remediated by the Owner, including but not limited to pitch pan and metal flashing sealants.
6. 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.
7. 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.

8. Examine roof-top equipment, such as HVAC units, condensers, exhaust fans, antennas and other roof-top items for damage. Check for leaking oil, leaking condensate lines, damaged flashings or loose parts/equipment that could cause puncture damage to the roof/coating product(s). All units should be checked to ensure they are sound, watertight, and will not be displaced by wind events.
9. Promptly remove all service-related debris. This may include but is not limited to screws, obsolete HVAC motors, obsolete antennas, trash, wood, paint cans, mastic buckets, abandoned tools, covers, etc.
10. 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.
11. 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 Certified Applicator or Castagra Licensed Company. Failure of the Owner to utilize a Castagra Certified Applicator or Castagra Licensed Company will result in immediate termination of the warranty without further notification.
12. 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.
13. Ensure any visible anomalies are suitably addressed in a timely manner by a Castagra Certified Applicator or Castagra Licensed Company or otherwise approved by Castagra.
14. Risers/sleepers for HVAC and other rooftop equipment should be made of composite materials. If wooden risers/sleepers are used, they should be pressure treated lumber placed on slip sheets. Organic risers/sleepers should be inspected regularly for decay and replaced at the first sign of deterioration.
15. Your roof, and maintaining your warranty rely on your good judgment. If you see a condition, whether listed here or not, inspect and remedy immediately or contact a qualified professional. If you are unsure, always feel free to share photos with Castagra at WeCare@Castagra.com.

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 Roof Maintenance Warranty Guidelines is required.