Mosaic Roofing Systems Corp
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MOSAIC ROOFING SYSTEM CORP
PREMIUM STONE-COATED STEEL 20 YEAR NDL SYSTEM WARRANTY
FOR RESIDENTIAL AND COMMERCIAL USE

In return for the warranty fee paid by or on behalf of the Building Owner ("Owner"), and based on the representations made to Mosaic Roofing Systems Corp ("Mosaic") by the independent contractor hired by the Owner and registered with Mosaic as eligible to apply for warranties ("Eligible Contractor"), confirming that the Mosaic Roofing System ("System") has been installed according to Mosaic's specifications, Mosaic agrees to warrant to the Owner, subject to the Terms, Conditions, and Limitations listed below, that Mosaic will take responsibility for the repair of leaks in the System installed on the Building during the warranty period outlined above, provided the System was installed by an Eligible Contractor using only Mosaic products and/or other materials that have been pre approved by Mosaic in writing. For purposes of this Warranty, the term "System" includes the following Mosaic-branded materials: Stone Coated Steel Panel(s), Flashing Trims and Accessories, Fasteners, as well as any other Mosaic-branded products or components that are supplied or approved by Mosaic. However, this excludes the wood nailers (battens), any existing roof system that the new system is applied over or covers, the support system, Non-Mosaic metal flashings, and any other components of the roofing assembly not supplied or approved by Mosaic in writing. The watertight integrity of walls, parapet walls, and other adjacent structures is excluded from this coverage. There is no dollar limitation (NDL) for repairs covered under this Warranty. Any disputes, controversies, or claims arising between the Owner and Mosaic regarding this Warranty or the Building will be resolved through final and binding arbitration under the rules of the American Arbitration Association for the Construction Industry. By accepting this Warranty, the Owner confirms that the Building is intended for residential or commercial. In exchange for the protection provided by this Warranty, the Owner agrees to the following Terms, Conditions, and Limitations:

1. Within thirty (30) days of the discovery of any leak by the Owner or any of its agents (or within a reasonable period in which a person in the Owner's or agent's position should have discovered the leak), the Owner is required to submit a written notice (the "Notice") to Mosaic Warranty Claims. Please note that notifying the contractor, a re-seller, or an authorized Mosaic Sales Representative does not fulfill the requirement of providing notice to Mosaic Warranty Claims. If the Owner fails to provide this notice, Mosaic will not assume responsibility for any necessary repairs.
2. Mosaic shall have the right to inspect the System upon receiving the Notice to assess the cause(s) of the leak before assuming any responsibility under this Warranty. If it is determined that the cause of the leak is not covered by the Warranty, the Owner will be required to pay Mosaic a reinspection fee and related expenses (as per Mosaic's standard charges) promptly after receiving an invoice from Mosaic. If, following Mosaic's inspection, it is determined that the leaks are due to defects in Mosaic's materials or the Contractor's workmanship, the Owner's only remedy and Mosaic's sole liability will be limited to Mosaic repairing the portion of the System found to be leaking, using methods Mosaic deems appropriate. Under no circumstances will Mosaic be required to provide additional services (e.g., roof drains, gutter systems, equipment relocation, removal of old roofing, etc.) or supply materials or services beyond what was originally agreed upon in the Owner's contract with the Contractor.
3. This warranty can be transferred, provided the original owner follows the Mosaic Warranty Transfer Procedure. To obtain a copy of the procedure, please contact the Mosaic Technical Department at 1-844-312-7663.
4. This warranty does not cover damage caused by any of the following events: Any natural occurrence, including but not limited to lightning, infestation or presence of plants, mold, fungi, bacteria, insects, animals, earthquakes, sustained winds, exceeding 150 mph, hurricanes, tornadoes, hail greater than 2.5 inches in diameter (as reported by the National Climatic Data Center), or debris resulting from these events. Mosaic is not responsible for any changes in appearance or surface imperfections caused by hail, including but not limited to granular loss.

