

STRONGHOLD



GRP ROOFING SYSTEM FLEX RESIN



MANUFACTURERS MATERIALS GUARANTEE

This Guarantee is a contract between the installer and the manufacturers of Stronghold Flex Resin

The Glass Fibre Roofing Company Limited hereinafter referred to as TGFRC guarantee that the Stronghold materials (Stronghold Flex Resin, Stronghold Catalyst & Stronghold CSM) will remain within specification of the Stronghold Material Safety Data Sheet when stored correctly and will form a structural waterproof membrane that will remain watertight for a period of no less than 20 years. The limit of liability to TGFRC under this Guarantee is to supply the original contractor only, the necessary Stronghold GRP materials to replace any sections that fail to remain in a watertight condition as a direct result of the use of defective materials supplied by TGFRC.

Guarantee Conditions

- a) The Guarantee only covers Stronghold materials used for areas where the complete Stronghold system has been installed. The installation must consist of Stronghold Flex Resin, Stronghold Catalyst, Stronghold Edging Trims and Stronghold CSM. The materials must be installed as per the Stronghold installation manual. These materials must be verified in the Guaranteed Installation Materials Log with copy of invoices for the purchase of those materials. This is not a Guarantee of Workmanship.
- b) On completion of the Stronghold installation, the installer must issue a separate Guarantee to their client covering the installers workmanship on the installation for a period of at least 20 years from the installation date for this materials guarantee to be valid. The installer must undertake as part of the Workmanship Guarantee to make good any defects or faults in the installation of the system that have resulted in a leak.

STRONGHOLD



GRP ROOFING SYSTEM FLEX RESIN

- c) Contractors must keep a record of every installation to be covered by Stronghold Materials Guarantees. The record of each installation must consist of the following for the Stronghold Materials Guarantee to be valid. A separate completed Stronghold Guaranteed Installation Materials Log for each installation, corresponding copy invoices for the Stronghold materials used on the installation showing where and when the materials were purchased and a copy of the installers own Guarantee of Workmanship.
- d) This Guarantee only covers replacement of the Stronghold materials used on the installation.
- e) This Guarantee is a contract between the installer and the manufacturers of Stronghold, not the specifier or the Installers Workmanship Guarantee holder.
- f) All materials must be stored and handled as specified in the specific Material Safety Data Sheets (MSDS).
- g) Stronghold materials must be laid to the exact standards as laid down in the installation manual. The Manufacturers of Stronghold will not accept responsibility for any costs incurred because of improperly laid materials.
- h) This Guarantee is not valid if the contractor ceases trading through insolvency, bankruptcy, or liquidation to principals. The Guarantee of Materials is in respect to normal weather conditions and does not cover colour fade, standing water or other defects that do not result in a leak, nor does this guarantee cover failure of the materials through wear because of excessive foot traffic, subsidence, vandalism, exposure to chemicals, tampering of any kind or leaks not attributed to the Stronghold installation. (e.g. leaks from flashings, gutters, or walls etc.)
- i) In the event of a claim, a representative from stronghold may visit the installation with the purpose of identifying the cause of the failure and providing a report to the installer detailing such findings. This visit will be subject to a reasonable call out charge as would be expected depending on distance & time required to be paid by the installer which in turn will be refunded if the claim against Stronghold is validated. If the claim against Stronghold is proven and provided the claim satisfies the conditions laid out in this Guarantee, Stronghold will, at its discretion, either replace the Stronghold materials used to form the installation or like for like with equivalent materials available at that time.
- j) This Guarantee does not cover call outs, inspections, reports or surveys of any Stronghold installation.
- k) Stronghold shall not be liable for a) the cost of any routine maintenance, overhaul, modifications, loss or damage arising therefrom, b) any damage or defect caused by any peril capable of being insured under a commercial property, household or similar policy of insurance whether or not such insurance is effective or in force at the time or for which compensation is provided by legislation, c) any loss of use or consequential loss of any nature, d) any damage caused by war risks, sonic booms, terrorism or nuclear radiation as provided by the insurers standard exclusion clauses, e) any damage or defect caused by fair wear and tear, storm or deterioration due to neglect in maintenance.
- l) This Guarantee is superseded by any subsequent revisions available at or before the time of purchase of the materials.

