



V A R C O P R U D E N B U I L D I N G S

WARRANTY GUIDE



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Introduction

Varco Pruden Buildings (VP) provides quality services and products to our Builders and customers by strictly adhering to prescribed engineering and manufacturing procedures. Because of strict quality control, VP is confident that the products you receive will perform well and provide years of reliable service. We stand behind our products by offering the most comprehensive warranty program available.

A full range of warranties is available by VP to satisfy the most discriminating owner. The standard VP warranty provides owners with a basic protection plan on materials and workmanship for three-years at no cost to the Builder or Owner. You can get the Material and Workmanship extended up to five-years for an additional charge. Additionally, panel finishes are warranted for up to twenty-five years.

Owners who would like the security of an extended weathertight warranty have various warranty options. VP also offers a ten-year weathertight warranty for our Panel Rib roof system. This warranty is limited to ten years and has restrictions and requirements for minimum square footage and roof slope. Installed properly, this budget minded roof will offer years of leak free protection. For our premium roof systems, VP offers an Extended Weather-tightness Warranty which covers Panel Rib for ten years and SSR & SLR (seamed panel system) for up to 20 years.

Importance of a Warranty

Selecting a warranty begins with understanding what the warranty covers and what protection does the warranty provide for the owner.

VP offers a range of different warranties depending on the owners needs. Purchasing a warranty will help ensure that your investment is protected for years to come. Doing preventive maintenance care for your building is required and is encourage by VP Keeping all areas clear of debris and dust is a must. Repairing of flashing, screws and sealants are normal part of building maintenance.

How to obtain your VP warranty

There are two kinds of warranties offered by Varco Pruden: standard warranties, and optional warranties (including NDL and Optima warranties).

❖ Standard Warranties

All standard warranties will be sent to you by your Varco Pruden Project Manager/ Project Assistant on the shipment date of your building.

This Warranty must be executed by the Owner and the Builder and returned to VARCO PRUDEN BUILDINGS. Failure to return this Warranty within 120 days of the Shipment Date indicates that the Owner has accepted the Materials “as-is where-is” and accepts all product responsibilities.

If you do not receive your standard warranty documents, please contact VP’s warranty administrator at (901) 748-8000 who will see to it that your warranty gets issued.

Standard Warranties include:

- Material and Workmanship 3 and 5 Year (3 yr. No Charge)
- 25 Year Roof & Wall Kynar Finish Warranty
- 25 Year Roof & Wall Galvalume Finish Warranty

❖ **Optional Warranties**

These optional warranties can be purchased at a cost. *Pricing only covers VP's part of the warranty expense.* The Builder may have warranty fees of their own that are not reflected in the *pricing from VP.* *There is a minimum fee required on ALL Optima Warranties.*

Optional Warranties include: *(See specified warranty for actual cost)*

- 3 and 5 Year *No Dollar Limit (NDL) Material and Workmanship Warranty
- 10 Year PR Weathertightness Warranty
- 10 and 20 Year SSR/SLR Weathertightness Warranty
- 10 and 20 Year SSR/SLR Optima Weathertightness Warranty
- 10 and 20 Year SSR/SLR *NDL Weathertightness Warranty
- 10 and 20 year HWR Weathertightness warranty
- 10 and 20 Year Structural Warranty

All optional warranties offered by VP must be specified on the VP contract. A full roof inspection is required prior to issuance of a weathertight warranty. ***(A minimum of (2) required inspections on all Optima and NDL Weathertightness warranties)***. The warranty will be issued; provided that the roof has passed inspection, all documents are returned and all invoices are current.

❖ **Optima and NDL Warranties**

Builders purchasing an Optima or *NDL warranty must be an Optima Certified trained roof installer. Those builders wishing to promote an Optima warranty must make application for their personnel to be certified as Optima Roof Installers. Builder's personnel must have attended a basic CT seminar and worked on two VP projects larger than 20,000 sq. Ft. The Optima Roof Installation training fee is \$250 per person; per session (travel and meals are not included). Optima warranties require written approval from your Regional General Manager. No Dollar Limit (NDL) warranties require senior management approval per warranty standard procedures.

*See Warranty for cost and limits of liability.

