

WARRANTY APPLICATION INSTRUCTIONS

As Western Colloid is moving towards a more automated warranty process, we would like to encourage you to review these instructions *BEFORE submitting an application*.

Incomplete information will require additional research and can cause delays in your warranty processing. Over time building owners change, buildings change occupants, and structures are added. The more information you can give us now will help renew the warranty in the future.

TO BEGIN

- Please visit this page to download the application:
<https://westerncolloid.com/warranty-info/>
- Western Colloid offers Standard and Materials & Labor Warranties.
- 5-year, 10-year, 15-year and 20-year warranties are available.
- Please note Warranty periods may vary due to existing roof condition, slope and specific project requirements. Issuance of warranty is subject to contractor eligibility, proper submission of warranty form and conditions stated in warranty.

CHOOSE ONE – Please Make Sure You Are Using The Correct Form

- WARRANTY APPLICATION REQUEST FORM – LOS ANGELES – SOUTHWEST – TEXAS – MIDWEST
- WARRANTY APPLICATION REQUEST FORM – OAKLAND – PAC NW – HAWAII
- Please fill out form using Adobe Reader. Do not print or scan.
- Download then “Save As” and rename the file name of your choice.
- Then attach original “saved as” form and email as per instructions.
scwarranty@westerncolloid.com for Southwestern states & Texas.
ncwarranty@westerncolloid.com for PNW & Hawaii.
- Fax forms will not be accepted. Do not scan form.

IMPORTANT INSTRUCTIONS FOR SUBMITTING WARRANTIES

DATES

Please start with the date of the application and then the completion date or estimated completion date on the form below. (The warranty will not be issued until there is a completion date.)

CONTRACTOR INFORMATION

Please be as thorough as possible.

BUILDING NAME / USE

Please put the name of the building or its primary use to identify. If this is left blank it will default to "Commercial Building."

If there are many different roof projects at a single address, please identify each separate building or roof area. Please add any further building identifiers in **Location Notes**.

BUILDING ADDRESS

Complete building address with zip code is required.

BUILDING OWNERS

Company, Person, or Legal Name & Address. Contact Name, Phone and Email.

If only a legal name is provided than Property Management section below must be filled out.

PROPERTY MANAGEMENT COMPANY

Company Name & Address. Contact Name, Phone and Email.

ADDITIONAL CONTACT INFORMATION

Please provide Roof Consultant, Specifier, Architect, General Contractor, or any other contact Information you would like attached to this warranty file.

SYSTEM SPECIFICATION NUMBER

Please do not leave System specification number blank. Please review specification numbers here: <https://westerncolloid.com/specifications/> or put CUSTOM if we wrote a custom specification for you. If you are not sure please contact a Western Colloid representative.

ROOF SIZE

This number should be provided in "Roofing Squares" (100 square feet) and listed in full squares. There are no partial squares. Example: 1,220 sq ft is 13 Squares (always round up.) A warranty will not be issued without the roof size section filled out.

INCLUDE ON SEPARATE SHEET if no room in the Notes section

- Roof Label – defining roof area
- Deck Material
- Membrane material (existing substrate)
- Is this a warranty extension?

When submitting via email, please notate if a second sheet is attached with additional information.

Before submitting a warranty application, please make sure you have been as thorough as possible.

Contact Western Colloid for additional information and specific project requirements.



WesternColloid.com

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