



GENFLEX ROOFING SYSTEM

OWNER'S MANUAL



Congratulations on your purchase of a GenFlex Roofing System!

PROTECT YOUR INVESTMENT

Your building's roof is your first line of defense in controlling energy consumption and battling harsh weather. It is a valuable asset and as such should be properly maintained. GenFlex Roofing Systems recommends periodic maintenance and inspection of all roofing systems so that any detrimental conditions may be remedied promptly. Whether you purchased a Roofing System Warranty or a Membrane Warranty, this Owner's Manual contains a number of important recommendations to assist you in maintaining a watertight roof for many years.

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INSPECTIONS

GenFlex Roofing Systems recommends that all roofing systems be inspected twice annually (usually in the spring and fall) as well as after any severe weather events. Although inspections may be performed by any qualified person selected by the building owner, GenFlex recommends that at least one inspection per year be conducted by the GenFlex-licensed applicator that installed your roof.

You should keep a record of all inspection and maintenance activities on your roof, including photos and invoices associated with such work, the date of each activity and the names & affiliations of the parties performing the activities. An example Roof Access Log is included at the conclusion of this Manual for your use.

Please note that the cost of periodic inspections and maintenance is not included in a GenFlex warranty.

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Roof Traffic

All roofing systems are subjected to some amount of traffic. While certain traffic may be necessary to service rooftop equipment, roofs may also be occasionally subjected to unauthorized foot traffic. Because traffic can damage the roofing system, periodic inspections are essential to ensure any damage is identified and addressed quickly.

Your roofing professional will inspect roof access points, walkways and “natural” pathways, and areas surrounding rooftop mechanical equipment to determine whether your roof has been damaged by authorized or unauthorized traffic. Potential damage may include excessive wear on the membrane in high traffic areas, cuts and punctures due to dropped screws and tools and crushed or compressed roof insulation. Your roofing professional will determine whether repairs are required in order to maintain a watertight roof.

Please remember that your GenFlex roofing system is designed to be a waterproofing membrane, not a traffic surface or amenity space. Damage sustained as a result of roof traffic and other types of physical damage is not included within warranty coverage. The installation of protective walkways is recommended, and will limit damage to your roofing system.

Drainage

Proper drainage is essential to prevent the accumulation of water on the roof which can lead to areas of “ponding water,” unsightly algae, and even structural compromise in extreme cases.

Ponding water can exacerbate problems for all roofing systems. A small cut or puncture in a roofing membrane may cause minor damage on a well-drained roof surface, but the same puncture located in an area of standing water may allow significant water infiltration, causing damage to the roof insulation, roof deck, and building contents. Consequential damages are excluded under the Terms, Conditions & Limitations of a GenFlex warranty.

All roofs should be designed and maintained to provide consistent and effective paths for water to completely drain off and away from the roof surface within 24 to 48 hours, and all drain areas must remain clear. Effective drainage must also accommodate build-ups of snow and ice that typically occur during the winter months. Removal of accumulated leaves and other debris often improves drainage.

Note that while ponding water increases the likelihood of water infiltration should damage to the membrane occur, the presence of ponding water does not void your warranty. Ponding water also contributes to fall hazards, so exercise caution and observe sound safety practices when accessing and servicing your roof.

Wind Damage

Wind storms may damage roofing systems in several ways. High winds can exert a great force on the roofing system attachments that prevent the roofing system from separating from the roof deck and the building structural elements. Wind forces can also damage exposed sheet metal, such as gutters and downspouts. In addition, the force of wind-borne debris may cause punctures or cutting of the roofing membrane. Severe wind storms may even dislodge rooftop units, causing extensive damage.

Your roof should be inspected as soon as possible after any significant wind event. Your roofing professional will inspect the membrane, rooftop equipment, and edge metal to determine the extent of any damage to the roofing system. They will also recommend repairs or replacement as needed.

Roofing Membrane Seams

GenFlex roofing membrane seams are designed to provide many years of watertight performance. Typically, field seams do not need to be inspected during the normal warranty period unless damage is suspected. In many cases, the total service life of a roof may be extended by renovating the field seams with a new layer of seaming material after the warranty term has expired.

Base Attachments

Typically, GenFlex Roofing Systems base attachments do not need to be inspected during the warranty period unless damage is suspected. After the normal warranty period, it may be advisable to completely renovate the base attachments.

