



# OWNER'S MANUAL

Your new roof is an investment.

**Here's how to get the most out of it.**

# TABLE OF CONTENTS

WHO WE ARE.....	4
THE ROOF LIFE CYCLE.....	5
ROOF MAINTENANCE.....	6
SAMPLE MAINTENANCE CHECKLIST.....	8
REPORTING A LEAK.....	9
MODIFICATIONS.....	9
TRANSFER OF GUARANTEE.....	9
GUARANTEE COVERAGE.....	10
OWNER RESPONSIBILITIES.....	11
PEAKLIFE EXTENSIONS.....	12
PEAK ADVANTAGE CONTRACTORS.....	13
BEST PRACTICES.....	14-15

## WE'RE HERE FOR YOU.

Need answers to questions or a “just right” solution? The JM Owner Services team is your one point of contact for assistance.

[OwnerServices@JM.com](mailto:OwnerServices@JM.com)

[www.JM.com](http://www.JM.com)

800-922-5922



# YOUR PARTNER IN PROTECTION



## Communication and commitment. That's our goal.

Congratulations on your installation of a Johns Manville Peak Advantage® Guaranteed roofing system. We have a longstanding dedication to providing products and service all the way from design through the life of your well-maintained roof.

In the pages ahead, you'll learn more about what our **JM Peak Advantage® Guarantee** covers and how to maximize the life of your asset, as well as how our dedicated nationwide network of Peak Advantage® contractors can assist you. JM's financial strength allows us to provide some of **the strongest and most comprehensive** guarantees in the roofing industry, which means that whatever you've selected, you can be confident we'll be there to back it up.

# THE RIGHT SERVICE STARTS WITH THE RIGHT TEAM

We know there is a lot involved in a commercial roof, from the initial design, to re-roofing, and everything in between. We have full-service teams dedicated to helping you and your design professional through the whole process.



**OWNER SERVICES**



**SPECIFIER SERVICES**



**PEAK ADVANTAGE<sup>®</sup> CONTRACTORS**



**SALES REPS**



**SPECIALTY DESIGN TEAMS**



**FIELD TECHNICAL SERVICES**



**BUILDING CONSTRUCTOR SERVICES**



**CUSTOMER SUPPORT SERVICES**



**JM PEAK ADVANTAGE<sup>®</sup> GUARANTEE APPLICATION AND APPROVALS**



**CONTINUING EDUCATION**



**ROOF TECHNICAL SUPPORT SERVICES**

# THE LIFE CYCLE OF A JM ROOF SYSTEM





## WHAT DOES ROOF MAINTENANCE LOOK LIKE?

A good maintenance program allows you to see the complexity of your roof, and provides a good roadmap for tracking your roof's performance over time.

### Your program might include the following:



Visual inspection  
(including the surrounding  
building envelope)



Repairs for deficient  
conditions, whether they're  
covered under your JM Peak  
Advantage® Guarantee or not  
(see page 10)



Photographic, digital, and/  
or written documentation of  
roof condition



Routine maintenance  
(see page 8)



Quotes for recommended  
work/items that will improve  
or maintain performance





“OWNERS AND FACILITY MANAGERS WHO REACT TO PROBLEMS AS THEY OCCUR PAY AN AVERAGE OF **25¢** PER SQUARE FOOT ANNUALLY FOR MAINTENANCE. OWNERS AND FACILITY MANAGERS WHO INSPECT AND REPAIR ROUTINELY (PROACTIVELY) — BEFORE PROBLEMS HAPPEN — SPEND AN AVERAGE OF **ONLY 14¢** PER SQUARE FOOT ANNUALLY.”

**Anthony Vross**

*Commercial Roofing Maintenance: A Proactive Approach*

# SAMPLE MAINTENANCE CHECKLIST

Every roof is different, but there are several things we recommend you **check at least twice a year** to increase your roof's performance and service life. The cost savings can be substantial; a maintenance program typically costs **just 1-3%** of the estimated total replacement cost each year, and can save up to 50% over the life of a 30-year roof compared to replacing it every 15 to 20 years.\*

Many JM Peak Advantage® contractors offer maintenance programs that include performing these checks for you.

You can find a contractor at [www.jm.com/en/commercial-roofing/commercial-roofing-locator](http://www.jm.com/en/commercial-roofing/commercial-roofing-locator).

## BUILDING EXTERIOR

- Inspect all areas such as fascia, walls, metal flashing, coping caps, gravel stops, and gutters for signs of leaks and/or deterioration.

## BUILDING INTERIOR

- Inspect for signs of leaks, stains, discoloration, spalled, or rusted surfaces on the walls, ceiling, and underside of the deck.

## FIELD OF ROOF AND DRAINAGE SYSTEM

- Remove any vegetation or debris such as leaves, branches, abandoned construction material or dirt.
- Limit foot traffic to walkway pads.
- Check for blocked drainage at drains, gutters, scuppers, and downspouts.
- Secure clamping rings.
- Clean white membranes to maximize reflectivity.

