



# **SPECIALIST WATERPROOFING GUARANTEES**

A SPECIFIER'S GUIDE TO AXTER  
WATERPROOFING SYSTEM GUARANTEES



# WATERPROOFING SYSTEM GUARANTEES

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# WATERPROOFING SYSTEM GUARANTEES

Axter is a global waterproofing system designer and manufacturer. We take great pride in the manufactured quality of our waterproofing systems and the service we provide throughout the design, construction and post completion process. A key benefit of our unique service is Axter's range of comprehensive insured guarantees covering materials, design, workmanship and the additional protection of independent solvency insurance with our market-leading Platinum Insurance Backed Guarantee (IBG). Axter guarantees are tailored to provide total client confidence in the long-term performance and durability of our waterproofing systems.

Axter has been supplying long-term waterproofing system guarantees for more than 30 years. In that time our manufacturing facilities have produced many millions of square metres of material with not one recorded instance of product failure leading to water ingress.

To give assurance to our clients, Axter issues a range of long-term guarantees, each providing a comprehensive level of cover depending upon the materials used and the specification for their use.

## Waterproofing system guarantee types are as follows:

- » Platinum Guarantee
- » Goldshield Guarantee
- » Silvershield Guarantee
- » Bronzeshield Guarantee
- » Warranty

## Comprehensive protection

Axter retains £10,000,000 worth of public and product liability insurance and £5,000,000 of professional indemnity insurance to protect itself and its clients against future liabilities resulting from a waterproofing system fault. In respect of Platinum Insurance Backed Guarantees (IBGs), Axter also establishes independent solvency insurance, which protects the building owner in the event that there is a workmanship defect in the insured works where the accredited installer has ceased trading, or a material defect in the insured works where Axter has ceased trading. This ensures that recourse to the guarantee is possible, even in the unlikely event that the original accredited contractor or Axter has ceased to trade. Solvency Insurance certificates

are issued directly to the building owner by the independent insurer upon satisfactory completion of the works and Axter's Platinum Insurance Backed Guarantee (IBG) application procedure.

## Systems you can trust

Axter waterproofing systems are designed and manufactured to the highest regulatory quality and environmental standards in state-of-the-art manufacturing facilities, which are ISO 9001 and ISO 14001 accredited. Axter waterproofing systems carry third party attestation in the form of BBA (British Board of Agrément) and ETA (European Technical Assessment) certification, and perform in full compliance with all relevant British Standard and Building Regulations. Due to their unique design and composition and our focus on quality assurance inspections throughout the project, Axter systems will achieve guarantee periods of up to 35 years, with system durability/service life in excess of 60 years and, in some instances, exceeding beyond the building lifetime.

## Accredited installer network

Only professional roofing contractors committed to defect-free high-quality installation can become a member of Axter's Alliance or Axtershield accredited installer schemes. Membership is by invitation only and prohibits unsuitable contractors from joining. It is dependent upon rigorous financial, workmanship, health and safety, and environmental audit and demands Axter specific system competency assessment to be undertaken. All accredited installers sign under company seal a legally binding 'Deed of Appointment'. The deed clearly defines their responsibilities as the accredited roofing contractor to rectify, by replacement or repair, at their sole expense, any workmanship fault. If the accredited installer refuses to rectify any workmanship fault, an alternative accredited installer will be appointed by Axter to remedy the fault, thus avoiding disruption to the guarantee holder. The deed also confirms the responsibility of Axter to set right, at our cost, any material fault or fault arising from Axter design or professional advice. All Axter project guarantees incorporating workmanship will only cover installation by a roofing contractor that is a member of Axter's Alliance or Axtershield accredited installer schemes. Axter guarantees incorporating independent insolvency insurance (Platinum Insurance Backed Guarantees (IBGs)) are only available to roofing contractors that are a member of the Axtershield accredited installer scheme.

