

CHIP COATED METROTILE ROOFING TILES

# 40 YEARS LIMITED WARRANTY

ENG

Valid from September 2020

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# BASIC INFORMATION

## **WARRANTY INFORMATION**

Warranty Number:

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Warranty Issuer:

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Seller (Distributor):

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## **CUSTOMER INFORMATION (hereinafter: “Purchaser” or “End Customer”)**

Name and Surname:

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Address:

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Postcode:

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## **INFORMATION ON ROOFER INSTALLING ROOFING TILES:**

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## **ADDRESS OF THE PROPERTY WHERE THE ROOFING TILES ARE INSTALLED:**

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## **INFORMATION ON ROOFING TILE/S:**

Roofing Tile/s Type:

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

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**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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**WARRANTY ISSUER:**

**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”).

**Michel Petitjean**  
CEO Europe  
ROOF TILE GROUP



# LIMITED WARRANTY FOR CHIP COATED METROTILE TILES

Subject to the terms and conditions of this Limited Metrotile Warranty, the warranty issuer warrants to the end customer purchasing chip coated steel roofing tiles under the brand name Metrotile (hereinafter referred to as: "Metrotile roofing tile/s") that under the condition of a correct installation of purchased Metrotile 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 Instructions for Handling and Maintenance section), the Metrotile roofing tiles manufactured by the manufacturer (or its related entities) and comprised in the roof fitted to the Purchaser's property are without any manufacturing defects and will consequently:

- **remain water-proof (covers only corrosion and related water leakage that has penetrated through the Metrotile roofing tiles) for a period of 40 years from the date of this warranty (hereinafter referred to as: "waterproofness warranty" or "Metrotile waterproofness warranty"). 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.**
- **This warranty does not cover any other changes on the appearance of roofing tiles (for whatever reasons).**

The Metrotile waterproofness warranty (hereinafter referred as "warranty" or "Metrotile warranty") shall only apply in respect of claims arising as a direct result of a manufacturing defect in a Metrotile roofing tile. For example, and not in limitation, claims arising as a consequence of faulty workmanship in the fitting of Metrotile roofing tiles and damage caused by walking on the Metrotile 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 Metrotile warranty.

All warranties implied by local laws are negated to the fullest extent permitted by such laws.

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

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 METROTILE WARRANTY

In accordance with this warranty certificate, the value of the Metrotile warranty is limited. This warranty covers only Metrotile 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 issuer's obligation under this warranty is limited to the total cost of repair or replacement in respect of claims made during the initial period following the date of this warranty (20 years). Thereafter, it is limited to its share of the cost or repair and replacement as reflected in the Schedule A, as applicable. The warranty issuer's obligation under this warranty is limited to the price cost of supply of new Metrotile roofing tile/s and/or materials and/or the service cost of roofers (dismantling and restructuring) of the warranted Metrotile roofing tiles on the roof fitted to the Purchaser's property. In accordance with this warranty certificate, the warranty issuer will, at its option, either repair or replace the roofing tile/s.**

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

For the sake of clarity, the value of the warranty shall be limited up to the aggregate (after 20) proportional part of the total value of the work and 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.

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#### IMPORTANT:

This limited warranty includes partial own end customer funding that takes place in the event of a successful enforcement of the warranty, as reflected in the applicable Schedule A.

During the initial period of 20 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 21st to the 40th year, the coverage of the warranty issuer and the own funding of the end customer shall be proportionally decreased or increased, as the case may be, in accordance with Schedule A.

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**SCHEDULE A:**

<b>Year</b>	<b>Warranty issuer's contribution (%)</b>	<b>End customer's contribution (%)</b>
<b>1-20</b>	100	0
<b>21</b>	50	50
<b>22</b>	47,5	52,5
<b>23</b>	45	55
<b>24</b>	42,5	57,5
<b>25</b>	40	60
<b>26</b>	37,5	62,5
<b>27</b>	35	65
<b>28</b>	32,5	67,5
<b>29</b>	30	70
<b>30</b>	27,5	72,5
<b>31</b>	25	75
<b>32</b>	22,5	77,5
<b>33</b>	20	80
<b>34</b>	17,5	82,5
<b>35</b>	15	85
<b>36</b>	12,5	87,5
<b>37</b>	10	90
<b>38</b>	7,5	92,5
<b>39</b>	5	95
<b>40</b>	2,5	97,5
<b>41+</b>	0	100

*Any remedial work carried out under the warranty shall not extend the term of the Waterproofness Warranty.*

# ENFORCEMENT OF THE METROTILE 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 Metrotile 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 Metrotile roofing tiles and identify the defects that have occurred.

