

# Standard Warranty Guidelines



## Technical Data Sheet

ALT Global, LLC (ALT) warranties are only available for projects installed by authorized ALT Applicators, and found to comply with ALT recommended application procedures, guidelines, specifications and details. All warranties are issued to the building owner and are not transferable, except as agreed to by ALT in writing. The types of ALT Warranties available are as follows:

### ALT Global Warranty Schedule

Warranty Type	Warranty Limitations	System Warranty Period	
		Reinforced	Non-reinforced
		Pedestrian Traffic, Waterproofing & Roofing Systems	Pedestrian & Vehicular Traffic Systems
Materials Warranty	Available for roofing, waterproofing, and flashing projects where ALT membrane is a partial installation and does not encapsulate the substrate. This Warranty covers only defects in materials and does not provide any coverage for installation and workmanship (labor).	5, 10, 15 or 20 year	3, 5 or 10 year
Standard Warranty	This Warranty is available for reinforced roofing and waterproofing projects that are full installations encapsulating the substrate completely edge to edge, with no chance of moisture migration into the ALT System from other surfaces.	10, 15, 20 & 25-year	5 or 10 year
NDL Warranty	This Warranty is available for reinforced roofing and waterproofing projects that are full installations encapsulating the substrate completely edge to edge, with no chance of moisture migration into the ALT System from other surfaces.	10, 15, 20 & 25-year	Not Available
Extended Warranty	This Warranty is available for select reinforced roofing and waterproofing projects that are full installations, as an extension of an existing in-place ALT warranted system encapsulating the substrate completely edge to edge, with no chance of moisture migration into the ALT System from other surfaces. Other exclusions and requirements may apply.	20 + 10 year	Not Available
Platinum Warranty	This Warranty is available for select reinforced roofing and waterproofing projects that are full installations encapsulating the substrate completely edge to edge, with no chance of moisture migration into the ALT System from other surfaces and is protected by acceptable overburden or otherwise accepted by ALT Global.	30-year Pro-rated	Not Available

**Note:** Exclusions and limitations may apply to a specific project or warranty, based on unforeseen building or environmental conditions, changes in scope of work or application details, or other unforeseen conditions on the project. In addition to any limitation or exclusion incurred by such conditions, there are general conditions, limitations and exclusions, which apply on all ALT Warranties. **ALT, at its discretion, will perform 11-month and 23-month inspections on all warranted project. ALT reserves the right to withhold, suspend or void warranty on any project where ALT finds conditions or modifications that are not installed in accordance with ALT recommendations, application guidelines, specifications and details or that has otherwise been voided under the terms and conditions of warranty.** For projects requiring a warranty, the applicator must notify ALT before project start for preliminary approval and estimate of costs involved. This preliminary approval does not ensure that the project will receive a warranty, but merely indicates the project would qualify for a specified warranty. Preliminary review and acceptance requires that the scope of work, project specifications, drawings and other relevant data to be sent to the ALT Global Technical Department prior to the commencement of work.

### Warranty/Service Agreement Fees Schedule

Project Size	5 & 10-Year Standard	15 & 20-Year Standard	20-Year NDL	25 & 30-Year Std/NDL/Prorated	Surfacing Upcharge
Under 1,000 Sq. Ft.	\$250.00	\$350.00	\$500.00	Not Available	Base +\$.30 / ft <sup>2</sup>
Under 2,000 Sq. Ft.	\$750.00	\$850.00	\$950.00	\$1,500.00 +\$.40 / ft <sup>2</sup>	Base +\$.20 / ft <sup>2</sup>
2,001 - 5,000 Sq. Ft.	\$1,000.00	\$1,250.00	\$1,500.00		
5,001 - 50,000 Sq. Ft.	\$0.25 / ft <sup>2</sup>	\$ 0.27 / ft <sup>2</sup>	\$0.30 / ft <sup>2</sup>	↓	Base +\$.10 / ft <sup>2</sup>
50,000 + Sq. Ft.	\$ 0.15 / ft <sup>2</sup>	\$ 0.17 / ft <sup>2</sup>	\$ 0.20 / ft <sup>2</sup>		Base +\$.05 / ft <sup>2</sup>
Flashing/Material Only	\$250 + \$0.05 / ft <sup>2</sup>	\$350 + \$0.10 / ft <sup>2</sup>	\$500 + \$0.15 / ft <sup>2</sup>	Not Available	None

