



RoofTop Solutions, Inc.

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Standard Warranty and Disclaimer

PART 7 – OUR STANDARD WARRANTY

RTS warrants to the Owner that RTS will repair any leak or damage to the roof caused by defects in RTS workmanship, commencing immediately upon both meaningful completion of a full roof system AND 100% payment to RTS, subject to the terms and conditions listed herein.

- 7.1. The standard warranty term is valid 1 year (365 days) from meaningful completion of the roof system. This standard 1-year term applies unless stipulated otherwise in the Proposal. Repairs under this warranty do not extend or reset the warranty term duration.
- 7.2. Owner should provide RTS with notice of any leak, damage, etc. occurring with the roof promptly upon discovery – the same day if discovered before 5pm or during the next business day if discovered after 5pm – by calling the main office line (listed at top of this page) and leaving a message if no answer. By providing this notice, Owner authorizes RTS to investigate the cause of the damage.
- 7.3. If an investigation reveals that the problem is the result of defects in RTS workmanship, RTS will repair the problem in a timely manner. Should the cause of the problem be discovered to be outside the scope of this warranty, Owner may be responsible for any cost associated with investigation or repair.
- 7.4. If an investigation reveals that the problem is a result of material failure, RTS will assist the Owner in contacting the material manufacturer to address their material warranty.
- 7.5. The warranty will be void if or when:
 - 7.5.1. The roof furnished and installed by RTS was damaged by a natural disaster or act of God, including but not limited to tornado, earthquake, hurricane, insects, gale-force winds, lightning, or hail.
 - 7.5.2. The roof furnished and installed by RTS was damaged by misuse, abuse, or negligence, including but not limited to vandalism, terrorism, excessive traffic, storage of any items on the roof, application of harmful or corrosive substances to the roof, recreational activities, or work performed by any other contractor.
 - 7.5.3. The roof furnished and installed by RTS was damaged due to the building not having sufficient strength to support the weight of live or dead loads or having any other structural defects or damage.
 - 7.5.4. The roof furnished and installed by RTS was damaged due to ice dams, hydrostatic pressures, or resultant issues.
 - 7.5.5. The roof furnished and installed by RTS was damaged, cleaned, repaired, or otherwise altered by another contractor without written approval from RTS.

- 7.5.6. The roof furnished and installed by RTS was not reasonably maintained by the Owner.
- 7.5.7. The Owner has not complied with all terms and conditions listed in this warranty section.

7.6. Any discoloration of roof caused by environmental agents such as, but not limited to, dirt, algae, lichens, or bacteria is not covered by this warranty.

7.7. RTS does not warrant against snow slide or damage resulting from it.

PART 8 - ICE DAM AND SNOW RETENTION DISCLAIMER

Ice dams are a dangerous build-up of ice along the lower edge or valley of a roof that can often lead to leaks. They are typically caused by heat escaping from the interior of a structure and heating the snow from underneath the roofing surface. Melted snow then trickles down the roof surface until it goes beyond the exterior wall, where it freezes. This eventually causes enough ice build-up to create a damming effect, which in turn causes water to back up the roof surface, where it finds a way into the building envelope.

Ice dams void warranties so it is important to provide proper maintenance on your structure and roof to first minimize ice dam formation and then remove ice dams before they cause damage.

A properly insulated and ventilated building will prevent heat transfer from reaching the underside of the roof and prevent ice dams.

Here are important disclaimers:

1. Although ice shield is designed to help mitigate leaks caused from ice dams, it does not prevent ice dams from forming nor can it completely guarantee that leaks will not occur.
2. Although proper ventilation may help mitigate ice dams, it does not guarantee against ice dams or the leaks caused from them.
3. Although heat tape may help mitigate ice dams, it does not guarantee against ice dams or the leaks caused from them.
4. Although a cold roof should mitigate ice dams, its presence does not guarantee against ice dams or the leaks caused from them.
5. Proper roof maintenance such as snow removal and prompt ice dam steaming are important when insulation cannot be retrofitted to correctly eliminate heat transfer.
6. We only install professionally engineered snow retention systems from a reputable manufacturer to mitigate the risk of failure from these systems, but since that manufacturer warrants the system directly with the Owner, RTS does not provide a separate warranty.
7. If the professionally engineered snow retention system installed by RTS fails, RTS will assist Owner in contacting the manufacturer for a warranty claim.
8. Snow Retention systems should be inspected every two years. That inspection and any maintenance required is at Owner's expense.