

TILCOR CHIP COATED ROOFING TILES

# 50 YEARS LIMITED WARRANTY



Valid from January 2022

# TABLE OF CONTENT

Chapter	Page no.
<b>BASIC INFORMATION</b>	<b>3</b>
<b>TILCOR ROOFING TILES LIMITED WARRANTY</b>	<b>5</b>
<b>WEATHER SECURITY WARRANTY</b>	<b>5</b>
<b>THE VALUE OF THE WARRANTY</b>	<b>6</b>
<b>ENFORCEMENT OF THE WARRANTY</b>	<b>6</b>
<b>CONDITIONS AND EXCLUSIONS OF THE WARRANTY</b>	<b>7</b>
<b>NATURAL ENVIRONMENTAL IMPACTS ON THE STATUS OF THE SURFACE COATING</b>	<b>8</b>
<b>SEVERELY CORROSIVE ENVIRONMENTS</b>	<b>9</b>
<b>WARNINGS AND INSTRUCTIONS FOR HANDLING AND MAINTENANCE</b>	<b>9</b>
<b>RAINWATER COLLECTION</b>	<b>10</b>
<b>ROOF CARE AND MAINTENANCE</b>	<b>10</b>
<b>MATERIALS COMPATIBILITY</b>	<b>11</b>
<b>DISSIMILAR METAL CORROSION</b>	<b>11</b>

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## BASIC INFORMATION

### A. WARRANTY INFORMATION

Warranty Number:

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Warranty Issuer:

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Seller (Distributor):

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### B. CUSTOMER INFORMATION (HEREINAFTER: "PURCHASER" OR "END CUSTOMER")

Name and Surname:

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Address:

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Postcode:

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### C. INFORMATION ON ROOFER INSTALLING ROOFING TILES:

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### D. ADDRESS OF THE PROPERTY WHERE THE ROOFING TILES ARE INSTALLED:

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### E. INFORMATION ON ROOFING TILE/S (ROOFING TILES):

Roofing Tile/sType:

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Roofing Tile/s Colour:

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Invoice or supply order:

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Date of the delivery or installation of the roofing tiles (i.e. date of the transfer of ownership):

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**F. DATE OF ISSUANCE OF THE WARRANTY CERTIFICATE:**

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**G. INFORMATION ON SECOND OWNER**

Name and Surname:

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Address:

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Postcode:

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Date of the Transfer of Ownership to the Second Owner:

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**Michel Petitjean**

CEO Europe

ROOF TILE GROUP



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# TILCOR ROOFING TILES LIMITED WARRANTY

This warranty certificate is issued by  
**ROOFTG Europe NV**,  
Michielenweg 3,  
3700 Tongeren, Belgium,

Belgian phone number: (+32) 12 24 18 01  
(hereinafter referred to as: "the manufacturer"  
and/or "warranty issuer").

## WEATHER SECURITY WARRANTY

The warranty issuer states to the end customer purchasing 55% Aluminium 45% Zinc alloy coated steel roofing tiles (hereinafter referred to as: "roofing tile/s «) that the purchased roofing tiles installed and/or fitted to the Purchaser's property (hereinafter referred to as: »property"), are without construction faults and without any manufacturing defects. Up to the value of this warranty, the warranty issuer warrants to the end customer that under the condition of a correct installation of purchased roofing tiles carried out following professional industry roofing rules and standards, and handling and maintenance in accordance with the manufacturer's instructions (including that in the below section Warnings and Instructions for Handling and Maintenance), the roofing tiles manufactured by the manufacturer (or its related entities) and comprised in the roof fitted to the Purchaser's property will remain weather-proof for a period of 50 years from the date of this warranty (hereinafter referred to as: "warranty" or "weather security warranty"). The warranty shall only apply in respect of claims arising as a direct result of a manufacturing defect in a roofing tile, for example, and not in limitation, claims arising as a consequence of faulty workmanship in the fitting of roofing tiles and damage caused by walking on the roofing tiles; whether by the owner or any other person such as a plumber, TV repairman,

electrician, painter, plasterer, air conditioning repairman, etc; are not covered by this warranty.

