

FOR WARRANTY

#### ACCESS TO THE TREMCO CPG WARRANTY PORTAL

#### SEALANTS:



# DRYVIT:



# NUDURA: Where to access

#### **Nudura Distributor Toolbox**



#### CREATING OR LOGGING INTO A USER ACCOUNT

#### Users can: Log in, request a user account, request a password reset

#### To request a user account: DISTRIBUTORS & APPLICATORS

- 1. Click "Request a user account" button
- 2. Complete required fields & click "Submit."
- 3. NOTE: You can add more than one user to the account in one step.
- 4. User accounts are NOT automatically created. They are reviewed and approved M-F, 8:30 am to 5:00 pm. (ET).

Sign In	Account Request request an acco	unt in the system			
Email	Company Information				
amanno@tremcoinc.com	Company Name		Address Line 1		Address Line 2
Password	Oly		State: Province		Postal Code
	Phone		AK Company Type		What product brands do you normally use or distribute? (Check all that apply)
Forgot password?			Select.		
Remember My Login	Add User Accounts				
	ABST NAME	LAXY AMORE	19646	CONTINUE (DATE:	MAAAD
Login	Fost Name	Last Name	Enal	Confirm (mail	E Dries
User accounts are required to request warranty services. If you are new to this site, please click below to request a user account	PLEASE NOTE USER ACCOUNT REQUESTS ARE AND Accelerations	E REVIEWED AND CREATED DURING NORMAL BUSIN	ESS HOURS (MONERY THROUGH FREDRIC 8:30 AM TO 5:00 PM	EASTERN, WITHIN ONE BUSINESS DAY, MOST AR	E SET UP WITHIN A COUPLE OF HOURS FROM THE TIME THE REQUEST IS SUBMITTED.
provide entry before to request a sale deserver.	OPT IN STATEMENT FOR ACCOUNT REQUEST	SCREEN			
Request a user account	Wananties from Trenco Construction Products services you requested from us.	Group and its affiliate companies are generated elect	trancely and delivered to you by email. We are committed to pr	steating and respecting your privacy and will only	an your personal information to administer your warranty account and to provide the products and
	From time to time, we would like to contact you	about our products and services and share other con	ment that may be of enseed to you. If you consent to us contact	ing you for this purpose, please click the box below	
Olick here for a suick totacial and answers to framently asked suppliance		Cif agree to receive at	ther email communications from tremcosedants.com in accord	dance with the Trenco incorporated and IPM into	mational, be:, privacy policy.
Click here for a quick tutorial and answers to frequently asked questions.	You can unsubsoribe from these communication By clicking autorit below, you consert to allow	ins at any time. For more information on how to unsul temcosealarts corn to atore and process the person	bscribe, our privacy practices, and how we are committed to pro- al information submitted above to provide you with the content (	tecting and respecting your privacy, please review required.	av Privicy Policy
Dryvit, Nudura, Tremco and Willseal are part of the Tremco Construction Products Group.					

Users can: Log in, request a user account, request a password reset



- 1. Click appropriate login button.
- 3. Enter email address & password (10 characters minimum - can be any combination of letters, numbers, special

********				
Remember My Login				
	Login			
ser accounts are required to re	equest warranty services. If yo user accou	tu are new to this site, please click by nt.	elow to request a	
	Request a user	account		
	n into historial as state have been	annes in fear set, solid a set		

#### Users can: Login, request a user account, request a password reset

#### New Field for User Account Requests: Tremco CPG product brands

- 1. From the dropdown, select brands for which you typically need to request warranties.
  - If selecting Contractor / Applicator you need to fill in what type of construction. (ex. Commercial buildings; multi-family homes, etc.
- 2. Multiple selections, type of brands, are allowed. Scroll down to see full list.

Phone	Company Type Contractor/Applicator	*	What product brands do you normally use or distribute? (Check all that apply)
Construction Type (Check all that apply)	]		Dryvit A
Add User Accounts			Nudura Tremco - Commercial

#### Users can: Login, request a user account, request a password reset



#### SYSTEM DASHBOARDS

#### **DISTRIBUTOR:**

#### System dashboards Messages and **Distributor dashboard** account icons Navigation pane **Quick actions** TREMCO ات ک Any One Recent ۵ ۵ warranty requests from all users in 0 2# 6L 0H 0H 0H 0H 0H 0L 0H 53810 44255 44106 44110 44125 53333 34334 your company



# PRODUCT SEARCH

Product search is used by the submitter to find out the correct Product Category and Sub-Category a product is located in. (This search function is helpful to quickly locate product by name to expedite the entering of a request.)



