



ROOFING SYSTEM OWNER'S MANUAL



**CONGRATULATIONS ON
YOUR PURCHASE OF AN
ELEVATE ROOFING SYSTEM!**

PROTECT YOUR INVESTMENT

Your building's roof is your first line of defense in controlling energy consumption and battling harsh weather. It is a valuable asset and as such should be properly maintained. Holcim Building Envelope recommends periodic maintenance and inspection of all roofing systems so that any detrimental conditions may be remedied promptly. Whether you received a Red Shield™, Red Shield Platinum, Asphalt Standard, or a Material Warranty, this Owner's Manual contains a number of important recommendations to assist you in maintaining a watertight roof for many years.

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INSPECTIONS

Holcim recommends that all roofing systems be inspected twice annually (usually in the spring and fall), as well as after severe weather events. Although inspections may be performed by any qualified person selected by the building owner, Holcim recommends at least one inspection per year be conducted by the licensed Elevate applicator that installed your roof.

You should keep a record of all inspection and maintenance activities on your roof, including photos and invoices associated with such work, the date of each activity and the names and affiliations of the parties performing the activities. An example Roof Access Log is included at the conclusion of this Manual for your use.

Please note that the cost of periodic inspections and maintenance is not included in an Elevate warranty.

ROOF TRAFFIC

All roofing systems are subjected to some amount of traffic. While certain traffic may be necessary to service rooftop equipment, roofs may also be occasionally subjected to unauthorized foot traffic. Because traffic can damage the roofing system, periodic inspections are essential to ensure any damage is identified and addressed quickly.

Your roofing professional will inspect roof access points, walkways, and “natural” pathways, and areas surrounding rooftop mechanical equipment to determine whether your roof has been damaged by authorized or unauthorized traffic. Potential damage may include excessive wear on the membrane in high traffic areas, and cuts and punctures caused by tools or debris, crushed or compressed roof insulation. Your roofing professional will determine whether repairs are required to maintain a watertight roof.

Please remember that your Elevate Roofing System is designed to be a waterproofing membrane, not a traffic surface or an amenity space. Damage sustained as a result of roof traffic and other types of physical damage is not included within warranty coverage. The installation of protective walkways is recommended, and will limit damage to your roofing system. Preferred footwear for anyone accessing the roof includes split-soled shoes or boots with coarse rubber treads to promote better traction and minimize the risk of damage to the Elevate roofing system. Always observe proper safety practices when walking across the roof surface, as some roofing membranes can be exceptionally slick, particularly when water is present.

DRAINAGE

Proper drainage is essential to prevent areas of “ponding water,” unsightly algae, and even structural compromise in extreme cases.

Ponding water can exacerbate problems for all roofing systems. A small cut or puncture in a roofing membrane may cause minor damage on a well-drained roof surface, but the same puncture located in an area of standing water may allow significant water infiltration, causing damage to the roof insulation, roof deck, and building contents. Consequential damages are excluded under the Terms, Conditions, and Limitations of an Elevate warranty.

All roofs should be designed and maintained to provide consistent and effective paths for water to completely drain off and away from the roof surface within 24 to 48 hours, and all drain areas must remain clear. Effective drainage must also accommodate build-ups of snow and ice that typically occur during the winter months. Removal of accumulated leaves and other debris often improves drainage.

Note that while ponding water increases the likelihood of water infiltration should damage to the membrane occur, the presence of ponding water does not void your warranty. Ponding water also contributes to fall hazards, so exercise caution and observe sound safety practices when accessing and servicing your roof.

WIND DAMAGE

Windstorms may damage roofing systems in several ways. High winds can exert a great force on the roofing system attachments that damage the attachments of the roofing system to the roof deck or the building structural elements. Wind forces can also damage exposed sheet metal, such as gutters and downspouts. In addition, the force of wind-borne debris may cut or puncture the roofing membrane. Severe windstorms may even dislodge rooftop units, causing extensive damage.

Your roof should be inspected as soon as possible after any severe storm. Your roofing professional will inspect the membrane, rooftop equipment, and edge metal to determine the extent of any damage to the roofing system. They will also recommend repairs or replacement as needed.

ROOFING MEMBRANE SEAMS

Elevate roofing membrane seams are designed to provide many years of watertight performance. Typically, field seams do not need to be inspected during the normal warranty period unless damage is suspected. In many cases, the total service life of a roof may be extended by renovating the field seams with a new layer of seaming material after the warranty term has expired.

