



OWNER MAINTENANCE AGREEMENT

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Lowell, AR
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Michigan City, IN
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Cedar Hill, TX
800-210-8305

Jasper, AL
866-270-6608

Mount Airy, NC
877-813-2111



OWNER'S RESPONSIBILITY FOR MAINTENANCE AGREEMENT

As an owner, you have invested a large portion of your time and financial resources into selecting a metal roof. With this large investment comes the added responsibility of making sure that you and those you may employ maintain the roof in a manner that will provide you with years of leak-proof protection. All roofs, metal or shingle, require periodic maintenance. Obviously, an expert should perform any complex repair or addition; however, there are certain items that any owner can perform in order to maintain his roof in excellent condition.

PERSONAL SAFETY

Safety is the top priority for Central States Mfg. and for you, the owner. Walking on any roof can be dangerous. Always use some method of fall protection that is approved by OSHA and any regulatory agency responsible for your building. Failure to provide the required safety equipment can result in serious injury or death. In addition, you may be subject to monetary fines for noncompliance.

Always use extreme caution when working on any roof pitch. Be especially aware of steep slopes, near all edges and any wet, icy, or snow covered roof. It is your responsibility as an owner or employer to make sure that your maintenance personnel is adequately trained in safety procedures and that all safety equipment is in proper working condition.

During the roof inspection, remember to take the following precautions:

1. Use fall protection and all required safety equipment.
2. Never walk on eave or rake flashings, gutters, hip or ridge flashings.
3. Never walk on any skylight or fiberglass type panel.
These items are not designed for the weight of a person.
4. Rope off any open roof areas, or post a guard at each of these locations to prevent accidental injury.

ROOF MAINTENANCE

For Central States Mfg. to continue to provide the warranty, the owner shall perform regular inspections for his roof. These inspections must meet the following criteria:

1. Inspect your roof system bi-annually. These roof inspections must be documented. A form is provided in this Owner Maintenance Agreement.
2. Immediately notify Central States Mfg. and the installer of any leaks or potential areas of concern. If repairs are required, either under the coverage of the warranty, or repairs that are made necessary by the owner, engage a certified installer to perform the repairs.

Failure by the owner to adhere to these requirements may void the warranty in place for their roof system. The roof system in place on the owner's building is designed for years of protection. However, no roof is "maintenance free". All roof systems are exposed to severe weather and require periodic inspections and maintenance. To maintain your roof in a serviceable manner, Central States Mfg. suggests that you establish a vigorous and comprehensive maintenance program.

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Regularly scheduled maintenance is mandatory, as discussed previously. In addition to these inspections, your roof should be inspected after any of the following:

1. Fire, vandalism, or damage from any adjacent roof area.
2. Severe weather, such as high winds, hail, heavy rain, ice or snowstorms. There are certain items to check after each of these weather conditions. Following high winds, check for debris from other structures or trees, look for loose flashings, roof sheets, fasteners, or punctures from falling objects. After a hailstorm, inspect the roof for punctures, damaged or loose flashings and loose fasteners. Following unusually heavy rains, check roof for clogged gutters or any "ponding" water. All curbs, roof penetrations, and special trim or flashing conditions should be thoroughly inspected to insure that water is not trapped or ponding around these areas. After heavy snow or ice storms, check all pipe protrusions, vents, and stacks for damage from sliding ice and snow. In general, "walk the roof" looking for loose or missing fasteners or anything out of the ordinary.
3. Access by other individuals for any reason. Untrained individuals can and do cause damage to roof systems, mostly it is unintentional, but just as damaging. Inspect the roof looking for any chemical or solvent spills, scratches in the finish of the panel, bent or depressed panel areas from excessive walking, or punctures from dropped tools or equipment. Clean off any debris or scrap material left behind from the workers. Never allow "hot saws", cutting torches, or welding equipment to be used on unprotected roof panels. Require all workers to immediately sweep, vacuum, or otherwise clean drill shavings, wire scraps, and all metal scraps from the roof surface. When possible, establish a "cutting and drilling" area to avoid tracking the shavings and scrap all over the roof.