# INSURED AND INSURANCE BACKED GUARANTEES EXPLAINED

## Insured cover

To safeguard all future liabilities and to maintain our position as a responsible provider of long-term waterproofing system guarantees, Axter has negotiated a number of comprehensive insurance policies that benefit and provide peace of mind to our clients and end users.

Axter waterproofing systems, in the unlikely event of fault, are underwritten by Professional Indemnity Insurance arranged with AmTrust Europe Limited, and by its Public and Product Liability Insurance arranged with QBE UK Limited and American International Group (AIG) UK Limited, or as current at the time the Guarantee is enforced. These insurance policies, amongst other things, cover Axter's responsibility with respect to "accidental loss of or accidental damage to material property" including liability arising out of professional design and specification advice.

For all guarantee types, a claim for consequential or financial loss arising from defects in Axter materials is included within the guarantee. However the validity of any such claim is subject always to the Terms and Conditions of Axter's Public/Product Liability and Professional Indemnity Insurance Policies, the detail of which is available on request by emailing [info@axterltd.co.uk](mailto:info@axterltd.co.uk).

For Goldshield and Platinum guarantees, claims for consequential or financial loss arising from design faults are also covered by the guarantee. Again, the validity of any such claim is subject always to the Terms and Conditions of Axter's Public/Product Liability and Professional Indemnity Insurance Policies the detail of which is available on request by emailing [info@axterltd.co.uk](mailto:info@axterltd.co.uk).

Our Axter Guarantees do not cover consequential or financial loss arising from defective workmanship of the roofing contractor under any circumstances. This is because Axter's Public/Product Liability and Professional Indemnity Insurance Policies, the detail of which is available on request by emailing [info@axterltd.co.uk](mailto:info@axterltd.co.uk), do not cover defective workmanship. In the event of such loss being incurred, a claim would need to be made directly to the roofing contractor.

Axter insures with reputable global insurers with stable outlooks with A/A+ independent financial strength ratings. Axter will not engage with unknown insurers with weak financial strength ratings.

## Insurance backed protection

The Axter Platinum Insurance Backed Guarantee (IBG) includes independent insolvency insurance protection. Axter establishes solvency insurance for our clients which protects them in the event that there is a workmanship defect in the insured works where the accredited installer has ceased trading or a material defect in the insured works where Axter has ceased trading. This independent insurance policy has a limit of indemnity which is specific to each project, namely the installed cost of the roof system (waterproofing and insulation) supplied by Axter Ltd. The cover under this policy does not extend to any financial loss or consequential loss.

Solvency insurance is provided as part of the Platinum Insurance Backed Guarantee (IBG) by Warranty Services Ltd, an insurance intermediary that is authorised and regulated by the Financial Conduct Authority (FCA).

In the event that an accredited Axtershield Installer or Axter has ceased trading, solvency insurance is limited to 10 years from the date of practical completion. This time period is deemed more than sufficient, as a fault is likely to manifest itself within the first 5 years following completion. In over 25 years of providing comprehensive independent insurance backed guarantee protection, there has not been a single recorded claim on the insurance policy'. This is a record that we are proud of and strive to maintain.

## Quality assurance audits

To give further confidence to our clients, Axter's Quality Assurance Division follows a strict inspection procedure\* and visit sites regularly to ensure that as built installation is as per the design and specification and the required standard of quality is being achieved. Waterproofing system guarantees will be issued once final Axter QA inspections have been completed and signed off by all parties.

On small projects (projects with a combined total area <50m<sup>2</sup>) it may not be practical for Axter to complete QA inspections. In such instances the accredited installer may apply to Axter to self certify the installation\*\*. Self certification applications must be received in writing from the accredited installer, and client approval should be obtained prior to commencement of the works.

\*Silvershield, Goldshield and Platinum Insurance Backed Guarantees only. Bronzeshield Guarantees and Warranties do not require QA inspections by Axter.

\*\*Silvershield Guarantees only

### Waterproofing Integrity Testing

Waterproofing integrity testing is required to independently demonstrate the integrity of the waterproof membrane and is necessary to obtain a Silvershield, Goldshield or Platinum system guarantee.

