

## WARRANTY SERVICES BULLETIN

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

**February 2023**

**RE: WINTER 2023 UPDATES**

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

- As global supply constraints have steadily abated and availability of Elevate-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-Elevate 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 Red Shield™ 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 9<sup>th</sup>.

- The UNA-CLAD™ Metal Finish Warranty request forms on our website for roofing and walls have been consolidated into a single form. This form is mostly used by non-licensed contractors, but licensed Elevate applicators may also use it to receive 20 year warranties on Elevate Copper, Galvalume®, and Zincalume® Plus. Paint Finish Warranties are available through our website for 20 years or 35 years. See warranty samples for specific coverage and terms. There is no fee for Elevate Metal Finish Warranties issued through our website, or to licensed applicators through our PIN Site. Finish warranties are provided for factory-formed UNA-CLAD panels, UNA-EDGE prefabricated edge metal systems, flat sheets, and coil.

For further information or assistance, please contact Holcim Technical Services at **800-428-4442**, or visit our website at [www.holcimelevate.com](http://www.holcimelevate.com).

Sincerely,



Michael Huber  
Director, Warranty Services

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

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

**ELEVATE DOMESTIC U.S. WARRANTY PRICING GUIDE**

Longer term warranties have additional requirements and not all warranty terms are available for all roofing specifications. Please refer to the [Elevate Website](#) for current technical information before bidding any project requiring an Elevate warranty. You may also contact your Holcim Regional Technical Coordinator at 800-428-4511 for assistance with determining technical requirements.

U.S. contractors bidding work outside the domestic fifty U.S. states **must contact the Elevate International Sales Representative** for the country where the project is located prior to bidding, and prior to submitting a **Pre-Installation Notice (PIN)**. Warranty availability in U.S. territories is limited. For assistance in contacting the appropriate Elevate Sales Representative, please call **800-428-4442**.

**RED SHIELD™ WARRANTIES (All System Types)\***

| WARRANTY TYPE                                       | TERM                             | \$ PER SQ FT | MIN. \$ | \$ LIMIT              |
|---|----------------------------------|--------------|---------|-----------------------|
| RED SHIELD PLATINUM**                               | 30 Years                         | 0.17         | 1,275   | NO DOLLAR LIMIT (NDL) |
| RED SHIELD***                                       | 25 Years                         | 0.14         | 1,050   |                       |
|   | 20 Years                         | 0.10         | 750     |                       |
|   | 15 Years                         | 0.08         | 600     |                       |
|   | 10 Years                         | 0.05         | 375     |                       |
|   | 5 Years                          | 0.02         | 150     |                       |
| HAIL****  | 5-30 Years<br>Restrictions Apply | +0.02        | N/A     | NO DOLLAR LIMIT (NDL) |
| CUT & PUNCTURE****                                  | 5-30 Years<br>Restrictions Apply | +0.02        | N/A     |                       |
| UPCHARGE RATES FOR APPROVED SPECIAL CONDITIONS***** | 25 Years                         | 0.05         | N/A     | VARIES                |
|   | 20 Years                         | 0.04         | N/A     |                       |
|   | 15 Years                         | 0.03         | N/A     |                       |
|   | 10 Years                         | 0.02         | N/A     |                       |

\* Available to licensed Elevate applicators only.

\*\* ISOGARD™ HG Composite Insulation is required for Red Shield Platinum PHW, which includes 100 MPH wind speed, Cut & Puncture Protection, and 2" Hail coverage at no additional charge. Hail coverage, Cut & Puncture protection, and extended wind speed coverage for other immediate substrates are priced in accordance with the pricing above and on page 2.

\*\*\* A max 20 Year Red Shield Warranty is available for 2 adhered plies of SBS or APP, and 3 or 4-ply BUR systems.

\*\*\*\* Hail and Cut & Puncture protection are available for qualifying systems. Restrictions apply. Please see Design Guides for requirements. Hail coverage and Cut & Puncture Protection are not available for Asphalt or Metal systems. RubberGard MAX (all thicknesses) includes Cut & Puncture Protection at no additional charge.

