Polyglass U.S.A., Inc.
TECHNICAL SERVICES & WARRANTY
1111 WEST NEWPORT CENTER DRIVE
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ROOFING AND WATERPROOFING SYSTEMS
POLYGLASS
MAPEI GROUP

Product/ Warranty Procedures & Applications

This information is provided for the clarification on the policies and procedures concerning the product/warranty registration paperwork.

Labor & Material Warranties (Free)

- Coating Product Registration
- Low Slope Product Registration
- Steep Slope Product Registration

NOTE: Product Warranty/Registration Requests are entered online and require a roof drawing, This can be an uploaded actual drawing, plan schematic or earth view picture; but a drawing/picture must be received before execution of the requested warranty (see warranty registration step-by-step manual).

All Labor and Material warranties are required to be submitted within 90 days of completion, with no exceptions and Labor and Material warranties do not require a Roof Observation to be performed.

ROOFING AND WATERPROOFING SYSTEMS

Full System Warranty (Fee based)

- Coating Product Registration
- Low Slope Product Registration

1. Roof System Warranties applications should be submitted 30 days in advance of the project start date, but no less than two weeks in advance; as this allows the Technical Representative to make travel arrangements. They are booked 5-6 weeks in advance for other projects.

2. Requires two (2) Roof Observations to be performed by a Technical Representative; Initial: one at the project start and Final: one upon completion of the project.

3. Fee for the Roof system warranty must be paid **prior** to the final Roof Observation. Commencement date is entered online when entering warranty request which notifies the Polyglass
Technical Representative to coordinate the initial observation. (see warranty registration step-by-step manual).

4. Warranty is released upon receipt of warranty fee payment, Final Observation and signed punch list, if required. Warranty PDF is sent via email, with the original being sent via FedEx.

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Polyglass Quality Policy

Polyglass U.S.A., Inc. is committed to adding value by meeting or exceeding customer expectations and increasing customer satisfaction.

We do this by continually improving our products, processes, services and the effectiveness of our quality management system. Our commitment includes providing a safe work environment that values trust, diversity, empowerment, open communication and accountability.

Polyglass U.S.A., Inc. is ISO 9001:2015 Certified