

Leak-Proof Roof™ System Limited Lifetime Warranty

Effective September 1, 2022

Did you know **over 61% of the water leak protection**¹ a roof provides is hidden underneath the shingles? This means the way your roof is installed is even more important than the shingle itself. Many roofing products and services offer some form of warranty, but more often than not, they don't cover anything other than a small amount of materials due to manufacturing defects. This means you are only covered if there is a defect in the shingle and you are not covered for: Labor, Workmanship, Removal & Disposal, Gutters, Skylights & other Roofing Components.

The United Home Experts (UHE) Leak-Proof Roof™ System is different.

Building a trusting and lasting relationship with you is just as important to us as building a quality roof. We stand firmly behind our comprehensive roof system, which includes high-performance products and advanced practices to ensure a quality installation. In fact, we're so confident in our installed system that we cover areas that other typical warranties won't and cover the products used and workmanship performed on your roof replacement for as long as you own your home (see terms and conditions below).

Using our 24+ years of year-round New England construction experience, we are proud to offer **The UHE Leak-Proof Roof™ System backed by our Limited Lifetime Warranty!**

SYSTEM COVERAGE, PRORATION & TRANSFER SCHEDULE:

System Component	Warranty Period	Years Covered & Proration Schedule		Transfer	Provided By
		1-4 Dwelling Homes Titled in Owner's name	Other Types of Structures		
Labor: to complete repair	Limited Lifetime [^]	50 years, 100% non-prorated, then 20% [^]	25 years (20 years 100%, years 21 - 25 reduced by 20% each year)	Yes, 1x*	United
Workmanship: to guarantee the integrity of the original install	Limited Lifetime [^]	50 years, 100% non-prorated, then 20% [^]	25 years (20 years 100%, years 21 - 25 reduced by 20% each year)	Yes, 1x*	United
Removal & Disposal	Limited Lifetime [^]	50 years, 100% non-prorated, then 20% [^]	25 years (20 years 100%, years 21 - 25 reduced by 20% each year)	Yes, 1x*	United
Shingle: to cover manufacturing defects	Limited Lifetime [^]	Limited Lifetime ^{^^} by Shingle manufacturer warranty ^{^^}	Limited Lifetime ^{^^} by Shingle manufacturer warranty ^{^^}	Yes, 1x ^{^^}	Shingle manufacturer warranty ^{^^}
Gutters, Skylights & all other United installed components	5 years [^]	5 years on labor, 100% non-prorated. Materials vary by manufacturer	5 years on labor non-prorated. Materials vary by manufacturer	Yes, 1x*	United

[^]For as long as the original Owner owns home, according to the Years Covered & Proration Schedule in this document.

^{^^}See Shingle Manufacturer warranty for more details. Shingle manufacturer is typically listed on your Roofing Scope of Work.

*See Transferability section below.

100% COVERAGE PERIOD

During the 100% coverage period of this Warranty, at its option and subject to certain limitations,

UNITED WILL:

- Perform any covered repairs for you based on the "SYSTEM COVERAGE, PRORATION & TRANSFER SCHEDULE" and "HOW LONG ARE YOU COVERED" sections above.
- Perform any covered repairs as weather permits.
- Perform any covered repairs only on the specific areas where the failure has occurred. An exact match on product color cannot be assured as there is the likelihood that the original look may have faded. We are not liable to you if you make a warranty claim in the future and any replacement products you receive vary in color either because of normal

LIMITED LIFETIME WARRANTY

WHO IS COVERED

To be eligible for this Limited Lifetime Warranty (the "Warranty"), you must be the original property owner or the first transferee from the original consumer purchaser of the Leak-Proof Roof™ System installed by United Home Experts Inc., or it's d/b/a United Building Experts, ("United"), and be in accordance with the "**Eligibility For Coverage**" below (an "Owner"). In addition, the entire Roofing System must be purchased from and installed by United, and no materials may be provided by the Owner or third party.

WHAT IS COVERED

United warrants that the new Leak-Proof Roof™ System (including only the roof surfaces that have been contracted to receive a new roof system installed by United) will not leak, subject to the conditions and limitations contained herein.

