



Duro-Last® Roofing System

# Care and Maintenance Guide & Owner Checklist ✓

 **DURO-LAST®**  
THE WORLD'S BEST ROOF®



Duro-Last®, Inc. is the world's premier manufacturer of custom-fabricated, thermoplastic single-ply roofing systems. Through the custom-fabrication process, up to 85% of seams are completed in our factory-controlled environment before the roofing system is delivered to the job site. By eliminating most of the on-site seaming, Duro-Last dramatically reduces the potential for leaks – and adds the advantages of a faster, quieter and easier installation, with less maintenance and reliable roof performance for years to come.

## WARRANTY INSPECTION

Plan ahead! It's important to note that Duro-Last requires regular assessments to ensure the long-lasting performance of your investment. Review the guidelines below and call 866-284-9424 to schedule an inspection with a Duro-Last Quality Assurance Technical Representative when necessary. You can also contact an authorized Duro-Last contractor to provide a quote for routine care and maintenance services.



- **15-Year NDL Supreme Warranty**

**Recommended** inspection by a Duro-Last Quality Assurance Technical Representative in years 10 and 13



- **20-Year NDL Warranty**

**Recommended** inspection by a Duro-Last Quality Assurance Technical Representative in years 10, 15, and 18



- **20-Year NDL Supreme Warranties**

**Recommended** inspection by a Duro-Last Quality Assurance Technical Representative in year 10  
**Required** inspection by a Duro-Last Quality Assurance Technical Representative in years 15 and 18



- **25-Year NDL Warranty**

**Required** inspection by a Duro-Last Quality Assurance Technical Representative in years 10, 15, 20, and 23



- **30-Year NDL Warranty**

**Required** inspection by a Duro-Last Quality Assurance Technical Representative in years 10, 15, 20, 25, and 28

**NOTE:** Inspections completed by Duro-Last Quality Assurance Technical Representatives are subject to applicable fees, which can be confirmed at time of scheduling.

Before you begin a maintenance routine on a new roof, you should understand the

factors that can *shorten* the life of your roof investment.

## What can cause problems?



### **Forgetting about maintenance**

This is perhaps the single biggest cause of roof failure.



### **Trade Damage**

Punctures, holes, etc., caused by trades other than your roofing contractor.



### **Structural Movement**

Such as building settlement or expansion/contraction not accommodated by the roofing system.



### **Unintended Abuse**

Vandalism or accidental damage... even a small hole can let water into the roofing system.



### **Not fixing problems promptly**

These can lead to a much shorter roof life, e.g. if a small problem is not repaired, then a large amount of damage can be incurred.



### **Extreme Weather**

Lightning, high winds, or hail.



### **Equipment additions or alterations**

HVAC service and repair, new unit installation or removal.





# What Can You Do To Protect Your Roofing System?

Here is a comprehensive list of steps that should be performed periodically to help protect your roofing system.

WHAT?	HOW?	WHY
<b>1. Maintain Records</b>	Keep a file of all records relating to this roof, including: <ul style="list-style-type: none"><li>• Warranty Document</li><li>• Inspection Reports</li><li>• Repair and Maintenance Bills</li><li>• Original Construction Drawings, Specifications and Invoices</li></ul>	These records can be very helpful if you need to have repairs made or have additional equipment added to the roof.  These are also helpful when it's time to reroof since you'll know what is on the roof and what's been done.
<b>2. Conduct Routine Inspections</b>	Inspect at least twice per year; in the spring and fall using the Inspection Maintenance Checklist provided in this guide.	It's simple, in the spring you want to check for any maintenance items that can be scheduled for the roofing system, and in the fall you're checking to make sure the roof is ready to go through the winter.
<b>3. Inspect After Severe Weather</b>	Always inspect the roof for damage after severe weather such as hailstorms, heavy rains, high winds, etc.	Just because water is not coming in doesn't mean the roof hasn't been damaged. The sooner you repair any damage, the smaller the repair and the repair costs.
<b>4. Repair Correctly</b>	All roofing repairs must be performed by a Duro-Last authorized dealer/contractor, or a Duro-Last Quality Assurance Technical Representative, and made with Duro-Last materials.	Improper repairs are a common cause of roof problems and are easy to avoid.
<b>5. Keep Roof Free of Debris</b>	Always remove debris from roof with a push broom or plastic shovel, such as: <ul style="list-style-type: none"><li>• Leaves, branches, dirt, rocks, bottles, etc.</li><li>• Trash from other trades, etc.</li></ul> Keep gutters, downspouts, drains, scuppers and the surrounding roof area clean to ensure proper drainage.	Trash and debris can not only cause harm (such as punctures) to the roofing system but also can be a safety hazard; this can range from simple "trip" hazards to potentially overloading the structure with water as a result of inadequate or insufficient drainage.