## PERIMETER/FLASHINGS

- Inspect sheet metal flashing for rust and attachment/movement.
- Inspect existing caulking at metal flashing for weathering/deterioration.

## ROOFTOP UNITS

- Any roof penetration is prone to leaks; inspect around these locations. Be sure to notify JM of any modification/additions to a system, and to have a JM-approved contractor assist in the installation and flashing of any new rooftop equipment.
- Confirm HVAC system condensation lines are resting on wood blocks or rubber supports and never directly on the roof surface.
- Lightning systems should not penetrate the roof surface, nor have any loose or dangling cables.

## PENETRATIONS

- Ensure chemicals, petroleum, or fats are not exhausting directly on the roof.
- Inspect all pipes, vents, and seals for deterioration or the need for caulk replacement.
- Look for sufficiently filled pitch pans, sealant separation or failure or loose draw bands.

*\*Roofing Contractor Magazine, June 2012.*



# WHAT IF...

## ... I'M EXPERIENCING A ROOF LEAK?

**Time is of the essence when a roof leak occurs.** Confirm that the source of the leak is coming from the roof and contact the Owner Services team **within 30 days** of discovering the leak.

When you report the leak, please have available the guarantee number, location, and any other pertinent information such as roof access and site contact. Reporting a leak on a JM Peak Advantage® Guarantee can be done by the owner or owner-designated property manager.

## ... I'M MAKING CHANGES OR REPAIRS TO MY ROOF?

Any modifications that change a JM Guaranteed roofing system must be performed by a Peak Advantage® contractor (see page 13). This includes things like pipe penetrations, curbs and equipment additions, among other things. **Please notify us of any alterations ahead of time** by using the Alteration/Modification form; we can provide technical feedback and update your guarantee. If you need assistance locating a contractor, the Owner Services team can help.

If you're thinking of adding something on top of your roof (like a solar panel energy system), **you must notify us to ensure continued coverage.** The application form and detailed documentation on the process are available on the Overburden form.

## ... I'M SELLING THE BUILDING?

Your JM Peak Advantage® Guarantee does not automatically transfer with the sale or purchase of the building. JM evaluates each system to determine what is required for a smooth transfer of ownership. This may require an inspection and possible repair or maintenance.

You can begin the transfer or learn more about the process by using the Transfer form.

---

**The above forms, as well as other resources, are available online.**

[www.jm.com/en/commercial-roofing/building-owners](http://www.jm.com/en/commercial-roofing/building-owners)

**Email:** [OwnerServices@JM.com](mailto:OwnerServices@JM.com)

**Phone:** 800-922-5922, Option 1

# THE JM PEAK ADVANTAGE® GUARANTEE

## A SIMPLE PROMISE GOES A LONG WAY.

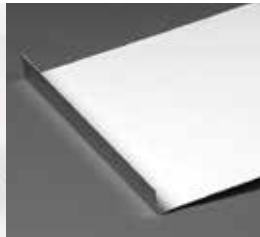
The JM Peak Advantage® Guarantee promises that during the guarantee duration, subject to certain restrictions, JM will pay for repairs to stop leaks resulting from natural deterioration of the guaranteed materials or poor workmanship in applying them. The owner, in return, agrees to properly maintain the roof, and to notify JM in writing of any defects or of any proposed changes to the roof.

### EXAMPLES OF WHAT'S COVERED



#### JM ACCESSORIES

- Thermal movement (expansion joints/ edge metal)
- Open joints
- Compatibility to JM membranes (i.e. coated metal, pipe boots)



#### BASE FLASHING

- Open corners
- Termination/slippage
- Lap voids
- Loose membrane



#### MEMBRANE

- Attachment
- Leaking/open blisters
- Deterioration
- Open field seams
- Shrinkage
- Splitting










#### INSULATION

- Attachment
- Loose/ridging
- Shuffling

REFER TO YOUR JM PEAK ADVANTAGE® GUARANTEE FOR SPECIFICS.

# Even with a Guarantee, these conditions can still cause problems.

EXAMPLES OF WHAT ISN'T COVERED	
 <p><b>EXTREME WEATHER EVENTS</b></p> <ul style="list-style-type: none"> <li>• Windstorms, hail, hurricanes, etc.</li> </ul>	 <p><b>BUILDING DESIGN</b></p> <ul style="list-style-type: none"> <li>• Non-approved alterations or changes in building use</li> <li>• Improper drainage</li> <li>• Condensation</li> </ul>
 <p><b>UNAUTHORIZED WORK</b></p> <ul style="list-style-type: none"> <li>• Repairs or alterations by non-approved contractors</li> <li>• Non-JM materials</li> </ul>	 <p><b>BUILDING COMPONENTS</b></p> <ul style="list-style-type: none"> <li>• Movement</li> <li>• Walls, drains, or rooftop equipment</li> <li>• Roof deck or substrate</li> </ul>
   <p><b>ABUSE</b></p> <ul style="list-style-type: none"> <li>• Foot traffic/damage caused by other trades</li> <li>• Lack of maintenance</li> <li>• Vermin</li> <li>• Vandalism</li> <li>• Chemical exposure</li> </ul>	

