

## Introduction

Neogard fluid-applied roof coating systems are designed to be long lasting, monolithic membranes which provide years of trouble-free service. Good general maintenance practices along with preventive maintenance will ensure that the coating system will continue to provide service for which it is intended. Neogard strongly encourages the original coating system applicator be retained for inspections, repairs and cleaning in order to simplify warranty issues involved in alterations or repairs.

## Know Your Roof System

Be familiar with the type of roof coating system installed on your facility. Silicone, urethane and acrylic coatings meet different demands and require different products for minor repairs. Keep a roof system file that includes a copy of the signed warranty document, product data, a copy of previous inspection reports and contact information for the roof coating applicator and Neogard.

Some common causes of damage to roof coating systems are:

- HVAC repair and maintenance or other roof traffic
- Tree limbs, leaves, birds, animals and other debris
- Drainage failures
- Oil, grease or chemical releases from vents
- Excessive movement of the building
- Damage caused by storms, strong winds or hail
- Damage caused by snow or ice removal
- Damage caused by vandals, particularly objects thrown on the roof

## General Maintenance

Unprotected areas of the roof coating system are more susceptible to damage from recurring foot traffic. Care must be used to avoid damage to the system. Exercise caution when walking on the roof system during times of freezing temperatures since ice or frost build up may not be easily visible on light colored surfaces.

Exercise care with tools and equipment to avoid puncturing the system when it is necessary for workers to be on the roof to service rooftop equipment, (HVAC units, antennas, etc.). When servicing units, take care when placing metal doors, lids, pans, or sharp objects on the system surface. Avoid coating system damage by installing smooth plywood over the system prior to moving rooftop units, or erecting equipment such as ladders or scaffolding.

Remove all debris (such as tree limbs, glass, bolts, nails, screws, metal shavings, etc.) and any other material that may promote punctures or cuts to the system.

Provide proper drainage. Keep the roof surface clean of leaves, twigs, paper and accumulated dirt at drain areas to avoid clogged drains. Screens and strainers should be in place at gutters, scuppers and drains. Condensate from HVAC units should be piped to drains. Ponding of water on the surface of the system will increase the probability of moisture entering the structure in the event of a puncture or cut in the system.

Do not expose the roof coating system to harmful products or chemicals. These may include:

- Liquids containing petroleum products
- Solvents
- Grease used for lubricating roof top units
- Oils (new or old) used for air conditioning or compressor units
- Kitchen waste or other animal fats
- Chemicals

Note: Installation of catch pans and proper drainage of these pans may be used for system protection. Prolonged exposure to these materials may cause swelling and possible degradation of the roof coating system. Remove all material spills which may be harmful to the system (solvent based materials, oil based paint, etc.).

Avoid damaging the system when snow/ice removal is necessary. Use plastic shovels and pay particular attention when working around curbs or other areas where flashing can be damaged. Snow blowers and shovels with sharp edges must not be used.

## Preventive Maintenance

Preventive maintenance procedures should include physical inspections and periodic cleaning.

### Physical Inspections

The building owner should establish a semi-annual roof inspection program. Inspections should be conducted by qualified personnel (ideally the original coating applicator), preferably in the spring and fall. Inspections should include:

- The coating system for proper adhesion to the substrate, adhesive or cohesive failure and physical damage.
- Drains or scuppers to ensure they are operational and that screens and strainers are in place.
- Areas where change of plane occurs to determine if there has been excessive movement causing the roof coating to split, crack or the sheet rubber flashing to lose adhesion.
- Roof coating surface to determine if there are any holes, cuts or ruptures present.
- Areas which are subject to increased traffic damage for abrasion and wear or other physical damage.
- Where applicable, the underside of structure for evidence of leaks.
- Identification and removal of all foreign materials such as tree limbs, leaves, abandoned equipment, parts or other debris.

In addition to the scheduled semi-annual inspections, roof inspections should also be conducted whenever any of the following conditions occur:

- Exposure of the roof to severe weather conditions, such as strong winds, hail or continuous heavy rainfall.
- After repair or replacement of rooftop equipment, and at any other time when the roof may become exposed to activities of other trades where damages may occur.
- Roof is subject to vandalism.

### Periodic Cleaning

Improper cleaning procedures can damage the roof coating system. If possible, cleaning should be performed by the original roof coating applicator. Cleaning is designed to remove debris and common dirt, fungus, algae and identify roof coating system damage/deficiencies. Neogard recommends the following procedure:

- Remove all large debris, screws, abandoned equipment or parts.
- Hose down entire deck with water and Neogard 8500 BioDegradable Cleaner (BDC). Dilute the BDC concentrate with 10 parts water to 1 part cleaner.
- Apply the diluted cleaning solution to the substrate at a rate of 150 to 200 square feet per gallon. Allow the solution to stand for 15 minutes. Do not allow the solution to dry. Areas with heavy dirt build up may require additional solution as well as scrubbing with a soft-bristled broom to loosen dirt.
- Before solution dries, rinse the surface with clean water until cleaning solution has been fully removed.

## Roof Alterations and Roof Coating Repairs

### Emergency Roof Coating Repairs

This section is included for emergency roof coating repairs only. Minor repairs may be made by owner's maintenance personnel; however, it is recommended to contact the original roof coating applicator to make permanent repairs to protect the integrity of the roof coating system.

To make an emergency repair, carefully remove loose coating from damaged area back to well adhered material and thoroughly clean the exposed substrate and existing coating surrounding the area with a clean cloth that has been wet with aromatic solvent. Allow solvent to evaporate.

Utilize one part polyurethane sealant (for urethane and/or acrylic roof coatings) or silicone sealant (for silicone roof coatings) to fill tears or punctures. Do not use aluminized coatings, asphalt or tar modified products.

After emergency repairs are made, report them to the roof coating system applicator and/or Neogard Warranty Department immediately.

In order for the warranty to be honored, all emergency repairs must be inspected or reworked by the roof coating applicator that is party to the Neogard Warranty. In the event the applicator of record is not available, contact Neogard for an alternate Neogard approved roofing applicator.

### Roof Alterations

To assure the continuation of the Warranty, any modifications or alterations to the roofing system (addition of units, pipes, satellite dishes, etc.) must be communicated to Neogard prior to proceeding.

The proposed modification or alteration details will be reviewed by Neogard to determine compliance with Neogard Roof Coating System specifications.

Coordinate the installation with the original roof coating system applicator so the modification/alteration is in accordance with Neogard roof coating system specifications and details.

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This document is intended for professional use and provides generic advice in respect of the subject matter hereof only. It is not intended to be used as a comprehensive guide. The buyer/applicator should always read the relevant Product Data Sheets (“PDS”), Safety Data Sheets and Guide Specification relating to the applicable products/system. If in doubt, please contact your local Neogard representative for further advice. To the extent relevant, the disclaimer set forth in the relevant PDS or Guide Specification applies to this document.  
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