BASE ATTACHMENTS

Typically, Elevate base attachments do not need to be inspected during the warranty period unless damage is suspected. After the normal warranty period, it may be advisable to completely renovate the base attachments.

CONTAMINANTS

Although Elevate roofing membranes provide outstanding resistance to natural weathering, their durability can be adversely affected by contact with acids, oils, fats, chemicals, and organic solvents. Because exposure to these types of contaminants may cause roofing membranes to lose strength and resiliency, periodic inspections are essential to ensure any damage is identified and addressed quickly.

Your roofing professional will look for membrane swelling, splitting, or cracking, and may recommend preventative actions such as installing a redundant layer of membrane in areas of concern, or the installation of grease traps. They will also recommend repairs or replacements as required.

GENERAL

Even with periodic inspection and maintenance, roofing systems may require repair from time to time. Although a roof repair is typically conducted as a response to some type of damage to the roof, a proactive approach to roof repair and renovation can improve the performance and extend the service life of the roofing system.

In most cases, a properly installed and maintained roof constructed with high quality products will last beyond the specified warranty period.

MAINTENANCE

The majority of leaks that occur on Elevate roofs are caused by external factors or conditions relating to building maintenance, and are not covered by the terms of an Elevate warranty. Holcim has adopted a proactive policy of informing and educating building owners about the importance of inspections and routine maintenance.

SINGLE-PLY ROOFING SYSTEMS

Single-Ply membranes, including RubberGard™ EPDM, UltraPly™ TPO, and Elevate PVC and PVC-KEE membranes, do not normally require surface maintenance other than periodic inspection for excessive wear, contaminants, cuts, or punctures. Minor variations in surface appearance, discolorations, or small wrinkles are not usually cause for concern, and do not impair the roofing system's ability to resist leaks. Such issues may be monitored as part of the owner's regular inspection and maintenance program. Occasionally, approved liquid roof coatings, such as Elevate AcryliTop™ PC-100 Coating, are applied to the surface of black EPDM membranes to provide a lighter surface color. Such coatings do not need to be maintained to guarantee the performance of the underlying EPDM roofing membrane, but some maintenance and recoating may be necessary in order to maintain a uniform surface appearance and reflectivity.



ASPHALT ROOFING SYSTEMS

Other than periodic inspection for excessive wear, contaminants, cuts, or punctures, Elevate asphalt roofing membranes do not require maintenance to perform as designed or to keep the warranty in good standing.

SMOOTH-SURFACED ELEVATE APP MEMBRANES

Smooth-surfaced membranes should be coated with an approved liquid coating, such as AcryliTop PC-100 roof coating to maximize the service life of the membrane. If a coating is not applied as part of the initial roof installation, it should be applied to properly prepared membrane by a licensed Elevate applicator within five years after the roof is installed to help protect the membrane from surface crazing and cracking. In addition, this coating should be maintained as needed to recover any areas that have blistered, peeled or worn through as a result of exposure to the elements.

GRANULE-SURFACED ELEVATE APP AND SBS MEMBRANES

If areas of granular loss due to roof traffic are discovered during inspection, new granules should be broadcast into hot asphalt or emulsion to protect the surface of the membrane. The application of an approved liquid coating, such as AcryliTop Coating or a fibered aluminum coating, to granule-surfaced APP or SBS membranes provides additional protection from the environment. If this coating is not applied as part of the initial roof installation, it may be applied later to properly prepared membrane by a licensed Elevate applicator to help protect the membrane and/or to increase reflectivity. If installed, this coating should be maintained as needed to recover any areas of the coating that have blistered, peeled or worn through as a result of exposure to the elements.

GRAVEL-SURFACED ELEVATE BUILT-UP ROOFING (BUR) MEMBRANES

If areas of gravel loss are discovered during inspection, gravel must be reinstalled into hot asphalt to protect the surface of the membrane. Coatings on smooth surface BUR membranes (such as flashings) must be maintained as needed to re-coat any areas that have blistered, peeled or worn through as a result of exposure to the elements.

METALWORK & SEALANTS

All metalwork, including counter-flashings, drains, skylights, equipment curbs and supports, and any other rooftop accessories functioning in conjunction with the Elevate roofing system, should be properly maintained. Particular attention should be paid to sealants at joints in metalwork and flashings. If cracking or shrinkage is observed, the sealant should be removed and replaced with new sealant. In addition, roof sealants such as Elevate Pourable Sealers and General Purpose Sealant are considered maintenance items that are not covered under your Elevate warranty, and must be maintained by the building owner.

