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# 10 Year Limited Labour Warranty

## WARRANTY COVERAGE

The Company extends to you the Purchaser a limited labour warranty, for the application of Interlock® shake, shingle, slate, tile, diamond, standing seam and trim and if applicable, the IB Roof Systems™ PVC roofing membrane ("Product") on the Purchaser's property, for ten (10) years from the Substantial Completion Date ("SCD") subject to the exclusions, conditions and limitations set forth in this document. The SCD for this project is found at the bottom of this Certificate and is determined by the Company. Warranty coverage is for the Purchaser only, on a non-prorated basis. The Purchaser is that person whose name appears on this Warranty Certificate.

The Purchaser must give the Company and/or its authorized representative the first opportunity to inspect and repair the workmanship issue and a reasonable opportunity to respond. The Purchaser agrees to provide all reasonable access to complete any inspections or repairs and not doing so may void any claim the Purchaser may have. Any other costs and expenses beyond the Company's responsibility set forth herein shall be the Purchaser's responsibility.

This Warranty remains in effect for 10 years from the SCD provided the Purchaser is the registered owner of and resides at the Property. In the event that there is more than one Purchaser, the Warranty will remain in effect provided one (1) Purchaser named in this Warranty Certificate is a registered owner of and resides at the Property. This warranty is not transferable.

## TO MAKE A CLAIM

Any claim for a workmanship issue should be made to the Company at the address above. If your claim is in writing, please include your name, address, telephone number, the Certificate # found below and a description of the issue. Notice of a workmanship issue must be provided to the Company promptly and in any event no later than ten (10) days from discovering same. In the event the Company is not notified within ten (10) days following the discovery of a possible workmanship issue, the Company shall be relieved of all obligations hereunder. The Purchaser may be required to submit, at their expense, photographs or other supporting information.

The Company must be given reasonable opportunity and access to investigate and respond to all workmanship issues and in some instances travel and access charges may apply. The Claimant may be responsible for a minimum \$250.00 inspection fee made payable to the Company for claims that are determined to be home-maintenance issues and not workmanship. Site inspections are costly and time consuming for both the Purchaser and the Company. Home-maintenance is always the responsibility of the Purchaser. If the Company determines that there is a workmanship issue, the Company will provide the coverage set forth in this Warranty.

## CARE OF YOUR ROOF

To ensure your roofing system is looking and functioning its best we advise homeowners to have their gutters cleaned regularly and have any branches or other debris on the roof removed promptly.

The slope of a roof, general weather conditions, surrounding tree and shade cover and wind and sun exposure are determining factors in the accumulation of dirt and mildew and vary significantly from home to home. Any residue on the roof may be cleaned from the ground by lightly hosing down the roof with a well-diluted nonabrasive liquid detergent and a long-poled soft bristle brush. Debris or other items on the roof may be removed from the ground by using a long rope or pole. We recommend that you hire a skilled professional for work that requires access to or traversing your roof. Condensation is caused by high levels of humidity and a lack of ventilation. It is often mistaken for a leaking roof. Ensure that your attic and other roof cavities are well-ventilated and that your eaves are free from blockage. If you have condensation issues consult with a professional builder as this may be an indication of poor ventilation, inadequate insulation and/or the absence of a vapor barrier.

## YOUR SAFETY COMES FIRST

Our prime concern is your safety. Every year there are thousands of emergency room visits due to falls from ladders and roofs. We recommend hiring a skilled professional for work that requires access to or traversing your roof. Metal roofing sheds rain, snow and ice. In northern climates, weather patterns

may allow for large amounts of snow and ice to accumulate. Be aware that snow and ice can build-up and release unexpectedly and ensure that the release area is free from pedestrian traffic and other property during the winter months to avoid injury to people and damage to property. Snow guards and snow-rails are designed to restrict the amount of snow and ice releasing but the use of these accessories may contribute to the build-up of snow and ice on your roof. If you would like additional snow guards installed on your roofing system or current snow guards removed or moved to another location, contact your installation contractor to arrange for this service. Snow guards and snow-rails are not a workmanship warranty issue and service charges will apply.

## WARRANTY EXCLUSIONS

This Warranty is a workmanship warranty only. This means that it is strictly limited to the installation of the Product and not the Product itself. A separate material warranty is provided for the Product. This Warranty does not extend to workmanship for other products applied to the roof by anyone other than the Company or its authorized representatives. The Company will have sole discretion to determine whether the installation of the Product did not meet our standards.

Warranty does not and will not take effect until the Interlock® purchase contract has been paid in full, without offset or withholding. The warranty will become null and void should any outstanding invoices remain unpaid for thirty (30) days or more from the service date and/or should the Company be denied access to the Purchaser's property to perform inspections and/or service.

This Warranty does not cover damages of any kind resulting from nonconforming product or product failure, including but not limited to: skylights; inadequate or improper venting or insulation, including vapor barriers; improper application of snow guards (quantity and placement); as well as: accidental or intentional damage; ice damming; snow and ice shedding; fire; flood; lightning; hurricane force winds; wind storms; impact of foreign objects; hail damage; earthquake or other "Acts of God"; terrorism or other "Acts of War"; settlement of the building; failure of the building; failure of the structure (including, but not limited to, foundations and walls, chimneys, rafters or trusses, and sheathing); pre-existing conditions, including but not limited to mold or other toxins; neglect and improper act, including, but not limited to, the use of high pressure washing

systems; the installation of antennas, solar or hot water roof systems or other items on the roof; exposure to harmful chemicals; dirt or mildew accumulation; use of accessories that do not properly receive or secure the Products' components; work done by any individual or entity other than contracted through the Company or other causes beyond its control is excluded from this warranty.

Any work performed on the Product by any individual or entity other than the Company or its authorized representatives may void this Warranty and the Company is not responsible for any damage to the home or roof assembly, arising directly or indirectly from such work. Please contact the Company before you retain a third party to work on your roof.

## REMEDIES AND LIMITATIONS

The Company's liability and the Purchaser's exclusive remedy during the term of this Warranty is limited to: the claim repair or a refund of the original contract's labour cost, to be determined at the sole discretion of the Company. The Company's obligation under this Warranty shall in no event exceed the cost of the greater of the two. The Company shall not be liable for any incidental, special, or consequential damages of any kind, including any damage to the Purchaser's property, its contents or any persons therein.

This Warranty shall not be modified or extended and no one is authorized to change this Warranty in any way or grant any other Warranty. This is the only written Warranty provided by the Company. The Company reserves the right to cancel and/or modify this Warranty without notice at any time; however, all fully paid warranties shall remain in force until they expire.

Some states/provinces/territories do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages so the above limitations may not apply to you.

Some states/provinces/territories limit how long a labour warranty can last and in the event your state/province/territory limits labour warranties to less than the time extended by this Warranty, the time extended by this Warranty may not apply to you.

This Warranty gives the Purchaser specific legal rights and the Purchaser has other rights. This Warranty is expressly in lieu of any guarantee and/or warranties, oral or written, express or implied except as are set forth herein.

**PURCHASER** \_\_\_\_\_

**CERTIFICATE #** \_\_\_\_\_

**SCD** \_\_\_\_\_