



GUARANTEE AND ASSURANCE PACKAGE



POLYROOF 185

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

INSURANCE BACKING

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



The Polyroof 185 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 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 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 Polyroof 185 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 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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