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

## 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 |
|----------------------------|--------------------------|-------------------------|--------------|---------|----------|
| <b>RED SHIELD PLATINUM</b> | 30 Years                 | 72                      | 0.17         | 1,275   | NDL      |
|                            |                          | 80                      | 0.19         | 1,425   |          |
|                            |                          | 90                      | 0.20         | 1,500   |          |
|                            |                          | 100                     | 0.21         | 1,575   |          |
|                            |                          | 110                     | 0.23         | 1,725   |          |
|                            |                          | 120                     | 0.24         | 1,800   |          |
| <b>RED SHIELD</b>          | 25 Years                 | 72                      | 0.14         | 1,050   |          |
|                            |                          | 80                      | 0.16         | 1,200   |          |
|                            |                          | 90                      | 0.17         | 1,275   |          |
|                            |                          | 100                     | 0.18         | 1,350   |          |
|                            |                          | 110                     | 0.20         | 1,500   |          |
|                            |                          | 120                     | 0.21         | 1,575   |          |
|                            | 20 Years                 | 72                      | 0.10         | 750     |          |
|                            |                          | 80                      | 0.12         | 900     |          |
|                            |                          | 90                      | 0.13         | 975     |          |
|                            |                          | 100                     | 0.14         | 1,050   |          |
|                            |                          | 110                     | 0.16         | 1,200   |          |
|                            |                          | 120                     | 0.17         | 1,275   |          |
|                            | 15 Years                 | 72                      | 0.08         | 600     |          |
|                            |                          | 80                      | 0.10         | 750     |          |
|                            |                          | 90                      | 0.11         | 825     |          |
|                            |                          | 100                     | 0.12         | 900     |          |
|                            |                          | 110                     | 0.14         | 1,050   |          |
|                            |                          | 120                     | 0.15         | 1,125   |          |
|                            | 10 Years                 | 72                      | 0.05         | 375     |          |
|                            |                          | 80                      | 0.07         | 525     |          |
|                            |                          | 90                      | 0.08         | 600     |          |
|                            |                          | 100                     | 0.09         | 675     |          |
|                            |                          | 110                     | 0.11         | 825     |          |
|                            |                          | 120                     | 0.12         | 900     |          |
| 5 Years                    | 72                       | 0.02                    | 150          |         |          |
|                            | 80 MPH+<br>Not Available | N/A                     | N/A          | N/A     |          |

\* Red Shield and Red Shield Platinum Warranties only.

\*\* Increased wind speed coverage for Metal systems requires a certified Engineer's report prior to installation (Max=110 MPH).

### SINGLE-PLY MEMBRANE WARRANTIES\*

| WARRANTY TYPE | TERM     | \$ PER SQ FT | MIN. \$ | \$ LIMIT                 |
|---------------|----------|--------------|---------|--------------------------|
| MEMBRANE ONLY | 30 Years | N/A          | 400     | ORIGINAL<br>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 Elevate applicators only. Restrictions apply. Please see RubberGard, UltraPly, and PVC Design Guides.

### UNA-CLAD™ METAL FINISH WARRANTIES

| WARRANTY TYPE | TERM       | \$ PER SQ FT | MIN. \$ | \$ LIMIT                 |
|---------------|------------|--------------|---------|--------------------------|
| PAINT FINISH  | 35 Years*  | N/A          | N/A     | ORIGINAL<br>PRODUCT COST |
|               | 20 Years** | N/A          | N/A     |                          |
| COPPER        | 20 Years** | N/A          | N/A     |                          |
| ACRYLUME®     | 20 Years** | N/A          | N/A     |                          |
| GALVALUME®    | 20 Years** | N/A          | N/A     |                          |

\* Available to licensed Elevate applicators through our [PIN Site](#). Available to non-licensed contractors through our [website](#). See warranty sample(s) for applicable colors.

\*\* Available through our [website](#).

### ACRYLITOP™ ROOF COATING WARRANTIES\*

| WARRANTY TYPE            | TERM     | \$ PER SQ FT | MIN. \$ | \$ LIMIT                 |
|--------------------------|----------|--------------|---------|--------------------------|
| ACRYLITOP<br>ADHESION    | 15 Years | N/A          | 500     | ORIGINAL<br>PRODUCT COST |
|                          | 10 Years | N/A          | 300     |                          |
| ACRYLITOP<br>REFLECTANCE | 10 Years | N/A          | 500     | ORIGINAL<br>PRODUCT COST |
|                          | 5 Years  | N/A          | 200     |                          |

\* Available to licensed Elevate applicators only. Substrate restrictions apply. See warranty sample(s) for applicable coverage.

### SKYLIGHT WARRANTIES\*

| WARRANTY TYPE                                       | TERM       | \$ PER SQ FT | MIN. \$ | \$ LIMIT                 |
|---|------------|--------------|---------|--------------------------|
| VELUX®** OR<br>SUNOPTICS®**<br>WITH RED SHIELD ONLY | 5-20 YEARS | N/A          | N/A     | ORIGINAL<br>PRODUCT COST |

\* Available to licensed Elevate applicators through our [PIN site](#). See warranty sample(s) for applicable coverage.