From your dashboard; Main Menu/Search Warranties/Product Search

Search product search	ch	
Search Selections		
Product Name	All	
	All	<b>^</b>
Results	Akkro 7T Ameristone	

In the Product Name Search, either start typing the product name or use the "drop-down" box until you find the product you are requesting a warranty for.

earch product search					
Search Selections					
Product Name TREM	proof 560	~			
Results					
Show 25 V entries					
CATEGORY	∧ SUBCATE	EGORY	\$ SYSTEM CATEGORY	0	PRODUCT NAME
Waterproofing (Commercial) - Self-Adhered Applied	Sheet Standard	d Systems	Membrane		TREMproof 560
Waterproofing (Commercial) - Self-Adhered Applied	Sheet Membra	ne Only	Membrane		TREMproof 560

The Product Name you have entered will bring up all the listings in Product Category the product is in.

If it is located in multipul categories, then you would pick the approiate category in which to enter your request. (NOTE: All Tremco CPG warranty offerings are located within the Product Search.)

# FILTERED SEARCH

The searching function is in addition to the function on your dashboard that shows all warranties your company has requested. Using the filtered search, you have the options to search by Project Name, address, city, state, Warranty or Sample Warranty number.

Warranty Search Selections				
Project Name		Warranty Number/Sample Number		
Project Address		Contractor/Applicator Name		
Project City		Contractor/Applicator		
Project State/Province	All	Number		
Lot Description, Parcel Number and/or Subdivision		Contractor/Applicator State(s)		
Distributor Name		Warranty Status	All	
Distributor Number		Expiration	All	
roduct Category	All	Assigned To	All	
Product Sub-Category Warranty Type)	All	Sample Warranty	All	
C/Architect/CM Firm Name		Residential	All	
Builder Name		(RCPG)/Commercial (CPG or other)		
how My Converted	All	Consultant Name		
Warranties		Warranty Origin Type	Tremco CPG System	

After you enter the information, you are searching for, your search results will appear at the bottom of the screen. You will then be able to see the status of the request and you also have the option to go in and view the project. If the warranty has been issued, you can download a copy of the warranty. (Again, you can obtain some of this information from your Dashboard)

## **CREATING A WARRANTY**

# STEP BY STEP PROCESS FOR SUBMITTING A WARRANTY

1. Customer requests a warranty thru the Tremco CPG Warranty System



- 2. Create Project: fill out project information
  - a. Project Name, Address, City, State/Province and Postal Code
  - b. Project Type
  - c. Date of Substantial Completion
  - d. Building type
  - e. Lot Description-if you do not have put in a "X"
  - f. Building Elevation(stories)
- 3. Commercial Project Only
  - a. Fill out this section if you have a General Contractor, Architect/Engineer or Construction Manager, if you want them listed on the warranty.
    - i. Note: if you list one or all of the above, the information needs to be complete with address, city, state/providence and postal code.



- 4. Once step 2 and 3 are complete this the "continue" button
- 5. Next steps would be entering +Add a Warranty and completing the Owner Information
  - a. Click the "+Add A Warranty" on this screen

					< Back	🖋 Edit	Clone
Project Information							
Basic Info Project Number	Name		Project Type		Date	of Project Su	bstantial Comp
390386 View Project Details	Linda Wendel		New				
					+ Add A	Warranty	+ Add A Sar
Warranties *Euclid Only warranties are created on a s	eparate template						
10 v items/page							Search
WARRANTY NUMBER ~ CATEGOR	Y 🗘 TYPE 🗘 CONTRACTOR NAME	E 🗘 STATUS	≎ YEARS ≎	COMPLETION DATE	ISSUE DAT	E O	MANAG

b. Complete "Owner Information"

Owner Information		
Owner Info (Edit owner info as needed)		
*Owner Information is required		
Name		Phone
Address		City
State/Province	Postal Code	
ОН		Copy Project Information