Integrity testing must be undertaken by a suitably qualified and experienced third party certified test agency who is independent of the roofing contractor. All test reports must be provided to Axter prior to starting a guarantee application.

Testing must take place at practical completion (prior to handover), and before the waterproofing works are covered by insulation and roof finishes are installed.

Failure by the accredited installer to provide a detailed test report will prevent Axter's guarantee from being issued.

Waterproof membranes under 50m<sup>2</sup>, or roofs which are difficult to access (e.g buildings over 3 storeys), or those unsuitable for electronic testing (e.g. foil-faced bitumen membranes) may be checked for integrity by visual and recorded inspection only.

Note waterproofing integrity testing is not mandatory to obtain a Bronzeshield Guarantee or a material Warranty.

### Maintenance and inspection

All Axter Guarantees demand that the building owner arranges regular (bi-annual) inspections of the completed roofing, ensuring that outlets and gutters are clear of debris and that any observed damage is remedied in accordance with the original specification. Remedial works must be completed in accordance with the original specification by the original accredited installer or by an alternative accredited installer following approval by Axter. Additionally Axter can provide a comprehensive Design, Management and Inspection (DMI) programme for the duration of the guarantee upon request. To ensure guarantee compliance, it is essential that the building owner keeps a detailed record of all maintenance inspections, and ensures the maintenance record is available for inspection by Axter in the unlikely event of a claim. Maintenance schedules and guidance are available from Axter.

### Responsibility

All Axter independent insurance providers - AmTrust Europe Limited, QBE UK Limited, American International Group (AIG) UK Limited and Warranty Services Ltd - are regulated and trade in full compliance with the requirements of the Financial Conduct Authority (FCA). Full details of all associated insurance companies can be obtained via the Financial Services Register (FSR) <https://register.fca.org.uk/>. As authorised financial services companies, all named insurers automatically subscribe to the Financial Services Compensation Scheme (FSCS) subject to client eligibility criteria; see <http://www.fscs.org.uk/> for further details.

### Financial cover

The Platinum Insurance Backed Guarantee carries a maximum insolvency claim figure for workmanship and/or product defect of £250,000 per roof area, should the accredited Axtershield Installer or Axter cease trading. Project claims in reference to material, design or workmanship are limited to £10,000,000 per project. Claim figures must not exceed the limit of indemnity figure as stated on the guarantee certificate.

### Terms and conditions

For the benefit of its clients the Guarantee Scheme terms and conditions, inclusive of all rules and regulations relevant to the guarantee, are available within our principal terms and conditions policy guidance document the detail of which is available on request by emailing [info@axterltd.co.uk](mailto:info@axterltd.co.uk).

### Enquiries

Should you have any questions in relation to Axter Guarantees and the cover provided, please contact our general enquiries team, email: [info@axterltd.co.uk](mailto:info@axterltd.co.uk).

# PLATINUM INSURANCE BACKED GUARANTEE (IBG)

**This is our most comprehensive insurance backed guarantee covering materials, design, workmanship and insolvency.<sup>1</sup>**

**In the event of water penetration caused by system design or product manufacture<sup>3</sup> Axter will, at our sole cost<sup>2</sup>, repair or replace as necessary to rectify the waterproofing integrity. If the water penetration is caused by workmanship<sup>3</sup> the accredited Axtershield Installer will, at their sole cost<sup>2</sup>, make good the waterproofing integrity. Independent solvency insurance is included in the Platinum Guarantee.**

## **What's covered in a Platinum Insurance Backed Guarantee?**

- » Waterproofing system materials supplied by Axter.
- » Design and professional advice provided by Axter.
- » Workmanship provided by the accredited Axtershield Installer.
- » Independent solvency insurance cover.
- » Consequential damage or loss<sup>\*\*\*</sup>.
- » Financial loss and personal injury<sup>\*\*\*</sup>.