Corrosive Environment Guide

A “YES” answer to any of these questions (1-12) may indicate an exposure area which would be subject to the Corrosive Environment Exclusion in the Varco Pruden Buildings warranties. However, any positive effects of recent local pollution abatement programs should be considered in evaluating the environment exposure.

1. Has the local environment changed in the past (3) years relative to possible producers of corrosive chemicals, fume or ashes?
2. Does plain galvanized materials in the local environment which is exposed for three years or less show signs of rust?
3. Does plain galvanized material in the local environment which is exposed for four years show rust stains on more than (10%) of the area?
4. Does plain galvanized material in the local environment which is exposed for (5) years or more show rust stains on more than seventy-five percent of the area?
5. Is the building less than 1500 feet from the ocean coast line with surf?
6. Is the building less than 1200 feet from large salt water bay or sound?
7. Is the building less than 1000 feet from salt water, still water harbor, bayou, canal or marsh?
8. Will roof be subject to frequent spray of either salt or fresh water? (Spray from cooling towers, highway or street overpass, etc.)
9. Will the operation proposed in the building create or release corrosive substance that will be able to contact either inside or outside of the roof or wall?
10. Will the operations proposed in the building create a very high humidity (over 50% RH)?
11. Will the building house live stock on a regular basis?
12. Are there existing operations within a half mile radius of the proposed site that are possible producers of corrosive chemicals, fumes or ashes?
 - Cement Plant
 - Concrete Products Plant
 - Fertilizer Plant
 - Kiln
 - Plating Works
 - Steel Mill
 - Chemical Plant
 - Fossil Fuel Power Plant
 - Foundry
 - Paper Mill
 - Refinery
 - Tire Recycle/Manufacturer

Preventive Maintenance Guide

Be Aware; Take care of your new building

- ✓ Periodic traffic across the roof can cause leaks. To better protect your roof, you should install an approved walkway system that will keep foot traffic on panels to a minimum. Excessive foot traffic may affect the warranty.
- ✓ Caulking, sealants, rubber boots and plastics have limited lives. Periodic replacement, repair, re-sealing joints and replacing loose fasteners are considered routine building maintenance, which is the owner's responsibility and is not covered by any warranties.
- ✓ Excessive snow/ice storms can cause damage to the structural members as well as the water drainage system. Snow buildup and ice on a roof for extended periods of time can also cause finish failure issues. It is the owner's responsibility to remove snow that is considered excessive for your region, and free drains of ice.
- ✓ The atmosphere contains elements that can shorten the life of your metal roof and wall.
- ✓ To ensure warranty compliance, annually wash dirt and grime from your roof, particularly along the eave. Remove debris from the gutter and downspouts and wash dirt and snowdrift marks from the metal wall panels. A light soapy water mix or mineral water is recommended in harsher conditions.
- ✓ Roof top HVAC Units **MUST HAVE** proper drainage plumbing using PVC materials such that condensation, leakage, solvent, and/or chemicals from the unit DO NOT come in contact with the roof surface or all warranties will be void.
- ✓ Corrosive agents must not be allowed in contact with metal panels. Copper is particularly corrosive to steel and coatings. DO NOT allow copper materials to come in contact with metal panels. DO NOT allow condensation of runoff from copper materials to contact metal panels. Lumber must not contact directly on metal panels. Chemical leaching out of treated lumber will cause damage. Do not use wood blocks to prop up drain lines.
- ✓ Steel or Iron pipe must be painted or coated to prevent rust on panels.
- ✓ Soil coming in contact with painted metal wall panels will damage the factory baked on finish. Be sure to restrain soil from coming in contact with the painted surface of your wall panels. Also restrict foliage from brushing against the panels and remove any concrete or asphalt left on panels by the construction crew.
- ✓ Check exhaust stacks periodically for corrosion. If the exhaust is causing corrosion, extend the stack or coat panels with protective coating.

CARE AND MAINTENANCE OF PREPAINTED METAL SIDING AND ACCESSORIES

❖ **Cleaning Paint Surfaces**

Dirt pickup may cause apparent discoloration of the paint when it has been exposed to dirt-laden atmospheres for long periods of time. Slight chalking may cause some change in appearance in areas of strong sunlight. A good cleaning will often restore the appearance of these buildings and render repainting unnecessary. An occasional light cleaning will help maintain a good appearance.

