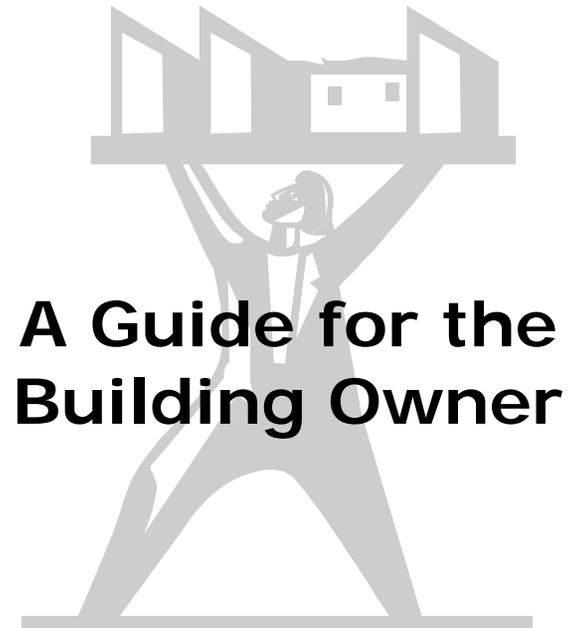




## Roof Maintenance Warranty Guidelines



## A Guide for the Building Owner

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# ROOF MAINTENANCE WARRANTY GUIDELINES

**Congratulations on your new APOC Roof System!** With routine inspections and proper maintenance, your new roof will be an invaluable asset to your building.

The guidelines presented in this pamphlet are designed to provide the building owner and maintenance personnel with an understanding of proper maintenance procedures and establishing a regular inspection and roof maintenance program as required by the APOC Warranty Agreement.

Your new APOC Roof System is an asset that needs to be properly maintained and cared for. As with parking lots, buildings, machinery, and other assets, a consistent and routine maintenance plan is critical to the long-term performance of your new roof system. A thorough and detailed maintenance plan can provide many long-term benefits such as extending the life of your new roof system, lowering the life-cycle cost of roof replacement, identifying potential problems before they create damage to other parts of the building or its contents, and a planned, organized approach to the management of your roof asset.

Roof inspections should be contracted with and conducted by an AAC (APOC Approved Contractor) or a RRC (Registered Roof Consultant) along with the building owner or maintenance personnel responsible for rooftop conditions.

## Inspections and Requirements

All roof systems require periodic maintenance and should be inspected a minimum of twice a year, once in the spring and again in the fall. If roof conditions are subject to unusual conditions, inspections should take place on a more frequent basis (6-12 times per year). Roofs should always be inspected after severe weather, storms, earthquakes, or structural damage to the building.

A preventative maintenance inspection consists of a thorough visual inspection and documentation of the roof system including penetrations, metal components and accessories, flashings, adjacent walls, mechanical equipment, or any other special conditions that can impact the roof system's waterproof integrity. Pay special attention to penetrations, pitch pans, metal edging, and flashings, as leaks are most likely to occur in these locations

they must still be reported using verbal and written procedures as previously stated. All repairs that do not require immediate attention will need to be inspected by an APOC representative

## Repairs

During inspection of the roof membrane, the APOC representative or AAC will evaluate the source of the problem. The APOC representative or AAC will then provide a written evaluation of the conditions to the building owner and will determine whose responsibility it is to fix the roof. If the problem has been caused by the failure of the APOC Roof System, it will be repaired at no cost to the building owner as stated in the APOC Warranty. All repairs will be completed by the APOC Representative or by the AAC within 30 days of notice.

If the problem is determined to be outside the scope of the APOC Warranty, the AAC will submit a proposal to the building owner for approval. Upon approval, the AAC will proceed with the required work.

**Note:** All work must be completed by an AAC for the APOC Warranty to remain valid and in effect. Items not covered by the APOC Limited Warranty include but are not limited to the roof deck, insulation, vapor retarders, fasteners, metal drains, pitch pans, flashings, skylights, vents, and expansion joints.

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The intent of preventative maintenance is to enable building owners to proactively identify and implement solutions to roof system problems before they become widespread. In many cases if a problem is identified early and properly repaired, the extent and cost of repairs will be significantly less than if problems were unattended.

We at APOC are committed to ensuring that your new roof asset provides a long-term solution that exceeds your expectations!



**Roof Membrane & Flashings:** Ensure all flashing membranes are in good condition. Pay close attention around all drains, equipment, penetrations, and in waterways. Check for signs of stress, cracking, splitting, wrinkles, blisters, etc. Ensure that there is no foreign matter including but not limited to balls, shoes, tools, branches, oils, chemicals, liquid, or other objects on the roof membrane. If objects are present, remove, clean where appropriate, and closely inspect for signs of physical damage.

**Roof Drains:** Ensure roof drains are clear and free of all debris. Positive drainage must be maintained to ensure that all water is removed from the roof surface. Check drain covers and verify they are tight and properly fastened.

