



CPG Warranty Portal

Residential Contractor Guide

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ACCESSING THE SYSTEM & CREATING A USER ACCOUNT

ACCESS TO THE TREMCO CPG WARRANTY PORTAL

Tremco CSW website warranties page:
<https://www.tremcosealants.com/warranties/>
 (This includes Securock ExoAir 430 system warranties/all other CPG Company Brand warranties can be filed here also.)

The screenshot shows the Tremco website's navigation menu with 'Warranties' highlighted in a red box. Below the menu, the 'Resources' section is visible, with a red box around the 'Warranties' link and a red arrow pointing to it. To the right, a partial view of the 'Warranties' page is shown, featuring the 'POWER of ONE' logo and a list of warranty services.

CREATING OR LOGGING INTO USER ACCOUNTS: NEW & EXSITING (USERS CAN: Log in; request a user account; request a password reset)

- (1) TO REQUEST A USER ACCOUNT: Distributor-Applicator/Contractor**
- Click "Request a User Account" button
 - Complete required fields & click "Submit"
 - NOTE: You can add more than one user to the account in one step
 - User accounts are NOT automatically created - they are reviewed and approved Monday through Friday, 8:30am – 5:00pm (ET)

The screenshot displays the user account creation process. On the left, the 'Sign In' form includes fields for 'Email' and 'Password', a 'Remember My Login' checkbox, and a 'Login' button. Below the form, a red box highlights the 'Request a user account' button. On the right, the 'Account Request' form is shown, with a red box around the 'Submit' button. The form includes fields for 'Company Information' (Company Name, Address Line 1, Address Line 2, City, State/Province, Postal Code, Phone) and 'Add User Accounts' (First Name, Last Name, Email, Username, Password).

(2) NEW FIELD FOR USER ACCOUNT REQUESTS: CPG BRANDS

- From the dropdown, select brands for which you typically need to request warranties
- From the dropdown, select which type of construction (ex. Commercial buildings, multi-family homes, etc.)
- Multiple selections are allowed for Brand and Construction Type – scroll down to see the 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)

Add User Accounts

Dryvit
EnviroDri
Impax
Nudura
Tremco - Commercial

(3) TO LOG IN

- Click on the Distributor/Applicator/Builder login button
- Enter your email address & password (10 characters minimum – can be any combination of letters, numbers, special characters)
- Click the Login button

POWER of ONE

One Building Envelope. One Warranty. One Powerful System Delivering Unmatched Protection.

TREMCO Construction Products Group

Welcome to the
Warranty Services Portal

Providing warranty services for:

Dryvit Nudura TREMCO Willseal

Distributor/Applicator/Builder Property Owner Employee

Click [here](#) for a quick tutorial or click [here](#) for answers to frequently asked questions.

Dryvit, Nudura, Tremco and Willseal are part of the Tremco Construction Products Group.

Euclid Chemical is a Tremco Products Group affiliate.

Email
lindan@tremco.com

Password

Remember My Login

Login

User accounts are required to request warranty services. If you are new to this site, please click below to request a user account.

Request a user account

Click [here](#) for a quick tutorial or click [here](#) for answers to frequently asked questions.

Dryvit, Nudura, Tremco and Willseal are part of the Tremco Construction Products Group.

(4) RESET PASSWORD

- a. Request password reset
 - i. Click “Forgot Password”
 - ii. System will auto generate a new password that you can change after you log in with the temporary password
- b. Changing your password
 - i. Click the blue Account icon
 - ii. Click on “My Account”
 - iii. Click on “Change Password”
 - iv. Create your new password – must be a minimum of 10 characters (letters, numbers, and/or special characters)

POWER of ONE
The Building Envelope. Our Warranty. The Powerful System Delivering Unmatched Protection.

TREMCO
Construction Products Group

Welcome to the
Warranty Services Portal

Providing warranty services for:

Dryvit Nudura TREMCO Wilbeed

Distributor/Applicator Property Owner Employee

Use this portal to:

- Request warranties
- Register your warranty
- Submit warranty service requests
- Check warranty status
- Download or reprint your issued warranties
- Request a warranty transfer
- Message the warranty administrator

Sign In

Email
amanno@tremcoinc.com

Password

[Forgot password?](#)

Change password:

Anne Manno

My Account

Sign Out

Manage account

Change Password

CPG PORTAL DASHBOARD OVERVIEW

CONTRACTOR DASHBOARD

Navigation Pane

Recent Warranty Requests From All Users In Your Company

Quick Actions

- More Info Needed
- Warranties Saved
- Warranty Service Requests

RECENT WARRANTIES

WARRANTY NUMBER	PROJECT NAME	ADDRESS	CITY	ZIP	STATE	ISSUE DATE	STATUS	MANAGE
CPG639435-641070	BAE Manchester - PHASE 2	3000 Goffs Fall Road	Manchester	NH	03103		Submitted	View
N/A	Peirce Island WWTP Operations	200 Peirce Island Road	Portsmouth	NH	03801		Not Submitted	View
N/A	Peirce Island WWTP Electrical	200 Peirce Island Road	Portsmouth	NH	03801		Not Submitted	View
CPG18073-18853	BAE Systems Phase 1	3000 Goffs Fall Road	Manchester	NH	03103	5/27/2021	Issued	View PDF
CPG20603-21510	Crossroads Academy Fanger Center	95 Dartmouth College Highway	Lyme	NH	03768	6/23/2021	Issued	View PDF
CPG21750-22682	Ledyard Charter School	39 Hanover Street	Lebanon	NH	03766	7/8/2021	Issued	View PDF
CPG393573-395067	EMD Millipore	11 Prescott Road	Jaffrey	NH	03452	11/3/2021	Issued	View PDF
CPG425519-427064	Loon Mtn Kanco8	60 Loon Mountain Road	Lincoln	NH	03251	11/22/2021	Issued	View PDF

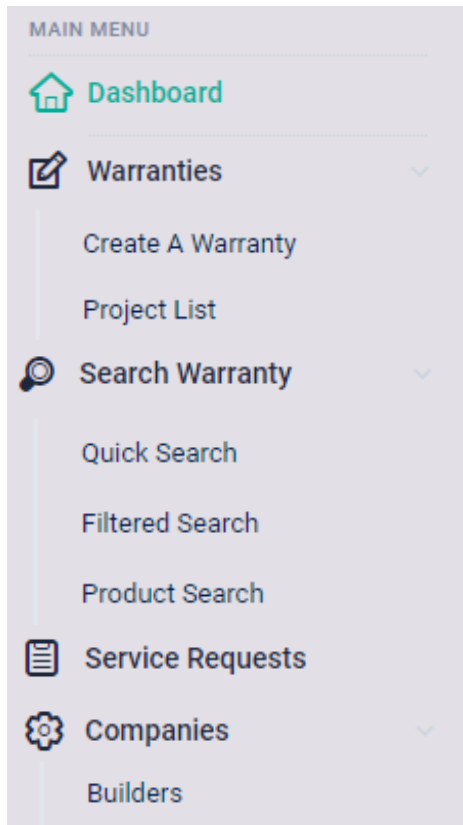
QUICK ACTIONS OVERVIEW:

- **More Info Needed** – shows warranties that are waiting on more information before issuance
- **Warranties Saved** – shows warranties saved in the system by someone from your company
- **Warranty Service Requests** – shows new requests for service from homeowners

RECENT WARRANTIES BOX OVERVIEW:

This area shows all recent warranty requests from all users in your company. Click on the “VIEW” button to the right of any warranty to go into the warranty request. Click on the “PDF” button to the right of any warranty to download the issued warranty document.

NAVIGATION PANE OVERVIEW:



Warranties Tab Overview

Create a Warranty – allows the user to enter project/warranty information and submit for approvals

Project List – allows the user to see all projects they are associated with

Service Requests Tab Overview

Please reference the [Residential Contractor Warranty Service Request Instructions](#) for more information.

Companies Tab Overview

Builders – allows you to search for builder accounts in the CPG portal as well as create new builder accounts.

Please reference the [Residential Contractor Creating a Builder Account Instructions](#) for more information.

Search Warranty Tab Overview

Quick Search – allows user to search for a warranty by project name, warranty number, project number, or address

Quick Search quick warranty search

Warranty Search Selections

Search

*Quick search will search the following fields: Warranty Number, Project Name, Project Number, Project Address, City, State and Zip/Postal Code, Lot Description, Consultant Name

Filtered Search – allows user to search for a warranty by several different criteria

Filtered Search advanced warranty search HOME / PROJECTS / FILTERED SEARCH

Warranty Search Selections

Project Name	<input type="text"/>	Warranty Number/Sample Number	<input type="text"/>
Project Address	<input type="text"/>	Contractor/Applicator Name	<input type="text"/>
Project City	<input type="text"/>	Contractor/Applicator Number	<input type="text"/>
Project State/Province	All ▾	Contractor/Applicator City	<input type="text"/>
Lot Description, Parcel Number and/or Subdivision	<input type="text"/>	Contractor/Applicator State(s)	<input type="text"/>
Distributor Name	<input type="text"/>	Warranty Status	All ▾
Distributor Number	<input type="text"/>	Expiration	All ▾
Product Category	All ▾	Assigned To	All ▾
Product Sub-Category (Warranty Type)	All ▾	Sample Warranty	All ▾
GC/Architect/CM Firm Name	<input type="text"/>	Residential (RCPG)/Commercial (CPG or other)	All ▾
Builder Name	<input type="text"/>	Consultant Name	<input type="text"/>
Show My Converted Warranties	All ▾	Warranty Origin Type	Tremco CPG System ▾