\*\* Velux is a registered trademark of Velux America, LLC. Sunoptics is a registered trademark of Acuity Brands Lighting, Inc.

## SKYSCAPE™ VEGETATIVE ROOFING SYSTEM WARRANTIES\*

| WARRANTY TYPE  | TERM         | \$ UPCHARGE PER SQ FT | MIN. \$ | NOTES   |
|--|--------------|-----------------------|---------|---|
| SKYSCAPE MATERIALS WITH RED SHIELD   | 5-30 YEARS** | +0.02                 | 500     | MATERIALS + 90 DAY PLANT LIFE                             |
| SKYSCAPE MATERIALS WITHOUT RED SHIELD  | 20 YEARS     | +0.10                 | 1,000   | MATERIALS + 90 DAY PLANT LIFE                             |
|  | 15 YEARS     | +0.07                 | 700     |   |
|  | 10 YEARS     | +0.04                 | 400     |   |
|  | 5 YEARS      | +0.02                 | 200     |   |
| SKYSCAPE OVERBURDEN REMOVAL **<br>TRAYS OR BUILT-IN-PLACE<br>LESS THAN 8" IN DEPTH<br>ONLY AVAILABLE WITH RED SHIELD | 30 YEARS     | +0.35                 | 3,500   | REMOVAL AND REPLACEMENT OF SKYSCAPE VEGETATIVE OVERBURDEN |
|  | 25 YEARS     | +0.30                 | 3,000   |   |
|  | 20 YEARS     | +0.25                 | 2,500   |   |
|  | 15 YEARS     | +0.20                 | 2,000   |   |
|  | 10 YEARS     | +0.15                 | 1,500   |   |
| SKYSCAPE OVERBURDEN REMOVAL **<br>BUILT-IN-PLACE<br>GREATER THAN 8" IN DEPTH<br>ONLY AVAILABLE WITH RED SHIELD       | 30 YEARS     | +0.70                 | 7,000   |   |
|  | 25 YEARS     | +0.60                 | 6,000   |   |
|  | 20 YEARS     | +0.50                 | 5,000   |   |
|  | 15 YEARS     | +0.40                 | 4,000   |   |
|  | 10 YEARS     | +0.30                 | 3,000   |   |
| SKYSCAPE EXTENDED PLANT LIFE   | 2 YEARS      | +0.15                 | 1,000   | REPLACEMENT OF PLANTS FOR 2 YEARS                         |

\* See warranty sample(s) for applicable coverage.

\*\* Coverage cannot exceed the term of the Red Shield or Red Shield Platinum Warranty.

## SKYPAVER™ COMPOSITE ROOF PAVER WARRANTIES\*

| WARRANTY TYPE                                     | TERM       | \$ PER SQ FT | MIN. \$ | \$ LIMIT              |
|---|------------|--------------|---------|-----------------------|
| SKYPAVER COMPOSITE ROOF PAVERS WITH RED SHIELD    | 5-20 YEARS | N/A          | N/A     | ORIGINAL PRODUCT COST |
| SKYPAVER COMPOSITE ROOF PAVERS WITHOUT RED SHIELD | 5-10 YEARS | N/A          | N/A     | ORIGINAL PRODUCT COST |

\* Available to licensed Elevate applicators only. See warranty sample(s) for applicable coverage.

## MODIFIED BITUMEN REGISTERED WARRANTIES

| <i>AVAILABLE TO MODIFIED BITUMEN REGISTERED CONTRACTORS AND LICENSED APPLICATORS.</i> |                |              |         |   |
|---|----------------|--------------|---------|---|
| WARRANTY TYPE   | TERM           | \$ PER SQ FT | MIN. \$ | \$ LIMIT                                |
| <b>ASPHALT STANDARD<br/>(LABOR &amp; MATERIAL)</b>                                    | 15 YEARS*      | 0.08         | 400     | ORIGINAL<br>INSTALLED COST OF<br>SYSTEM |
|   | 12 YEARS       | 0.06         | 400     |   |
|   | 10 YEARS       | 0.05         | 350     |   |
|   | 5 YEARS        | 0.03         | 300     |   |
| <b>MEMBRANE ONLY</b>  | 20 YEARS**     | N/A          | 200     | ORIGINAL PRODUCT<br>COST                |
|   | 15 YEARS*      | N/A          | 100     |   |
|   | 10 OR 12 YEARS | N/A          | 50      |   |

\* Requires two adhered plies.

\*\* Membrane restrictions apply. Please see Asphalt Design Guide.

## ADMINISTRATIVE FEES & MISCELLANEOUS

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

\* Total excludes Job Startup Trainings.