Contaminants

Although GenFlex roofing membranes provide outstanding resistance to natural weathering, their durability can be adversely affected by contact with acids, oils, fats, chemicals, and organic solvents. Because exposure to these types of contaminants may cause roofing membranes to lose strength and resiliency, periodic inspections are essential to ensure any damage is identified and addressed quickly.

Your roofing professional will look for membrane swelling, splitting, or cracking, and may recommend preventative actions such as installing a redundant layer of membrane in areas of concern, or the installation of grease traps. They will also recommend repairs or replacements as required.

General

Even with periodic inspection and maintenance, roofing systems may require repair from time to time. Although a roof repair is typically conducted as a response to some type of damage to the roof, a proactive approach to roof repair and renovation can improve the performance and extend the service life of the roofing system.

In most cases, a properly installed and maintained roof constructed with high quality products will last beyond the specified warranty period.

MAINTENANCE

The majority of leaks that occur on GenFlex roofing systems are caused by external factors or conditions relating to building maintenance, and are not covered by the terms of the GenFlex warranty. GenFlex has adopted a proactive policy to inform and educate building owners about the importance of inspections and routine maintenance.

GenFlex EPDM and EZ TPO Roofing Systems

Single Ply membranes, such as GenFlex EPDM and EZ TPO membranes, do not normally require surface maintenance other than periodic inspection for excessive wear, contaminants, cuts, or punctures.

Metalwork & Sealants

All metalwork, including counter-flashings, drains, skylights, equipment curbs and supports, and any other rooftop accessories functioning in conjunction with the GenFlex roofing membrane, should be properly maintained at all times. Particular attention should be paid to sealants at joints in metalwork and flashings. If cracking or shrinkage is observed, the sealant should be removed and replaced with new sealant. Roof sealants, such as GenFlex Pourable Sealers and Caulking, are considered maintenance items and are not covered under your GenFlex Roofing System Warranty. "Topping off" pourable sealer pockets and re-caulking counter-flashings and GenFast™ Termination Bars in accordance with GenFlex technical recommendations should be included in your regular roof maintenance program. GenFlex recommends such maintenance be performed by a GenFlex-licensed applicator.

General

Snow

There may be concerns related to increased weight from snow and ice accumulations on rooftop surfaces on the building's load structure. GenFlex appreciates the fact that the continued safe environment is the primary focus for all building owners, property managers, and tenants. Along these lines, GenFlex understands that there may be the need to remove accumulations of snow and ice from roof surfaces during the winter.



While your GenFlex warranty does not provide for the removal of snow and ice accumulations, such actions by others will not impact continued, uninterrupted warranty coverage when performed appropriately. However, GenFlex strongly recommends the method of snow and ice removal and the selection of utilized tools be carefully considered. At all times, safe conditions need to be reviewed prior to accessing the roof and all removal efforts should attempt to avoid direct contact with the roofing membrane surface.

In the event that the membrane is cut, scored or otherwise damaged during snow and ice removal activities, the affected area(s) must be repaired by a GenFlex-licensed applicator in accordance with GenFlex's technical recommendations. If significant repairs are required to a GenFlex roof with a Roofing System Warranty, the licensed applicator performing the repairs should submit a Post Warranty Alteration form to keep your warranty in good standing: <http://www.genflex.com/warranty/warranty-management>.

Hail

While leaks and damages traceable to hail stone impacts are excluded from a standard GenFlex warranty, warranty coverage may continue despite the occurrence of a hail storm. It is the responsibility of the Building Owner—ideally in conjunction with a design professional and/or GenFlex-licensed applicator—to determine whether the roofing system has been adversely affected and what repairs or replacements may be necessary.

In many cases, it is possible to identify visible hail damage and perform repairs to restore the roof's watertight integrity. However, there are no current testing methods that can identify latent damage to a roofing membrane, the insulation, or the building structure. Such damage may not manifest itself for a lengthy period of time. GenFlex is willing to test any submitted material samples for potential hail stone impact damage. However, GenFlex's test results, and any conclusions that may be drawn from them, are specific to the submitted sample(s). That is, GenFlex's test results neither rule out damage to other areas, nor predict where future damage may occur. It will remain the responsibility of others to determine what areas of the roofing system require repair or replacement.





REQUEST AN EVALUATION

Roofing contractors, consultants and manufacturers agree that the longest lasting roofs are regularly inspected and maintained. If you are due for your semi-annual inspection or think you need an in-depth roof analysis, a reputable, local roofing professional is within reach.

