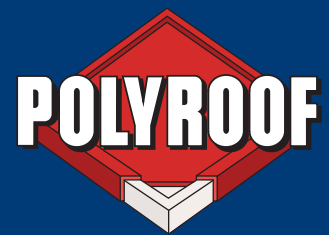




# GUARANTEE AND ASSURANCE PACKAGE



## PROTEC

PRODUCTS APPROVALS • GUARANTEES • ACCREDITATIONS  
INSURANCE BACKING SCHEMES • CUSTOMER SERVICE • PARTNERS

Polyroof Products Limited was incorporated in 1984 and has traded continuously thereafter. Investment over a sustained period has created an exceptionally strong asset base and an impeccable reputation and track record. The wide range of benefits outlined within this brochure are offered without additional cost to the client.

## THIRD PARTY APPROVAL

**THE PROTEC SYSTEM HAS ACHIEVED BRITISH BOARD OF AGRÉMENT (BBA) CERTIFICATION WITH A CONFIRMED LIFE EXPECTANCY IN EXCESS OF 20 YEARS.**



The Protec system has achieved British Board of Agrément (BBA) certificate. The approval process examines the system both at the time the certificate is granted, and throughout its lifetime.

The BBA have been providing authoritative and independent information on performance of building products for 40 years, and each certificate contains important data on durability, installation and compliance with building regulations. The Protec system has been confirmed to have a life expectancy in excess of 20 years. The approval covers use as a waterproofing system on flat, zero fall and sloped roofs, in warm, cold, inverted and green roof designs.

To view a copy of the Protec certificate number 09/4676 visit [www.bbacerts.co.uk](http://www.bbacerts.co.uk) or contact the Polyroof customer service help line on 0800 801 890. The BBA recommend potential customers confirm the validity of a certificate prior to use.

FM Approvals offers worldwide certification and testing services of industrial and commercial property loss prevention products. Recognised and respected across the globe, FM Approvals' certification process assures customers a product has been tested and conforms to the highest international and most national standards.

To view a copy of the Protec FM Approval number 3025793 visit [www.fmapprovals.com](http://www.fmapprovals.com) or contact the Polyroof customer service help line on 0800 801 890 for further details.

## GUARANTEES

**THE PROTEC SYSTEM IS AVAILABLE WITH A 20 YEAR LABOUR AND MATERIALS GUARANTEE**

The Protec system is available with a 20 year labour and material guarantee providing the installation is carried out in accordance with our specification on product application /good building practice and design standards. A 10 year warranty is also available for waterproofing only installations that are completed in accordance with our specification on product application, but where the design of the roof is not known or may not meet current design standards.

The membrane applied to the roof is the same for both the 10 or 20 year application. A review of the specification provides Polyroof Products Limited with the security that the specification is appropriate to support the extended guarantee period. Polyroof Products are not however accepting liability for the design of the roof; our guarantee relates to the membrane only and not to the associated details. The only contract Polyroof will enter into with the customer is that contained in the warranty / guarantee, a specimen copy of which is available to view at [www.polyroof.co.uk](http://www.polyroof.co.uk) or by calling the Polyroof customer helpline on 0800 801 890 to obtain a copy.

The Protec 10 year warranty / 20 year guarantee is issued on receipt of confirmation from an approved contractor that work has been carried out in accordance with manufacturer's instructions. The warranty / guarantee takes effect only when issued in writing by Polyroof, to the customer, at the request of the contractor.

Should a commercial client have a requirement for a specific 'latent defect guarantee' or 'single point guarantee' please contact customer services at [customer.service@polyroof.co.uk](mailto:customer.service@polyroof.co.uk) or by calling 0800 801 890 who will provide details of the options available.

Towards the end of the guarantee period it is possible to extend the life of the roof through the re-activation of the membrane and application of a further membrane. The guarantee period could be extended by up to 20 years subject to inspection of the construction.



## QUALITY AND ENVIRONMENTAL ACCREDITATION



The company operates under the BS EN ISO 9001:2008 quality management system.

In order to ensure environmental commitments are realised Polyroof commit to an Environmental Management System certified to BS EN ISO 14001:2004.

## INSURANCE BACKING

ALL SYSTEMS SUPPLIED BY POLYROOF PRODUCTS ARE BACKED BY A PORTFOLIO OF INSURANCE SUPPORTING THE GUARANTEE AND COVERING PRODUCT LIABILITY.



The Protec 20-year guarantee is supported by an independently administered trust fund with additional annually renewable insurance support of the fund arranged on behalf of Polyroof Products by CBC UK Limited and provided by individual underwriters at Lloyd's of London. The fund ensures protection will continue irrespective of the existence of Polyroof Products Limited. The renewable insurance that supports the fund in respect of the participating Polyroof systems is now in its 19th year of continuous coverage without claim. A letter from CBC UK Limited confirming details of the insurance support is available to view at [www.polyroof.co.uk](http://www.polyroof.co.uk) or call the Polyroof customer help line on 0800 801890 to obtain a copy.

All products supplied by Polyroof Products Limited are backed by product liability insurance placed with a leading insurance provider. Unlike the CBC insurance, product liability is not intended to support the guarantee. For details on the policy visit [www.polyroof.co.uk](http://www.polyroof.co.uk) or contact Polyroof customer services on 0800 801890.

## CUSTOMER SERVICE COMMITMENT

THE APPROVAL, TRAINING AND MONITORING OF OUR NETWORK OF INDEPENDENT CONTRACTORS IS AUDITED BY THE BBA UNDER OUR ISO QUALITY SYSTEM. CONTRACTORS ARE REQUIRED TO COMMIT TO A CHARTER CONFIRMING THEIR COMMITMENT TO YOU THE CUSTOMER.



The Protec system is only supplied to independent contractors who have been trained and approved to use the system. The approval, training and monitoring of our network of independent contractors is audited by the British Board of Agrément under our BS EN ISO 9001:2008 quality system.

Individual applicators are trained in the application of the system and monitored thereafter. Applicators should on request produce a current Polyroof Applicator ID card, showing the systems in which they are approved. Applicator records can always be checked by calling the customer service helpline on 0800 801 890.

Although approved contractors are independent local businesses, Polyroof Products Limited require they commit to a customer charter confirming their commitment to providing excellent service to you the customer. This includes aspects such as communication, roof surveying, guidance on building regulations and a prompt and professional complaint response system. The application of the system is addressed through reference to appropriate applicator and management training, the requirement for an appropriate Health and Safety policy and the commitment to a final review of the site on completion by management.

A full copy of the charter and further details on the scope of the training and monitoring of applicators is available to view at [www.polyroof.co.uk](http://www.polyroof.co.uk) or call the Polyroof customer help line on 0800 801 890 to obtain a copy. Contractor performance is reviewed as part of their approval renewal.

We invite and recommend clients ask contractors for proof of their continued commitment to the customer charter.



## OUR BUSINESS PARTNERS

THE COMPANY ARE ACTIVE MEMBERS OF THE LEADING ASSOCIATIONS IN ROOF CONTRACTING AND LIQUID APPLIED ROOFING.

Polyroof Products Limited is a founder member of the Liquid Roofing & Waterproofing Association and an associate member of the National Federation of Roofing Contractors. Through their involvement with these associations they have been instrumental in advising on the creating of the National Vocational Qualification (NVQ) and Construction Skills Certification Scheme (CSCS) accreditation of roof applicators.

Polyroof are committed to the customer's future requirements through development of their product range to ensure they remain compliant with current and future legislation.



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