**Pitch Pans:** Check all pitch pans for shrinkage. As sealants shrink over time and water may begin to sit on the top of the pitch pan causing rust, leaks, and deteriorate the pitch pan or support.

**Metal Flashings:** Inspect all metal flashings, counterflashings, copings, seams, joints, and other areas for signs of rust. If rust is present, treat the appropriate areas using a rust inhibitive primer. Ensure the flashings are properly attached and sealed. Any damaged areas should be re-secured and sealed using APOC #501 Neoprene Sealant.

**Gravel Stops:** Check all gravel stops and metal edging to ensure they have remained properly fastened and secure. Check for wind damage or stress related wear at the juncture of the roof membrane and the metal edging. Ensure that the membrane remains thoroughly adhered and that no cracks or fishmouths are present.

**Penetrations:** Inspect penetrations for signs of wear. Ensure that the base of the penetration remains completely sealed and attached to roof membrane.

**Expansion Joints:** Check all expansion joints for signs of degradation and wear. Ensure metal components are properly fastened and secured. Also verify that the flexible cover remains resilient and free of defects.

**Roof Equipment and Accessories:** All rooftop equipment and accessories should be examined for deterioration or areas prone to water penetration. This includes HVAC equipment, joints in HVAC ducting, skylights, etc.

**Roof Coating:** In areas prone to standing water, check surface coating for signs of checking, cracking, peeling, etc.

These conditions are only guidelines for a roof inspection. Utilize an AAC or RRC as mentioned to provide a detailed maintenance and inspection program. If any of these or other conditions are evident, they should be recorded in writing and photographed. This documentation should be maintained in a file specifically created for the Roof Maintenance Program. Each building should maintain a separate file for its own specific roof system, conditions, and history. In addition to inspection reports, this file should contain all job records, specifications, and warranty papers. This information can be extremely useful during future inspections and can serve as a basis of comparison for changes in roof system conditions.

### Roof Access

Most roof damage is caused by individuals that are not authorized to access the roof or by individuals that are not aware of the damage that can be caused when proper precautionary procedures are not followed. The office receptionist or building security should maintain a roof log of all visitors and maintenance personnel accessing the roof. Access should be strictly limited to authorized personnel. This log should include all service calls for HVAC equipment and other trades required to perform work on the roof. Do not allow roof access during extremely hot or cold weather as this may increase the likelihood of damage to the roof membrane.

### Roof Walkway

A Dek-Top™ roof walkway system should be installed across the roof from all roof access points to any rooftop equipment that is maintained on a regular basis. This walkway will protect the underlying membrane from excessive wear and tear due to foot traffic. The Dek-Top walkway system should be installed to completely surround all rooftop equipment where work will be performed. Installing Dek-Top protection boards is an extremely economical solution to preventing costly damage and repairs to your roof membrane. Contact your local APOC representative for additional information.

### Cleaning

It is very important for all roof systems to remain clean and free of all debris. During and in between inspections, the APOC Roof System

should be cleaned of all dirt, rocks, leaves, branches, papers, balls, grease, or other materials that do not specifically belong on the roof. Roofs that are not cleaned on a regular basis can lead to clogged drains or scuppers and result in ponding water and excessive weight that may result in the collapse of the roof structure. Dirty roofs may also lead to coating checking or peeling, puncture of the roof membrane, and premature aging of the roof membrane. APOC follows the NRCA (National Roofing Contractor's Association) guidelines and recommends that positive drainage be maintained to remove all water from roof surfaces.

### Alterations

APOC does not allow any alterations, additions, or installations on top of or through the roof membrane without written authorization from APOC. This includes but is not limited to antennas, satellite dishes, conduit, roof penetrations, equipment, etc. All alterations and additions must be submitted to APOC and approved in writing prior to any work being completed. All work must be completed by an AAC and be inspected by an APOC representative.

### Leak Notification

It is extremely important for all leaks to be corrected in a timely fashion. In the event of any leaks into the facility, immediately contact the AAC that installed the Roof System and contact APOC at 800-562-5669. Notification should take place within 48 hours of leak discovery. Also, a written confirmation of all leaks should be submitted within 30 days of initial notice of leak to APOC, c/o Warranty Department, PO Box 5248, Long Beach, CA 90805. **Please Note:** Reporting a leak to only the AAC or enlisting their services does not constitute notification to APOC. In addition to notifying APOC of the leak, it is extremely important to obtain as much information about the leak as possible. Information on the conditions surrounding the leak should be documented such as the time, date, wind direction, rain severity, etc. can be extremely beneficial in determining the source of the leak.

Even small leaks can lead to costly damage, and emergency repairs should be made as soon as possible to seal leaks, cracks, holes, splits, or other minor problems. These minor leaks can be temporarily sealed using APOC #133 Roof Cement and yellow fiberglass reinforcing fabric. Follow the instructions on the product label when making emergency repairs. Limit your repairs to only the specific areas that need to be addressed. Even if emergency repairs stop the leaks from reoccurring,