STRONGHOLD



GUARANTEED INSTALLATION MATERIALS LOG

STRONGHOLD MATERIALS GUARANTEE

To make a claim under the conditions of the Guarantee the installer must send a covering letter describing the problem (with photographs if possible), this completed Guaranteed Installation Materials Log, copy of invoices for all the products listed below and a completed copy of the Workmanship Guarantee to the following address: The Glass Fibre Roofing Company Ltd, 33 Pontygwindy Industrial Estate, Caerphilly CF83 3HU.

INSTALLATION INFORMATION

Every Stronghold Materials Guarantee for all installations requires an individual Guarantee Log. The log serves as a means of collating all the relevant information about a single installation in the event of a claim. This is to be retained by the installer.

Please enter details of the Installation contractor, Installation Guarantee holder and include the Installation address

Installer Company Name and Address: _____

Telephone Number: _____

Installation Guarantee Holder Name and Address: _____

Telephone Number: _____

Installation Address (if different from above): _____

Brief Description of Installation: _____

Roof Size: _____ Date of Installation: _____

Supplier of Materials and Branch Location: _____

Materials Purchase Date: _____ Invoice Number: _____ Materials Value (Excl. VAT): _____

(Invoiced materials must match the requirements for the installation. If more than one installation envisaged ask your stockist for individual invoices)

Installation Start Date: _____ Installation End Date: _____

Prevailing Weather Conditions and Approximate Daytime Temperature: _____

Catalyst Percentage Used: _____

Copies of invoices for the installation must be kept together with this Materials Log. In the event of a claim you will be required to produce this log, a copy of the Installation Guarantee, copies of invoices for all of the Stronghold materials used in the above installation.

FLEX RESIN: Qty Used _____ kg CATALYST: Qty Used _____ kg

CSM: Qty Used _____ M² EDGE TRIMS: Qty & Type _____

STRONGHOLD



INSTALLERS WORKMANSHIP GUARANTEE

Installer company name and address: _____

Company stamp:

Telephone Number: _____

IN THE EVENT OF ANY PROBLEM OR FAILURE WITH THIS FLAT ROOF INSTALLATION PLEASE CONTACT THE INSTALLER USING THE DETAILS PROVIDED ABOVE.

I (we), the Installer (listed in the box above) guarantee(s) this Stronghold GRP flat roof installation consists of Stronghold GRP materials and has been installed to the specified standard as laid down in the Stronghold Flex GRP Installation Guide and as such will remain watertight for a period of no less than twenty years from the date of installation.

The Installer guarantees that if within a twenty year period the installation fails to remain watertight by reason of a fault in preparation, installation or fixing procedure the Installer undertakes to repair free of charge to the customer that section of the roof in question. The Installer agrees to be exclusively responsible for the application of the installation.

Customer Name and Address: _____

Telephone Number: _____

Installation Address (if different from above): _____

Type of Roof: _____ Roof Size: _____

Brief Description of Installation: _____

Date of Installation: _____ Installation Value (excl. VAT): _____

LIABILITY

- a) The customer taking all reasonable measures to maintain the roof in a serviceable condition.
- b) The customer advising the contractor in writing of any leaks arising in the roof within 14 days of discovery. In the event of a claim being invalid (roof is not leaking or there is no leak), the customer agrees to pay the installer a reasonable call-out charge for a survey and provision of a report in the sum of a standard hourly charge as would be expected depending on distance & time required, this is to be determined by the contractor in question.
- c) The installer and employees being given free access to the roof during normal business hours to inspect or repair the roof.
- d) This Guarantee shall be in respect of the service life of installation and materials in relation to the effects of normal weather conditions. It shall not apply if damaged by any other means such as subsidence vandalism or tampering of any kind or excessive foot traffic over areas not previously stated by the customer to be used for this purpose.
- e) This Guarantee does not cover installations that have been altered, changed or tampered in any way.
- f) All contracts / invoices have been paid in full.
- g) The Installer shall not be liable for:
 - a) the cost of any routine maintenance, overhaul, modifications, loss or damage arising therefrom,
 - b) any damage or defect caused by any peril capable of being insured under a commercial property, household, or similar policy of insurance whether or not such insurance is effective or in force at the time or for which compensation is provided by legislation.
 - c) any loss of use or consequential loss of any nature,
 - d) any damage or defect caused by storm or deterioration due to neglect in maintenance.

This is a guarantee of workmanship issued by the installer (as detailed above). This is not a Guarantee from the manufacturer of the product. The manufacturers of Stronghold cannot be held responsible for incorrectly installed materials or any subsequent losses arising therefrom.