All warranties implied by local laws are negated to the fullest extent permitted by such laws. The warranty does not preclude the rights of the end-customers consumers arising from the seller's liability to eliminate goods' defects, or as envisaged by other mandatory provisions of the applicable law.

## **THE VALUE OF THE WARRANTY**

In accordance with this warranty certificate, the warranty issuer will, at its option, either repair or replace the roofing tile. The warranty issuer's obligation under this warranty is limited to the cost of repair or replacement in respect of claims made during the first 25 years following the date of this warranty and thereafter is limited to its share of the cost or repair and replacement.

For the sake of clarity, the value of the warranty shall be limited up to the aggregate (after 25 years) proportional part of the total value of the materials needed for the repair or replacement of the defected roofing tiles, including costs for removing the defected roofing tiles and the installation of new roofing tiles and accessory materials required for repairing or replacing the defected roofing tiles.

### **IMPORTANT:**

This limited warranty includes partial own end customer funding that takes place in the event of a successful enforcement of the warranty. During the initial period of 25 years following the beginning of the warranty period, the full recognized warranty value of cost shall be borne by the warranty issuer. During the subsequent period, i.e., from the 26th to the 50th year, the coverage of the warranty issuer and the own funding of the end customer shall be decreased or increased, as the case may be, in accordance with the table below.

<b>YEAR</b>	<b>WARRANTY ISSUER'S CONTRIBUTION (%)</b>	<b>END CUSTOMER'S CONTRIBUTION (%)</b>
1-25	100	0
26	50	50
27	48	52
28	46	54
29	44	56
30	42	58
31	40	60
32	38	62
33	36	64
34	34	66
35	32	68
36	30	70
37	28	72
38	26	74
39	24	76
40	22	78
41	20	80
42	18	82
43	16	84
44	14	86
45	12	88
46	10	90
47	8	92
48	6	94
49	4	96
50	2	98
51+	0	100

## **ENFORCEMENT OF THE WARRANTY**

The holder of this warranty or its legal successor in case of transfer of property shall be obliged within 3 months from the day when s/he noticed (or from the day when s/he should have or could have noticed) to notify in writing the warranty issuer about alleged defect on the roofing tile

by sending a notice to the above address of the warranty issuer, describing in detail the identified defect. Also, the holder of this warranty shall allow the warranty issuer's experts to examine the allegedly defected roofing tiles and identify the defects that have occurred.

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## CONDITIONS AND EXCLUSIONS OF THE WARRANTY

The warranty applies only if the end customer has made full payment for the supply and installation (fitting) of the roofing tiles and thereafter will extend to subsequent owners of the property.

This warranty issued by the warranty issuer does not include any warranty concerning installation work of the roofing tiles or any items not supplied by the manufacturer (e.g. fasteners or nails). The end customer should check whether the roofer installing the roofing tiles offers any warranty concerning installation of the roofing tiles.

The warranty also ceases to exist in case the roofing tiles are taken from the current property and/or fitted on another property.

This warranty covers only roofing tiles installed to the property but not other items supplied by manufacturer as part of the roof (e.g. plastic elements, closure strips, fasteners etc.). The warranty is excluded in case appearance of the roofing tiles is affected by faulty roofing design or faulty installation or defects in the structure on which the roofing tiles have been fitted.

This warranty does not include a warranty for any other direct or indirect damage to the property or movable property in the building in the event of rain water leakage into the building interior through the purchased TILCOR roofing tiles. The warranty issuer shall not be liable under this warranty, or any implied warranty arising under local laws, for any consequential, indirect or special damage or loss of any kind whatsoever, or loss of profits or anticipated savings, including any such losses arising due to any delay by the warranty issuer in complying with its obligation under the warranty.

This warranty covers only corrosion that has penetrated through the roofing tile/s in which case it falls into the weather proof part of the warranty.

This warranty does not cover any changes on the appearance of roofing tiles (for whatever reasons) but it is strictly limited only to the weather-proof feature of roofing tiles. This warranty covers only claims for repair or replacement of roofing tiles aimed at eliminating the rainwater leakage if it is directly related to the defect in the construction of the roofing tiles.

