

Maintenance and Repair Guidelines

For Your NDL Malarkey Warrantied Roof System



General Information

Thank you for choosing Malarkey Roofing Products® for your new roof system. A quality roof system protects the investment you have in your building, and we at Malarkey appreciate the responsibility you have given us as your product manufacturer. We take this responsibility seriously and will do all in our power to ensure your roof provides protection season after season.

As the owner of a Malarkey roof system, there are things you can do to ensure the continued performance of your new roof. Care and maintenance of the roof are generally simple, and efforts expended for periodic maintenance will pay dividends in extended roof life and reduced problems over the life cycle of your roof.

Malarkey system warranties are provided on applicable roof systems pre-approved by Malarkey and installed by a Malarkey *Commercial Approved Applicator* in good standing. While Malarkey does not own or operate roofing contractor companies, we do “approve” roofing applicators to apply warrantied systems. Only established contractors who, through their reputation in the industry and community, have proven they apply roofs in a professional manner are eligible to install and repair Malarkey NDL warrantied roof systems. The designation, “Malarkey Commercial Approved Applicator,” identifies a contractor who has met our requirements, uses Malarkey’s latest, published installation instructions, and is eligible to apply for a Malarkey roof warranty, but it does not designate him/her as an agent for Malarkey.

We encourage building owners to read and be familiar with the terms of their roof system warranty. Additional information concerning your roof or specific conditions can be obtained from Malarkey.

Procedure for Reporting Roof Issues

Should your roof develop a leak, it is very important it be reported as soon as possible — the warranty states within thirty (30) days of discovery. If left unrepaired, leaks can lead to increased damage to the roof system, the building, and its contents.

If a leak is discovered, it should be reported immediately to Malarkey’s Technical Services Department by calling 1-800-545-1191 or emailing technicalinquiries@malarkeyroofing.com. The warranty states notice must be given in writing by registered or certified mail [address on page two], but more often than not, these are reported and handled with just a phone call. Our hours are 7:00 am to 5:00 pm, Monday through Friday, Pacific Standard Time. Be prepared to provide the owner’s name, address and contact, warranty number, and who to contact for the investigating contractor to gain access to the leak location[s].

Roof Repair

Once a leak is reported, Malarkey will:

- Send an investigation repair request to the original Commercial Approved Applicator [usual practice] or another Malarkey-approved applicator
- Authorize repairs and cover costs under the terms of the warranty
- If not a covered item, we will inform you of our findings and work with you to remedy the problem.

Repairs made at any time during the warranty period must be performed by a Malarkey *Commercial Approved Applicator* to avoid jeopardizing your Malarkey roof warranty. The original contractor will perform repair work in the first two (2) years [or as stated in the contract documents], and Malarkey will cover the balance. If this presents a problem, we will work with you to see if other arrangements can be made. Special circumstances can always occur; contact Malarkey for details or assistance.

Alterations and Modifications

Malarkey recognizes alterations or modifications to a building are sometimes necessary for a variety of reasons. For your Malarkey warranty to remain in force, Malarkey requires changes in building use or anything that could affect, contact, or penetrate the roofing system, be *preapproved in writing* by Malarkey. Unauthorized alterations or modifications can jeopardize or place restrictions on all or part of the Malarkey warranty.



Warranty holders can obtain approval for properly designated alterations and modifications by submitting a written request explaining changes along with detailed drawings of the alterations and their locations on the roof to:

Malarkey Roofing Products
Technical Services Department
P.O. Box 17217
Portland, OR 97217-0217
technicalinquiries@malarkeyroofing.com

At Malarkey's discretion, inspection of approved alterations to your roof system may be required. Verifications of completed alterations and/or modifications may sometimes be achieved by mailing an explanation of installation procedures and submission of photographs. If circumstances dictate an inspection of your roof system is required, there may be a charge for the inspection service; costs are limited to Malarkey's reasonable out-of-pocket expenditures, including travel.

Inspection Practices

Malarkey recommends you have semi-annual inspections performed by a qualified individual, preferably in the spring and fall. Inspections are also recommended:

- After a severe storm
- Following installation of rooftop appurtenances
- Following maintenance of existing roof-mounted equipment, e.g., HVAC systems
- When the roof is used as an access path by other trades for any purpose

A log of all persons working on the roof or using it for access is recommended. A log should contain name(s), date, a brief description of activities, and their locations on the roof. Such a log may assist in more rapidly determining leak locations and the cause if damage should occur to your roof system.

During an inspection, the condition of all roof components should be reviewed, noted, and photographed. Include the exterior of the building. Settlement or structural movement can cause damage to roof systems.

Conduct an attic inspection to look for signs of leaks and/or *condensation*. Ensure all dryer and bathroom vents are exhausting to the exterior. Check to see that intake and exhaust vents are not blocked. Condensation is usually the result of lack of *ventilation*.

Reports and photos can be forwarded to Malarkey if warranty work is needed, or used by contractors to bid the work. The selection of a contractor for repair work should be done in conjunction with Malarkey. As noted in an earlier section, *Roof Repair*, the selection of contractor can affect your warranty. *Use only Malarkey Commercial Approved Applicators on warrantied roofs.* Obtain pre-authorization for all repairs and/or alterations.