Should it be necessary to use mortar or concrete on the roof panels, the panels must be protected to avoid any chemical reaction from the mortar or concrete. Should these items be exposed to the roof, they must be immediately cleaned from the affected panels by flushing and scrubbing with clean water. Should solvents or chemicals be spilled on the panels, immediately clean with a mild detergent and flush with clean water.

PROTECTING YOUR INVESTMENT

Keep all foot traffic to a minimum. Only walk on the roof when absolutely required. If heavy foot traffic is anticipated, install properly designed and installed "walkways". Heavy and excessive foot traffic will cause ponding on low slope roofs, particularly at the eave and at all endlaps. NEVER walk or step on the panel ribs. Walk only in the flat of the panel. Always attempt to stay near a roof support member when walking the roof.

To minimize foot traffic, keep all roof hatches, access ladders and roof access points securely locked at all times. Allow only properly trained and authorized personnel on the roof. If untrained personnel must be on the roof, make sure authorized personnel accompany them. Finally, maintain a "Roof Access Log" to track all individuals that have been on the roof.

The roof system was designed to drain water. It is imperative that the roof performs this important function properly. Avoid the following items that could hinder proper water drainage.

1. Never allow structures to be installed on the roof that will cause water to be trapped or to pond.
2. Never allow debris to collect on the roof or in the gutter that will prevent water from quickly draining from the roof.
3. Never allow wood blocking to be used for equipment supports, as this will block the flow of water. In addition, chemically treated wood contains salts or copper sulfates and will eat through the roof.
4. Never allow water from one roof to fall freely onto a lower roof.

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5. Never allow air conditioning units condensate to drain onto the roof. Condensate contains dissolved copper and will cause galvanic corrosion. Always specify PVC pipe for drainpipes on HVAC units.
6. Never allow anything to collect or trap water between that object and the roof panel, as this will cause corrosion and panel failure.

In heavy snow and ice areas, the owner should pay particular attention to his roof following storms. Excessive snow should be removed immediately to prevent damage and ice damming. Never use mechanical means to remove snow. Do not use metal tools to remove snow or ice. Exercise extreme caution around all pipes, stacks and vents. Always be aware of the position of skylights. Remember, skylights will not support the weight of an individual.

If it is necessary to add equipment, pipes, vents, stacks, curbs or HVAC units to the roof, the manufacturer prior to any work commencing must approve of these items in writing. All attachments to the roof must also be approved by the manufacturer in writing prior to the attachment.

As mentioned elsewhere in this agreement, dissimilar metals and certain chemicals can be extremely harmful to your roof. Never allow metals such as copper, lead or graphite to contact your roof. Failure to protect your roof from these metals will cause your roof to deteriorate and void all of the security warranty. Areas most likely to have this contact include lead hats for plumbing vents, copper lightening rods, copper trim, existing copper gutters allowed to drain onto your new roof, and as previously stated HVAC condensate.

Proper maintenance of your roof coating is very important to maintain the new appearance of the coating. Black smudges on bare Galvalume are very difficult to remove. Formula 409 is marginally effective at removing them. Avoid wearing black-soled shoes that mark when walking on the roof. Note, no product will remove all of the mark once it is on the panel. Harsh chemicals or solvents may damage the panel finish and the panel itself.

Rust is a common problem that can occur on any metal surface. The use of Soft Scrub is marginally effective at removing minor rust stains. Should the rust persist, contact the manufacturer for a consultation on the cause of the problem.

Periodically your roof paint may become scratched. Should this occur, clean the area with mineral spirits. Rinse completely with water and allow to dry. Using paint supplied from the manufacturer of the panel, apply a minimum amount of paint to cover the scratch.