The warranty shall not apply if any work, except temporary emergency work, is done to the roofing tiles other than work carried out under the supervision, or subject to the prior written approval, of the warranty issuer.

Because there might be colour discrepancies on roofing tiles manufactured at different times, the warranty issuer reserves the right to repair the roofing tile or replace it with one whose colour shading is closest to the colour shading of the roofing tile that is in stock at the time of the repair or replacement.

The warranty under this warranty certificate does not apply and/or all warranties under this warranty certificate cease to apply in any of the following circumstances:

- failure to store and handle the roofing tiles in accordance with the manufacturer's instructions;
- incorrect installation of the roofing tiles and irregularities that might occur due to incorrect installation (e.g. improper fastening of the roofing tiles, incorrectly made roof ends and similar). The warranty issuer also does not provide a warranty if angle grinders, abrasive disks or hawk saws are used to cut roofing tiles during installation except as directed in fixing instructions issued by the manufacturer;
- corrosion (red rust or white corrosion) on fasteners and nails, or run off on the roof from corrosion on roof fasteners and nails;

- 'Halos' of corrosion (red or white) on the surface of the roof surrounding fasteners;
- moisture retaining substances or droppings from the wildlife;
- inexpert or unauthorized operations on the property, roofing or directly to the roofing tiles performed after the completion of the roofing installation work, the inexpert or unauthorized replacement of part or all of the roofing tiles, the inexpert or unauthorized installation of roof openings, the installation of additional devices on the roof or other unauthorized or inexpert operations on the roof or the property;
- the use of non-original fasteners or fasteners that are not approved by the manufacturer when installing the roofing tiles;
- destruction or damage to the entire roofing, the roofing tiles or individual roofing tile due to natural (like fire, lightning, earthquake, flood, wind, severe storms or hail storms) or social (like war, strikes, riots, vandalism) influence;
- irresistible weather or atmospheric conditions, the effects of environmental pollution or exposure to chemical substances that do not occur under normal conditions in the natural environment;
- incorrect maintenance and use of roof (incorrect walking on the roof, walking on a wet roof, poor roof maintenance, incorrect washing, incorrect removal of weeds, primarily algae, moss and lichen, the use of prohibited chemicals etc.).

Any remedial work carried out under the warranty shall not extend the term of the warranties on the roof or other unauthorized or inexpert operations on the roof or the property.

## **NATURAL ENVIRONMENTAL IMPACTS ON THE STATUS OF THE SURFACE COATING**

The stone particles used for manufacturing the upper layer of the roofing tiles – a coating of acrylic resin and stone particles – consist of ground stone from various quarries. The stone is natural; therefore, the colour structures differ and may be made up of other rocks varying from the basic version.

Roof tiles manufactured in different periods may differ in colour due to the use of rock from different layers when making the ground stone coating, even though the raw materials were obtained from the same quarry.

All artificial surface coatings gradually fade, even more so if the roof surface is exposed to harsh and constant ultraviolet radiation. In time, the roofing tiles may also be covered in lime scale, dust or other dirt present in the atmosphere. Gradual fading, the accumulation of lime scale and a

lower intensity of colour shading are natural phenomena caused by the ageing of any materials.

The afore mentioned represent natural phenomena that apply to all materials exposed to external atmospheric effects on a daily basis. Smaller differences in colour between individual roofing tiles or low colour intensity of the stone particles coating are natural occurrences over which the manufacturer has no influence, due to the use of natural materials or environmental impacts in which the roofing tiles are installed.



## SEVERELY CORROSIVE ENVIRONMENTS

If roofing tiles are installed in an extremely corrosive environment (direct proximity of seafront, direct exposure to corrosive emissions in highly polluted areas,) and if the undersides of the tiles are exposed to outside air without installation of underlay prior to installing TILCOR

roofing tiles, the tile undersides should be coated with a finish paint suitable for a protective anti-corrosive metal finish. Follow the coating manufacturer's instructions and surface preparation directions prior to applying the protective finish paint coat system.

