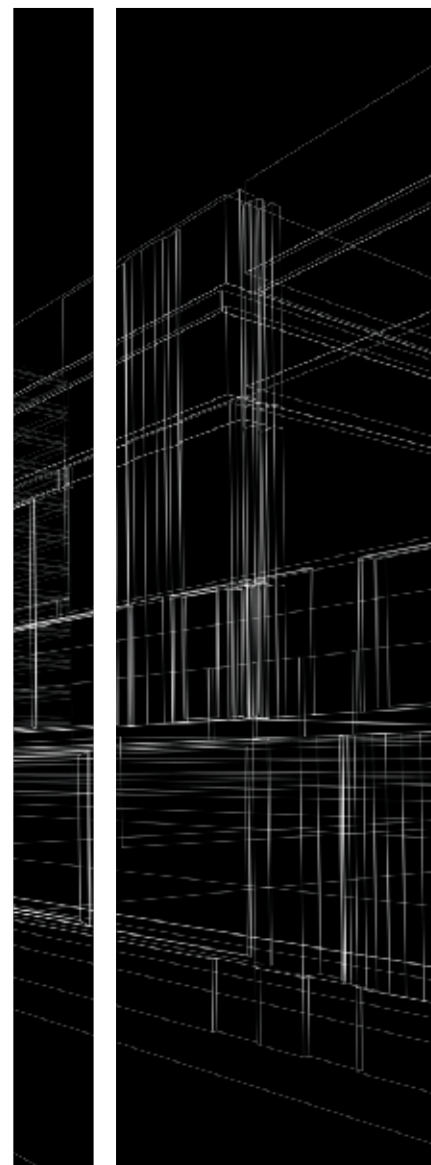
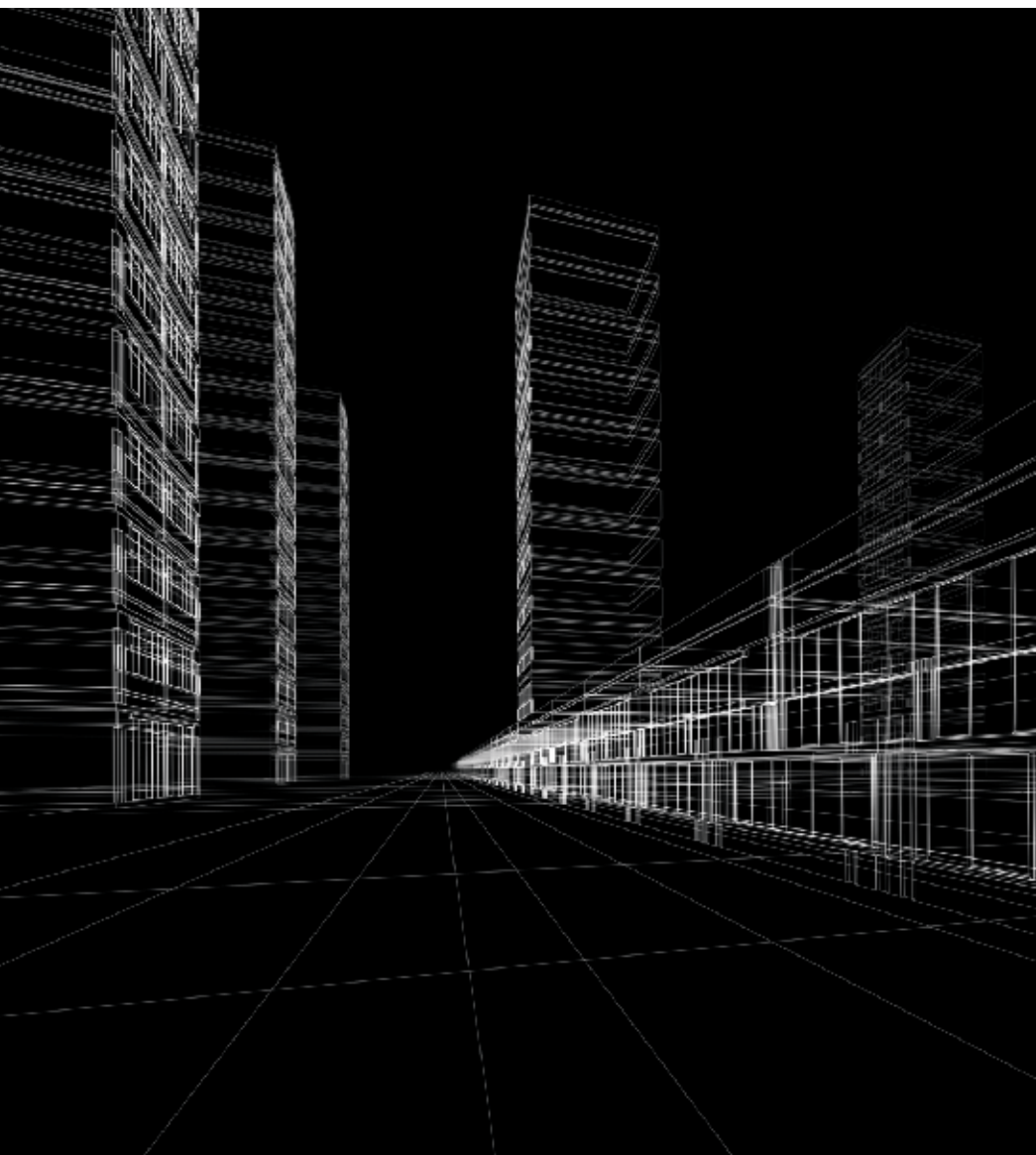


