



# WARRANTY OVERVIEW

## ALSAN, ALSAN MBSP & ALSAN RS SYSTEMS

SOPREMA ALSAN, ALSAN MBSP and ALSAN RS warranties are only available for projects installed by authorized Soprema Applicators, and found to comply with Soprema recommended application procedures, guidelines, specifications and details. Trained, individual technicians shall perform all work. All warranties are issued to the Building Owner and are not transferable, except as agreed to by Soprema, Inc. in writing. The types of Soprema Alsan and Alsan RS Warranties available are as follows:

Warranty Type	SOPREMA, INC. WARRANTY LIMITATIONS	Alsan and Alsan RS Warranty Period	
		Reinforced Balcony, Waterproofing and Roofing Systems	Non-reinforced Roofing, Waterproofing and Balcony Systems
Warranty 305	Available for roofing, waterproofing, and flashing projects where Soprema Alsan or Alsan RS membrane is utilized. This Warranty covers only defects in materials and does not provide any coverage for installation and workmanship (labor).	10 or 20 year	10 year
Warranty 300	Available for roofing, waterproofing, and flashing projects where Soprema Alsan or Alsan RS membrane is utilized. This Warranty covers only defects in materials and does not provide coverage for installation and workmanship (labor) though labor is provided for address of material defect.	10 or 20 year	10 year
Warranty 310	Available for roofing and waterproofing projects where Soprema Alsan MBSP membrane is utilized. This Warranty covers only defects in materials and does not provide coverage for installation and workmanship (labor) though labor is provided for address of material defect.	n/a	10 year
Warranty 315	Available for roofing and waterproofing projects where Soprema Alsan MBSP membrane is utilized. This Warranty covers only defects in materials and does not provide coverage for installation and workmanship (labor) though labor is provided for address of material defect. Extendable for additional five years.	n/a	10 + 5
Warranty 320	Available for roofing, waterproofing, and flashing projects where Soprema Alsan or Alsan RS membrane is utilized. This Warranty covers defects in materials and provides coverage for installation and workmanship (labor).	10 or 20 year	10 year



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Note: Exclusions and limitations may apply to a specific project or warranty, based on unforeseen building or environmental conditions, changes in scope of work or application details, or other unforeseen conditions on the project. In addition to any limitation or exclusion incurred by such conditions, there are general conditions, limitations and exclusions, which apply on all Soprema, Inc., Warranties. Soprema reserves the right to withhold or suspend warranty on any project that is not installed in accordance with Soprema recommendations, application guidelines, specifications and details or that has been voided under the terms and conditions of warranty. For projects requiring a warranty, the applicator must notify Soprema before project start for preliminary approval and estimate of costs involved. This preliminary approval does not ensure that the project will receive a warranty, but merely indicates the project would qualify for a specified warranty. Preliminary review and acceptance requires that the scope of work, project specifications, drawings and other relevant data to be sent to the Soprema Technical Department.

<b>ALSAN, ALSAN MBSP &amp; ALSAN RS WARRANTY PRICING MATRIX</b>					
	<b>Covers</b>	<b>Remedies</b>	<b>Size</b>	<b>10 Year</b>	<b>20 Year</b>
300	material	material	< 1000 sf	\$300	\$500
			1000-5000 sf	\$500	\$750
			> 5000 sf	10¢ per sf	15¢ per sf
305	material	labor & material	< 1000 sf	\$500	\$750
			1000-5000 sf	\$750	\$1000
			> 5000 sf	15¢ per sf	20¢ per sf
310	material	labor & material	< 1000 sf	\$300	n/a
			1000-5000 sf	\$500	n/a
			> 5000 sf	10¢ per sf	n/a
315	material	labor & material	< 1000 sf	\$500	n/a
			1000-5000 sf	\$750	n/a
			> 5000 sf	15¢ per sf	n/a
320	labor & material	labor & material	< 1000 sf	\$750	\$1000
			1000-5000 sf	\$1000	\$1250
			> 5000 sf	20¢ per sf	25¢ per sf

Note: It is the applicators responsibility to compute square footage of the project. The warranty charge will be based on the project size verified by Soprema during the final warranty/punch list inspection. In addition to the fees listed above, Soprema may charge the applicator a per diem fee of \$300 plus travel, lodging and expenses, as incurred for jobs 75-miles or greater from Soprema offices. Contact Soprema to verify if these costs will be involved for a specific project. Warranty costs are generally the responsibility of the applicator. Soprema, therefore, will bill the applicator for these charges, unless arranged otherwise. If a building owner does not purchase one of the above-described warranty coverage's, the project will be covered by a Soprema Alsan and/or Alsan RS Material Only Warranty for a five (5) year period, which will be sent directly to the owner by Soprema.



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**To obtain a Soprema Alsan, Alsan MBSP or Alsan RS warranty, the authorized Soprema applicator must:**

### **PRIOR TO PROJECT APPLICATION:**

Submit a Soprema Alsan/Alsan RS Project Registration Form, along with a plan drawing and any other supporting specifications or special details at least TWO weeks before job startup for technical review. Soprema Technical Department will promptly review the information, and return a copy of the registration form indicating approval or the need for additional information before granting installation approval.

### **UPON PROJECT COMPLETION:**

Submit a Liquid Applicator's Project Warranty Request (PWR) form completed, signed and sent to the Soprema Technical Department. This form indicates that the project is ready for FINAL INSPECTION by Soprema. Receipt of the ACS by Soprema PWR is required before a final inspection will be conducted.

1. A warranty inspection will be performed by a Soprema Technical Representative, resulting in a punch list of items required for repair and/or correction if necessary. Once the punch list items are complete, the Applicator must submit documentation certifying completion of punch list items to the Soprema Technical Department.
2. A Soprema Alsan, Alsan MBSP and/or Alsan RS warranty will be issued upon successful completion of the above and payment in full of all outstanding material invoices and warranty fees.

### **NOTE:**

*Soprema, Inc., reserves the right to withhold or suspend warranty on any project that is not installed in accordance with SOPREMA recommendations, application guidelines, specifications and details. Warranty may also be withheld or suspended under the following conditions, in addition to any specific limitations or exclusions of the warranty:*

1. *Any use of unauthorized (non-certified) personnel, non-approved tools, materials, or techniques, in conjunction with the application of SOPREMA Alsan and/or Alsan RS membrane, unless specifically accepted, in writing, by SOPREMA, Inc.*
2. *The membrane sustains damage that SOPREMA is not promptly alerted to, and/or damage that is not repaired by Certified Applicators.*
3. *Repairs/additions to the structure, affecting SOPREMA Alsan and/or Alsan RS membrane, are undertaken without alerting SOPREMA and/or without using Certified Applicators.*
4. *The party named on the Warranty no longer owns the structure. SOPREMA, Inc., warranties are not transferable, unless specific request is made, and approved by SOPREMA, Inc., in writing prior to the transfer of property title.*
5. *The use of the structure changes. SOPREMA, Inc., may approve sustaining the Warranty, even if the use changes, provided that SOPREMA, Inc., is notified, and offers acceptance, in writing, before the intended change, and any provisions, required by SOPREMA, Inc., to reflect changes in use, are met.*
6. *Structure is subjected to more use, such as heavier traffic, more point loading, use of studded tires, or other conditions which are beyond those anticipated and designed for, rendering the SOPREMA Alsan and/or Alsan RS System that was selected and approved by SOPREMA, Inc., inadequate for the conditions.*
7. *Any projects started or completed before obtaining Specification Registration Approval and receipt of a signed Completion Certificate verifying completion of punch list items will not be eligible for a Soprema Alsan and/or Alsan RS warranty.*