MAINTENANCE GUIDELINES

Do:

- Regularly inspect your roof
- Always walk in the panel flat and near the roof panel supports
- Remove all debris from the roof and the gutter to allow proper water drainage
- Inspect roof for damage after heavy storms
- Provide written instructions to workers on ways to guard against roof punctures
- Promptly remove heavy snow and ice
- Seal any penetrations with urethane sealant
- Obtain written permission from the manufacturer prior to any roof modifications
- Develop and implement a regular maintenance program for your roof

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Don't:

- Neglect your roof
- Stand or walk on high ribs or unsupported panels or trim
- Let storm debris or other debris collect on the roof
- Let storm damage go undetected and risk additional damage to the roof and the building contents
- Allow metal tools to be used on the roof for snow and ice removal
- Use any roof coatings, butyl caulk, or silicone caulk, not approved by the manufacturer on the roof
- Allow minor modifications or additions, such as TV dishes, to be installed and assume they will not cause a problem
- Never use zinc plated or carbon steel fasteners
- Allow rust to continue to appear without determining the cause

As a condition of Central States Mfg. issuing the warranty, the owner must attest to the fact that he has read and understands this document. By signing, the owner hereby acknowledges that he has read and understands this and all documents relating to the manufacturer's warranty program.

Owner's signature

Date

Manufacturer's representative

Date

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OWNER'S BI-ANNUAL ROOF INSPECTION REPORT

Twice each year for the complete term of the warranty issued by Central States Mfg., this report must be completed and remain on file at the owner's building. Check the areas listed below for weather tightness, loose or missing fasteners, proper sealant adhesion, and drainage, any slotting of metal around fasteners, material fatigue and corrosion.

Tie-in to adjacent roof	<input type="checkbox"/> Okay	<input type="checkbox"/> Needs Repair
Panel End Laps	<input type="checkbox"/> Okay	<input type="checkbox"/> Needs Repair
Ridge Flashing	<input type="checkbox"/> Okay	<input type="checkbox"/> Needs Repair
Rake Trim	<input type="checkbox"/> Okay	<input type="checkbox"/> Needs Repair
Eave Trim	<input type="checkbox"/> Okay	<input type="checkbox"/> Needs Repair
Roof-to-Wall Flashings	<input type="checkbox"/> Okay	<input type="checkbox"/> Needs Repair
Exterior Gutter	<input type="checkbox"/> Okay	<input type="checkbox"/> Needs Repair
Parapet Gutter	<input type="checkbox"/> Okay	<input type="checkbox"/> Needs Repair
Valley Gutter	<input type="checkbox"/> Okay	<input type="checkbox"/> Needs Repair
Valley Flashing	<input type="checkbox"/> Okay	<input type="checkbox"/> Needs Repair
Hip Flashing	<input type="checkbox"/> Okay	<input type="checkbox"/> Needs Repair
Skylights	<input type="checkbox"/> Okay	<input type="checkbox"/> Needs Repair
Penetrations	<input type="checkbox"/> Okay	<input type="checkbox"/> Needs Repair
Exhaust Fan Curbs	<input type="checkbox"/> Okay	<input type="checkbox"/> Needs Repair
HVAC Unit Curbs	<input type="checkbox"/> Okay	<input type="checkbox"/> Needs Repair
Roof Step Flashing	<input type="checkbox"/> Okay	<input type="checkbox"/> Needs Repair
Other		

Panel appearance in general: Good Stained Rusted
 If roof is less than good, please explain and attach photos to this report.

Is water ponding on the panels? Yes No
 If the answer is yes, please explain and attach photos to this report.

Has debris collected on the roof or in the gutters? Yes No
 If yes, remove all debris and note on this report any damage caused by that debris.
 Attach photos to this report.

Does it appear that the building has moved or settled? Yes No
 If the answer is yes, please explain and attach photos to this report.

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I certify that the information herein contained is a true and accurate visual report of the roof panel condition that I have seen as of the date on this report.