In many cases, simply washing the building with plain water using hoses or pressure sprays will be adequate. In areas where heavy dirt deposits dull the surface, a solution of water and detergent (1/3 cup Tide per gallon of water for example) may be used. A soft bristle brush with a long handle may be useful. A clear water rinse should follow. Mildew may occur in areas subject to high humidity, but is not normally a problem due to the high inherent mildew resistance of the baked finishes. However, mildew can grow on dirt and spore deposits. To remove mildew the following solution is recommended:

1/3 cup detergent (e.g. Tide)

2/3 cup tri-sodium phosphate (e.g. DAP T.S.P.)

1-quart sodium hypochlorite 5% solution (e.g. Clorox)

3 quarts water

Strong solvent and abrasive type cleaners should be avoided. Caulking compounds, oil, grease, tars, wax and similar substances can be removed by wiping with a cloth soaked with mineral spirits. Wipe only contaminated areas and follow with detergent cleaning and thorough rinsing.

❖ **Panel Touch-Up**

If panel finish is scratched or is to be repainted, contact a qualified contractor to ensure touchup or paint is compatible with original finish. Touchup pens are available in various colors from various vendors. Call your local Service Center for further assistance. See cover sheet for phone numbers. Touch-up any scratches or damages that may have been incurred during erection as soon as possible. Untended scratches can and will cause finish failure and will not be covered under the warranty.

Building Maintenance Checklist

1. SERVICE DOORS*:

<u>Problem</u>	<u>What To Do?</u>	<u>Frequency!</u>
Hinges = Screws coming loose Hard to swing	Tighten as required Oil as required	1 to 2 times per year
Lockset = Mechanism coming loose Tumbler/Latch sticking	Tighten as required Oil as required	As needed
Threshold = Coming loose Water leakage	Tighten or replace concrete fastener. Apply additional caulk	As needed
Weather Stripping = Coming loose i.e. Water/Air leak(depends on door usage)	Replace as required	As needed
Caulking = Door header (Trim)	Clean out old and replace as required	Every 2 years

2. OVERHEAD DOORS/OPENINGS:

<u>Problem</u>	<u>What To Do?</u>	<u>Frequency!</u>
Door Jambs Structural = Base and Head attachment loosening up (Due to Overhead Door movement)	Tighten Anchor Bolt Nuts and nuts for header to jamb connection as required	1 to 2 times per year
Door Jamb Trim = Damage and dented (Due to door traffic)	Replace Door Jamb Trim	As needed
Overhead Door Track = Loosening (Due to Overhead Door operation)	Tighten Overhead Door track bolts as required	1 to 2 times per year
Overhead Door = Not operating properly	Call Overhead Door company for adjustment	1 or 2 times per year

**Note: VP Walk Doors and frames are supplied with high quality primer as standard. To extend the life of these items, it is recommended that a durable field applied finish paint be added.*

3. WINDOWS*:

<u>Problem</u>	<u>What To Do?</u>	<u>Frequency!</u>
Water Leakage = Check caulking – (Due to movement and cracking of caulk)	Clean out old caulk and replace caulking	Approximately every 2 years
Window Operation = Horizontal Slide or Commercial window units drag or crank mechanism catches	Clean dust and dirt out. Use light oil (3 in 1) or clear light grease on tracks or operators	As needed
Condensation	Check seal and possibly re-glaze	As needed.

Building Maintenance Checklist

3. WINDOWS*:

<u>Problem</u>	<u>What To Do?</u>	<u>Frequency!</u>
Water Leakage = Check caulking – (Due to movement and cracking of caulk)	Clean out old caulk and replace caulking	Approximately every 2 years
Window Operation = Horizontal Slide or Commercial window units drag or crank mechanism catches	Clean dust and dirt out. Use light oil (3 in 1) or clear light grease on tracks or operators	As needed
Condensation	Check seal and possibly re-glaze	As needed.