- i. NOTE: the owner information needs to be a *legal entity*, a company or Inc, or LLC . It cannot be a project address or location.
- c. Product Information: Choose your Product Category and then select Sub-Category

Product Information	
Product Category	
Air & Weather Resistive Barriers	0
Product Sub-Category	
Select Sub-Category	0
Required products/categories *	

i. NOTE: if you do not know the product category, refer to page 4 Product Search to find the approiate Product Category d. Once you select your Product Category and Sub-Category, the Product Information screen will expand with the selections for your request

Produc	t Information			
Product	Category			
Air &	Weather Resistive Barriers	~		
Product	Sub-Category			
×Air E	arrier Products	•		
Prode	rroducts/categories * VCts *			
	ExoAir 110		0	sq ft
	ExoAir 110AT		0	sq ft
	ExoAir 120		0	sq ft
	ExoAir 130		0	sq ft
	ExoAir 220		0	sq ft
	ExoAir 230		0	sq ft
	ExoAir 230LT		0	sq ft
	ExoAir TWF		0	sq ft
	Backstop NT (limited time)		0	sq ft
	Backstop NT-VB (limited time)		0	sq ft
	Backstop NTX		0	sq ft
	Backstop NTX-VB		0	sq ft
	Backstop DMS		0	sq ft

i. You check the product (s) that you need a warranty for and fill out the square or lineal footage.

# 6. Additional Warranty Info

- a. Fill out the Product Installation Completion Date, it can be the same as the Date of Substantial Completion.
  - i. If this is a warranty with "Multiple" scopes it can be different then the Date of Substantial Completion.
- b. Email To: the submitters Email Address automaticlly fills in, if you wish for any additional person (s) to receive copy of the issued warranty, you would add a (,)comma and enter the addional email addresses. (no spacing inbetween names and (,)comma)

Additional Warranty Info	
Product Installation Completion Date *	
Email To*	
LWendel@tremcoinc.com,e	bailey@tremcoinc.com,tdaniel@tremcoinc.com
Enter any email recipients se	arated by a comma. The issued warranty will

- 7. Special Requests- For Commercial Project Warranties Only
  - a. Consultant (optional); if you have the information and want to fill it in ✓ the "Consultant" box
  - b. If it is a "Tremco Approved Consultant" and the additional two (2) years is requested, you must attached the requested reports and site visit notes.
- 8. Special Request & Instructions
  - a. Enter any special information for additional years, special warranty type, etc.
  - b. Requesting a "special warranty" the requirements for each are listed below and must be attached when requesting the warranty. (i.e. specifications, workmanship 2 year warranty)

Special Requests & Instructions (FOR COMMERCIAL PROJECT WARRANTIES ONLY)
Please use the Special Instruction box to detail any special warranty requests (for example additional years, NDL, Joint & Several [J&S] Workmanship and Overburden coverage).
Type here
ADDITIONAL REQUIREMENTS FOR SPECIAL REQUESTS: Click the Choose Files button below to upload specifications, applicator warranty and any other related documents.
<ul> <li>Additional years – Specifications</li> <li>Workmanship, NDL, Overburden coverage – Specifications and 2-year workmanship warranty</li> </ul>
<ul> <li>Joint &amp; Several – Specifications, 2-year workmanship warranty, J&amp;S applicator agreement</li> </ul>

## 9. Specification/File Upload

- a. You can "upload" one attachment; spec's invoices, workmanship warranty, etc
- 10. Once warranty is complete you hit "Save and Submit"
  - a. If you are still needing to fill in some warranty informaion and you want to save the warranty hit the "Save & Exit"

k	٦	
r	,	•

rcifications/File Upload st special warranties require job specifications. Others require testing reports and other cumentation. Uploading the files now will help expedite the process. <b>For all Euclid Chemical</b>					
Choose Files No file chosen					
			Cancel	Save & Exit	Save

i. NOTE: if you have additional attachments after you hit either of the above you go back into the warranty and go to the "Additional Attachments "section where you can continue to upload information.