## WHAT IT DOESN'T DO

The JM Peak Advantage® Guarantee is not intended to:

Replace property insurance

---

Replace proper building maintenance or property/facility management

---

Cover project plans or design or certify compliance with your local code

---

Cover every waterproofing component on the roof

---

# PEAKLIFE EXTENSION

Our PeakLife program is designed to maximize the value of your roofing investment by placing you in direct contact with JM professionals, providing guarantee extensions and coordinating maintenance. Initiating a regular inspection and maintenance schedule places you on a path to a better performing asset, with more options at the end of the JM Peak Advantage® Guarantee term.

PeakLife Extensions offer you a variety of options to extend the JM Peak Advantage® Guarantee term, depending on your needs. To learn more, please reach out to the Owner Services team. Certain restrictions and conditions apply; see program terms for further information.

BENEFITS	
<p><b>PROGRAM FLEXIBILITY</b></p> <p>3-, 5-, or 10-year</p> <p>Monitoring, maintaining or full restoration</p>	<p><b>LOWER LIFE CYCLE COSTS</b></p> <p>Extend the service life of the roof with minor repair or restoration rather than a full cost of replacement</p>
<p><b>PROJECT PLANNING</b></p> <p>From bidding to contractor selection, JM will provide whatever level of assistance you need</p>	<p><b>MAINTAIN THE VALUE OF THE ORIGINAL INSULATION INVESTMENT</b></p> <p>An environmentally responsible choice that saves money as well</p>
<p><b>KEEP YOUR NDL COVERAGE</b></p> <p>Uninterrupted NDL coverage by the company that knows your roof best</p>	<p><b>LESS DISRUPTION THAN A FULL REROOF</b></p> <p>A full roof replacement may require extensive equipment, material staging and personnel. Your occupied building could be disrupted by more noise and rerouting of traffic areas</p>
<p><b>BETTER COVERAGE</b></p> <p>Unlike a typical coating warranty or contractor repair, JM will cover the performance of original JM components</p>	<p><b>MULTIPLE EXTENSIONS ARE POSSIBLE WITH PROPER MAINTENANCE</b></p> <p>Coating systems can often be restored multiple times</p>

## JM PEAK ADVANTAGE<sup>®</sup> CONTRACTORS

We work with independent professional roofing contractors who have demonstrated their exceptional capability in commercial roofing installations. Our high standard of excellence is reflected in our nationwide network of JM Peak Advantage<sup>®</sup> contractors. In keeping with our Colorado heritage, their achievements are ranked in the program starting with Peak and climbing to Altitude Club<sup>™</sup>, Summit Club<sup>®</sup>, Pinnacle Council<sup>®</sup>, and finally the elite 5280 Club<sup>®</sup>. These levels are based on the number of roofing systems a contractor has installed, along with their workmanship quality.

These contractors have thousands of square feet of experience when it comes to installing Johns Manville commercial roofing systems.

You can locate a JM Peak Advantage<sup>®</sup> contractor at [www.jm.com/en/commercial-roofing/commercial-roofing-locator](http://www.jm.com/en/commercial-roofing/commercial-roofing-locator).





# KEEP YOUR ROOF SAFE TO KEEP WHAT'S UNDER IT SAFE.

Your roof is one of the most important parts of your structure, but it can be easy to forget when you're not looking at it. Regular maintenance can help you protect your investments – and your building's occupants.



# PROTECT YOUR INVESTMENT. KEEP THESE IN MIND:

## LIMIT ROOFTOP TRAFFIC AS MUCH AS POSSIBLE

Keep whatever traffic is necessary confined to walkway pads around rooftop equipment

Keep people off the roof in wet or frosty conditions, as these could pose a slip hazard

## ASK YOUR JM PEAK ADVANTAGE<sup>®</sup> CONTRACTOR TO PERFORM REGULAR MAINTENANCE

We recommend servicing your roof twice a year, in the spring and fall

Keeping the roof surface and drain areas free of debris, leaves, dirt and trash can help avoid problematic water retention

## KEEP A DATABASE OR FILE OF ALL RECORDS

This includes your original guarantee, inspection reports, maintenance records, and repair records

This documentation helps with any post-alteration considerations or re-roofing, or if the roof is damaged

It will also help a new owner if you sell the building (see page 9)

## CONSIDER ANY CHEMICAL EXPOSURES

Some chemicals used by non-roofing trades can damage your roofing membrane

If you're able, let us know about any potential chemical exposure before it happens; we may be able to make recommendations



Johns Manville, PO Box 5108, Denver, CO 80217-5108  
©2021 Johns Manville, A Berkshire Hathaway Company. All rights reserved.

[WWW.JM.COM](http://WWW.JM.COM)