Inspector's signature

Date

Should repairs be required, please call the installer immediately. If the repair is covered under the terms of the warranty in place, Central States Mfg. will assist in making the required arrangements for the repair. If the roof problem is not within the scope of the warranty, the owner will be responsible for the repair costs. Note, all repairs must still conform and meet the requirements of the original manufacturer's details and the complete warranty contract documents. Please contact Central States Mfg. for any additional information.

NOTE: Keep the completed report in a safe place. Should a claim be filed on your warranty, Central States Mfg. will require these reports.

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WARRANTY PROGRAM GUIDELINES AND PROCEDURES

1. Central States Mfg. requires a certified installer with detailed experience of Standing Seam roof systems. ALL ROOF APPLICATIONS MUST MEET MANUFACTURER'S SPECIFICATIONS OR ACCEPTABLE INDUSTRY STANDARDS. Inspections are required in three steps during the installation process: 10% completion, 50% completion and upon final completion. It is the responsibility of the owner to ensure all inspections take place.
2. All roof panels and flashings must carry a 20-year material and finish warranty from the coil and paint producer.
3. The minimum slope allowable for Standing Seam roofs shall be 1/4":12.
4. Retrofit projects may require an inspection prior to roofing panels being installed. Photographs must be taken of the framing system and sent to Central States Mfg.
5. On all warranty projects a Central States Mfg. quality audit inspection will be performed upon notifications from the installer of project completion.
6. Generally on projects requiring a warranty, Central States Mfg. will require approved shop drawings. Central States Mfg. reserves the right to modify any details that we choose in order to insure that the project will meet Central States Mfg. criteria for a warranty certificate upon completion. This right supersedes the design of the architect or owner.
7. The cost for each re-inspection is \$1850.00 per day (above the cost of 3 inspections included in cost of warranty) plus reimbursable expenses. Central States Mfg. will invoice and collect from the installer a deposit of 50% prior to the audit taking place.
8. Installers will be notified one week prior to the scheduled roof audit. A cancellation fee equal to the full amount of the audit fee will be assessed for audits cancelled after this time frame. Central States Mfg. requires the installer be present for all inspections.
9. Upon completion of all inspections and any required re-inspections; and receipt of all invoiced amounts for fees, inspections and re-inspections, Central States Mfg. will release the warranty certificate.
10. Any attempts to repair roof leaks with exterior sealing such as surface caulking or coating will prove to be temporary in nature and offers no long term solution to the problem area. These repair techniques will void the manufacturer's warranty.
11. Central States Mfg. requires notification from the owner for any and all leaks occurring from date of completion for the entire warranty term, prior to any repairs being attempted.

The above guidelines are a method of informing the owner and the installer of certain items that repeatedly arise in the form of questions. These guidelines are by no means exhaustive. Please check with Central States Mfg. should you feel you have a particular area of concern that has not been addressed in these guidelines or in any of the documents comprising the entire warranty program.

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REQUEST FOR WARRANTY INSPECTION

DATE: _____

TYPE OF AUDIT REQUESTED: Initial Mid-Point Final Re-Inspection

PROJECT NAME: _____

PROJECT ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____

OWNER'S NAME: _____

DATE INSTALLATION COMPLETED: _____

PROJECT CONTACT & PHONE NUMBER: _____

INSTALLER: _____

INSTALLER PHONE NUMBER: _____ FAX NUMBER: _____

SUPERINTENDENT NAME: _____

SQUARE FOOTAGE: _____ NEW: _____ RETROFIT: _____

PANEL TYPE: _____

ROOF PITCH: _____ :12

TERMS AND CONDITIONS

We understand the warranty will not be issued until Central States Mfg. inspects and finds the project without any deficiency in the installation per the project erection manual, drawings, and specifications.

We understand when the roof is found to be incomplete or not installed properly, a re-inspection will be required, and we agree to pay a fee of \$1850.00 per day, plus reimbursable expenses, for each re-inspection. Central States Mfg. will invoice and collect a deposit of 50% prior to the re-inspection.

We understand the requirements, terms and conditions stated above, and we understand the warranty will not be issued until we pay all fees in full.

INSTALLER DATE

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