

# Warranty Information

"The name trusted in roofing since 1906"



## Warranty Program Overview Silicone Roof Systems

### **Overview**

Mule-Hide Products Co., Inc. ("Mule-Hide") offers several types of warranties ranging from Material-Only Limited warranties to System warranties. These warranties are available in 10, 15, and 20 year durations.

### **Silicone Material Only Limited Warranty**

This warranty covers only the Mule-Hide 100% Silicone Roof Coating (or portion thereof) determined by Mule-Hide to be defective and resulting in roof leaks. This Warranty does not cover workmanship or other components not supplied by Mule-Hide. Mule-Hide does not perform inspections of the installation before issuing the Silicone Material-Only Limited Warranty. The Warranty Application and the appropriate fee must be submitted to Mule-Hide and require proof of purchase. Mule-Hide recommends that Warranty Applications be submitted for review prior to project start.

### **Silicone System Warranty**

The Silicone System warranty is a "No Dollar Limit", labor and material warranty 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*

### **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 warranties on Silicone Roofing Systems 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](http://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](http://www.mulehide.com)) for the latest updates regarding changes or modifications to this document or the Mule-Hide Warranty Program.