UNA-CLAD™ PAINT FINISH

Although UNA-CLAD factory-applied paint finishes are extremely durable, a periodic cleaning to remove build-ups of resins and other residue helps to extend finish life for roofing panels and metal trim. In coastal or heavy industrial areas, cleaning should take place on a regular basis due to exposed salt spray and heavy pollutants. A variety of methods for removal of surface deposits are available. Simple washing with plain water using hoses or pressure spray equipment is usually adequate. When heavy deposits of dirt or other contaminants dull surfaces, stronger methods may be needed.

Three precautions should be observed: (1) Do not use wire brushes, abrasives, or similar cleaning tools which mechanically abrade the finish surface, (2) Certain cleaning agents listed below should be tested in an inconspicuous area before use on a large scale, and (3) please be sure to dispose of cleaning solutions in an environmental manner.

GROUP A: HOT OR COLD DETERGENT SOLUTIONS

A 5% solution in water of commonly used commercial and industrial detergents will not have deleterious effects on fluoropolymer surfaces. Use a cloth or sponge for application, followed by an adequate rinse of water.

GROUP B: SOLVENTS

Most organic solvents are flammable and/or toxic, and must be handled accordingly. Always refer to the solvent manufacturer's Safety Data Sheets (SDS) and utilize proper safety practices. Keep solvents away from open flames, sparks and electrical motors and use adequate ventilation, protective clothing and goggles. Solvents that may be used to remove non-water soluble deposits such as tar, grease, oil and paint include:

- » **Isopropyl Alcohol (Rubbing Alcohol)**
(Alcohol has no permanent effect on fluoropolymer surfaces.)

GROUP C: PETROLEUM SOLVENTS AND TURPENTINE

- » **VM&P Naphtha**
- » **Mineral Spirits**
(The above solvents have no permanent effect on fluoropolymer surfaces.)

GROUP D: CHEMICAL SOLUTIONS

- » **MILDEW**
In areas subject to high humidity levels, dirt and spore deposits can permit mildew growth. The following solution is recommended to remove mildew when necessary:
 - 1/3 cup dry powdered laundry detergent (such as Tide®)
 - 1 quart sodium hypochlorite 5% solution (such as Clorox®)
 - 3 quarts water
- » **RUST STAINS**
Hydrochloric acid, citric acid or muriatic acid, diluted with ten volumes of water, may assist in removing rust stains from fluoropolymer surfaces. Limit contact with finished surface to five minutes. Oxalic acid solutions or acetic acid (vinegar) may also be used. Flush all surfaces with copious amounts of water after use. Caution: Acid solutions are corrosive and toxic.

GRAFFITI

Graffiti presents a special problem because of the many possible agents used, especially aerosol paints. It is best to try a mild detergent and water first. If necessary, try the less active solvents from Groups B and C. If none of these methods are sufficient contact Holcim Warranty Services for further recommendations.

SKYSCAPE™ WARRANTIES

For maintenance of SkyScape Vegetative Roofing Systems, please refer to the SkyScape Maintenance Guide on our website: [holcimelevate.com](https://www.holcimelevate.com).

GENERAL

SNOW

There may be concerns related to increased weight from snow and ice accumulations on rooftop surfaces on the building's load structure. Holcim appreciates the fact that the continued safe environment is the primary focus for all building owners, property managers, and tenants. Along these lines, there may be the need to remove accumulations of snow and ice from roof surfaces during the winter.

While the Elevate Warranty does not provide for the removal of snow and ice accumulations, such actions by others will not cause interruptions in warranty coverage when performed appropriately. However, Holcim strongly recommends the method of snow and ice removal and the selection of utilized tools be carefully considered.

Only use a rubber-edged bladed shovel or a soft bristle broom for snow removal and allow a thin layer of snow to remain. Do not remove the snow down to the Elevate membrane's surface since sharp edges of snow shovels may cause damage to the membrane.

While the use of ice-melt products is generally discouraged, when deemed necessary by the building owner, such products may be used around roof drainage devices to promote the positive flow of water. Calcium chloride generally poses less risk to the Elevate roofing system than traditional rock salt (sodium chloride). However, care should be taken to avoid prolonged contact with the Elevate roofing system. Holcim recommends thoroughly rinsing the surrounding areas promptly, or as soon as practical.