4. LOUVERS*:

<u>Problem</u>	<u>What To Do?</u>	<u>Frequency!</u>
Water Leakage = Check caulking – (Due to movement and cracking)	Clean out old caulk and replace caulking	Every 2 years
Louver Fin Operation = Fins drag or will not move	Clean dust and dirt out. Use light oil or light grease on operators	As needed

**Note: VP Windows and Louvers are supplied with a high quality paint as standard.*

5. RIDGE VENTS:

<u>Problem</u>	<u>What To Do?</u>	<u>Frequency!</u>
Damper Inoperable = Damper chains or cords not on tracks; pulleys not on correct alignment; drag or hard to operate	Check chains and/or cords for attachment. Oil or grease damper rods and pulleys.	As needed

6. ROOF TOP FLASHING UNITS:

<u>Problem</u>	<u>What To Do?</u>	<u>Frequency!</u>
Water Leakage = Due to mechanical unit vibration and roof movement	Check sealant, mastic, fasteners. Clean out old mastic/sealant and replace with new. Replace or tighten loose fasteners.	Once a year

Special Note: Do not use "Black" roof tar for repair. Many consumer available caulks and mastics are unsuitable for metal buildings or may contain components that can damage some finishes. It is recommended that you contact your VP Builder for approved repair materials and procedures.

Building Maintenance Checklist

7. PAINTED WALL PANEL SURFACES:		
<u>Problem</u>	<u>What To Do?</u>	<u>Frequency!</u>
Dirt Pickup = Winds, Atmosphere	Light Cleaning = Simple wash with plain water	Once a year
	Heavy Dirt = 1/3 cup detergent (per gallon water), soft bristle brush, clean water rinse	As needed
Slight Chalking = Strong Sunlight		
Mildew = High humidity and dirt	Mildew = 1/3 cup detergent 2/3 cup T.S.P. 1 quart Clorox 3 quarts water Clean water rinse	As needed
Grease and Oil = Building use spills	Grease and Oil = Mineral spirits, detergent wash, clean water rinse	
8. BASE OF WALL PANEL:		
<u>Problem</u>	<u>What To Do?</u>	<u>Frequency!</u>
Discolor, Rust, Dirt, Mold, etc. (Due to Backfill too close, fertilizer left on base and base trim, weed spray on base, dirt piled on base trim)	Remove dirt; remove excess backfill; wash fertilizer off with water. Keep spray off panel. (Install 1' to 2" wide wash gravel strip at base)	As needed
9. REPAIR DAMAGE TO ROOF PANELS:		
<u>Problem</u>	<u>What To Do?</u>	<u>Frequency!</u>
Dented high ribs and broken seals of panels	Warn people not to walk on ribs or endlaps and call builder	Each time on the roof!
Excess "Trash" on panels	Always clean up	As needed
Vent pipes rusting	Field paint with approved paint	As needed
Stains from mechanical equipment	Field paint with approved paint	As needed
Surface rust from mechanical equipment	Field paint with approved paint	As needed
Service Equipment, People Traffic	Warn service equipment people about above items	

Building Maintenance Checklist

10. FASCIA TRIM ITEMS, EAVE, GUTTER, RAKE AND CORNERS:		
<u>Problem</u>	<u>What To Do?</u>	<u>Frequency!</u>
Review Trim items for damage	Replace items as required	As needed
Gutters and downspouts	Clean out leaves, etc.	Twice a year, spring and fall
11. ICE AND SNOW BUILD-UP:		
<u>Problem</u>	<u>What To Do?</u>	<u>Frequency!</u>
Extreme build-up will happen at roof height changes, steps in roof, valley gutters and fascia gutter	Caution must be taken to remove excess snow and ice. See "Snow Removal" section	As needed
12. INSULATION SYSTEM:		
<u>Problem</u>	<u>What To Do?</u>	<u>Frequency!</u>
Condensation = Torn vapor barriers	Repair with patch tape	As needed
Improper Ventilation – unvented gas heaters	Contact H.V.A.C. contractor	As needed
13. CRANE SYSTEMS:		
<u>Problem</u>	<u>What To Do?</u>	<u>Frequency!</u>
Loosening of Bolts: Runway hook bolts and other crane beams and connection	Tighten and check all bolts	Twice a year as minimum. More often if crane is heavily used.
<i>Reason: Continuous use with no maintenance. Improper lifting and hook-up system. Removing of crane bracing system</i>		
14. PRIMARY & SECONDARY FRAMING SHOP COAT (PAINT):		
<u>Problem</u>	<u>What To Do?</u>	<u>Frequency!</u>
Surface Rusting: Shop coat is intended for short-term exposure only during shipping and erection. Minor abrasion is inevitable during handling.	Minor rusting will not affect structural integrity and may be left as is.	As needed
Runs, Drips and Blemishes: Shop application is for short term protection and is not intended to have the appearance of a field applied coat.	Touch up with compatible primer or apply finish coat with appropriate prep. Leave as is or may be field worked.	As needed