Additional Attachments	
Scan2970.pdf	
u	ploaded 9/16/2021
Scan2333.pdf	ploaded 2/26/2021
Upload Attachments	
Choose Files No file cho	osen
_	Upload

- ii. In "additional attachments" if the Warranty Administrator has paperwork for the Applicator/Contractor or Distributor to sign and reattach, it would be located in this section and the you would be notified via the "More Ino Needed" option by the Warranty Admin.
  - 1. Email will come to your email address or you can locatie it on your dashboard under "More Info Needed" where you would click on

the View tat diview and read the messaging at the bottom of the warranty in the messaging system.

- 2. Do NOT reply to the email. It is a "no-reply" email address.
- 3. Click button in the email.
- 4. This will take you to the question or assigned task in the system.
- 5. Complete request and hit "Save & Submit" to put it back into submitted state to be processed.

website@mg.sancsoft.net on behalf of website@sancsoft.net
To mannoanne2@gmail.com
(i) If there are problems with how this message is displayed, click here to view it in a web browser
TREMCO
Hello Joe,
Thank you for requesting a warranty from a Tremco Construction Products Group company. More information is needed in order to process your request. Please click the link below to view and respond to the message from the warranty administrator.
Please provide the correct square footage for this product. Thank you.
Thank you for your business!
Regards,
Tremco Warranty Services Serving Companies of the Tremco Construction Products Group
TREMCO

Messaging	
CONVERSATIONS	Mike Gonsalez, Giampietro, Danielle More Info Needed
25 ▼ 1-6 of 6 < 1 ~ >	12 DAYS AGO
Mike Gonsalez, Giampietro, Danielle 11 days ago More Info Needed	More Info is needed for Warranty #CPG10532-10910
Mike Gonsalez 2 months ago	Giampietro, Danielle
More Info Needed	Please advise, if you need two separate warranties, they will need to be requested on separate warranty requests. We
Mike Gonsalez 2 months ago More Info Needed	cannot spiir up this warranty. If you change the square footage on this request and mention that you would like to submit it as a joint and several, that's fine, or you can submit this warranty as the standard 5 year and request a separate
Mike Barker, Alan Cantarini 2 months ago What is the "More lafe Neoded"	warranty with the joint & several. 9:18 AM

7.

## 11. Messaging

a. Function is for customer to contact warranty admin and warranty admin to contact customer and/or sales with needed information for said warranty.

conversations   b. Click on the (+)   conversations   to start conversation. c. You will get a screen that lists the Warranty Admin, Conversation Subject and   create a New Conversation   Add Tremco Employees   Admin Tremco, WarrantyAdmin@tremcoinc.com   Conversation Subject   Need to change date   Ineed to have the warranty opened so that we can change the date of substantial completion		Messaging		
b. Click on the (+) CONVERSATIONS to start conversation. c. You will get a screen that lists the Warranty Admin, Conversation Subject and Create a New Conversation × Add Tremco Employees Add Tremco, WarrantyAdmin@tremcoinc.com × Conversation Subject Need to change date Conversation Message Reed to have the warranty opened so that we can change the date of substantial completion		CONVERSATIONS	•	
Create a New Conversation       ×         Add Tremco Employees          * Admin Tremco, WarrantyAdmin@tremcoinc.com       ×         Conversation Subject       ×         Need to change date          Conversation Message          need to have the warranty opened so that we can change the date of substantial completion	b. c.	Click on the (+) <b>CONVERS</b> You will get a screen that	to start contract the Warranty Admin, Convers	nversation. ation Subject and
Add Tremco Employees      Admin Tremco, WarrantyAdmin@tremcoinc.com       Conversation Subject      Need to change date   Conversation Message    need to have the warranty opened so that we can change the date of substantial completion			Create a New Conversation	×
* Admin Tremco, WarrantyAdmin@tremcoinc.com       *         Conversation Subject       Need to change date         Conversation Message       Need to have the warranty opened so that we can change the date of substantial completion		-	Add Tremco Employees	•
Conversation Subject         Need to change date         Conversation Message         need to have the warranty opened so that we can change the date of substantial completion			× Admin Tremco, WarrantyAdmin@tremcoinc.com	×
Need to change date Conversation Message need to have the warranty opened so that we can change the date of substantial completion			Conversation Subject	
Conversation Message need to have the warranty opened so that we can change the date of substantial completion			Need to change date	
need to have the warranty opened so that we can change the date of substantial completion			Conversation Message	
			need to have the warranty opened so that we can change to substantial completion	he date of
Conversation Message Cancel Submit		Conversation Message	Cancel	Submit
<ul> <li>d. Hit submit and the conversation will come as a email to the Warrantyadmin@tremcoinc.com email</li> </ul>	d.	Hit submit and the conv	ersation will come as a email to the oinc com email	

i. The conversation will also show in the messaging portion of the warranty.

