



Roofing System Building Owner's Guide



IKO is a pioneer in the global roofing and construction products industry and is guided by our vision and values of Sharing Knowledge, Integrity, Long-Term Thinking, Performance, Humility, and Agility. In keeping with these universal values, IKO Commercial is pleased to offer this Maintenance Guide to Building Owners to help ensure the performance of your roofing system throughout the term of the warranty.

HOW TO REPORT A ROOF LEAK

(DIAMOND SHIELD LIMITED WARRANTIES ONLY)

As soon as a roof leak is suspected, contact IKO Warranty Services:

- Email: commercialwarranties@iko.com.
- Phone: **1-800-361-5836**.

Please note that suspected leaks must be reported to IKO Warranty Services within 30 days of discovery.

Please provide the following information when contacting IKO:

- Diamond Shield Limited Warranty Number, if known.
- Building Owner's Name.
- Building Name and Physical Address.
- Name, telephone number, and e-mail address of person reporting the leak.
- Name, telephone number and e-mail address for the on-site contact person.
- Any information required for your IKO Approved Applicator to access the roof.
- Description of the leak, including the interior location, and any conditions which may be related to the leaks; for example: does the leak occur only during heavy or light rain events, when the wind is from a certain direction, during certain temperature ranges or times of day. Note whether the leak stops after each rain event or continues to drip for days.

IKO Warranty Services will contact the IKO Approved Applicator who installed your roofing system. Your Applicator will schedule an appointment to investigate the leak and make repairs. Typically, your Applicator will respond within 48 hours of notice of your leak; however, there are times when this is not possible due to unfavorable weather or other conditions. If your Applicator cannot respond within 48 hours, emergency repairs may be made, so long as those repairs follow accepted roofing practice.

Remove any overburden materials (pavers, green roof, solar array, etc.) to expose the membrane for inspection and possible repair. Please note that except when such coverage was purchased as part of the original warranty, the cost of removing overburden is not covered under the IKO Diamond Shield Limited Warranty.

For reporting a claim under a Membrane Material Limited Warranty, please follow the direction given in the Owner Responsibilities section, Item 1, of that warranty.

ROOFING SYSTEM CARE AND MAINTENANCE

Exercising reasonable care in maintaining your roofing system is required for ongoing coverage under your IKO Diamond Shield Limited Warranty.

ROOF INSPECTIONS

Inspect your roof on a regular basis, at least quarterly, and after any major weather event – wind event, hail, heavy thunderstorm, etc. Please note that not all moisture leaks originate from the roofing system.

Carefully inspect the following areas, and take the following appropriate actions:

- ✓ Inspect all flashings, penetrations, and roof drainage areas (interior drains, scupper, gutters, etc.). Flashings should be tight and sealed to the roofing membrane. Penetrations should likewise not be loose or show evidence of movement. Drains should be clear with no obstructions from debris.
- ✓ Inspect all fascia, walls, metal flashing, coping caps, gravel stops, and gutters for signs of leaks and/or deterioration. Any loose roofing materials should be reported to your roofing installer for repair or replacement.
- ✓ Check all clamping rings at pipe penetration flashings to ensure they are tight and intact.
- ✓ Inspect sealants at all flashings, metal terminations, and sealant pockets to ensure that all sealant at these sites is in good condition and fully covers exposed edges of flashings.
- ✓ Remove any debris, vegetation, or other blockage to roof drainage areas (interior drains, scuppers, gutters, gravel stops, etc.).
- ✓ Close any open doors on rooftop HVAC or other serviceable units.
- ✓ Mark and seek immediate repair to any broken skylights, daylights, or other rooftop fenestration.
- ✓ Close any open windows, and seek immediate repair of all broken windows, grills, or wall vents.
- ✓ Look for any broken water lines or HVAC condensate lines on the roof.

Inspect the building interior for signs of leaks, stains, discoloration, spalled, or rusted surfaces on the walls, ceiling, and underside of the deck.

ROOF ACCESS AND MAINTENANCE LOG

Maintain a record of any rooftop equipment maintenance that is performed and keep an ongoing record of all persons who access the roof, including the date, time, work performed, and any relevant notes relating to the roofing system. This record can be very useful in determining the timing and cause of any leaks.

STANDING WATER ON THE ROOF

Water should be able to completely drain from the roof within 48 hours after a rain event. The roof should remain clear of debris so that water can easily move to the drainage areas. This also will keep water from ponding on the roof, which can cause structural or other damage to the building.

RESTAURANT VENTS, CHEMICAL VENTS, OR VENTING OF OTHER PRODUCTS ONTO THE ROOF

Effluent materials, chemicals, restaurant products, and other related materials should not be discharged or vented directly onto the roofing membrane. Contact IKO Commercial Technical Services for guidance on how to protect your roofing system from venting discharge. Typically, a sacrificial sheet over the roofing membrane should be installed wherever any materials are vented onto the roof.

RESTAURANTS: Animal fats, grease, and other restaurant discharge can be especially damaging to roofing materials. In addition to a sacrificial, protective layer over the roofing membrane, restaurants must also consistently maintain a program of monthly roof cleaning to ensure that these materials do not damage the roofing system. See the following section, “CLEANING OF YOUR ROOFING MEMBRANE,” for more information.

CLEANING OF YOUR ROOFING MEMBRANE

TPO roof membranes can usually be easily cleaned just with water and a large broom. For more aggressive cleaning, standard dish soap may be used, along with gentle agitation from a broom. No harsh chemicals should ever be applied to the roofing system. Typically, TPO roof membranes should be cleaned at least once every two years to maintain their solar reflective properties.

FOOT TRAFFIC

Walkway Pads serve as essential protection from foot traffic and will increase the service life of your roofing system. Walkway Pads should be installed at all roof access points and around all serviceable rooftop units (HVAC, etc.). Note also where typical walking paths are being used, or preemptively determine where they will be used, and install additional Walkway Pad along all these areas. Workers servicing HVAC or other items on the roof should be instructed to walk only on the paths indicated by the Walkway Pads.

ROOF MAINTENANCE ITEMS

Sealants used along membrane cut edges, in sealant pockets, and around metal terminations are maintenance items that must be periodically reapplied. Look for dried, loose, or missing sealant in these areas, and immediately contact your roofing installer to replace these sealants with like material.

TEMPORARY REPAIRS

Tarp any areas of suspected damage or potential leaks, and contact your IKO Approved Applicator to perform an inspection of the area. Except in emergency conditions as noted on page 2 of this Guide, do not attempt to make temporary repairs to your roofing system.

CHANGES TO YOUR ROOF

Contact IKO Commercial Technical Services (contact information is provided below) prior to any changes in the use of the roof, or additions to your rooftop, including but not limited to new roof penetrations or curbs, new vents or discharge onto the roof, the addition of new rooftop units, a rooftop paver or deck system, a vegetative/green roof, or solar power collection array. Failure to contact IKO and to follow all subsequent steps required by IKO could result in cessation of your IKO Diamond Shield Limited Warranty coverage.

IKO COMMERCIAL CONTACTS

IKO Warranty Services:

Canada & U.S.: commercialwarranties@iko.com

1-800-361-5836.

IKO Commercial Technical Services:

Canada: ikotechcanada@iko.com.

U.S.: ikotechusa@iko.com



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