HOW LONG ARE YOU COVERED

The length of the Warranty offered to the Owner depends on if the building is a 1-4 dwelling single-family detached home titled in the Owner's name or another type of structure. See "OTHER TYPES OF STRUCTURES" below. If the Owner makes a claim under this Warranty which results in a repair of the roof system, this Warranty will not change, as long as the repair is done by United, and will continue to provide the Owner with coverage on the entire roof system

weathering or changes in the product lines. United reserves the right to provide substitute products if the lines have changed and will make best efforts to use products that are comparable in quality and/or price to the original products.

PRORATED PERIOD

Once the 100% coverage period of this Warranty has expired, the prorated period will begin. Leak-Proof Roof™ System Products and labor will take into account the number of full years of use from the original installation date through the date of any claim and reduce the amount of the financial impact of any repair coverage. Please see the "SYSTEM COVERAGE, PRORATION & TRANSFER SCHEDULE" above for the prorated coverage formula. If the Owner agrees in writing to the pay for any balance of the uncovered portion of the rework/repair, then work can be performed.

OTHER TYPES OF STRUCTURES

The coverage offered by this Warranty applies only to 1-4 dwelling detached homes titled in the Owner's name. In the instance the Leak-Proof Roof™ System is installed upon property owned by, for example, corporations, governmental agencies, partnerships, trusts, religious organizations, schools, condominiums or cooperative housing arrangements, or installed on apartment buildings or any other type of building or premises not used by an individual Owner as their residence, the warranty period will be per the "Other Types of Structures" in the "SYSTEM COVERAGE, PRORATION & TRANSFER SCHEDULE" above for the prorated coverage formula.

WIND WARRANTY PROTECTION

The Leak-Proof Roof™ System provides coverage for a period of 15 years from the original date of installation if the roof experiences blown off shingles from winds up to 130 miles per hour, as determined by the closest National Weather Service measuring station to the applicable property with the Leak-Proof Roof™ System. This coverage only applies when an Owner's insurance policy approves coverage but will not fully cover the shingle replacement cost for the affected area. United will only be liable for repairing, replacing, or the reasonable cost of replacing the blown-off shingles, as determined by United. The Owner would grant any insurance proceeds from this repair or replacement to United, up to the cost of the repair or replacement, and United would cover the rest of the shingle repair or replacement at no cost to the Owner.

ELIGIBILITY FOR COVERAGE

- Must be a full roof replacement (a separate detached roof does not have to be counted as part of the system/covered area and won't disqualify the project from eligibility).
- Must be an asphalt shingle roofing system project.
- The scope of work does not waive the eligibility of the project.
- The project full contract balance has been paid in full.
- Owner must retain a copy of the original contract/proposal or follow proper transfer procedures stated below.

STEPS TO SUBMIT A CLAIM TO HAVE REPAIRS PERFORMED

To make a claim under this Warranty, you need to do so within 30 days of discovery of the problem through one of the following methods: **1. (Best)** Use the online Warranty Resource Page to submit a claim at unitedhomeexperts.com/warranty-manual-resources/ or **2.** Email: warranty@UnitedHomeExperts.com or **3.** Call United at 508-881-8555 to make a claim for a covered repair. Upon discovery of a possible defect or failure, the covered person must immediately, and at the covered person's own expense, provide for protection of all property that could be affected until the repair is remedied. Before any permanent repair to the Leak-Proof Roof™ System, the covered person must allow a United representative to enter the property and structure where the Leak-Proof Roof™ System is installed, and examine, photograph and take samples of the Product. United will then arrange for an inspection of your property and notify you of the nature and extent of any covered repairs and United's plan for performing the same. Replacement of the defective Product or granting of a refund for any covered repair SHALL BE THE SOLE EXCLUSIVE REMEDY available to the covered person with respect to any defect in the Leak-Proof Roof™ System. The refund will be at the sole discretion of United and will be based on the value of the repair for the affected area.