## WARNINGS AND INSTRUCTIONS FOR HANDLING AND MAINTENANCE

### Storage and Handling

If stored outside, a waterproof cover must be placed over the roofing tiles to keep them dry and prevent damage to the substrate.

Panels should be installed by working progressively from the top of the roof to the bottom, so that completed sections are not crossed more than necessary to complete the installation.

Only proper tools should be used. Tools such as angle grinders must not be used.

### Non-standard Elements

When installing non-standard elements or gutters above the level of the roof, it is strongly recommended that materials that could cause corrosion (e.g. copper, stainless steel...) are not used.

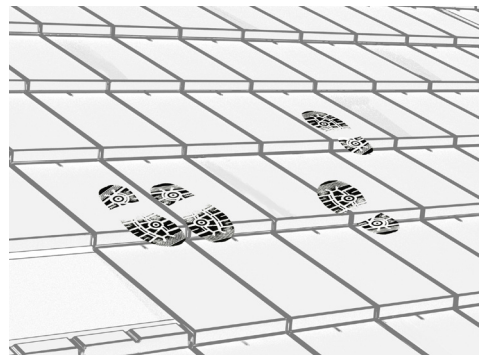
### Roof Traffic

Do not walk on the roof or roofing tiles, unless it is absolutely necessary. Only a suitably trained person can walk on the roof. While doing so, all the applicable regulations or standards for safety at work must be complied with.

To avoid denting or other damages on the roofing tiles, the following must be complied with while walking on the roofing tiles:

If you do walk on the roofing tiles, wear soft-soled shoes. Always step only on the lowest point of each of the roofing tiles at the front edge, the concave depression of the tile's profile. Make sure you always step on sections where roofing battens are placed under the roofing tiles. Never step on ridges and ribs or where the roofing tiles are shingled or coupled to prevent recesses, cracks and similar damage. When moving around the roof, avoid buckling the roofing tiles by placing weight on the balls of the feet, directly over the batten, in the pans of the roofing tiles.

Walk slowly while on the roof. Traffic on the roof should be kept to a minimum to avoid possible damage to the roofing tiles. Take particular care



when walking on steep roofs. We advise against walking on a wet roof. The roof is only safe for walking when it is dry. If properly qualified employees/craftsmen need to access the roof, inform them that the roof is a steel tile roof and if necessary, inform them where they must step when walking on the roof.

Most good craftsmen know how to walk on a roof, nonetheless they should be informed about precautionary measures in advance for safety's sake.

Damage caused by incautious walking on the roof or by larger solid objects carried by the wind should be repaired by a qualified roofer.

## **RAINWATER COLLECTION**

If rainwater is collected from the roof that is intended for drinking, the water connection system should be disconnected from the tank after installing the roofing tiles, before installing new roofing tiles and before every cleaning of the roof.

The system can only be reconnected after three heavy rain falls in order to ensure the removal of any residue. Alternatively, the roof needs to be thoroughly hosed down with clean water before reconnection.

## **ROOF CARE AND MAINTENANCE**

In certain locations, lichen and moss may grow on the roofing tiles due to humidity or the proximity of trees and shrubs. If left unchecked this may damage the surface coating. In the event of intensive growth, these may damage the upper coating of the roofing tiles. The time and extent of the growth depends on local conditions. It can also grow only on certain sections of the roof. The pitch, direction of the roof and the proximity of trees or any object above the roof can all contribute to conditions that accelerate or inhibit organic growth.

TILCOR recommends that any such growth is removed by spraying. We recommend you to hire a contractor who specializes in this type of work. A qualified roofer can offer a suitable solution for this. Consult your Seller (Distributor) to ascertain the suitability of any cleaning material you wish to apply to your roofing tiles.

### **Atmospheric Pollutants**

Atmospheric pollutants such as dirt from construction sites, fertilizers from nearby farms and pollen from trees can also contaminate the roof.

They can cause organic growth. Heavy rain can wash them off. If not, they should be washed off or they may remain and contribute nutrients for organic growth that later accumulates.

### **Preventive Maintenance**

We recommend that you make an agreement with a qualified roofer for all maintenance work and other work on the roof.