At all times, safe conditions need to be reviewed prior to accessing the roof and all removal efforts should attempt to avoid direct contact with the roofing membrane surface. **Mechanical equipment, such as snow blowers, should not be used under any circumstances.**

In the event that the membrane is cut, scored or otherwise damaged during snow and ice removal activities, the affected area(s) must be repaired by a licensed Elevate applicator in accordance with Holcim technical recommendations. If significant repairs are required to a Red Shield warranted roof, the licensed Elevate applicator should submit a Post Warranty Alteration form to keep the warranty in good standing. Please see the [warranty page](#) on our website.

HAIL

While leaks and damages traceable to hail stone impacts are excluded from a standard Elevate warranty, coverage may continue despite the occurrence of a hailstorm. It is the responsibility of the building owner – ideally in conjunction with a design professional and/or licensed Elevate applicator – to determine whether the roofing system has been adversely affected and what repairs or replacements may be necessary.

In many cases, it is possible to identify visible hail damage and perform repairs to restore the roof's watertight integrity. However, there are no current testing methods that can identify latent damage to a roofing system, and adjoining building components. Such damage may not manifest itself for a lengthy period of time. Holcim is willing to test any submitted material samples for potential hail stone impact damage. However, Holcim's test results, and any conclusions that may be drawn from them, are specific to the submitted sample(s). That is, Holcim's test results neither rule out damage to other areas, nor predict where future damage may occur. It will remain the responsibility of others to determine what areas of the roofing system require repair or replacement.





REQUEST AN EVALUATION

Roofing contractors, consultants and manufacturers agree that the longest lasting roofs are regularly inspected and maintained. If you are due for your semiannual inspection or think you need an in-depth roof analysis, a reputable, local roofing professional is within reach.

REPORT A WARRANTY CLAIM

ROOF LEAK

(Red Shield, Red Shield Platinum and Asphalt Standard Warranties)

There is no good time for a roof leak. Big or small, a leaky roof is inconvenient and has the potential to interrupt your business if it is not repaired quickly and properly.

Should you experience a roof leak:

- » Check for the obvious: clogged roof drains, loose counter-flashings, broken skylights, open grills or vents, broken water pipes.
- » Note the conditions resulting in the leaks; heavy or light rain, wind direction, temperature and the time of day that the leak occurs are all important clues to tracing roof leaks. Note whether the leak stops shortly after each rain or continues to drip until the roof is dry. If you are prepared with the facts, the diagnosis and repair of the leak can proceed in a timely manner.
- » Remove all overburden materials to expose the membrane for inspection and possible repair. Please note that with the exception of Holcim-approved ballast or pavers that are considered integral to the roofing system, the cost of removing overburden is not covered under an Elevate warranty. Overburden removal is available for certain accessory products, such as Elevate SkyScape™ Vegetative Roofing Systems, when issued with a Red Shield Warranty. Please see our website for additional information.
- » Contact Holcim Warranty Services as soon as possible, but understand that not all water leaks are attributable to the roof. Rooftop equipment, interior plumbing, exterior cladding, windows or condensation may be the source of the moisture intrusion.

MATERIAL ONLY WARRANTIES

Please refer to your specific warranty for instructions on how to submit a claim for a material only warranty, such as a roofing membrane warranty or a paint finish warranty.



REPORT A LEAK
800.830.5612



See the building owners toolbox on our website at [holcimelevate.com](https://www.holcimelevate.com).

There are two methods for building owners to report leaks:

- » Call our Leak Hotline at 800-830-5612 (Available 24 hours a day, 7 days a week)
- » Complete a form found in the building owner's toolbox on our website, holcimelevate.com.

Please have the following information:

- » Project Number (Building Owner's name, Building/Project Name, and full physical address if Project Number is not available)
- » Name, telephone and e-mail address of the person reporting the leak
- » Name and telephone number for the on-site contact person
- » Description of the leak (i.e., where inside the building the leak is occurring, when it started, etc.)
- » Any other information required for the licensed Elevate applicator to access the site and roof (security, landlord, obtain a key, etc.), and the location of all leaks from inside the building (over hallway, reception desk, etc.)

Upon receipt of your leak report, Holcim Warranty Services will issue a service work order to the installing contractor. You will receive confirmation from Holcim that the installing contractor was contacted. The applicator will contact you to arrange to investigate the leak and make warranted or non-warranted repairs to return the roof to a watertight condition.