TRANSFERABILITY

If you are planning on selling your home this warranty provides a desirable benefit to a home buyer. Upon change in ownership, this Warranty may be transferred one time to the new owner(s) ("Subsequent Transferee(s)") as a 25-year straight-line prorated Warranty on Limited Lifetime components, and 5 year straight-line on 5 year components, with the start date based on the original installation date. The new Owner must register within 30 days of purchasing the home and complete all the information requested plus a Transfer Fee of \$100.00 due to United. Submit transfer request at: <https://unitedhomeexperts.com/warranty-manual-resources/>

THIS WARRANTY DOES NOT COVER

- Shingle roof lay-overs are NOT covered (must be stripped down to sheathing/nailable substrate)

- Any areas adjacent to, over or under an area that a customer refused to have repaired during original installation or any adjacent materials that join to the items installed by United.
- Any damage from installation that was not performed by United, including but not limited to skylights, gutters, and solar panels.
- Material supplied by the customer.
- Leaks caused by pre-existing conditions, structural failure(s) or damaged area(s) on or near the roof which are not part of the Leak-Proof Roof™ System such as chimneys that have loose or cracked mortar, skylight glazing or seams, or soil waste pipe boots allowing water to enter the structure or Leak-Proof Roof™ System.
- Damage to the Leak-Proof Roof™ System caused by alterations made after completion of application, including structural changes, equipment installation, power washing, painting or the application of cleaning solutions, coatings, or other modifications;
- Ice Dams: Excessive snow must not be allowed to accumulate on a roof because in certain conditions it will melt, thaw, and re-melt several times potentially fracturing the new roof surface as well as potentially creating large ice dams that may trap ponding water on the roof and directing water into the house.
- Damage to or failure of the Leak-Proof Roof™ System as a result of damage to or the failure of the underlying roofing structure.
- Roof damage or penetrations as a result of third-party alterations after install, including but not limited to antennas, Dish satellites, roof decks, roof sections with Solar panels (unless an acceptable Solar bracket has been used), etc.
- Replacements using EPDM Rubber Roofing, Built-Up Roofing (BUR), Single Ply Roofing, Fluid Applied Roofing, Slate, Metal or Shake Roofing.
- Low slope portions of roofs (2/12 slope or less in pitch).
- Color: Shading, variations in the color of the Leak-Proof Roof™ System or discoloration caused by algae, fungi, lichen or similar organic material.

THIS WARRANTY IS VOID IF:

There are signs of (a) neglect; (b) abuse; (c) misuse; (d) repair or alteration; (e) settlement or structural movement (f) damage or inadequate roof drainage from incorrect design of the structure; (g) damage from excessive foot traffic on the roof; (h) acts of God including, but not limited to, hurricane, tornado, flood, lightning, earthquake, ice storms, hail, tree damage or other severe weather or natural phenomena.

MODIFICATIONS TO THIS WARRANTY

Except as permitted under the "Eligibility Requirements for this Warranty" section, this Warranty may only be changed or modified in writing by the President or General Manager of United.

LIMITATIONS

This written Warranty is exclusive and replaces all other warranties, conditions, representations, and guarantees, whether express or implied, including the implied warranties of merchantability and fitness for a particular purpose, weather by statute, at law or in equity and is limited in length to the express warranty provided above unless a shorter period is permitted by law. This written Warranty is Owners exclusive warranty from United and represents the sole remedy. United makes no other representations, warranties, or guarantees of any kind other than those stated explicitly herein. Your remedy for any failures in the Leak-Proof Roof™ System is fully described in the preceding section, "How Long are You Covered." You are not entitled to anything more than what is described in that section. We are not responsible for any incidental, consequential, special, punitive, or other damage of any kind including damage to your structure or to your structure's contents whether for breach of this warranty, negligence, strict liability or other claims derived in tort or for any other cause. Some states do not allow limitations on how long an implied warranty lasts and/or do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This Warranty gives you specific legal rights, and you may have other rights which vary from state to state.

¹Standard roof calculation of water leak protection, March 2019