



## The IKO Guarantee Guide

Any work should come with guarantees and insurance, but guarantees vary hugely. Before accepting any guarantee that is offered, you need to ensure it will provide the protection you expect. That means asking the right questions of both manufacturer and installer.

Failure to consider the detail could lead to a situation where a fault is simply not covered by the guarantee or where some aspect of the product selection or installation procedure actually invalidates the guarantee you thought you had in place.

The following is a guide to the questions to ask in order to make sure that the guarantee meets the requirements of the project.



### 1 Does the Initial Quote Include:

- The location and areas of each roof. Geographic location is important as it will affect the severity of weather impact: orientation and relation to surrounding buildings will affect exposure to UV and the size of the expanse under consideration can also have an impact on performance
- If this is a refurbishment project - core sample testing and reasons for waterproofing failure combined with proposals for overcoming faults and failure within the roofing structure on this building
- The proposed working schedule and completion date
- Full details of all materials and application methods to be used
- Health and safety precautions required for the particular site and for the materials used
- Any additional specification to be considered
- Quote validation period
- Proposed guarantees and insurance



### 2 Have the Following Responsibilities Been Identified and Assigned?

**Quality control:** who has the final project sign-off and therefore decides if a guarantee will be issued?

**Insurance:** is there any insurance provided and what will this cover? Does it start from the beginning of the project or once it is complete? What about defects in any solution presented?

**Experience:** what checks are in place to verify that the contractors have the right experience with the roofing system that has been specified and the type of building on which it is installed? Make sure there are checks in place that applying contractors can install and indeed finance the project (especially for larger commercial projects).



### 3 What Will the Guarantee Cover?

- **Materials:** what materials are covered?
- **Workmanship:** do the contractors need to be approved by a specific authority or need to have particular accreditation?
- **Guarantee term:** how long is the guarantee to last? And is it a complete guarantee for this period or are there time specific caveats?
- **Caveats:** is there anything specific concerning the products selected, the installation procedures, the choice of contractor or any other consideration that could render the guarantee null and void?
- **Insurance:** is the guarantee covered by independent insurance and what value does this cover?



### 4 Have the Following Credentials Been Checked?

- **The Contractor:** Is it a member of The National Federation of Roofing Contractors (NFRC)
- **The Workforce:** Has every individual who will be working on been trained and met the criteria to receive Construction Skills Certification Scheme cards (CSCS)
- If the work is to take place around schools or areas with other vulnerable people, have all site workers been checked with the Disclosure and Barring Service (DBS). There is an online DBS tool to help with this process.

Do you have a project?

For impartial and friendly project advice call **01257 255 771** or email **Marketing.UK@iko.com**



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