Once you receive your leak confirmation, Holcim encourages you to reach out to your contractor for scheduling. Holcim requests contractors respond to reported roof leaks within 48 hours. However, extenuating circumstances such as inclement weather or states of emergency may make this impossible. In such circumstances, the building owner may, at their option and at their sole expense, perform emergency repairs to the roofing system without voiding the Elevate warranty provided the repair materials and methods are consistent with accepted industry practices. Such emergency repairs must be limited to the immediate leak area.

Holcim typically authorizes applicators to perform warranted leak repairs, subject to the Terms, Conditions, and Limitations of the Elevate warranty. Holcim encourages owners to work closely with their licensed Elevate applicators to correct non-warranted leaks. Repairs to leaks that are attributable to the building envelope may require owners to engage other professional trades. In most cases, Holcim's purchase order will authorize a maximum 2 hours of travel each way to and from the site.



REPORT A LEAK
800.830.5612



**See the building owners toolbox on
our website at holcimelevate.com.**

WARRANTY TRANSFERS

Most Elevate warranties are transferable. To submit a transfer request, please visit our website and complete a Warranty Transfer Form.

An administrative fee will be issued to the new building owner to complete the transfer. Please DO NOT SEND payment until you have received an invoice. The transfer will be effective upon full payment. No inspection is required to complete the transfer process. However, owners are encouraged to have their roofs inspected by licensed Elevate applicators prior to submitting transfer requests. A schedule of administrative fees is available on our website at holcimelevate.com.

POST WARRANTY ALTERATIONS

(Red Shield, Red Shield Platinum and Asphalt Standard Warranties.)

Changes made to the Elevate roofing system following Holcim's final inspection for warranty must be reported to ensure the warranty remains in full force and effect. Alterations to the roof, including, but not limited to new roof curbs, pipe penetrations, roof-mounted accessories and equipment, and tie-ins to building additions, must be performed by a licensed Elevate applicator and reported to Holcim Warranty Services.

To update an existing Elevate warranty, the licensed Elevate applicator who completes the work must submit the Post Warranty Alteration (PWA) form found in the warranty section of our website, holcimelevate.com.

Holcim recommends that all post warranty alterations be performed by the licensed applicator that installed your roof, as they will be familiar with the specific project. However, should the installing applicator be unavailable or unable to negotiate an agreeable cost for the post warranty work, the building owner has the option of contracting with another eligible Elevate applicator.

Regardless of the contractor selected to complete the post warranty work, Holcim Warranty Services must be notified in writing to keep the warranty in good standing, and to include the work within existing warranty coverage. Failure to report post warranty alterations may cause interruptions in warranty coverage.

Inspections of completed work are generally not performed. However, Holcim reserves the right to require an inspection of any post warranty alteration work. The purpose of the inspection is to verify new membrane flashings or other membrane-related alterations comply with Holcim's written repair recommendations. A schedule of fees is available on our website. No payments will be accepted prior to the issuance of the invoice. The invoice will be directed to the owner listed on the warranty unless a third party is responsible for payment and separate billing information has been provided.

WARRANTY EXPIRATION

When your roof approaches the end of its warranty period, you can choose to replace or recover your roof, add a coating to your roof, or maintain your non-warranted roof until replacement is required.

A roof replacement or “tear-off” involves removing the existing roof assembly down to the exposed structural deck. In a roof re-cover, a new membrane or system is installed over the existing roof assembly, leaving most or all of the current system intact (this option depends upon the condition of the existing roofing system components, such as insulation).

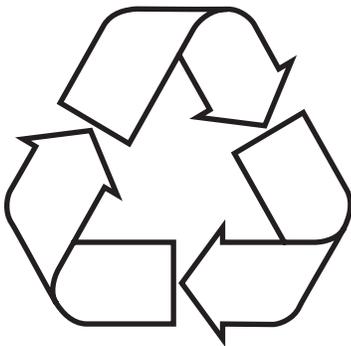
You should consider the existing roof condition, building codes and standards, material compatibility, sustainability, performance criteria, and warranty needs when deciding how to move forward with an aging roof. Holcim is here to help you carefully analyze your roofing needs and determine the best solutions that will last for years to come.

ENVIRONMENTAL CONTRIBUTION OPPORTUNITY

As a leading global manufacturer of commercial roofing systems, Holcim understands the importance of protecting the environment. To help preserve the earth's natural resources for future generations, we proudly manufacture a variety of roofing systems and insulation products that are recyclable or contain recycled content.

