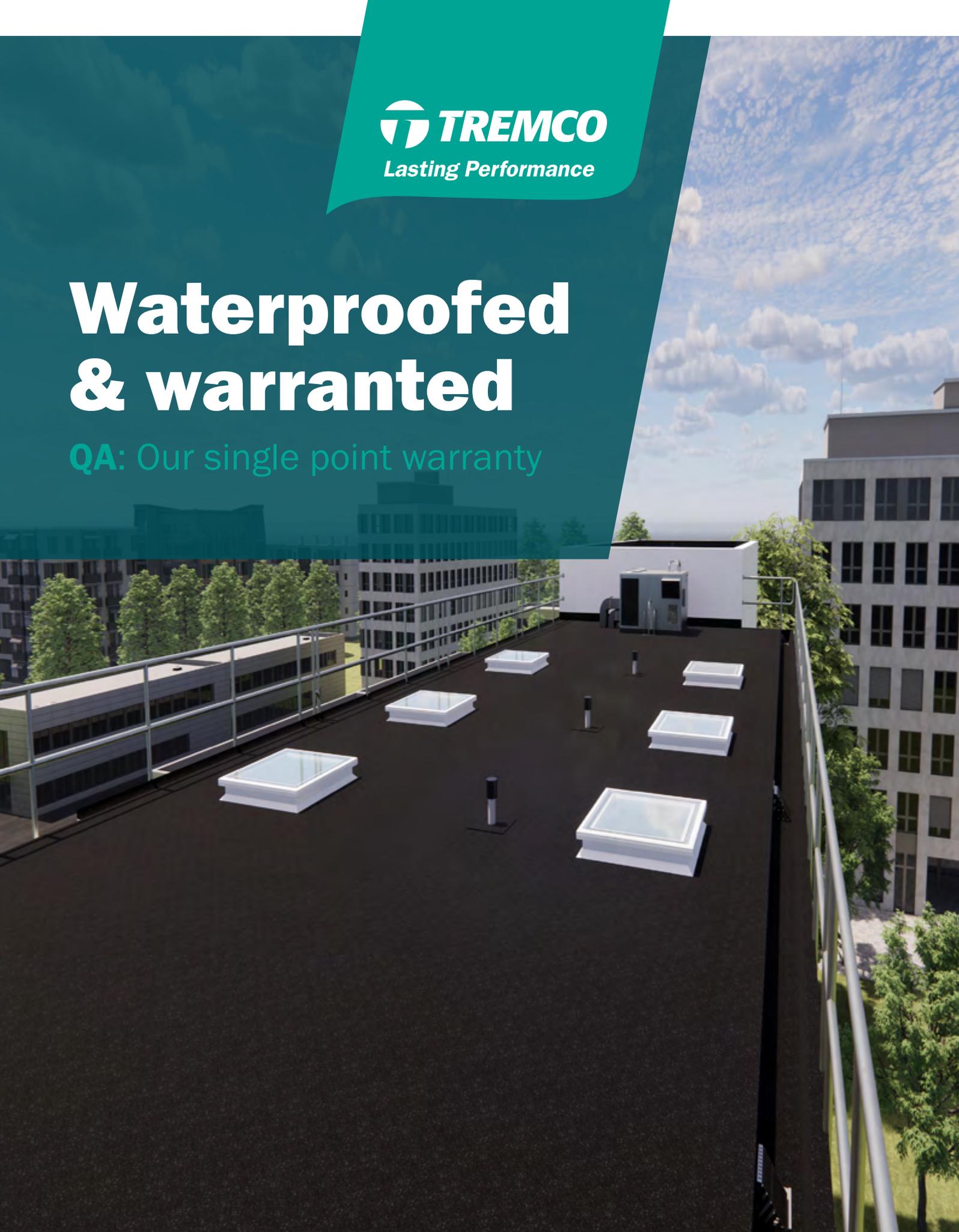




# Waterproofed & warranted

QA: Our single point warranty



# Lasting performance

Our flat roofing systems are perfect for refurb and new build projects, adaptable across public and private sector building estates.

As a brand of Tremco CPG UK, we are recognised internationally for delivering the highest quality waterproofing solutions, supporting customers for the long term to ensure that buildings are watertight, compliant and future proofed.

## The Tremco difference

For over 70 years our market leading systems combined with a unique approach that positions us as a single source solution, preferring to preserve rather than replace, maintain rather than disrupt, achieve value rather than create cost.

**For refurbishment projects**, we give total peace of mind to building managers and owners that their roof is being managed by genuine experts.

**When it comes to new build**, we manage any roof project from start to finish inclusive of bespoke design support.

In all cases our service covers, design, supply, install, inspect, warranty and optional maintenance programmes.

