



WARRANTY SERVICES BULLETIN

**TO: GENFLEX™ APPLICATORS
GENFLEX DISTRIBUTORS
GENFLEX SALES REPRESENTATIVES**

February 2023

RE: WINTER 2023 UPDATES

Please be aware of the following updates for GenFlex roofing systems:

- As global supply constraints have steadily abated and availability of GenFlex-branded products has returned to normal, substitution requests will no longer be accepted for technical or warranty purposes absent extraordinary circumstances. Technical Deviation Requests to include non-GenFlex branded materials based on supply limitations must be submitted no later than **February 28, 2023**. All requests are subject to review. Holcim Building Envelope will honor existing approved product substitutions through 2023. Requests for Inspection (RFIs) with approved Technical Deviations must be submitted on or before **December 31, 2023**.
- A revised schedule of warranty fees is attached to this bulletin. The base charge for a 20 Year Roofing System Warranty is being reduced from \$0.12/SF to \$0.10/SF, and some administrative fees are being adjusted based on market conditions.

Updated warranty pricing takes effect on **February 9, 2023**. The new rate applies to Pre-Installation Notices (PINs) entered on or after February 9th.

- The GenFlex Registered Contactor program has been discontinued. Started in 2007, the Registered Contractor program allowed for limited labor & material warranties ("Registered Membrane Warranties") to be issued to contractors who were working toward full licenses. This program has run its course, with most original contractors enrolled in the program having achieved full license status, and able to provide GenFlex Roofing System Warranties to their customers.

For further information or assistance, please contact Holcim Technical Services at **800-443-4272**, or visit our website at **www.genflex.com**.

Sincerely,

Michael Huber
Director, Warranty Services

Encl: GenFlex Warranty Pricing Guide – Effective February 9, 2023



****PRICING EFFECTIVE FEBRUARY 9, 2023****

GENFLEX DOMESTIC WARRANTY PRICING GUIDE

Please refer to the [GenFlex Website](#) for current technical information before bidding any project requiring a GenFlex warranty. You may also contact your Holcim Regional Technical Coordinator at 800-443-4272 for assistance with determining technical requirements.

ROOFING SYSTEM WARRANTIES*

WARRANTY TYPE	TERM	\$ PER SQ FT	MIN. \$	\$ LIMIT
ROOFING SYSTEM	20 Years	0.10	900	NO DOLLAR LIMIT (NDL)
	15 Years	0.08	600	
	10 Years	0.05	375	
	5 Years	0.02	150	
HAIL**	5-20 Years Restrictions Apply	+0.02	N/A	
CUT & PUNCTURE**	5-20 Years Restrictions Apply	+0.02	N/A	
UPCHARGE RATES FOR APPROVED SPECIAL CONDITIONS***	20 Years	0.04	N/A	VARIES
	15 Years	0.03	N/A	
	10 Years	0.02	N/A	

* Available to licensed GenFlex applicators only.

** Hail and Cut & Puncture protection are available with Roofing System Warranties only. Restrictions apply. Please see [Warranty Requirements Reference Guide](#) on our website for full requirements.

*** Special Conditions are subject to review and are not guaranteed. The Licensed GenFlex Applicator must submit a [Technical Deviation Form](#) prior to bidding any project that includes Special Conditions on GenFlex warranty coverage. Approved Special Conditions must be applied in the [PIN Site](#). Special Conditions are not accepted for 5 Year Roofing System Warranties.

EPDM AND TPO MEMBRANE WARRANTIES*

WARRANTY TYPE	TERM	\$ PER SQ FT	MIN. \$	\$ LIMIT
MEMBRANE ONLY	30 Years	N/A	400	ORIGINAL PRODUCT COST
	25 Years	N/A	300	
	20 Years	N/A	200	
	15 Years	N/A	100	
	10 Years	N/A	N/A	

* Available to licensed GenFlex applicators only through our [PIN Site](#). Restrictions apply.



EXTENDED WIND SPEED WARRANTY COVERAGE

EACH SYSTEM SUBMITTED FOR EXTENDED WIND SPEED COVERAGE MUST BE REVIEWED BY A HOLCIM REGIONAL TECHNICAL COORDINATOR PRIOR TO BID. SOME SYSTEMS MAY NOT BE ELIGIBLE FOR ADDITIONAL WIND SPEED COVERAGE. MOST SYSTEMS REQUIRE ENHANCED ATTACHMENT.

WARRANTY TYPE	WARRANTY TERM	MAX. WIND SPEED (MPH)**	\$ PER SQ FT	MIN. \$	\$ LIMIT
ROOFING SYSTEM WARRANTY	20 Years	72	0.10	750	NDL
		80	0.12	900	
		90	0.13	975	
		100	0.14	1,050	
	15 Years	72	0.08	600	
		80	0.10	750	
		90	0.11	825	
		100	0.18	1,350	
	10 Years	72	0.05	375	
		80	0.07	525	
		90	0.08	600	
		100	0.09	675	
	5 Years	72	0.02	150	
		80 MPH+ Not Available	N/A	N/A	

METAL FINISH WARRANTIES*

WARRANTY TYPE	TERM	\$ PER SQ FT	MIN. \$	\$ LIMIT
PAINT FINISH	35 Years	N/A	N/A	ORIGINAL PRODUCT COST

*Available to licensed GenFlex applicators through our [PIN Site](#) for pre-manufactured GenFlex Metal Edge Systems only. See warranty sample(s) for applicable colors.

ADMINISTRATIVE FEES & MISCELLANEOUS

TYPE	FEE
WARRANTY CHANGES	FREE FOR FIRST CHANGE. \$150 FOR EACH SUBSEQUENT CHANGE PER WARRANTY. CONTRACTOR SUBMITS REQUEST THROUGH THE <u>PIN SITE</u> .
CHANGE PREFERRED REPAIR CONTRACTOR	FREE FOR FIRST CHANGE. PLEASE CONTACT <u>WARRANTY SERVICES</u> . \$200 FOR EACH SUBSEQUENT CHANGE PER WARRANTY.
POST WARRANTY ALTERATIONS	SEE <u>GENFLEX WEBSITE</u> .
WARRANTY INSPECTION CHARGES	\$750 FOR 5TH AND EACH SUBSEQUENT INSPECTION.*
WARRANTY TRANSFERS	\$1,000 – SUBMITTED BY OWNERS THROUGH OUR <u>WEBSITE</u> .
MANUALLY SIGNED AND/OR CERTIFIED ROOFING SYSTEM WARRANTIES	\$150 FOR ORIGINAL WARRANTY. \$150 EACH ADDITIONAL COPY.
WARRANTY REINSTATEMENT FEE	\$500
MISCELLANEOUS ROOF AUDITS	\$1,200 UP TO 40,000 SQ FT PLUS \$0.03 / SQ FT OVER 40,000 SQ FT EXPENSES
MISCELLANEOUS ADMINISTRATIVE FEE	\$250

* Total excludes Job Startup Trainings.