RECYCLE YOUR ROOF

In addition to providing energy saving roof solutions, Holcim wants to assist in your eco-friendly efforts at the end of your roof's life cycle. We invite you to take advantage of our strategic industry recycling partnership before you begin your next tear-off project.



Since 2006, we have worked closely with other industry leaders to help create the EPDM Roofing Association's roof recycling program. Today, this easy-to-use EPDM roof recycling program extends throughout the United States and into Canada. The program is available for low-slope ballasted and mechanically attached commercial tear-offs and offers jobsite collection and transportation of roof materials and polyiso insulation directly to a recycling center. Recycling can offer savings over traditional waste disposal fees and qualifies for LEED® Certification¹ credits.

Roofing professionals interested in receiving a free quote should contact Nationwide Foam at 888-820-2760 or complete the Request a Quote form on the Nationwide Foam website. Any size reroof project is eligible.

EDUCATIONAL OPPORTUNITIES

As a building owner or manager, it is not enough to surround yourself with knowledgeable consultants, talented architects and exceptional licensed contractors. It is also important to arm yourself with as much information as you can about the latest building solutions available.

BUILDING PRODUCTS UNIVERSITY

Our education platform, bpuonline.com, covers a wide spectrum of important roof, wall and specialty issues to help you make more informed decisions. Access is free. Visit bpuonline.com to create an account.

For more information about additional educational opportunities, please contact your Elevate sales representative.

ELEVATE WEBSITE

INDUSTRY LINKS

Holcim is an active participant in numerous industry associations that provide excellent insight into commercial building products.

Whether you're looking for conferences, continuing education courses, webinars, white papers or other educational resources, these industry associations have a wealth of information to enhance your industry knowledge. Please visit our website at [holcimelevate.com](https://www.holcimelevate.com).



[holcimelevate.com](https://www.holcimelevate.com)

BULLETINS

Holcim is dedicated to helping you stay informed regarding the latest product and technical information from our company as well as interesting news and developments in the commercial roofing industry.

MARKETING BULLETINS

Check out our Marketing Bulletins featuring news about current product enhancements, vital company information and roofing industry developments that impact you.

NEW PRODUCT BULLETINS

Be among the first to see new Elevate product introductions and innovations with our New Product Bulletins.

TECHNICAL BULLETINS

Find the information you need about product advancements, such as updated application guides or new FM ratings, in our Technical Bulletins.

WARRANTY SERVICES BULLETINS

Get the latest warranty product information with our Warranty Services Bulletins.

FAQs

Should I report a roof leak?

Yes. For a roof covered by a Red Shield Warranty, Red Shield Platinum Warranty, or Asphalt Standard Warranty, you should report the leak directly to Holcim Warranty Services. For material-only warranties, such as Membrane Warranties, refer to your specific warranty for instructions.

How quickly will my roof be repaired?

Response times vary depending on contractors' workloads, inclement weather, safety factors and site scheduling or access limitations. If you have not been contacted by your assigned repair contractor within 48 hours after you receive your leak confirmation from Holcim, please reach out to the contractor and request an estimated time of arrival. If you are unable to reach your assigned contractor, please contact Holcim Warranty Services by calling 800-830-5612 and reference your Service Order Number.

Who will make the repairs?

During the first two years of the Red Shield, Red Shield Platinum or Asphalt Standard Warranty, Holcim refers leak requests to the original installing contractor provided they are located within 2 hours of the project location and remain in good standing. If the original installer is unable to respond for any reason, another licensed Elevate applicator will be assigned to investigate and repair your roof.

Can I coordinate directly with my licensed Elevate applicator instead of reporting the leak directly to Holcim Warranty Services?

Holcim encourages you to maintain a good relationship with your installing contractor and you are welcome to coordinate scheduling with them directly PROVIDED THAT you notify Holcim Warranty Services of the leak PRIOR TO notifying the installing contractor. Per the Terms of a Red Shield, Red Shield Platinum or Asphalt Standard Warranty, failure by a building owner to report roof leaks directly to Holcim Warranty Services (even during the period covered by the contractor's obligation) may void your warranty coverage.

What if I want to use a different contractor?

