

STEP 1 Interested in becoming Certified Roofing Applicator?

Complete – [Roofing: Certified Applicator Application](#)

Application is an online DocuSign document that can be opened and reviewed prior to submitting.

Once application is submitted, it will be reviewed internally by the NEOGARD Warranty Team. Approved Applicators will receive via DocuSign documents a Certified Applicator Agreement. Certified Applicator Agreement will remain in place for all projects with Roofing M&L warranty.

STEP 2 – Need M&L Warranty for Project

Complete - [Roofing: Pre-Installation Form \(PIN\), Material & Labor](#)

PIN is an online DocuSign document that can be opened and reviewed prior to submitting.

Pre-Installation Form is submitted *prior to start of project*. A list of Roofing M&L Systems will be provided in conjunction with this document. PIN must be completed for each Project /System.

PIN Requirements: Moisture Analysis must be conducted by method of Infrared Analysis, Nuclear Hydrogen Detection or Electrical Capacitance prior to submitting PIN. Moisture Analysis Survey Report along with photographs of the Existing Roof Conditions must be attached to the PIN form prior to submitting to NEOGARD for review.

Warranty Fees and Inspection Fees invoiced at time PIN is submitted. All Fees due prior to scheduling of FINAL Inspection. In the event project is Cancelled or M&L Warranty is no longer required. Warranty & Inspection Fees will be refunded.

*As an additional service, Hempel offers Infrared Inspection Survey for Moisture Analysis.

STEP 3 Project has been completed.

Complete – [Roofing: Material & Labor Warranty Application](#)

Warranty Application is an online DocuSign document that can be opened and reviewed prior to submitting.

Warranty Application is submitted at the time of *project completion*. Final Inspection will be scheduled in conjunction with timing of project completion. Schedule Final Inspections with your NEOGARD Account Manager.

If re-work is required at the time of Final Inspection, NEOGARD Technical Service will define and confirm with Applicator. All rework must be completed and approved prior to approval of Final Inspection Report. If re-inspection is required additional fees may be applied for additional project visit. If re-work is not completed, warranty will be voided and all warranty fees will be refunded. No Inspection Fees will be refunded.

Warranty Package

Warranty Packages will be issued after confirmation of all Warranty and Inspection Fees have been paid in full and Final Inspection report has been completed/approved by NEOGARD Service Team

All Warranty Packages are issued via DocuSign Documents directly to Project Owner for signature. Copy of Warranty Package will be provided to Applicator at the time all signatures have been received from Owner.

Applicator responsible for the first 18 months of the Roofing Material & Labor Warranty. Applicator responsible for arranging inspection with owner and scheduling 18 month warranty with NEOGARD account manager. Completion of 18 month Inspection transfers remainder of warranty responsibility to NEOGARD.

Note ALL WARRANTY RELATED FORMS are available at www.neogard.com/Services/Warranties