NVERSATIONS	Admin Tremco
5 ▼ 1-1 of 1 < 1 × >	TODAY
Admin Tremco less than a minute ago	Linda Wende

ii. ALL WARRANTY COMMUNICATION from either the customer or sales or sales admins are to be done in the messaging system to preserve the intregity of the warranty when changes, updates, cancellations are needed.

iii. You can also reply to a message at the bottom of the screen in the "Type your message here, and after you type the message hit the mail envelope.

le here on what is needed or in answer to the admins request



iv. It will show up in the Messaging conversation.

CONVERSATIONS		Admin Tremco Need to change date	
25 V 1-1 of 1	< 1 >	TODAY	
3 minutes ago			Linda Wend
Need to change date		need to have the warranty opened so that we date of substantial completion	can change the
		Type message here on what is needed or in a	nswer to the

- 12. After the warranty is submitted it is then reviewed by Tremco's Warranty Admin team.
  - a. If no additional information is needed then the warranty admin team will send the warranty to "Sales" to review and approve.
  - b. If the warranty after review needs additional information , a message is sent to the submitter in the "More Info Needed" with what is needed.
    - i. NOTE: if you receive a message from the warranty admin teamm after completing what they have requested PLEASE HIT SAVE & SUBMIT

Save & Submit

to put the warranty back into the que to process to sales

# for approval.

- 13. MULTIPLE SCOPES OF WORK
  - a. A project that has more then one scope of work (i.e. Traffic Coating & Joints & Sealants) once you complete/submit the first scope, go back to Step 5 on page 6 and start the process over with the creation of a new scope of work.

# CONVERTING A SAMPLE WARRANTY ONCE JOB IS COMPLETED

# STEP BY STEP PROCESS FOR CONVERTING A SAMPLE WARRANTY INTO A COMPLETED/ISSUED WARRANTY

- 1. Applicator/Contractor/Distributor or Sales Representative
  - a. Log into the Tremco CPG Warranty system and go to the
    - i. Dashboard (see path)
    - ii. Dashboard/Search Warranty/Filtered Search

MAIN MENU	
Dashboard	
🗹 Warranties	
Search Warranty	
Quick Search	
Filtered Search	
Product Search	

iii. Enter sample warranty number

Warranty Number/Sample	
Number	
6 <b>X</b>	

1085111241

- iv. (Hit enter)
- v. The warranty reference will appear at the bottom of the screen



- vi. Hit the "view" button to into the warranty
- vii. Go to the messaging section of the warranty (very bottom of warranty information)
- viii. Enter/send message to warranty admin to convert warranty. This will put the warranty into a not submitted state so that the customer/sales representative can enter/update the information needed to issue a warranty.



- ix. Click (+) to add the Tremco Employee
- x. Put in Conversation Subject "Convert Sample #CPGXXX-XXXX

#### xi. Put in message Hit submit

.dd Tremco Employees         × Admin Tremco, WarrantyAdmin@tremcoinc.com         ×         Conversation Subject         Conversation Message	Create a New Conversation	×
Admin Tremco, WarrantyAdmin@tremcoinc.com     X Conversation Subject Conversation Message	, dd Tremco Employees	
Conversation Message	Admin Tremco, WarrantyAdmin@tremcoinc.com Conversation Subject	×
	Conversation Message	
		4
	Capcal	Submit

xii. Message has been sent to the warranty administrator.