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REPORT A WARRANTY CLAIM

Roof Leak

GenFlex Roofing System Warranties

There is no good time for a roof leak. Big or small, a leaky roof is inconvenient and has the potential to interrupt your business if it is not repaired quickly and properly.

Should you experience a leak:

- » Check for the obvious: clogged roof drains, loose counter-flashings, broken skylights, open grills or vents, broken water pipes.
- » Note the conditions resulting in the leaks; heavy or light rain, wind direction, temperature and the time of day that the leak occurs are all important clues to tracing roof leaks. Note whether the leak stops shortly after each rain or continues to drip until the roof is dry. If you are prepared with the facts, the diagnosis and repair of the leak can proceed in a timely manner.
- » Remove all overburden materials to expose the membrane for inspection and possible repair. Please note that with the exception of GenFlex-approved ballast or pavers that are considered integral to the roofing system, the cost of removing overburden is not covered under a GenFlex warranty.
- » Contact Firestone Warranty Services as soon as possible, but understand that not all water leaks are attributable to the roof. Rooftop equipment, interior plumbing, exterior cladding, windows and condensation may be the source of the moisture intrusion.

REPORT A LEAK



800-443-4272, OPTION 1
AVAILABLE 24 HOURS A DAY, 7 DAYS A WEEK



<http://www.genflex.com/tools/report-a-leak>

There are two methods for building owners to report leaks:

- » Call our Leak Hotline at 800-443-4272 Option 1 (Available 24 hours a day, 7 days a week)
- » Visit our website to complete a web form at: <http://www.genflex.com/tools/report-a-leak>

Please have the following information:

- » Project Number (Building Owner's name, Building/Project Name, and full physical address if Project Number is not available)
- » Name, telephone and fax number or e-mail address of person reporting the leak
- » Name and telephone number for the on-site contact person
- » Description of the leak (i.e., where inside the building the leak is occurring, when it started, etc.)
- » Any other information required for the contractor to access the site and roof (security, landlord, obtain a key, etc.), and the location of all leaks from inside the building (over hallway, reception desk, etc.)

Upon receipt of your leak report, Firestone Warranty Services will issue a service work order to the installing contractor. You will receive confirmation from Firestone that the installing contractor was contacted. The contractor, in accordance with the terms and conditions of Firestone's license agreement, will contact you to arrange to investigate the leak and make warranted or non-warranted repairs to return the roof to a watertight condition.

Once you receive your leak confirmation, GenFlex encourages you to reach out to your contractor for scheduling. GenFlex requests contractors respond to reported roof leaks within 48 hours. However, extenuating circumstances such as inclement weather or states of emergency may make this impossible. In such circumstances, the building owner may, at its option and at its sole expense, perform emergency repairs to the roofing system without voiding the GenFlex warranty provided the repair materials and methods are consistent with accepted industry practices. Such emergency repairs must be limited to the immediate leak area.

GenFlex typically authorizes original installing contractors to perform all emergency repair work provided that the applicator remains in good standing and the roof is located within a reasonable travel distance from the contractor's office or shop. In most cases, GenFlex's purchase order will authorize a maximum 2 hours of travel each way to and from the roof.

REPORT A LEAK



800-443-4272, OPTION 1
AVAILABLE 24 HOURS A DAY, 7 DAYS A WEEK



<http://www.genflex.com/tools/report-a-leak>

Membrane Warranties

Please refer to your specific warranty for instructions on how to submit a claim. Most membrane warranties require that owners submit material samples to GenFlex for analysis. The cost of removing the samples and returning the roof to a watertight condition are not included in a GenFlex Membrane Warranty.

TRANSFER OF OWNERSHIP

Most GenFlex warranties are transferable from owner-to-owner during the warranty period. Please review the terms of your specific warranty to determine eligibility. To submit a transfer request, please visit our website and complete a Warranty Transfer Form: <http://www.genflex.com/warranty/warranty-management>.

An administrative fee will be issued to the new building owner to complete the transfer. Please DO NOT SEND payment until you receive an invoice. The transfer will be effective upon full payment. No inspection is required to complete the transfer process. However, owners are encouraged to have their roofs inspected by a licensed GenFlex applicator prior to submitting a transfer request. A schedule of administrative fees is available on the GenFlex website.