Repairs

Areas in need of repair must be corrected with like procedures and materials. Variations to the original application methods may be needed depending upon job circumstances. These variations must be pre-approved by Malarkey.

The owner or in-house maintenance personnel can handle many maintenance repairs, but Malarkey recommends significant repairs or work requiring a working knowledge of roofing is best left to a *Malarkey Commercial Approved Applicator*.

SPECIFIC AREAS OF INSPECTION

Inside the Building

Start on the interior because the first signs of potential problems may be apparent there first. It's important to understand even the smallest leak can be a sign of trouble. Look for and be aware of:

- Dark spots and water stains in attics, on ceilings, in ceiling corners, or around skylights

BUILT-UP AND MODIFIED ROOF SYSTEMS

Roof System and Base Flashings: Carefully check the entire roof surface, protective coatings, vertical base flashings, and areas of sealant application for signs of deteriorated conditions such as:

- Excessive wear and tear or surfacing loss
- Damage such as cuts, punctures, or breaks
- Wind or storm damage; ponding water
- Visible attacks by spilled chemicals [coolant, acids, oil, grease] or environmental contaminants like bird feces
- Unauthorized and/or improperly installed penetrations



Metal Flashings and Roof Accessories

Gravel Stops/Edge Metal: Inspect these areas for separation between the roof membrane and metal, and evidence of rusting, wind damage, or breaks at lap joints.

Metal Roof Jacks: Inspect pipe and vent locations for cracking or separation of membrane sheets from the metal flanges. Check the condition of the secondary application of sealant around the base and where else applied.

Drains and Scuppers: Inspect all locations and clear the outlets of obstructions. Ensure drain bolts are tight and clamping rings are not cracked. Check for voids, gaps, or separations between the roof membrane and metal flanges.

Metal Counter Flashings: Check for rust, damage due to wind or vandalism, and ensure metal is securely fastened. Check the condition of sealants. Replace any missing or damaged metal beyond repair.

Pitch Pans: Though not covered by the warranty, check for cracks or separation between the roof membrane and metal flanges. Inspect existing condition of pitch pan filler for excessive shrinkage.

Metal Wall Copings, Drip Edge Flashing, and Gutters: Inspect the metal for rust, damage due to wind, vandalism, and the condition of seam covers and sealants. Ensure coping is securely fastened.

Roof-Mounted Equipment: Curb-mounted vents, ducts, skylights, and HVAC units must be inspected for damage from service personnel, wind damage, and leakage of chemicals.

Cleaning the Roof Surface, Gutters, and Downspouts: Roofs should be cleaned on a regular basis, and all trash, debris, and dirt collected and removed. Leaves and tree branches must be kept from hindering drainage of water in valleys and to outlets.

Caulking and Mastics: These are maintenance items and should be inspected and routinely maintained by the building owner.

STEEP SLOPE ROOF SYSTEMS (SHINGLES)

Roof System: Carefully inspect the entire roof surface and all flashings for signs of deteriorated conditions such as:

- Excessive wear and tear or surfacing loss
- Damage such as cuts, punctures, or breaks
- Displaced shingles

- Wind or storm damage
- Visible damage caused by spilled chemicals or environmental contaminants like bird feces
- Unauthorized and/or improperly installed penetrations
- Cracked or worn rubber boots around vent pipes

Shingles: Check shingles for any that may be loose, cracked, or broken. Replace when necessary and/or hand-seal loose tabs with shingle tab adhesive conforming to ASTM D4586.

Chimneys, Sidewalls, and Vertical Transitions – Ensure all:

- Metal step flashing and counter flashing is present and secure
- Shingles are embedded in asphalt roof cement where they contact metal flashing

Counter Flashing, Drip Edge Flashing, Coping, and Gutters: Check condition of metal for rust, damage due to wind, vandalism, and the condition of seam covers and sealants. Ensure coping and gutters are securely fastened. Replace any missing or damaged metal beyond repair. Re-secure and re-seal as necessary.

Roof-Mounted Equipment: Curb-mounted vents, ducts, skylights, and air conditioning units must be inspected for damage from service personnel, wind damage, and leakage of chemicals.

Metal Roof Jacks: Inspect pipe and vent locations for cracking or separation of shingles from the metal flanges. Check the condition of secondary sealant applications around the base and where else applied. Re-seal as needed.

Cleaning the Roof Surface, Gutters, and Downspouts: Roofs should be cleaned on a regular basis, and all trash, debris, and dirt collected and removed. Leaves and tree branches must be kept from hindering drainage of water in valleys and outlets. Accumulation of dry leaves can also present a fire hazard. Cut back tree branches that stretch over the roof; increased sunlight will help dissipate moisture and discourage moss growth.

Re-Inspect the Roof Surface

Cleaning, repairs, and maintenance can result in unintended damage caused by foot traffic, use of chemicals, dropped tools, etc. Best to have one last look.

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