# SCOPE OF THE METROTILE WARRANTY

The warranty applies only if the end customer has made full payment for the supply and installation (fitting) of the Metrotile 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 Metrotile 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 Metrotile roofing tiles offers any warranty concerning installation of the Metrotile roofing tiles.

The warranty also ceases to exist in case the Metrotile roofing tiles are taken from the current property and/or fitted on another property. This warranty covers only Metrotile roofing tiles installed to the property but no 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 Metrotile roofing tiles is affected by faulty roofing design or faulty installation or defects in the

structure on which the Metrotile roofing tiles have been fitted.

This warranty covers only claims directly caused by the defect in the manufacturing of the roofing tiles. This warranty does not cover any changes on the appearance of Metrotile roofing tiles (for whatever reasons) but it is strictly limited to relevant corrosion that has penetrated through the roofing tile/s in which case it falls into the waterproofness part of the warranty, or peeling flakes that cover at least 5% of the relevant Metrotile roofing tile in which case it falls under surface coating warranty. 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 Metrotile 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. The warranty does not cover destruction or damage to the entire roofing, the Metrotile roofing tiles or individual Metrotile roofing tile due to natural (like fire, lightning, earthquake, flood, wind, severe storms or hail storms) or social (like war, strikes, riots, vandalism) influence.

The Metrotile 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, as further explained below in the Instructions for Handling and Maintenance section (e.g. improper storing and handling, incorrect installation, inexperienced or unauthorized operations on the property, use of non-original parts, incorrect or inappropriate maintenance and use of roof, installing of non-standard elements).

The holder of Metrotile warranty shall take into account the following (not covered by the warranty certificate):

- moisture retaining substances or droppings from the wildlife is possible and could not be avoided;
- 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 is possible and could not be avoided;
- corrosion (red rust or white corrosion) on fasteners and nails, or run off on the roof from corrosion on roof fasteners and nails is possible and could not be avoided;
- natural environmental impacts on the status of the surface coating (further explained in the Instructions for Handling) is possible and could not be avoided.

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;
- 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.);
- 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;
- inexperienced or unauthorized operations on the property, roofing or directly to the roofing tiles performed after the completion of the roofing installation work, the inexperienced or unauthorized replacement of part or all of the roofing tiles, the inexperienced or unauthorized installation of roof openings, the installation of additional devices on the roof or other unauthorized or inexperienced 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.

The Metrotile warranty under this warranty certificate does not apply and/or all warranties under this warranty certificate cease to apply in case of improper storage and handling or in case of improper roof care and maintenance (as both further explained in the Instructions for

Handling and Maintenance section). 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.

## 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 IKOTILE 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.

## INSTRUCTIONS FOR HANDLING AND MAINTENANCE

Metrotile roofing tiles are made from steel coated with aluminum-zinc alloy (55% aluminum 45% Zinc) and then post-coated with a protective and decorative chip 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 Metrotile roofing tiles. The Metrotile Warranty ceases to exist in case of use of incompatible materials leading to dissimilar metal corrosion (as further explained in the Instructions for handling) . When using dissimilar materials, please seek an advice from an authorized distributor or from the European technical office (at the address of the warranty issuer).

## OPERATIONS INSTRUCTIONS AND INSPECTIONS

The holder of Metrotile warranty shall take into account the following:

- to assure storing and handling of the Metrotile roofing tiles in accordance with the manufacturer's instructions;
- to assure correct installation of the Metrotile roofing tiles and avoid irregularities that might occur due to incorrect installation (e.g. improper fastening of the Metrotile roofing tiles, incorrectly made roof ends and similar). Angle grinders, abrasive disks or hacksaws shall not be used to cut Metrotile roofing tiles

during installation except as directed in fixing instructions issued by the manufacturer;

- to assure expert and authorized installation of roof openings, additional devices on the roof and to assure other authorized and expert operations on the roof or the property;
- to assure the use of original fasteners or fasteners that are approved by the manufacturer when installing the Metrotile roofing tiles;
- to assure correct and appropriate maintenance and use of roof (the following is prohibited: 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.);
- to assure regular inspections of Metrotile roof
- when installing non-standard elements or gutters above the level of the roof, the use of materials that could cause corrosion (e.g. copper, stainless steel...) is prohibited.

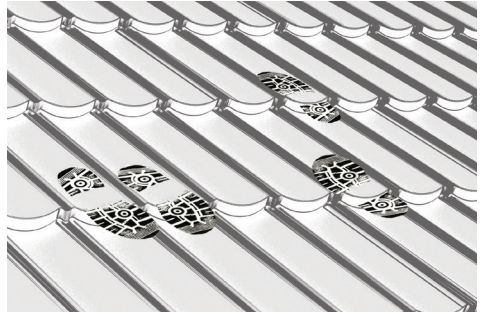
## STORAGE AND HANDLING

If stored outside (before installation on the relevant property), a waterproof cover must be placed over the Metrotile 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.

