

*"The name trusted in roofing since 1906"*

## **MULE - HIDE PRODUCTS CO., INC.**

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**Warranty  
Program**

### **OVERVIEW**

#### **Overview**

Mule-Hide Products Co., Inc. ("Mule-Hide") offers several types of warranties ranging from material warranties to System warranties. These warranties are available in 10, 15, and 20 year durations. A Mule-Hide warranty is a guarantee by Mule-Hide to repair or replace deficiencies with Mule-Hide materials or roof systems. Mule-Hide presently offers three types of warranties for our single-ply membranes/systems and our SAMB membranes/systems:

- Roofing Membrane Limited Warranties
- Standard System Warranties
- Premium System Warranties

A Membrane Only warranty may be combined with select Standard or Premium warranties. Available selections are as follows;

- Standard-10 or Premium-10 + Membrane-15 OR Membrane-20
- Standard-15 or Premium-15 + Membrane-20

Mule-Hide also offers material/system warranties for our coatings:

- Coatings Material Only Warranties
- Coatings System Warranties.

Fees are required for all System warranties. System Warranties must be obtained through a Mule-Hide Warranty Eligible Applicator. System warranties are not available for residential projects. Membrane and material warranties do not require the applicator to be Mule-Hide Warranty Eligible, but certain membrane/material warranties do require fees.

#### **Coatings Material Only Warranty**

This warranty, subject to the terms and conditions stated in the warranty, warrants to the building owner that the materials are free of manufacturing defects and will not prematurely deteriorate to the point of failure because of weathering. Workmanship is not covered by this warranty. Distributor invoices showing purchase of Mule-Hide materials are required and are to be submitted to Mule-Hide with the Mule-Hide Warranty Application.

#### **Coatings System Warranty**

This warranty, subject to the terms and conditions stated in the warranty, covers leaks due to defects in the Mule-Hide materials or workmanship of the Mule-Hide Warranty Eligible Applicator in installing same. Distributor invoices showing purchase of Mule-Hide materials are required and are to be submitted to Mule-Hide with the Mule-Hide Warranty Application.

#### **Roofing Membrane Limited Warranty**

This warranty covers only the Mule-Hide membrane (or portion thereof) determined by Mule-Hide to be defective and resulting in roof leaks. This Warranty does not cover workmanship or other components not supplied by Mule-Hide. Mule-Hide does not perform inspections of the installation before issuing the Roofing Membrane Limited Warranty. A Mule-Hide Warranty Application must be submitted to Mule-Hide to obtain this warranty (check with Mule-Hide for those programs that may not require submittal of a Warranty Application). Certain warranties may require fees and proof of purchase. Mule-Hide recommends that Warranty Applications be submitted for review prior to project start.

# Mule-Hide Warranty Program Overview - Continued

**Note:** Projects requesting a 20-year Roofing Membrane Limited Warranty require specific membranes and design enhancements. Contact Mule-Hide for additional information.

## **Standard System Warranty**

The Standard System warranty is a "No Dollar Limit", labor and material warranty. It covers the Mule-Hide labeled membrane and other components supplied by Mule-Hide and must be installed by a Mule-Hide Warranty Eligible Applicator. The Standard System warranty does not cover the roof insulation, attachment of the roof insulation, or metal flashing components. A Mule-Hide Warranty Eligible Applicator must submit a Warranty Application and the appropriate fee to Mule-Hide. Standard System warranties require inspections by a Mule-Hide representative. Mule-Hide recommends that Warranty Applications be submitted for review prior to project start.

**Note:** Projects requesting a 20-year Standard System Warranty require specific membranes and design enhancements. Contact Mule-Hide for additional information.

## **Premium System Warranty**

The Premium System warranty is a "No Dollar Limit", labor and material warranty. It covers the Mule-Hide labeled membrane, insulation, other components supplied by Mule-Hide, as well as approved products (such as metal flashing, insulation adhesive and other pre-approved accessories) installed by a Mule-Hide Warranty Eligible Applicator. The Warranty Application and the appropriate fee must be submitted to Mule-Hide by a Mule-Hide Warranty Eligible Applicator. Premium System warranties require inspections by a Mule-Hide representative. Distributor invoices showing purchase of Mule-Hide materials are required and are to be submitted to Mule-Hide with the Mule-Hide Warranty Application. Mule-Hide recommends that Warranty Applications be submitted for review prior to project start. Premium System Warranties require the use of Mule-Hide Polyisocyanurate Insulation.

**Note:** Projects requesting a 20-year Premium Warranty require specific membranes and design enhancements. Contact Mule-Hide for additional information.

## **Terms and Conditions of Warranties**

Mule-Hide's obligations under these warranties are limited to the specific terms and conditions of the respective Warranty. Sample copies of the Mule-Hide Warranties are available from Mule-Hide upon request for review of the actual terms, conditions and limitations. Mule-Hide warranties are not issued until the warranty fee has been paid.

## **Mule-Hide Warranty Eligible Applicator Program**

Those contractors wishing to become Mule-Hide Warranty Eligible Applicators for the purpose of offering System Warranties should contact their local Mule-Hide Field Representative. Please call Mule-Hide at 800-786-1492 or check the Mule-Hide web site ( [www.mulehide.com](http://www.mulehide.com)) to obtain the name and phone number of your local Mule-Hide Field Representative.

## **Mule-Hide Warranty Types**

Refer to the appropriate product pages for listings of available warranty types by product line. Mule-Hide reserves the right to change this information at any time. Contact Mule-Hide or check the Mule-Hide web site (([www.mulehide.com](http://www.mulehide.com)) for the latest updates regarding changes or modifications to this document or the Mule-Hide Warranty Program.