You may choose to use a different licensed Elevate applicator once the installing contractor's 2 year obligation has expired. However, your installing contractor has the added benefit of being familiar with your roof. Should you wish to use a different contractor, please follow these steps:

- » **Contact Holcim Warranty Services at 800-830-5612 to request a new contractor. You will be asked to complete a Contractor Substitution Letter. The preferred contractor must meet certain criteria and be approved by Holcim Warranty Services, but most licensed applicators in good standing will be eligible. If you need assistance selecting a new contractor, please use the Find a Contractor search tool on our website: holcimelevate.com. Please contact your local authorized Elevate Sales Representative to receive recommendations for contractors in your area.**

- » **The new preferred contractor must accept “ownership” of the project by completing their portion of the Contractor Substitution Letter. A letter will be sent to the installing contractor notifying them that project has been assigned to a new preferred contractor at your request. Holcim will assign a new preferred contractor at no cost to you once during the warranty period. Subsequent substitutions will be made for an administrative fee.**

What if my contractor is out of business?

If the original installing contractor is not an option for any reason, another licensed Elevate applicator will be assigned to investigate and repair reported roof leaks for your building.

My contractor says they cannot repair the roof until it stops raining. Is this true?

Most sealants and tapes will not be effective on wet surfaces, so it may be necessary to wait for the precipitation to end before making permanent repairs.

Apparently the leak is at an HVAC unit. Now what?

If a leak is traced to a non-Elevate item such as an HVAC unit, you will need to complete repairs through your mechanical contractor or other tradesperson. Please note that the licensed applicator will most likely send you an invoice for their investigation time.

The leak was caused by a puncture in the roofing membrane. Now what?

Cuts or punctures in the roofing membrane may be caused by mechanical work on the roof, unauthorized persons on the roof, etc. If the source of the leak is found to be outside of the scope of the Elevate warranty, the licensed Elevate applicator will make emergency repairs to temporarily stop the leak. Please note that the licensed applicator will most likely send you an invoice for the investigation, the temporary repair and the permanent repair made at a later date.

Examples of typical non-warranted emergency repairs include:

- » **Membrane cuts and punctures**
- » **Caulking or re-sealing of non-Elevate building components**
- » **Sheet metal flashings**
- » **Mechanical unit housings**
- » **Non-Elevate (or non-warranted) skylights and roof hatches**
- » **Window and door sills**
- » **Metal mansards and fascia**
- » **Flashing of roof openings made by other trades**

- » **Repair of roof components damaged by wind storms or other natural events in excess of warranty coverage**
- » **Repairs to roofing membrane and flashing damaged by contaminants such as oil or grease**

What if there are new penetrations on my roof from a new tenant finish-out, etc.?

You must report any changes made to the roof following Holcim's final warranty inspection to keep your Red Shield warranty in full effect. Any alterations to the roof, including, but not limited to, roof curbs, pipe penetrations, roof-mounted accessories and equipment, and tie-ins to building additions must be performed by a licensed Elevate applicator and reported to Holcim.

Any leaks that result from roof modifications that are not completed by a licensed Elevate applicator, not completed according to Holcim's requirements, or not properly reported to Holcim are not covered under your Red Shield Warranty.

What if I am selling my building or I am a new owner?

To transfer ownership of the Elevate warranty, please visit [our website](#) and complete a Warranty Transfer Form.

A schedule of administrative fees is available on our website. Please DO NOT SEND payment until you receive an invoice. The transfer will be effective upon full payment. No inspection is required to complete the transfer process. However, you are encouraged to engage a licensed Elevate applicator to perform an inspection of the roof prior to the transfer.

Is a leak at the ceiling always a roof leak?

No. Leaks may also come from rooftop units, condensation, plumbing pipes, and many other sources. If your initial investigation points to the roof as the cause of the leak, please report it to Holcim.

Is damage to interior finishes or personal belongings covered under the warranty?

No. Consequential damages are excluded under the Terms, Conditions, and Limitations of an Elevate warranty.

What if I see something happening on my roof that doesn't look right?

If you have concerns about your roof and there is no leak, please contact your installing contractor or another licensed Elevate applicator. Only contact Holcim if the roof is believed to be leaking, or may reasonably be expected to leak the next time it rains in its current condition.

Should I worry about storms and recent hail events?

If you experience a leak following a weather event, please report the leak to Holcim. Otherwise, it would be prudent for you or your contractor to walk the roof to remove any wind-blown debris, clear drain blockages, and look for signs of damage. Please coordinate directly with your contractor to remedy any damage that does not involve a leak. Always observe proper safety protocols when inspecting and maintaining your roof.