# Viking Full System Warranty

Materials and workmanship covered under one 20 year warranty



# At last... a complete roofing and waterproofing warranty you can trust.

Viking Roofspec wants to make it simple for the New Zealand construction industry... the buck stops here!

## What is a Full System Warranty?

The Viking Full System Warranty (FSW) is a 20 year warranty for the complete installed roofing or waterproofing solution from Viking Roofspec – i.e. one document covering both the materials and installation.

## Why introduce a Full System Warranty?

Most New Zealand roofing and waterproofing suppliers offer only a product warranty with the workmanship warranty being offered separately by the applicator.

If problems are encountered later, it can be difficult to ascertain where the responsibility lies. Also, many industry warranties are backed by smaller companies that are more vulnerable in terms of their ability to honour their warranties over the long term.

Viking Roofspec has confidence in all of its products and its Approved Applicator network. It now offers this single, all-inclusive warranty for the building owner.

The New Zealand construction market has been asking for a single party to take total responsibility. Viking Roofspec will take responsibility for any job with a FSW, as per the terms outlined in the warranty form.

## What projects qualify?

Any commercial or residential project within New Zealand that exceeds the minimum area required (as outlined in the table opposite) is eligible to apply for the Viking FSW.

## Products

Products covered are as follows:

- Butylclad
- Epiclac and Epiclac FBS
- Enviroclad and Enviroclad FBS
- Bituclad
- Dec-K-ing
- CertainTeed
- Ecostar Tiles
- Warm Roof
- Roof Garden

## The Process

The FSW application can be initiated online. Go to [www.vikingroofspec.co.nz](http://www.vikingroofspec.co.nz) and follow the links to the registration form. For assistance you can contact Viking Roofspec Customer Services on 0800 729799.

Submitting the registration doesn't commit you to any costs, but will help us give you the relevant assistance with your project.

1. Register your job (including size).
2. Eligibility to apply for a FSW can then be confirmed by Viking.
3. Submit project drawings for Viking to check for compatibility with Viking Specifications.
4. If compatible, drawings are signed off.
5. Substrate inspection booked to ensure compatibility with Viking Specifications.
6. Installation takes place by Licensed Applicator.
7. Post installation inspection and sign-off by Viking Representative.
8. FSW issued to the Applicator to present to the building owner.
9. Roof inspections will take place by a Viking representative every 1, 2, 5, 10 and 15 years.

## Downloadable forms

Printable versions of the FSW forms can be downloaded from our website.

- 1.3 Warranty Summary Table
- 1.4 Register your project
- 1.5 QC Stage 1
- 1.7 QC Stage 2 Plywood
- 1.8 QC Stage 2 Concrete
- 1.9 QC Stage 3 Sign-off



## Warranty Comparisons

Low Slope Roof Systems		Viking Full System Warranty		Product only Warranty	Applicator only Warranty**
<ul style="list-style-type: none"> <li>Butylclad</li> <li>Epiclad and Epiclad FBS</li> <li>Enviroclad and Enviroclad FBS</li> <li>Bituclad Torch-on</li> <li>Warm Roof</li> <li>Roof Garden</li> </ul>	Warranty Period	20 Years		20 Years	5 Years
	Minimum Job Size	300m <sup>2</sup>		None	None
	Pricing*	300-1000m <sup>2</sup>	\$750	No Charge	No Charge
		1000-2000m <sup>2</sup>	\$950		
<ul style="list-style-type: none"> <li>Dec-K-ing</li> </ul>	Minimum Job Size	80m <sup>2</sup>		20 Years	5 Years
	Pricing*	80m <sup>2</sup> -1000m <sup>2</sup>	\$750	No Charge	No Charge
Pitched Roof Systems		Viking Full System Warranty		Product only Warranty	Applicator only Warranty**
<ul style="list-style-type: none"> <li>CertainTeed CT20</li> </ul>	Warranty Period	20 Years		20 Years	5 Years
	Minimum Job Size	200m <sup>2</sup>		None	None
	Pricing*	200-1000m <sup>2</sup>	\$750	No Charge	No Charge
<ul style="list-style-type: none"> <li>CertainTeed Landmark</li> </ul>	Warranty Period	20 Years		30 Years	5 Years
	Minimum Job Size	200m <sup>2</sup>		None	None
	Pricing*	200-1000m <sup>2</sup>	\$750	No Charge	No Charge
<ul style="list-style-type: none"> <li>CertainTeed Hatteras</li> </ul>	Warranty Period	20 Years		40 Years	5 Years
	Minimum Job Size	200m <sup>2</sup>		None	None
	Pricing*	200-1000m <sup>2</sup>	\$750	No Charge	No Charge
<ul style="list-style-type: none"> <li>CertainTeed Independence</li> <li>Ecostar Tiles</li> </ul>	Warranty Period	20 Years		50 Years	5 Years
	Minimum Job Size	200m <sup>2</sup>		None	None
	Pricing*	200-1000m <sup>2</sup>	\$750	No Charge	No Charge
		1000-2000m <sup>2</sup>	\$950		
		2000m <sup>2</sup> +	POA		