## **Duration of guarantee cover**

A guarantee period of up to 35 years can be provided with a Platinum Insurance Backed Guarantee. The guarantee length is dependent upon the specified system and its intended use. Guarantee extensions are available subject to a project specific application prior to commencement of contract works.

## **Duration of insolvency cover**

Platinum Guarantee insolvency cover is limited to 10 years from the date of practical completion.

<sup>\*\*\*</sup>Subject to the terms and conditions of Axter Public and Product Liability insurance policies.



## Installation

To achieve a Platinum Insurance Backed Guarantee all works must have been completed by an accredited Axtershield Installer with a valid membership certificate. The accredited installer site operatives must have successfully undertaken system competency assessment by attending an Axter upskilling course in the specified waterproofing discipline, or successfully completing on site skill assessment conducted by Axter Quality Assurance. At the discretion of Axter, operative accreditation/qualification in an equivalent waterproofing system may demonstrate competency.

## Site inspections

Axter Quality Assurance managers make scheduled and unannounced site visits to assess the quality of the installation and to raise any discrepancies between the original Axter specification and the site as built. The frequency of such visits is dependent upon the size of the contract and type of guarantee specified. Platinum guaranteed projects must be regularly inspected by a member of Axter's Quality Assurance Division and in accordance with the specified system QA procedure. Guarantee applications may only proceed once final inspections have been completed, and all outstanding matters resolved to the satisfaction of Axter. It is the responsibility of the accredited Axtershield Installer to facilitate and schedule regular QA inspections for guarantee purposes.

## Requirements for a Platinum Insurance Backed Guarantee<sup>4</sup>

- » All materials to be guaranteed must be supplied by Axter.
- » Installation must be carried out by an accredited Axtershield Installer using operatives who have successfully undertaken system competency assessment.
- » The installation must comply with the Axter written specification. Any modification to the specification must be verified and confirmed in writing by Axter prior to installation.
- » All works must be in full compliance with the building regulations and relevant British Standard documentation.
- » As the project progresses site inspections and QA reports must be completed by Axter Quality Assurance Managers/Field Technicians.
- » A final QA report must be issued before a guarantee application can progress.

- » Final QA inspections must be attended and final QA reports signed off by Axter, the accredited Axtershield Installer and the main contractor/developer/client representative.
- » The integrity of the waterproofing layer must be checked either visually or electronically depending on the size (>50m<sup>2</sup>) and complexity of the roof, and any test report should be made available to Axter.
- » Final QA inspections should take place before completed works are buried by finishes and whilst the area is fully accessible.
- » For contracts ≥ £250,000, the accredited Axtershield Installer must submit a completed Platinum Guarantee application form combined with the insurers' audit fee prior to placing their first contract order.
- » For contracts £1000 > £250,000, the accredited Axtershield Installer must submit a completed Platinum Guarantee application form to Axter within 60 days of practical completion of the waterproofing system.
- » Full payment for the materials and installation must have been received by Axter and the accredited Axtershield Installer.

## Delivery of guarantees

Platinum Insurance Backed Guarantee certificates are issued directly to the accredited Axtershield Installer following practical completion of contracted works and successful guarantee application. Platinum Solvency Insurance Certificates are issued exclusively to the building owner, as the insurance policy indemnifies their risk and not that of Axter or the accredited Axtershield Installer.

## Is there a cost for this guarantee?

There is no additional charge for the Platinum Insurance Backed Guarantee. Axter bears the full cost of all associated insurance premiums. Projects with a contract value in excess of £250,000 will be subject to the insurers' technical audit chargeable at market rates.

## Notes

<sup>1</sup> Platinum Guarantees are not available for roofs with a project value < £1000.

<sup>2</sup> Axtershield Guarantees do not cover the cost of removing site applied material, such as roof finishes, paving, decking and green roofing, in order to inspect the waterproofing membranes.