WHAT?	HOW?	WHY?
<p><b>6. Keep Metal Flashings and Sealants In Good Condition</b></p>	<p>Examine all metal flashings, counterflashings, expansion joints and pitch pockets for:</p> <ul style="list-style-type: none"> <li>• Rust</li> <li>• Detachment or damage</li> <li>• Deteriorated sealant</li> </ul> <p>Reattach loose metalwork, replace sealant as necessary; repair metal as necessary; and prepare and paint any rusted metal.</p>	<p>Metal components on a roof are a common point of water entry.</p>
<p><b>7. Keep Masonry In Good Condition</b></p>	<p>Examine masonry walls and copings for:</p> <ul style="list-style-type: none"> <li>• Cracks at the mortar joints</li> <li>• Deteriorated sealants</li> <li>• Loose coping stones</li> <li>• Indications of water</li> </ul> <p>Repair all such conditions to prevent water infiltration.</p>	<p>Water leaks from masonry are often incorrectly attributed to the roofing system. Keeping any walls and copings watertight also goes a long way to keeping the building leak free.</p>
<p><b>8. Maintain Rooftop Equipment</b></p>	<p>Examine rooftop equipment for any problems that may allow water infiltration, including:</p> <ul style="list-style-type: none"> <li>• Air conditioners, vents and ductwork</li> <li>• Equipment stands or screens</li> <li>• Skylights</li> <li>• Satellite dishes and antennas</li> <li>• Solar panels and mounting equipment</li> </ul>	<p>Just as the roof needs maintenance, so does the equipment that's on the roof.</p> <p>Be sure to follow the manufacturer's maintenance recommendations and always check the roof after any service calls to make sure the roof hasn't been accidentally damaged.</p> <p>Additionally, it's important to ensure that <b>only approved coil cleaners are used during routine HVAC maintenance and cleaning to prevent potential roof damage</b>. A complete list of cleaners is available on the Duro-Last website.</p>
<p><b>9. Minimize Rooftop Traffic</b></p>	<p>Minimize rooftop traffic by limiting access to necessary personnel only.</p> <p>Maintain a roof access log so that you can ascertain who has been on the roof in the event of damage to the roof from other trades.</p> <p>Make sure walkway pads are installed in areas of high traffic.</p>	<p>Roofs are meant to keep water out, and if properly designed, can even act as another work area. But most roofs are not designed for this, and repeated, long-term traffic can wear out a roof.</p> <p>The easiest way to prevent this type of damage is to keep people off the roof who don't belong there.</p>
<p><b>10. Clean Rooftop as Necessary</b></p>	<p>Utilizing Wash Safe Roof Wash from Duro-Last can keep your rooftop free of biological growth, and a non-sudsing, non-abrasive, powdered cleanser such as Spic and Span® or Simple Green® can keep your rooftop clean of dirt and environmental debris. <b>Solvent-based cleaners cannot be used.</b></p> <p>If using a power washer, do not exceed a max PSI of 1000, and the usage of a wide tip nozzle with a maintained minimum of 12" distance between nozzle and roof is required.</p>	<p>Incorporating roof washing into your routine maintenance plan can help maintain the appearance of your roofing system as well as solar reflectivity on white membranes.</p> <p><b>NOTE:</b> Use caution when utilizing a power washer during cleaning. Damage caused by power washing is not covered under the terms of the Duro-Last Warranty.</p>

# What's Typically Not Covered?

## **Why are certain things not covered by the manufacturer's warranty?**

Because they are out of the manufacturer's control. Certainly, there are things that you can do to protect against damage from these causes. If you would like to know more about a specific issue, give us a call.

---

## **Items typically not covered by warranty:**

- Lack of routine maintenance
- Drains that are clogged, broken, or not functioning properly, leading to inadequate or insufficient drainage
- Gutters and downspouts that are broken or not functioning properly, leading to inadequate or insufficient drainage
- Improper repairs and/or materials by unauthorized contractors
- Damage caused by animals and insects
- Structural problems, building movement
- Hail, wind storms, heavy snow loads, hurricanes, tornados, etc.
- Contamination of the membrane by harmful chemicals, such as oil and solvents
- Damage caused by other trades, (e.g., improperly installed new equipment)
- Excessive traffic on the roof
- Vandalism; impact from falling objects



# Providing Quality Care for Your Roof

The following pages provide a guide for maintaining your roof. Consider who should do the work as it relates to the inspection recommendations and requirements for your warranty.

## **Who?**

- Building owners and/or owner representatives may complete the annual Spring and Fall evaluations, and fill out the checklist for the corresponding year.
- Authorized Duro-Last contractors may be hired to complete the annual Spring and Fall evaluations if preferred. We recommend hiring the authorized contractor that installed your roofing system, as they are most familiar with your roof.
- It is required that a Duro-Last Quality Assurance Technical Representative inspect your roof during certain years for certain warranties. Refer to the inspection recommendations and requirements outlined on page 2 of this document to identify if and when your roof requires an inspection by Duro-Last.



# What Should You Look For When You're On The Roof?

- ✓ Check rooftop for environmental contamination and clean as necessary.
- ✓ Check rooftop for signs of damage, and remove any debris.
- ✓ Check roof field for damage or deficiencies.
- ✓ Check the field of the roof for any soft areas.
- ✓ Check penetrations for watertight seals and re-caulk as necessary.
- ✓ Inspect curb flashings for signs of movement.
- ✓ Check curb flashings and counter flashings for watertight integrity.
- ✓ Inspect drains and remove any debris to allow for maximum flow.
- ✓ Ensure walkway-pads remain securely welded to the rooftop.
- ✓ Check stands and bases of all HVAC units to ensure proper support.
- ✓ Check rooftop HVAC units and verify that all doors are secure.
- ✓ Check rooftop HVAC units to ensure all pipes and connections are secure.
- ✓ Check scuppers for any obstructions and remove debris.
- ✓ Check all gutters and downspouts, and clean out any debris.
- ✓ Check expansion joints for signs of excessive movement and leaks.
- ✓ Check all perimeter edging for signs of straining.
- ✓ Check roof edging for signs of leaks and missing mortar.
- ✓ Check edge metal for rusted metal and paint as needed.
- ✓ Check the underside of the roof deck for signs of leaks.
- ✓ Check interior walls and ceiling for signs of leaks.
- ✓ Check exterior walls for signs of leaks.
- ✓ Check exterior walls for cracks or missing mortar.