**Note:** It is the applicators responsibility to compute square footage of the project. The warranty charge will be based on the project size verified by ALT Global during the final warranty inspection. In addition to the fees listed above, ALT Global at its discretion may charge the applicator a fee of \$850 plus travel, lodging and expenses, per visit as incurred for jobs requiring numerous, unnecessary or unwarranted inspections due improper application by contractor or for projects 75-miles or greater from ALT Global offices. Contact ALT Global to verify if these costs will be involved for a specific project. Warranty costs are generally the responsibility of the applicator. ALT Global, therefore, will bill the applicator for these charges, unless arranged otherwise. **If a building owner does not purchase one of the above-described warranty coverage's, the project will be covered by an ALT Global Material Only Warranty for a five (5) year period.**

## ALT Global Warranty Procedures

### PRIOR TO STARTUP:

To qualify for warranty, ALT Global, LLC (ALT) authorized "installing" applicators must submit an ALT Project Registration form, along with a plan drawing and any other supporting specifications or special details at least TWO weeks before job startup for technical review. ALT Technical Department will promptly review the information, and return a copy of the registration form indicating approval or the need for additional information before granting installation approval.

### UPON COMPLETION:

ALT authorized "installing" applicators must submit an Applicator's Certification Statement (ACS) completed, signed and sent to the ALT Technical Department. This form indicates the project is ready for FINAL INSPECTION by ALT. Receipt of the ACS by ALT is required before a final inspection will be conducted.

A warranty inspection will be performed by an ALT Technical Representative, resulting in a punch list of items required for repair and/or correction if necessary. Once the punch list items are complete, the Applicator must submit a signed Completion Certification to the ALT Technical Department.

Warranty will be issued upon successful completion of the above and payment in full of all outstanding material invoices and warranty fees.

**NOTE:** ALT, reserves the right to withhold or suspend warranty on any projects not installed in accordance with ALT recommendations, application guidelines, specifications and details. Warranty may also be withheld or suspended, in addition to any specific limitations or exclusions provided in the warranty document, under the following conditions:

1) Any use of unauthorized (non-certified) personnel, non-approved tools, materials, or techniques, in conjunction

with the application or repair of ALT membrane, unless specifically accepted, in writing, by ALT.

- 2) ALT is not promptly notified regarding damage, repairs or additions to the structure affecting the ALT membrane.
- 3) The party named on the Warranty no longer owns the structure. ALT warranties are not transferable, unless specific request is made, and approved by ALT, in writing prior to the transfer of property title.
- 4) The use of the structure changes. ALT may approve continuation of the Warranty, even if the use changes, provided that ALT is notified and accepts the changes in writing prior to the intended change, and any provisions required by ALT due to the changes in use are met.
- 5) Structure is subjected to more use, such as heavier traffic, more point loading, use of studded tires, or other conditions which are beyond those anticipated and designed for, rendering the ALT System that was selected and approved by ALT inadequate for the conditions.
- 6) Any projects started or completed before obtaining ALT written approval will not be eligible for warranty.
- 7) All warranted ALT projects are subject to 11-month and 23-month inspections. Any issues found during these inspections will require correction by the installer to avoid warranty suspension.

### DISCLAIMER

**NO WARRANTY, EXPRESS OR IMPLIED, IS MADE IN THIS DOCUMENT. THE PRODUCT IS NOT CLAIMED TO BE MERCHANTABILITY OR FIT FOR ANY PARTICULAR PURPOSE.** User and certified ALT Global applicators determine suitability only. See individual ALT Global product data sheets, SDS sheets, guide specifications and details for complete information regarding the suitability, application and handling of ALT Global products.