As a preventive maintenance measure, it is best to chemically clean the roof before growths become visible. Spores may be present on the roof for up to two years before any visible organic growth is noticed. Cleaning the roof will not only kill the organic growths but also the spores that cause it.

If an appropriate cleansing product is applied to the roof, some organisms are killed immediately and will disappear right after spraying or after a few rainfalls. Other types of organisms, such as black algae and lichen, may survive many rainfalls and it can take quite some time before they are removed from the surface. Cleaning is successful if the colour of the organic growth changes. This may take a few days or weeks.

When selecting cleaning products and the method of cleaning, the manufacturer's instructions must

be complied with. In all circumstances, the manufacturer's recommendations on application rates, strengths and compatibility should be followed.

The manufacturer's instructions should also be followed in situations where rainwater is collected from the roof for drinking. It is likely that the manufacturer will require the water connection system to be disconnected during and for a period after cleaning – such as for three good rainfalls – or may require hosing down prior to reconnection.

## **MATERIALS COMPATIBILITY**

TILCOR roofing tiles are made from steel coated with 55% aluminium and 45% zinc and then post-coated with a protective and decorative coating.

If you make alterations that affect the roof, such as chimneys, extensions or skylights, you should make sure that the materials used are compatible with the TILCOR roofing tiles.

## **DISSIMILAR METAL CORROSION**

When two different materials are in contact and moisture is present, one metal is relatively protected while accelerated corrosion occurs on the other. A similar effect occurs with water flowing over different materials.

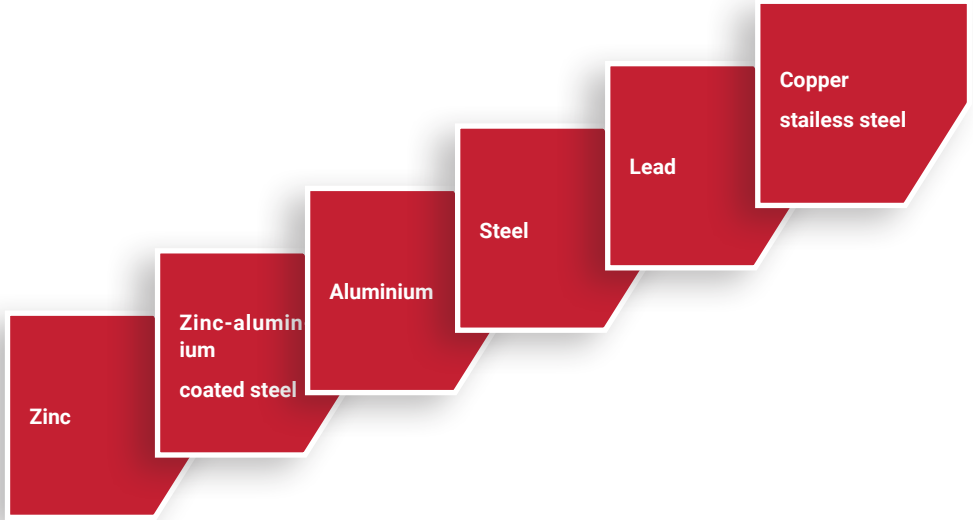
This form of corrosion is commonly found:

- where water is discharged from copper or brass systems over a galvanized or zinc-aluminium coated steel roof;
- where unpainted lead flashings are applied directly to zinc-aluminium coated steel products;
- where fasteners are incompatible with the roofing tiles.

Thus, any electrical contact between dissimilar metals should be avoided – e.g. wet leaves

making contact between copper gutters and zinc-aluminium coated steel roofing tiles.

MORE ACTIVE METALS >>>>>>>>> MORE NOBLE METALS



The above table lists commonly used metals in a galvanic series. If any two of these metals are in damp contact or if water runs from one onto the other, the metal further to the left will be damaged to protect the metal further to the right. Therefore, the rule is that water can run from left to right, but not from right to left. For example, the flow of water from zinc to copper is alright, but copper to zinc is not.

When using dissimilar materials, seek advice from an authorized distributor or from the European technical office at the address of the warranty issuer (address, phone ...).







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