**Do not walk on the roof or Metrotile 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 Metrotile roofing tiles, the following must be complied with while walking on the Metrotile roofing tiles:

If you do walk on the Metrotile roofing tiles, wear soft-soled shoes. Always step only on the lowest point of each of the Metrotile 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 Metrotile roofing tiles. Never step on ridges and ribs or where the Metrotile roofing tiles are shingled or coupled to prevent recesses, cracks and similar damage.



When moving around the roof, avoid buckling the Metrotile roofing tiles by placing weight on the balls of the feet, directly over the batten, in the pans of the Metrotile roofing tiles. Walk slowly while on the roof. Traffic on the roof should be kept to a minimum to avoid possible damage to the Metrotile 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 Metrotile roofing tiles, before installing new Metrotile 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**

### **LICHEN AND MOSS**

In certain locations, lichen and moss may grow on the Metrotile 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 Metrotile 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.

ROOFTG 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 regular inspections and all maintenance work and other work on the roof. It is recommended to inspect the roof twice a year. The inspection should cover the roof surface, flashings and vents for mechanical damage (ice, snow, hail, etc.). 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.

When clearing snow, avoid scratching the surface. Always leave 10–15 cm of snow on the roof.

## NATURAL ENVIRONMENTAL IMPACT ON THE STATUS OF THE SURFACE COATING

If the peeling of stone chip coating appears, repair the damage as soon as possible, using Metrotile repair kit.

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 colour structures of the stone 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 Metrotile 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 above 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 is a natural occurrence over which the manufacturer has no influence, due to the use of natural materials in the manufacture of the Metrotile roofing tiles or environmental impacts in which the Metrotile roofing tiles are installed.

## 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. This for example happens when materials that could cause corrosion (e.g. copper, stainless steel...) are used when installing non-standard elements or gutters above the level of the roof. 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 an aluminium - zinc coated steel roof;
- where unpainted lead flashings are applied directly to aluminium - zinc coated steel products;

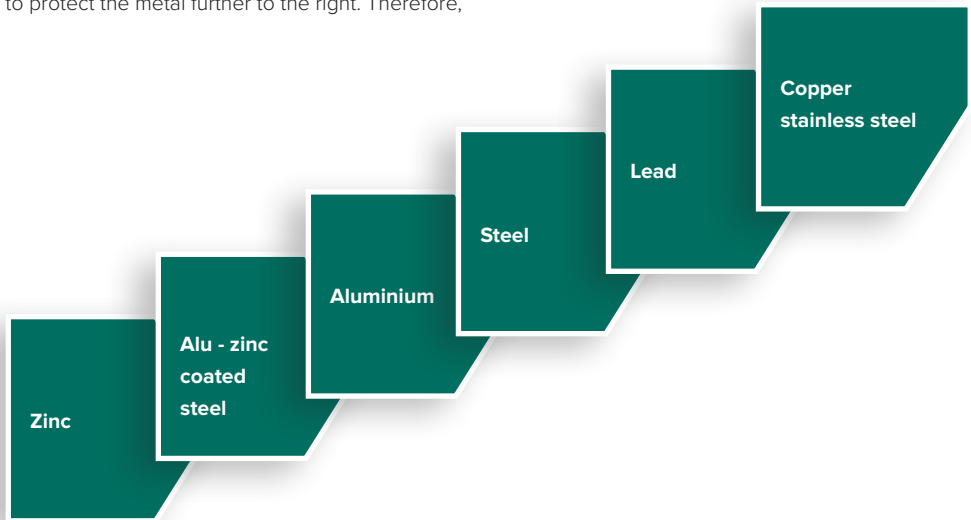
- where fasteners are incompatible with the roofing tiles.

Thus, any electrical contact between dissimilar metals should be avoided – e.g. wet leaves making contact between copper gutters and aluminium-zinc coated steel roofing tiles.

## MORE ACTIVE METALS -> MORE NOBEL METALS!

The below 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.



Thank you for choosing Metrolite® Roof Tiles!

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**ROOFTG Europe NV**

Michielenweg 3, 3700 Tongeren, Belgium

Tel. +32 (0) 12 24 18 01

E-mail: [info.europe@rooftg.com](mailto:info.europe@rooftg.com)

[www.metrotile.eu](http://www.metrotile.eu)

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