



## IDS WARRANTY INSTRUCTIONS

### \*\*\*\*\*PROCESS FOR OBTAINING A WARRANTY\*\*\*\*\*

1. Request a Warranty Pack from IDS at the phone number listed above
2. Complete the Request for Warranty Form, included in the Warranty Pack, and return it to IDS prior to beginning the job.
3. Notify IDS that the job is completed, and ready for the warranty to be issued, within Thirty (30) days after completion of the job.
4. If a Membrane Only Warranty is requested the warranty will be issued after compliance with #3 above. If a IDS Systems Warranty or an IDS Full Systems Warranty is requested an inspection with an IDS Inspector will be scheduled, pursuant to warranty requirements.
5. The IDS Inspector will schedule an inspection with both the building owner and the roofing contractor. During the Inspection the IDS Inspector will complete an IDS Inspection Report. (see the enclosed form in your Warranty Pack.)
6. If the IDS System passes inspection your warranty will be issued. If the IDS System does not pass inspection you will be provided with an itemized list of all corrections that need to be made to the IDS System in order to meet IDS specifications and pass inspection.
  - a. All corrections must be made within Thirty (30) calendar days of the inspection.
  - b. A re-inspection will be scheduled. Please be advised that all re-inspections are subject to IDS charges and expenses.
  - c. Once all corrections are made and the IDS System passes re-inspection your warranty will be issued.

### \*\*\*\*\*PROCESS FOR MAKING A WARRANTY COMPLAINT\*\*\*\*\*

1. Provide written notice to IDS within 30 days of the discovery of any leaks in the IDS System.
2. Complete a Warranty Complaint Form (see enclosed form in your Warranty Pack)
  - a. Provide IDS with a Credit Card number and a Purchase Order as requested in the Warranty Complaint Form.
3. An inspection will be scheduled with an IDS Inspector at a time that the building owner and the roofing contractor are available.
4. If it is determined that the leak is due to a material defect, the leak will be repaired and it will be covered pursuant to the coverage described in your IDS Warranty.
5. If it is determined that the leak is NOT due to a material defect the building owner will be billed for all charges and expenses incurred as a result of the inspection. In the event the invoice is not paid within Sixty (60) days the total amount of the invoice will be billed to the Credit Card number provided on the Warranty Complaint Form.
6. Please be advised that all non-warranty repairs will need to be made within Thirty (30) calendar days of the date of the inspection so as to avoid your warranty being cancelled.

