

Warranty Information

"The name trusted in roofing since 1906"



Fluid-Applied Warranty Program Overview

Overview

Mule-Hide Products Co., Inc. ("Mule-Hide") offers several types of warranties ranging from a Material Limited Warranty to System warranties. These warranties are available in a wide variety of durations. Coatings warranties are available over various substrates, including Metal Panels, Modified Bitumen, Smooth surface asphalt, concrete and various single-ply roofing systems. Refer to Mule-Hide's substrate specific specifications for additional details as not all coatings can be warranted over all substrates.

Acrylic Roof Systems

Acrylic Roofing Material-Only Limited Warranty (10, 15, 20-Year)

The Acrylic Material-Only Roofing Limited Warranty is available for residential and commercial projects, and covers leaks caused by manufacturing defects and premature deterioration caused by weathering. It does not include coverage for labor costs, nor does it cover leaks due to workmanship of the installed product. A warranty application must be completed and submitted to Mule-Hide along with copies of the distributor material invoices.

Coatings NDL System Warranty (10, 15, 20-Year)

The Coatings NDL System Warranty is a "No Dollar Limit", labor and material warranty and is available only for commercial projects. It covers the Mule-Hide products and/or other materials supplied or approved in writing by Mule-Hide. The Warranty Application and the appropriate fee must be submitted to Mule-Hide by a Mule-Hide Warranty Eligible Applicator. 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 before the warranty can be issued. Mule-Hide recommends that Warranty Applications be submitted for review prior to project start. *System Warranties require the use of all Mule-Hide labeled components, products supplied by Mule-Hide or approved in writing by Mule-Hide prior to the installation of the system*

Silicone Roof Systems

Silicone Material-Only Limited Warranty (10, 15, 20-Year)

The Silicone Material Limited Warranty is available for residential and commercial projects, and covers materials, and covers leaks caused by manufacturing defects and premature deterioration caused by weathering. It does not include coverage for labor costs, nor does it cover leaks due to workmanship of the installed product. A warranty application must be completed and submitted to Mule-Hide along with copies of the material invoices.

Silicone System Warranty (10, 15, 20-Year)

The Silicone System warranty is a "No Dollar Limit", labor and material warranty and is available for commercial projects only. It covers the Mule-Hide products and/or other materials supplied or approved in writing by Mule-Hide. The Warranty Application and the appropriate fee must be submitted to Mule-Hide by a Mule-Hide Warranty Eligible Applicator. 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 before the warranty can be issued. Mule-Hide recommends that Warranty Applications be submitted for review prior to project start. *System Warranties require the use of all Mule-Hide labeled components, products supplied by Mule-Hide or approved in writing by Mule-Hide prior to the installation of the system*

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SEBS Roof Systems

SEBS Roofing Material-Only Limited Warranty (10 or 15-Year)

A SEBS Roofing Material-Only Limited Warranty is available for residential and commercial projects, and covers leaks caused by manufacturing defects and premature deterioration caused by weathering. It does not include coverage for labor costs, nor does it cover leaks due to workmanship of the installed product. A warranty application must be submitted to Mule-Hide along with copies of the distributor material invoices.

SEBS Roof Coating System Warranty (10 or 15-Year)

This warranty is available through Mule-Hide Warranty Eligible Contractors only for commercial projects. This warranty is not available for residential projects. This warranty covers leaks due to manufacturing defects, premature weathering and the contractor's workmanship of the installed product. This warranty does not cover leaks due to substrate issues such as (but not limited to) movement or deterioration. See the Mule-Hide Sample SEBS Roof Coating System Warranty for specific terms and conditions. A warranty application must be submitted by the roofing contractor to Mule-Hide along with copies of the distributor material invoices.

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, the completed project has been accepted by Mule-Hide and any required Distributor invoices have been received by Mule-Hide.

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 Territory Manager. Please call Mule-Hide at 800-786-1492 or check the Mule-Hide web site (www.mulehide.com) to obtain the name and phone number of your local Mule-Hide Territory Manager.

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) for the latest updates regarding changes or modifications to this document or the Mule-Hide Warranty Program.