A. Acts of negligence, accidents, misuse, abuse, vandalism, fire, falling objects, civil disobedience, or acts of war.
B. The use of any metal work, coping, counter-flashing, rain-carrying components, or other materials in the System that were not supplied or approved in writing by Mosaic.
C. Environmental fallout, chemical attacks, use of incompatible products or materials with the System, or the presence of any commercial or industrial solvents, acids, caustic fluids, petroleum products, wax, grease, absorbents, clay, mortar or plasticizers inside or outside the Building.
D. Negligence by a contractor who is not the Eligible Contractor or any failure in the materials or workmanship provided by such a contractor.
E. Interior condensation and any resulting damage or conditions, such as mold, fungi, or bacteria.
F. Moisture infiltration through or around the building from any source other than the System, including structural defects, walls, other building components, or any penetration of the System (such as vents, coping, or rooftop equipment), along with any resulting damage or conditions like mold, fungi, or bacteria.
G. Deterioration, failure, settlement, or movement of building components, such as the roof structure, roof substrate (including pre-existing roof systems or retained components), roof deck, wood nailers, walls, mortar, HVAC units, skylights, etc., or any expansion or contraction of counterflashing or metal work.
H. Defects in the building, pre-existing conditions, or roof design, including conditions that prevent proper drainage.

5. Mosaic may, at its discretion, suspend or cancel this warranty if the roof is damaged by any of the causes listed above as exclusions, which may impact the roof's watertight integrity.

6. The occurrence of any of the following may, at Mosaic's sole discretion, result in the cancellation of the Warranty and the termination of obligations under this Warranty.
A. Any alteration or repair made to or through the roof without prior written approval from Mosaic.
B. Placing or attaching any object (including, but not limited to, any structure, fixture, or utility) on or to the roof without prior written approval from Mosaic.
C. Failure by the Owner or the Building occupants to exercise reasonable care in maintaining the roof, including, but not limited to, the items listed on the reverse side of this document titled “Mosaic Owner’s Care and Maintenance Information.”
D. The presence of an internal positive pressure condition that causes or contributes to partial or total roof failure.
E. The Owner's sale of the Building or any attempted assignment of this Warranty, except as outlined in section (3) above.
F. The Owner’s failure to comply with all Terms, Conditions, and Limitations outlined in this Warranty.
7. Mosaic, along with its agents, employees, and contractors, shall have unrestricted access to the roof during regular business hours. By accepting this Warranty, the Owner agrees to arrange for the removal of water, snow, ice, equipment, paving, or any overburden at the Owner’s expense to facilitate investigation or repairs. The Owner is also responsible for ensuring safe access to the roof.
8. Before Mosaic assumes any obligation or liability under this Warranty, all bills for installation, supplies, and services must be paid in full to the Eligible Contractor and all material suppliers. It is the Owner's sole responsibility to ensure that payment has been made to both the Eligible Contractor and all material suppliers.
9. Any failure by Mosaic to assert or enforce any Term, Condition, or Limitation at any time shall not be interpreted as a waiver of that Term, Condition, or Limitation, or any other Term, Condition, or Limitation. Unless otherwise agreed upon in writing beforehand, any inspections conducted by Mosaic are limited to surface inspections only. All inspections are for Mosaic’s sole benefit and do not constitute a waiver of any terms and conditions outlined in this Warranty. 10. Any and all other express warranties are replaced by this Warranty, which takes precedence over any previous warranties.
11. The Owner acknowledges that the Eligible Contractor is not an agent or legal representative of Mosaic. Mosaic is not responsible for any promises, representations, or obligations made by the Eligible Contractor or any other party. This Warranty is not binding on Mosaic unless signed by an executive officer of Mosaic or a duly authorized employee from Mosaic's Warranty Department. No representative or employee of Mosaic, or any other party, has the authority to modify this Warranty without prior written consent from an executive officer of Mosaic. This Warranty represents the complete understanding between the parties regarding its subject matter and supersedes all prior agreements, whether written or oral, between the parties. This Warranty takes precedence over any other documents or statements (whether written or oral, and by any party) that may conflict with it.
12. The primary factor in the construction and performance of the System is the design and construction services provided by the contractor, rather than the sale of goods. Additionally, the Owner acknowledges their responsibility to exercise reasonable care in selecting a contractor.
13. Mosaic is not responsible for the cleanliness or discoloration of the System caused by environmental factors, including but not limited to dirt, pollutants, or any biological agents.