Building Maintenance Checklist

15. ROOF SNOW ACCUMULATION:

Roof snow accumulations in excess of specified project design loading criteria can cause significant distress to your building's structural system. Snow will build up in areas around firewalls, parapet walls, valleys, dormers and on lower roof levels where a roof step occurs. Since the density of snow varies depending on weather conditions during and after a snowfall, it is not possible to determine a single value for the allowable height of snow that a building can safely support.

In addition, the underlying snow density increases due to melting from the building heat loss and as water is absorbed from the melting snow above. As weather and temperature changes continue, ice may build up under the snow layers, further increasing the building roof loading intensity. This ice buildup also causes additional water back up on the roof deck.

The most severe condition occurs when rain falls on a roof system already loaded by snow. In this case, the snow absorbs the rainwater, and loads can approach the weight of water (62.4 pounds per cubic foot, or 5.2 pounds per inch of depth). This condition must be monitored with extreme caution. As a general rule, normal snow densities (without rain on snow) range from 20 PCF to 30 PCF. That translates to approximately 2.5 lbs per inch of depth.

The following procedure may be used as a guideline for responding to roof overload conditions due to snow and ice buildup conditions:

❖ Snow Removal:

1. Visually inspect the roof system to identify unusual deflections of frames, purlins or joists. Starting in this area, remove approximately one-half of the snow depth in a pattern that does not cause an unbalanced loading condition on the frames or purlins. Snow should be removed in layers, gradually decreasing load as opposed to causing unbalanced load by clearing one area while other areas are fully loaded.
2. In general, the shoveling pattern should progress from each endwall of the building towards the center. On larger roof areas, additional people working from the center of the building to the ends is recommended.
3. Along the building width, remove snow from the eave towards the ridge, sliding the snow off the roof over the gutter. On gabled buildings, remove the snow on both sides of the ridge at the same time.
4. If possible, use draglines through the snow, working from the endwalls to avoid getting up on the roof.
5. Never use metal shovels or "scrape" the roof down to the surface of the panel. Remember, the objective is to relieve the excess loading condition due to the weight of the snow, not to completely clear the roof panel of all snow and ice. Attempting to scrape the roof will result in broken fasteners, creating roof leaks.

6. Keep gutters, downspouts and roof drains open and free flowing to prevent water back up and ice build up on the roof system. Ice damming conditions are especially likely on the north side of a building and in shaded areas. Installing heat tape in gutters and downspouts can also be used as a precaution; however, heat tapes may not be 100% effective in extremely low temperatures and should be checked regularly.
7. Watch for large deflections and listen for unusual noises when snow and ice buildup conditions exist.

❖ **Safety Guidelines:**

1. Always provide proper safety precautions when working on the roof.
2. Pay special attention to and be aware of Translucent Roof Panel locations. These panels are not intended to support roof foot traffic loads.
3. Be cautious of snow or ice breaking away and sliding down the roof, even on low slope buildings. Metal roof systems are extremely slippery when wet.
4. Use extreme care when working along the edge of the roof.
5. Never send one person alone on a roof to remove snow.

Warranty Claim

Should you notice that the warranted product is not performing according to expectations, it is necessary for the owner or builder to investigate the issue and gather as much information before submitting a claim. Claim submission needs to be brought to the attention of VP prior to the expiration of the applicable warranty period.

Upon making a claim, a copy of the signed warranty will be requested before any investigation begins. You may be asked for pictures and samples. Panel samples are tested by VP to determine the defective agent. Once all documentation is presented, then VP may send a representative out to inspect the defective materials to determine if the claim is a covered claim.

Failure of Varco Pruden Buildings to receive timely notice of a claim relieves VP and/or Builder of its obligations under the warranties in relation to the claim or any other future claims arising out of or related to such claim. Owner will reimburse VP and Builder for all investigation costs incurred for claims not covered by the warranties and failure to do so will release VP and Builder from all obligations under this warranty, unless otherwise stated in an endorsement.



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