<sup>3</sup> If Axter has ceased trading when a material fault is discovered, as far as materials are concerned in the event of Axter insolvency, Platinum Guarantees are limited to 10 years from the date of practical completion. If the accredited Axtershield Installer has ceased trading when a workmanship fault is discovered, as far as workmanship is concerned in the event of Axtershield Installer insolvency, Platinum Guarantees are limited to 10 years from the date of practical completion.

<sup>4</sup> Failure to comply with these requirements will likely result in Axter being unable to issue a Guarantee certificate.

# GOLDSHIELD INSURED GUARANTEE

**This is a comprehensive insured guarantee covering materials, design and workmanship.<sup>1</sup>**

**In the event that water penetration has occurred or is likely to occur as a result of system design, a manufacturing defect in the product or a workmanship<sup>2</sup> error then Axter, at no cost<sup>3</sup> to the building owner, will by replacement or repair make good the waterproofing integrity of the roof structure.**

## What's covered in a Goldshield insured Guarantee?

- » Waterproofing system materials supplied by Axter.
- » Design and professional advice provided by Axter.
- » Workmanship provided by the accredited Axtershield Installer.
- » Consequential damage or loss<sup>\*\*\*</sup>.
- » Financial loss and personal injury<sup>\*\*\*</sup>.

## What's not covered in a Goldshield insured Guarantee?

- » Independent solvency insurance cover.
- » Materials not supplied by Axter.
- » Materials not installed by an accredited Axtershield Installer.

## Duration of guarantee cover

A guarantee period of up to 35 years can be provided with a Goldshield insured Guarantee. The guarantee length is dependent upon the specified system and its intended use. Guarantee extensions are available subject to a project specific application prior to commencement of contract works.

<sup>\*\*\*</sup>Subject to the terms and conditions of Axter Public and Product Liability insurance policies.





## Installation

To achieve a Goldshield Guarantee all works must have been completed by an accredited Axtershield Installer with a valid membership certificate. The accredited installer site operatives must have successfully undertaken system competency assessment by attending an Axter upskilling course in the specified waterproofing discipline, or successfully completing on site skill assessment conducted by Axter Quality Assurance. At the discretion of Axter, operative accreditation/qualification in an equivalent waterproofing system may demonstrate competency.

## Site inspections

Axter Quality Assurance Managers make scheduled and unannounced site visits to assess the quality of the installation and to raise any discrepancies between the original Axter specification and the site as built. The frequency of such visits is dependent upon the size of the contract and type of guarantee specified. Goldshield guaranteed projects must be regularly inspected by a member of Axter's Quality Assurance Division and in accordance with the specified system QA procedure. Guarantee applications may only proceed once final inspections have been completed, and all outstanding matters resolved to the satisfaction of Axter. It is the responsibility of the accredited Axtershield Installer to facilitate and schedule regular QA inspections for guarantee purposes.

## Requirements for a Goldshield insured Guarantee<sup>4</sup>

- » All materials to be guaranteed must be supplied by Axter.
- » Installation must be carried out by an accredited Axtershield Installer using operatives who have successfully undertaken system competency assessment.
- » The installation must comply with the Axter written specification. Any modification to the specification must be verified and confirmed in writing by Axter prior to installation.
- » All works must be in full compliance with the building regulations and relevant British Standard documentation.
- » As the project progresses site inspections and QA reports must be completed by Axter Quality Assurance Managers.
- » A final QA report must be issued before a guarantee application can progress.

- » Final QA inspections must be attended and final QA reports signed off by Axter, the accredited Axtershield Installer and the main contractor/developer/client representative.
- » Final QA inspections should take place before completed works are buried by finishes and whilst the area is fully accessible.
- » The integrity of the waterproofing layer must be checked either visually or electronically depending on the size (>50m<sup>2</sup>) and complexity of the roof, and any test report should be made available to Axter.
- » The accredited Axtershield Installer must submit a completed Goldshield Guarantee application form to Axter within 60 days of practical completion of the waterproofing system.
- » Full payment for the materials and installation must have been received by Axter and the accredited Axtershield Installer.