\* Remote sites may incur additional charges to cover inspection costs. For job sites located further than 100km from Auckland, Wellington or Christchurch a quote will be required.

\*\* An Applicator's workmanship warranty period may vary from what is outlined in this table. Viking Roofspec has no responsibility for the Applicator warranty. What is shown in this table is a guideline only based on warranties available at the time of print. Details should be checked with the individual Approved Applicator.

## Pricing

Due to the additional warranty cover and the costs associated with the quality inspections for a Full System Warranty, there is a fee.

Please check the Warranty Comparisons table above for a breakdown of pricing.

The construction industry has been looking for this level of accountability for some time.

## Features and Benefits

- Product and installation covered under the one document
- Backed by a substantial, New Zealand owned company
- Installation by fully trained and licensed Approved Applicators only
- Comprehensive inspection, sign-off and Quality Control regime.
- Regular maintenance reviews throughout the warranty period
- Regular applicator audits to ensure laying standards maintained
- The process can be initiated online





## FAQs

How much confidence can I have in a Viking Full System warranty?

Any supply company or contractor can write a warranty. What really matters is what and who is behind the warranty.

Viking Roofspec is part of the New Zealand-owned Tiri Group of companies. Tiri Group has annual turnover exceeding NZ\$150m and shareholders funds of NZ\$12m.

Other companies in the group include, Masport, A&G Price, Pacific Wallcoverings and Temuka Pottery to name a few. With its commitment to investing and growing its businesses, the Tiri Group can be relied on to back its warranties over the long term.

How does the Viking Full System Warranty differ from other Viking Roofspec warranties?

Viking Roofspec continues to offer standard product warranties (refer Warranty Comparisons Table) which are mostly for 20 years, and Approved Applicators continue to offer a five year workmanship warranty.

These warranties are offered from two separate entities and can still be relied on as substantial warranties for your job. They just don't come from one source nor include the comprehensive inspection programme.

Why is the Viking Full System Warranty for 20 years?

Under the New Zealand Building Code, materials that are difficult to access or replace, and make up part of the exterior envelope of the building, must last for a minimum of 15 years. All products eligible for the FSW have a minimum life expectancy of 20 years, and in some cases 50 years.

Are all jobs over the minimum size threshold automatically covered by the Full System Warranty?

No. To qualify, the Viking FSW must be applied for and accepted by Viking Roofspec. Full payment for the job, including the warranty component, must be received before the warranty is issued by the applicator..

Why are jobs under the minimum size threshold not eligible for the Viking Full System Warranty?

The resources required to fulfill the FSW steps for every sized project would be too large to support both administratively and financially. However, projects below FSW size thresholds are still covered by Viking's substantial 20 year product warranty and its approved applicator's 5 year workmanship warranty.

What is an Approved Applicator? How do I find one?

An Approved Applicator has completed, or is in the process of completing, Viking Roofspec's three stage licensing programme. An applicator in your area can be found by clicking on the Applicators link on our home page or by phoning Viking Roofspec on 0800 729799. Beware of applicators who may look credible but are not approved by a credible supplier. If they are not listed on our website, they are not an Approved Applicator and have no access to our products.

What if my job is in a remote site, many kilometres away from main centres?

There may be additional charges for some remote sites. For sites located further than 100km from Auckland, Hamilton, Tauranga, Wellington, Christchurch or Dunedin, a quote will be required.

What do I do in the event of a claim?

Keep a record of your warranty document and make contact with the Approved Applicator who installed the product or contact Viking Roofspec Customer Services.

What Quality Control processes are in place for my job?

Firstly, only Approved Applicators are authorised to apply Viking Roofspec products. An Approved Applicator who proposes a FSW will have undergone an initial company audit and then ongoing audits from Viking Roofspec to ensure its capability and capacity to undertake this work.

On completion of the job itself, there is a three-stage process with independent inspections from a Viking Roofspec Technical Representative and the Approved Applicator. Quality Control documentation is recorded by Viking Roofspec with the warranty and copied to the customer when the warranty is finalised.

Can a Viking Full System Warranty be transferred to another building owner?

Yes. A roof inspection by Viking Roofspec needs to take place which will incur a small cost and a warranty transfer fee. See the Viking FSW Summary Table. If any non-warranty repairs are required they must be carried out by an Approved Applicator.

Payment of costs associated with the transfer are the responsibility of the new owner.

Roofspec  
**Viking**  
  
*Taking care of detail*

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