Our high performing systems, technical expertise and life cycle approach means we deliver substantial cost efficiencies, minimise disruption, and reduce the demand for raw materials, energy and landfill.

## Working with Tremco

### Building Owners and Facility/ Estates/Asset Managers

We take responsibility for the safety, efficiency, and cost-effectiveness of your roof if refurbishment and/or maintenance is required. We consult, survey, specify, supply, install, inspect and warranty all projects. This gives full peace of mind that your roof is being looked after by experts.

**TremCare** planned preventative maintenance programmes are available for Tremco roofs, roofs under warranties with other suppliers and old roofs/no warranties.

### Contractors

We provide our Trusted Partners with outstanding customer service from delivery support to technical advice. We also offer extensive on-site support via our technical team of whom will visit site regularly to carry out inspections.

### Specifiers

We tailor solutions to meet project requirements, offering technical guidance from early design stage through to pre-start meetings. We offer a range of different design services, depending on where we engage on the project. This can include the generation of drawing packages for nearly every application on the site (early design stage). We can also produce details when much of site installation has taken place, where you, the client, would like detail drawings that are not generic illustrations but are specific to the exact site installation (post design stage).

### Other supply chain stakeholders

We value collaboration; from initial proposals to installation and completion. This ensures projects run smoothly, from a cost, safety, and time perspective. We provide customer service support throughout including dedicated Sales and Technical Managers for each project.

## Key sectors

 Housing	 Education	 Healthcare	 Government Buildings
 Retail	 Leisure	 Commercial	 Industrial

# What is a single point warranty?

A single point warranty in construction is a type of warranty that is provided by a single entity or contractor for the entire construction project. This means that the entity offering the warranty takes responsibility for all aspects of the project, including design, construction, and materials used. The single point warranty offers the owner or client of the project a single point of contact for any issues that may arise during or after the completion of the project.

Under a single point warranty, the entity offering the warranty is responsible for ensuring that the construction project meets all the specified requirements and standards, and that the project is completed on time and within budget. The entity also agrees to make any necessary repairs or replacements, at no additional cost to the owner, in case any defects or issues arise during the warranty period.

This type of warranty can provide peace of mind for the owner or client, as they have a single entity to hold accountable for any issues that may arise. It can also streamline the process of resolving any issues, as the owner only needs to contact the entity offering the warranty rather than multiple parties.

**Choosing our single point warranty, QA (short for quality assurance), means just that.**

## What QA means for you:

- The design covered
- The installation covered
- The system and associated products covered
- Tremco covers the warranty with financial security delivered by CPG (Construction Products Group)
- Straight forward process in the unlikely event a repair is required
- Knowledgeable and dedicated after care support
- Peace of mind and simplicity of having a single point contact



# Tremco CPG Backing



With over 1,400 employees across our 30+ facilities, including offices, distribution centres and manufacturing sites, you can truly rely on CPG to deliver.

CPG Europe is part of RPM International Inc. One of the world's largest leading construction products companies for both the industrial and consumer segments. RPM is headquartered in Medina, Ohio and is listed on the New York stock exchange.

RPM's Construction Products Group (CPG) markets its solutions to distributors, contractors, and end-users across a large geographic footprint spanning approximately 130 countries and territories. Its products are used primarily for the construction, maintenance, and restoration of various industrial, commercial and infrastructure projects.

## Tremco systems and CPG backed warranty lengths

Systems	Warranty length
AlphaGuard BIO Liquid Applied Flat Roof System	Up to 25 years
AlphaGuard PUMA Liquid Applied Flat Roof System	Up to 25 years
AlphaGuard BlueShield Inverted Roof System	Project specific warranties available. Note: BBA has certified the system durability for the design life of the roof of which it is incorporated.
POWERply TO Flat Roof System	Up to 25 years
POWERply SA Flat Roof System	Up to 25 years

***Single  
Point  
Warranties***

**VS**

***Insurance  
Backed  
Guarantees***

**The big two,  
head-to-head**

What are the differences that matter and the key terms to watch?

We square the two up and go through what the various options can mean for your building's roof.