## Delivery of guarantees

Goldshield insured Guarantee certificates are issued directly to the accredited Axtershield Installer following practical completion of contracted works and successful guarantee application.

## Is there a cost for this guarantee?

There is no additional charge for the Goldshield insured Guarantee.

## Notes

<sup>1</sup> Goldshield Guarantees are not available for roofs with a project value <£1000.

<sup>2</sup> If the original accredited Axtershield Installer has ceased trading when a workmanship fault is discovered then, as far as workmanship is concerned in the event of accredited Axtershield Installer insolvency, Goldshield Guarantees are null and void. If Axter has ceased trading when a material fault is discovered then, as far as materials are concerned in the event of Axter insolvency, Goldshield Guarantees are null and void.

<sup>3</sup> Goldshield Guarantees do not cover the cost of removing site applied material, such as roof finishes, paving, decking and green roofing, in order to inspect the waterproofing membranes.

<sup>4</sup> Failure to comply with these requirements will mean that Axter will not be able to issue a Guarantee document.

# SILVERSHIELD INSURED GUARANTEE

**This is a comprehensive insured guarantee covering materials and workmanship.<sup>1</sup>**

**In the event that water penetration has occurred or is likely to occur as a result of a manufacturing defect in the product or a workmanship<sup>2</sup> error then Axter, at no cost<sup>3</sup> to the building owner, will by replacement or repair make good the waterproofing integrity of the roof structure.**

## What's covered in a Silvershield insured Guarantee?

- » Waterproofing system materials supplied by Axter.
- » Professional advice provided by Axter.
- » Workmanship provided by the accredited installer.
- » Consequential damage or loss<sup>\*\*\*</sup>.
- » Financial loss and personal injury<sup>\*\*\*</sup>.

## What's not covered in a Silvershield insured Guarantee?

- » Waterproofing system design.
- » Independent solvency insurance cover.
- » Materials not supplied by Axter.
- » Materials not installed by an accredited installer.

## Duration of guarantee cover

A guarantee period of up to 35 years can be provided with a Silvershield insured Guarantee. The guarantee length is dependent upon the specified system and its intended use. Guarantee extensions are available subject to a project specific application prior to commencement of contract works.

<sup>\*\*\*</sup>Subject to the terms and conditions of Axter Public and Product Liability insurance policies.



## Installation

To achieve a Silvershield Guarantee all works must have been completed by an accredited installer with a valid membership certificate. The accredited installer site operatives must have successfully undertaken system competency assessment by attending an Axter upskilling course in the specified waterproofing discipline, or successfully completing on site skill assessment conducted by Axter Quality Assurance. At the discretion of Axter, operative accreditation/qualification in an equivalent waterproofing system may demonstrate competency.

## Site inspections

Axter Quality Assurance Managers make scheduled and unannounced site visits to assess the quality of the installation and to raise any discrepancies between the original Axter specification and the site as built. The frequency of such visits is dependent upon the size of the contract and type of guarantee specified. Silvershield guaranteed projects should be regularly inspected by a member of Axter's Quality Assurance Division and in accordance with the specified system QA procedure. Guarantee applications may only proceed once final inspections have been completed, and all outstanding matters resolved to the satisfaction of Axter. It is the responsibility of the accredited installer to facilitate and schedule regular QA inspections for guarantee purposes.

Silvershield projects with a combined total area <math><50\text{m}^2</math> do not require Axter QA inspections. In such instances the accredited installer must apply to Axter to self certify the installation. Self certification applications must be received in writing from the accredited installer, and client approval should be obtained prior to commencement of the works. Should an Axter QA inspection be required an inspection fee of £250.00 + VAT + expenses (travel, etc.) is chargeable prior to the inspection taking place.