Building Owner’s Roof Care and Maintenance Guidelines

Below are guidelines for maintaining your roofing system to help ensure its long term performance. Please note that the manufacturer’s warranty is not a maintenance program or agreement. There are various elements of your roof system that are not covered under the warranty. It is the responsibility of the Owner or agent to regularly inspect and maintain the roofing system.

Mosaic strongly recommends that the Agent or Owner establish an annual inspection program with written documentation of all activities on the roof. Keep a log of maintenance procedures and individuals accessing the roof. This will help the Agent or Owner identify the source of any roof damage. The roofing system should be inspected at least twice a year (once in the spring and once in the fall), as well as after every major storm. These inspections should be carried out by a Mosaic Warranty Eligible Contractor or a professional specially trained in the Mosaic Roofing System(s).

PLEASE READ YOUR WARRANTY THOROUGHLY BEFORE COMMENCING ANY ROOF-TOP WORK OR SUBMITTING A CLAIM.

Be sure to understand the terms and conditions to prevent any negative impact on the warranty.

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General Guidelines

1. Keep the roof surface free of debris, especially in the gutter areas, to prevent clogging. Good roofing practice recommends keeping the roof clear of debris ensures proper water runoff of the roof.

2. Avoid contact with chemical and petroleum products (including acids, solvents, greases, oils, or any liquids containing petroleum) on the surface coating to prevent degradation. If granular delamination occurs, contact Mosaic immediately.

3. Do not exhaust kitchen waste (such as vegetable oils or animal fats) directly onto the roof surface.

4. Stone Coated Steel roofing systems can be used for restaurant roofs, but a rooftop maintenance program must be in place to ensure regular removal of accumulated animal fats/grease and periodic cleaning of the surface.

5. Please refer to the installation or care manual for “How To Traffic” the Mosaic Roofing System.

6. When workers need to access the roof to service any rooftop accessories, ensure they exercise caution with tools and equipment to prevent damage to the roof system that may lead to leaks. It’s recommended that the Owner, Building Owner or property manager maintain a "Rooftop Maintenance and Activity Log" to track dates and activities of personnel or other trades.

7. Always ensure your roof is free from debris and gutters are cleaned out at the very minimum 2 (two) times per year.

8. Some loss of granules is normal and not a defect in manufacturing. If granule loss becomes noticeable exposing the galvalume, additional surfacing may be applied as directed by Mosaic.

9. Protective coating systems(clear coat) may oxidize and weather over time, reducing the overall sheen of the roofing system. This is normal and not a defect in the material. The top film coating is used to mitigate granular loss during shipping and installation of the system.

10. During inspections, examine areas adjacent to the roof, parapet walls, and adjoining structures. Damage to masonry, failing mortar joints, loose or missing sealants, loose stones or tiles, or improperly sealed counterflashing's can be the source of leaks that are mistakenly attributed to the roofing system. These issues should be addressed by trained personnel to prevent damage to the roof.

11. If any modifications are made to the roof system (such as flashing, equipment changes, additions, or removals), contact Mosaic for prior approval. Work related to the roof system must be completed by a Mosaic Warranty Eligible Contractor.

12. If you notice a leak, first check for obvious causes such as clogged drains or gutters, broken skylights, loose counterflashing's, broken pipes, leaking HVAC units, roof stacks or damage from service personnel or storms. Keep in mind that when leaking occurs, factors like rain intensity, wind direction and speed, temperature, and time of day are important clues in tracking the source of the leak. Does the leak start and stop with the rain, or does it persist after the rain has stopped?

If you believe the leak may be covered under a Mosaic warranty, please notify Mosaic Warranty Claims in writing, following the warranty terms. For temporary repairs, use only products that are compatible with the installed roof system. Do not use asphalt products on any single-ply roof system, as such products may cause further damage. Visit the Mosaic website (www.mosaicroofingsystems.com) to find a list of compatible products for temporary repairs. Any non-compatible products causing damage to the roof system will require removal and replacement of the affected area at the Building Owner’s expense. Adhering to these guidelines will help maintain a durable, watertight roof system.