POST WARRANTY ALTERATIONS

GenFlex Roofing System Warranties

Changes made to the GenFlex roofing system following GenFlex's final inspection for warranty must be reported to ensure the warranty remains in full force and effect. Alterations to the roof, including, but not limited to, new roof curbs, pipe penetrations, roof-mounted accessories and equipment, and tie-ins to building additions must be performed by a GenFlex-licensed applicator and reported to GenFlex Roofing Systems.

To update an existing GenFlex Roofing System Warranty, the GenFlex-licensed applicator who completes the repairs must submit a Post Warranty Alteration Form through our website: <http://www.genflex.com/warranty/warranty-management>.

GenFlex recommends that all post warranty alterations be performed by the installing contractor, as that contractor will be familiar with the specific project. However, should the installing contractor be unavailable or unable to negotiate an agreeable cost for the post warranty work, the building owner has the option of contracting with another eligible GenFlex applicator.

Regardless of the contractor selected to complete the post warranty work, GenFlex Roofing Systems must be notified in writing to keep the warranty in good standing and for the post warranty work to be included within existing warranty coverage. Failure to report post warranty alterations may jeopardize the warranty on the specified project.

GenFlex reserves the right to require a Post Warranty Alteration (PWA) Inspection. The purpose of the PWA Inspection is to verify new membrane flashings or other membrane-related alterations comply with GenFlex's written repair recommendations. The charge for a required inspection is \$750.00, payable to Firestone Building Products. No payments will be accepted prior to the issuance of an invoice. The invoice will be directed to the owner listed on the warranty unless a third party is responsible for payment and separate billing information has been provided.

WARRANTY EXPIRATION

When your roof approaches the end of its warranty period, you can choose to replace or recover your roof, add a coating to your roof, or maintain your non-warranted roof until replacement is required.

A roof replacement or “tear-off” involves removing the existing roof assembly down to the exposed structural deck. In a roof re-cover, a new membrane or system is installed over the existing roof assembly, leaving most or all of the current system intact (this option depends upon the condition of the existing roofing system components, such as insulation).

You should consider the existing roof condition, building codes and standards, material compatibility, sustainability, performance criteria, and warranty needs when deciding how to move forward with an aging roof. Firestone Building Products is here to help you carefully analyze your roofing needs and determine the best solutions that will last for years to come. Please reach out to your local GenFlex authorized Sales Representative for assistance. You can locate your Representative using the search utility on genflex.com.

FAQS

How quickly will my roof be repaired? (GenFlex Roofing System Warranties only.)

Response times vary depending on contractors' workloads, inclement weather, safety factors and site scheduling or access limitations. If you have not been contacted by your assigned repair contractor within 48 hours after you receive your leak confirmation from GenFlex, please reach out to the contractor and request an estimated time of arrival. If you are unable to reach your assigned contractor, please contact Firestone Warranty Services by calling 800-443-4272 and reference your Service Order Number.

Who will make the repairs?

During the first two years of the GenFlex Roofing System Warranty, GenFlex refers leak requests to the original installing contractor provided they are located within 2 hours of the project location and remain in good standing. If the original installer is unable to respond for any reason, another GenFlex-licensed applicator will be assigned to investigate and repair your roof.

Can I coordinate directly with my GenFlex-licensed applicator instead of reporting the leak directly to Firestone Warranty Services?

GenFlex encourages you to maintain a good relationship with your installing contractor and you are welcome to coordinate scheduling with them directly PROVIDED THAT you notify Firestone Warranty Services of the leak PRIOR TO notifying the installing contractor. Per the Terms of a Roofing System, failure by a building owner to report roof leaks directly to Firestone Warranty Services (even during the period covered by the contractor's obligation) may void your warranty coverage.

What if I want to use a different contractor?

You may choose to use a different GenFlex-licensed applicator once the installing contractor's 2 year obligation has expired. However, your installing contractor has the added benefit of being familiar with your roof. Should you wish to use a different contractor, please follow these steps:

- » Contact Warranty Services at 800-443-4272 to request a new contractor. You will be asked to complete a Contractor Substitution Letter. The preferred contractor must meet certain criteria and be approved by GenFlex, but most licensed applicators in good standing will be eligible. If you need assistance selecting a new contractor, please use the Locate an Expert search tool on our website: <http://www.genflex.com>. Please contact your local authorized

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GenFlex Sales Representative to receive recommendations for licensed applicators in your area.