## Requirements for a Silvershield insured Guarantee<sup>4</sup>

- » All materials to be guaranteed must be supplied by Axter.
- » Installation must be carried out by an accredited installer using operatives who have successfully undertaken system competency assessment.
- » The installation must comply with the Axter written specification. Any modification to the specification must be verified and confirmed in writing by Axter prior to installation.
- » All works must be in full compliance with the building regulations and relevant British Standard documentation.
- » If the project is <math><50\text{m}^2</math> self certification procedures must be followed.
- » As the project progresses, site inspections and QA reports must be completed by Axter Quality Assurance Managers.
- » A final QA report must be issued before a guarantee application can progress.
- » Final QA inspections must be attended and final QA reports signed off by Axter, the accredited installer and the main contractor/developer/client representative.
- » Final QA inspections should take place before completed works are buried by finishes and whilst the area is fully accessible.
- » The integrity of the waterproofing layer must be checked either visually or electronically depending on the size (>math>50\text{m}^2</math>) and complexity of the roof, and any test report should be made available to Axter.
- » The accredited installer must submit a completed Silvershield Guarantee application form to Axter within 60 days of practical completion of the waterproofing system.
- » Full payment for the materials and installation must have been received by Axter and the accredited installer.

## Delivery of guarantees

Silvershield insured Guarantee certificates are issued directly to the accredited installer following practical completion of contracted works and successful guarantee application.

## Is there a cost for this guarantee?

There is no additional charge for the Silvershield insured Guarantee.

## Notes

<sup>1</sup> Silvershield Guarantees are not available for roofs with a project value <math>< \text{£}1000</math>.

<sup>2</sup> If the original accredited installer has ceased trading when a workmanship fault is discovered then, as far as workmanship is concerned in the event of accredited installer insolvency, Silvershield Guarantees are null and void. If Axter has ceased trading when a material fault is discovered then, as far as materials are concerned in the event of Axter insolvency, Silvershield Guarantees are null and void.

<sup>3</sup> Silvershield Guarantees do not cover the cost of removing site applied material, such as roof finishes, paving, decking and green roofing, in order to inspect the waterproofing membranes.

<sup>4</sup> Failure to comply with these requirements will mean that Axter will not be able to issue a Guarantee document.

# BRONZESHIELD INSURED GUARANTEE

**This is a comprehensive insured guarantee covering materials and professional advice.**

**In the event that water penetration has occurred or is likely to occur as a result of a manufacturing fault in one or more Axter products and/or professional advice provided in writing by Axter Technical Management, then Axter, at no cost<sup>1</sup> to the building owner, will by repair or replacement make good the waterproofing integrity of the roof structure. This includes the labour costs of reinstating the roof waterproofing.**

## What's covered in a Bronzeshield insured Guarantee?

- » Waterproofing system materials supplied by Axter.
- » Professional advice provided by Axter.
- » Labour costs of reinstating the waterproofing system.
- » Consequential damage or loss<sup>\*\*\*</sup>.
- » Financial loss and personal injury<sup>\*\*\*</sup>.

## What's not covered in a Bronzeshield insured Guarantee?

- » System installation and general workmanship.
- » Waterproofing system design.
- » Independent solvency insurance cover.
- » Materials not supplied by Axter.

## Duration of guarantee cover

A guarantee period of up to 35 years can be provided with a Bronzeshield insured Guarantee. The guarantee length is dependent upon the specified system and its intended use. Guarantee extensions are available subject to a project specific application prior to commencement of contract works.

<sup>\*\*\*</sup>Subject to the terms and conditions of Axter Public and Product Liability insurance policies.



## Installation

To achieve a Bronzeshield Guarantee all works should be completed by a professional roofing contractor experienced in the method of installation of the specified waterproofing system. Alternatively the roofing contractor should be a member of an Axter accredited installer scheme. All roofing contractor labour should have good level of flat roofing competency and preferably be a member of the National Federation of Roofing Contractors (NFRC) Competent Person Scheme (CPS).