- 2. Steps to locating a sample warranty without the warranty number for conversion.
  - a. Applicator/Contractor/ Distributor logs into the system and goes to their "Main Menu"
  - b. Main Menu/Warranties/Create A Warranty



- c. Enter in Project name, address, city, state, zip
  - i. Continue to enter as much information that you have on the warranty and hit

Anneida in the Project mornation accion are required.			
Basic Info			
Project Name	Project Type	Date of Project Substantia	al Completion (For RESIDENTIAL: Date of Product Application
Green Street Mission Viejo Center	New	* 09/17/2021	
Project Location Info DO NOT ENTER MULTIPLE HO ADDRESS NUMBERS AT ONCE Address	USE/BUILDING		
28662 Marquerite Pkwy			
lity	State/Province		Postal Code
Mission Viejo	CA		• 92692
uilding Info			
ot Description, Parcel Number and/or Subdivision	Building Elevation (Stories)		
	1		
kuilding Type	1		
tuilding Type Condo Unit	*		
Juliding Type Condo Unit	1		
uilding Type Condo Unit	*		
uilding Type Condo Unit or Commercial Projects Only	*		
Condo Unit Condo Unit Commercial Projects Only General Contractor	*		
· Cando Unit or Commercial Projects Only ieneral Contractor ame	1		City
Condo Unit or Commercial Projects Only Seneral Contractor ame	Address		City
Condo Unit Commercial Projects Only Leneral Contractor ame Later/Province Zip/Postal	Address Phone		City
	Address Phone		City
	Address Phone		City
	1           *           Address           Phone           Image: Second		City
condo Unit commercial Projects Only eneral Contractor anne ater/Province Zip/Postal AK  Cancel Continue	1           *           Address		City
condo Unit or Commercial Projects Only eneral Contractor arre tate/Province AX Cancel Continue the system finds anot	Address Addres	ar informatior	n, it will give

ii.

iii.

	PROJECT						
NAME	TYPE	ADDRESS	BUILDING	CONTRACTOR	ARCHITECT	CREATED	PROJE
Green Street	New	28662 Marquerite Pkwy	Retail	Bergman	N/A	2/26/2021	😰 Sel
Mission Viejo		Mission Viejo, CA 92692	Establishment	KPRS			~
Center							

- v. Click "select" to add to this project.
  - If you added to an existing warranty, you click the button to "View Project Details" to confirm the correct project (if it is not the correct project click the back button to create a new one)

#1137) ABC Building n	nanage project		HOME / PROJECTS / (#1137) ABC BUI
Success: Project successfully create	ed.		
			K Back
Project Information			
Basic Info			
Project Number	Name	Project Type	Date of Project Substantial Completion
1137	ABC Building	New	09/30/2020
Many Decises Details			
View Project Details			

# WARRANTY ADMINISTRATOR PROCESS

3. Warranty admins receive email in Outlook

2.



- 5. Warranty status changes to <u>"not submitted"</u>
  - a. Warranty admins go back to the messaging system within the warranty and sends the customer/sales a message that they can go into the warranty to update.
  - b. Status Not Submitted
    - i. Not Submitted warranty maintains the "same" warranty number as the sample request. (S-CPGXXXX-XXXX)
    - ii. Customer / Sales can update/edit/complete warranty information.
    - iii. Any approvals, attachments, messages, from the sample warranty will still be maintained within the new request. (This saves time for your customer and owner to get their closeout paperwork)

# PROCESS-APPLICATOR/CONTRACTOR/DISTRIBUTOR/SALES REPRESENTATIBE TO COMPLETE REQUEST

- 1. Applicator/Contractor/Distributor/Sales Representative to
  - a. Go into the "not submitted" warranty

3.

i. This can be done by going to your Main Menu



2. Put the warranty number in the "Warranty Number/Sample Number" and hit enter to bring up the warranty Filtered Search advanced warranty search

Warranty Search Selections		
Project Name	Warranty Number/Sample	1333499926
	Number	

- OR go back in thru the messaging when you receive an email about the status of the warranty.
- 5. Edit/Update/Complete all information (refer to creating a warranty steps)

a. Including missing information

Save & Submit

- 6. Once updated hit to put the warranty into a "submitted status
  - a. This puts the warranty back on the Warranty Admins Dashboard to review to be issued.
- 7. After the updated version is "Submitted"
  - a. Warranty will then show on the requester's "dashboard"
  - b. Submitters email to be loaded into the email on the warranty automatically
- 8. Once reviewed by the Warranty admin and approved by the sales rep, the warranty is then issued to the submitter.
  - a. This issued warranty will be sent to them thru the warranty system
  - b. They will be able to download additional PDFs from their dashboard.

Questions or entering issues, please contact your local sales representative for help or please email <u>warrantyadmin@tremcoinc.com</u>.