## Insurance back guarantees (IBGs)

In the industry, other solution providers such as manufacturers and suppliers offer solely IBGs. This may feel more appropriate as it has the involvement of a third party, but there are considerations to be aware of:

- **Check the terms.**  
There could be extensive exclusions and limitations to what is covered in an IBG. The cover itself could be minuscule in comparison to your expectations. Therefore, we recommend that you obtain all policy documents from the insurer, to ensure, beyond any doubt, what is actually 'guaranteed'.
- **It's an additional cost.**  
It requires either the project management company or the building owner to pay a premium for the third-party cover.
- **Length of cover.**  
Policies have a standard maximum length of 12 years, falling in line with new build warranty insurance. Manufacturers offering over 20 years are taking responsibility and risk themselves.
- **Umbrella IBG.**  
Some suppliers may offer an umbrella IBG as part of their standard insurance, this may expire if the supplier ceases business.
- **Defect call out.**  
This is likely to be outlined in the policy, but potentially may have a longer waiting period than the solution provider due to the roofing expertise required.

## QA: Single point warranty with Tremco

The advantages of choosing a single point warranty with Tremco:



- No additional cost.
- You know who to contact (Tremco's aftercare team). Mitigating any confusion with different customer care numbers and automated call prompts.
- At Tremco a dedicated Technical Manager is assigned to each project, who not only has hands-on roofing experience, but has worked on the project from the word go, and will be available to contact at any time.
- Depending on the defect, we can have our reactive repair team out between 12 hours - 72 hours.
- Ownership is taken of any defect, and therefore no requirement for a third party or insurer to get involved and evaluate the issue.

## Other industry terms

### Warranty vs guarantee

Does the use of whether a manufacturer uses a warranty or guarantee have a consequential impact... The answer is no. The difference tends to come down to purely word choice.

So, whether a solution provider describes its promise as a guarantee or warranty will not prevent it from having legal effects. It's the promise, not the phrasing that matters.

### Product-only warranties vs single point warranties

A product warranty is a statutory requirement that provides a replacement if the product is defective. Whilst it's important to choose products with a warranty, a product-only warranty only covers the product excluding the design and installation. This can then result in stakeholders not taking ownership, such as a manufacturer blaming the installation, and a roofing contractor blaming the product.

#### QA: Single point warranty with Tremco.

Single point warranties cover the design, the systems and products, and the installation. As the name confirms, you will have just one point of contact which is Tremco's after care team, in the unlikely event an issue arises.

### Installation guarantees vs single point warranties

Some suppliers may offer independent cover from a third party insurer guaranteeing the installation of the waterproofing. The insurer will therefore step in where the cost of repair is beyond the means of the contractor. However, if the contractor goes out of business, the associated insurance may no longer exist.

#### QA: Single point warranty with Tremco.

Alongside covering the design, the systems and products, and the installation, it even covers you if the contractor goes out of business, and if the building is taken under new ownership.

**Tremco CPG Europe manufactures high performance building materials in order to solve the complex challenges faced by today's construction industry. It is the home for multiple European construction product brands, including illbruck, Flowcrete, Nullifire, Tremco, Vandex, Dryvit and Nudura. With over 1,400 employees across Europe, we are committed to being by your side to shape a world where buildings and structures save energy, last longer and exceed sustainability benchmarks.**

From joint sealing, bonding and insulation through to passive fire protection, flooring, waterproofing and roofing solutions- the product brands housed within Tremco CPG Europe cover a wide array of different construction needs. Combined with the wealth of expertise, services and support, we provide a truly unique offer - to make our customers more successful time after time.

Tremco CPG Europe is part of RPM International Inc. - one of the world's leading construction products companies for both the industrial and consumer segments.

### Our Values



COLLABORATION



HONESTY & INTEGRITY



RESPECT



ENGAGEMENT



SUSTAINABLE DEVELOPMENT

### Delivering World-Class Construction Product Solutions.

The product brands housed within Tremco CPG Europe cover a wide array of different construction needs and provide a wealth of complex services, support and systems that are rarely found together under one roof.



#### Sealing, bonding & insulation

Window Insulation, Façade Construction, Exterior Insulation & EIFS, Structural & Inplant Glazing, Insulated Concrete Forms (ICFs)



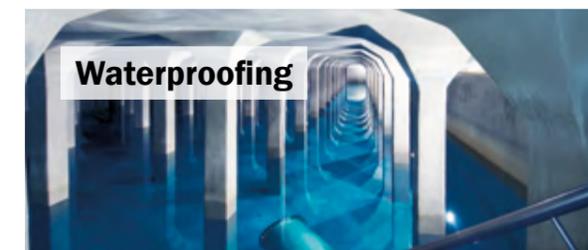
#### Passive fire protection

Intumescent Coatings, Fire Stopping



#### Flooring

Seamless Resin Flooring, Subfloor Preparation, Car Parking Structures



#### Waterproofing

Potable & Waste Water Industry, Balconies, Terraces, Basements & Foundations



#### Roofing

Liquid Applied Systems, RBM Systems, Vegetated Roofing

Europe's leading construction products brands...





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