## Site inspections

Site inspections by Axter Quality Assurance Managers are not mandatory to achieve a Bronzeshield Guarantee. Should a Quality Assurance Inspection be required, an inspection fee of £250.00 + VAT + expenses (travel, etc.) is payable to Axter prior to the inspection taking place.

## Requirements for a Bronzeshield insured Guarantee<sup>2</sup>

- » All materials to be guaranteed must be supplied by Axter.
- » Installation must be completed by a professional and competent roofing contractor that is preferably a member of an Axter accredited installer scheme.
- » The installation must be completed in full compliance with Axter Standard details.
- » All works must be in full compliance with the building regulations and relevant British standard documentation.
- » The completed works must be approved by the project specific Axter Technical Manager before a guarantee application can progress.

- » The roofing contractor must submit a completed Bronzeshield Guarantee application form to Axter within 60 days of practical completion of the waterproofing system.
- » Full payment for the materials and installation must have been received by Axter and the roofing contractor.
- » The integrity of the waterproofing layer must be checked either visually or electronically depending on the size and complexity of the roof, and any test report should be made available to Axter.

## Delivery of guarantees

Bronzeshield insured Guarantee certificates are issued directly to the roofing contractor following practical completion of contracted works and successful guarantee application.

## Is there a cost for this guarantee?

There is no additional charge for the Bronzeshield insured Guarantee.

### Notes

<sup>1</sup> Bronzeshield Guarantees do not cover the cost of removing site applied material, such as roof finishes, paving, decking and green roofing, in order to inspect the waterproofing membranes.

<sup>2</sup> Failure to comply with this requirement will mean that Axter will not be able to issue a Guarantee document.

# INSURED WARRANTY

**The insured Warranty is a joint material and labour liability certificate undertaken by Axter and the roofing contractor completing the works. Axter insured warranties are commonly issued to cover Axter materials sold to a roofing contractor via a partner stockist.**

**Axter warrants that in the event that water penetration occurs as a result of a manufacturing defect in an Axter product, Axter will at no cost<sup>1</sup> to the building owner make good the waterproofing. In addition, the roofing contractor warrants their workmanship and at no cost<sup>2</sup> to the building owner will make the necessary repairs should water ingress occur due to a workmanship defect.**

## **What's covered in an Axter Warranty?**

- » All Axter system materials.
- » All materials supplied by Axter, e.g. rooflights, insulation, smoke vents, access hatches and accessories.
- » Workmanship\*.

## **What's not covered in an Axter Warranty?**

- » Independent solvency insurance cover.
- » Waterproofing system design.
- » Materials not supplied by Axter.
- » Consequential loss and incidental damage.

## **Duration of warranty cover**

Up to 35 years of cover can be offered with an Axter Warranty. The length of warranty is dependent on the system and specification.

## **Installation**

An Axter Warranty can be achieved by anyone who purchases Axter materials, however the roofing contractor must provide proof of material purchase and sign the Warranty application certificate.

## **Site inspections**

Site inspections by Axter Quality Assurance Managers are not mandatory to achieve an Axter Warranty. Should a Quality Assurance Inspection be required, an inspection fee of £250.00 + VAT + expenses (travel, etc.) is payable to Axter prior to the inspection.

\*Workmanship is underwritten by the roofing contractor and not Axter, and is subject to the terms and conditions of the roofing contractor's public liability insurance.

# GUARANTEE CLAIMS

Axter has been supplying long-term, waterproofing system guarantees for over 30 years, and in that time not one instance of product failure leading to water ingress has been recorded.

In the unlikely event that water penetration has or is likely to occur a claim must be made, in writing, to Axter within seven days of its discovery. Axter personnel will visit the site themselves and/or arrange for the accredited installer, or original roofing contractor, to make an initial inspection to assess the claim and take appropriate remedial action.

An inspection fee of £250.00 + VAT + expenses (travel, etc.) is payable to Axter prior to the inspection. Inspection fees will be reimbursed if it is subsequently proven that water penetration was a result of a failing on the part of Axter.





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