- » A letter will be sent to the installing contractor notifying them that project has been assigned to a new preferred contractor at your request. Firestone will assign a new preferred contractor at no cost to you once during the warranty period. Subsequent substitutions will be made for an administrative fee.

What if my contractor is out of business?

If the original installing contractor is not an option for any reason, another GenFlex-licensed applicator will be assigned to investigate and repair reported roof leaks for your building.

My contractor says they cannot repair the roof until it stops raining. Is this true?

Most sealants and tapes will not be effective on wet surfaces, so it may be necessary to wait for the precipitation to end before making permanent repairs.

Apparently the leak is at an HVAC unit. Now what?

If a leak is traced to a non-GenFlex item such as an HVAC unit, you will need to complete repairs through your mechanical contractor or other tradesperson. Please note that the licensed applicator will most likely send you an invoice for their investigation time.

The leak was caused by a puncture in the roofing membrane. Now what?

Cuts or punctures in the roofing membrane may be caused by mechanical work on the roof, unauthorized persons on the roof, etc. If the source of the leak is found to be outside of the scope of the GenFlex Roofing System Warranty, the GenFlex-licensed applicator will make emergency repairs to temporarily stop the leak. Please note that the licensed applicator will most likely send you an invoice for the investigation, the temporary repair and the permanent repair made at a later date.

Examples of typical non-warranted emergency repairs include:

- » Membrane cuts and punctures
- » Caulking or re-sealing of non-GenFlex building components
- » Sheet metal flashings
- » Mechanical unit housings
- » Skylights and roof hatches

- » Window and door sills
- » Metal mansards and fascia
- » Flashing of roof openings made by other trades
- » Repair of roof components damaged by wind storms or other natural events in excess of warranty coverage
- » Repairs to roofing membrane and flashing damaged by contaminants such as oil or grease

What if there are new penetrations on my roof from a new tenant finish-out, etc.?

You must report any changes made to the roof following GenFlex's final warranty inspection to keep your GenFlex Roofing System Warranty in full effect. Any alterations to the roof, including, but not limited to, roof curbs, pipe penetrations, roof-mounted accessories and equipment, and tie-ins to building additions must be performed by a GenFlex-licensed applicator and reported to Firestone Warranty Services.

Any leaks that result from roof modifications that are not completed by a GenFlex-licensed applicator, not completed according to GenFlex's requirements, or not properly reported to GenFlex are not covered under your Roofing System Warranty.

What if I am selling my building or I am a new owner?

To transfer ownership of your GenFlex warranty, please visit <http://www.genflex.com/warranty/warranty-management> and complete a Warranty Transfer Form.

A schedule of administrative fees is available on the GenFlex website. Please DO NOT SEND payment until you have received an invoice. The transfer will be effective upon full payment. No inspection is required to complete the transfer process. However, you are encouraged to engage a GenFlex-licensed applicator to perform an inspection of the roof prior to the transfer.

Is a leak at the ceiling always a roof leak?

No. Leaks may also come from rooftop units, condensation, plumbing pipes, and many other sources. If your initial investigation points to the roof as the cause of the leak, please report it to Firestone Building Products.

Is damage to interior finishes or personal belongings covered under the warranty?

No. Your warranty strictly covers GenFlex Roofing Systems materials and possibly installation labor, depending on the type of warranty issued. Consequential damages are excluded under the Terms, Conditions & Limitations of a GenFlex warranty.

What if I see something happening on my roof that doesn't look right?

If you have concerns about your roof and there is no leak, please contact your installing contractor or another GenFlex-licensed applicator. Only contact GenFlex if the roof is believed to be leaking, or may reasonably be expected to leak the next time it rains.

Should I worry about storms and recent hail events?

If you experience a leak following a weather event, please report the leak to Firestone Warranty Services. Otherwise, it would be prudent for you or your contractor to walk the roof to remove any wind-blown debris, be sure drains are clear, and look for signs of damage. Please coordinate directly with your contractor to remedy any damage that does not involve a leak. Always observe proper safety protocols when inspecting and maintaining your roof.

EXAMPLE ROOF ACCESS LOG

[illegible]

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REPORT A LEAK

800-443-4272

Option 1

FIRESTONE WARRANTY SERVICES

800-428-4442

GenFlex Above All.

For more information about GenFlex roofing systems, please visit genflex.com.

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