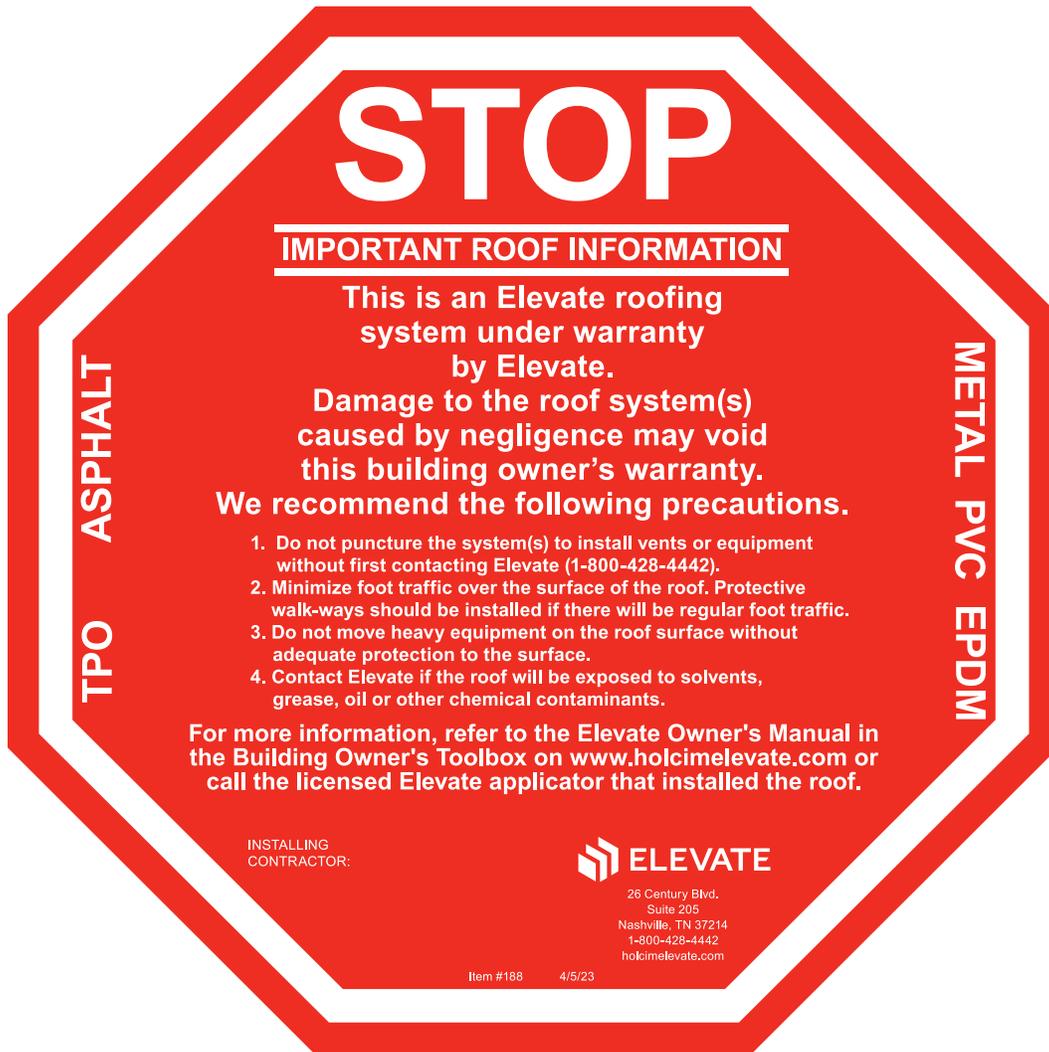
How can I get a copy of my warranty?

Contact the licensed Elevate applicator that installed your roof. Installers generally provide warranties upon receipt of final payment, so owners must request them from installers.

If you have lost your warranty and your installing contractor is unable to provide a copy for any reason, contact Holcim Warranty Services to request a copy. Be prepared to provide the project name, address, the name of the installing contractor, and other relevant project information to enable Holcim to locate your warranty. Please note that with rare exceptions, Holcim will only provide the warranty to the building owner. Providing the warranty or releasing information on the warranty to third parties requires the owner's written consent.

ELEVATE ROOF STICKER

Don't forget to contact your installing contractor to request our maintenance stickers for roof hatch and other access points to serve as a precautionary measure in protecting your investment.





Report a Leak
800.830.5612

Holcim Warranty Services
800.428.4442

For more information about Elevate roofing systems
and services, please visit [holcimelevate.com](https://www.holcimelevate.com).

HolcimElevate.com

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