Product Search – allows user to search for a product to find the product category/sub-category for warranty entry

Search product search

Search Selections

Product Name

Results

Show entries

CATEGORY	SUBCATEGORY	SYSTEM CATEGORY	PRODUCT NAME
Air & Weather Resistive Barriers	Weather-Resistive Barriers	Products	Enviro-Dri
Air & Weather Resistive Barriers	Air Barrier Products	Products	ExoAir 230
Air & Weather Resistive Barriers	Air Barrier Products	Products	Backstop NTX
Air & Weather Resistive Barriers	Air Barrier Products	Products	Backstop DMS
Air & Weather Resistive Barriers	Air Barrier Products	Products	ExoAir 110AT

*****More information on Search Functions can be found on pages 22 – 27*****

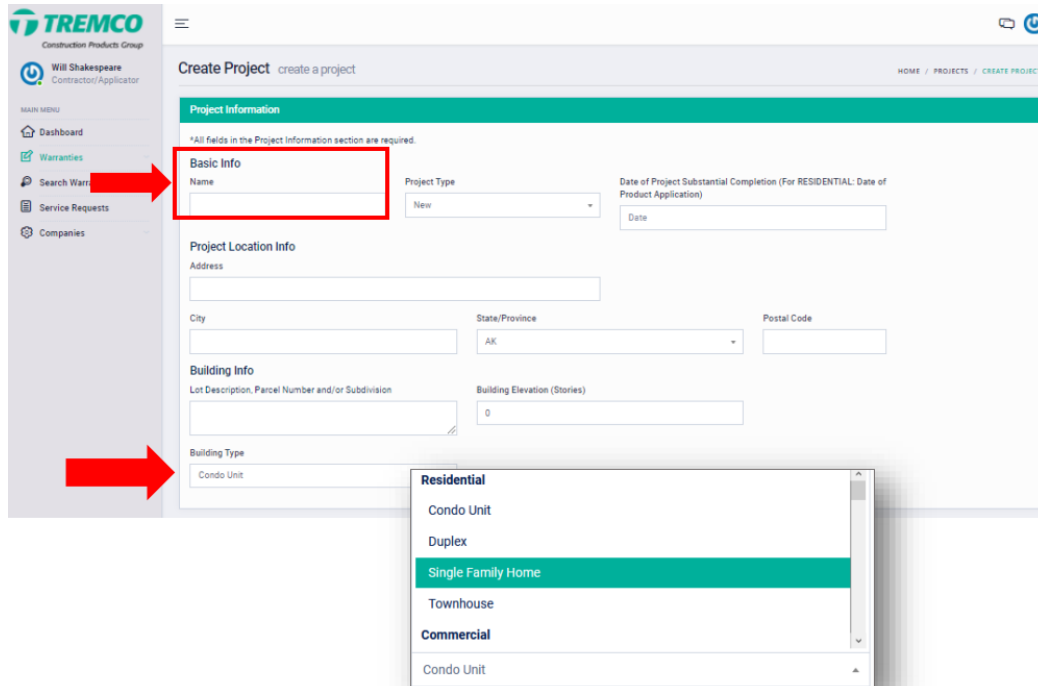
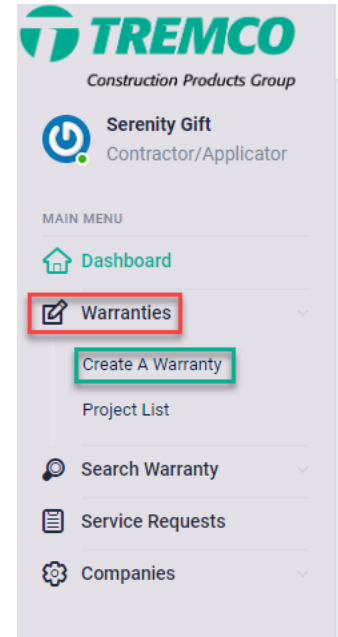
ENTERING A WARRANTY INTO THE CPG PORTAL

Step #1: Sign into your CPG Portal Dashboard

Step #2: From your Dashboard, click on WARRANTIES in the navigation pane, on the left-hand side of your screen.

Step #3: From the WARRANTIES drop-down, click on CREATE A WARRANTY

Step #4: The next screen is the PROJECT Information screen. You will need to enter all the Basic Information about your project.



Notes about the PROJECT Information Screen:

1. If you know the homeowner's name, you can use that as your project name. If not, please enter the name of the Builder into this space.
2. The Date of Substantial Completion is the date you applied the product, not the date the home was completed.
3. Under BUILDING INFO, you are required to fill in the Lot Description/Parcel Number/Subdivision. If you do not have this information, please put "N/A".
4. For Building Type, select from the Residential drop-down list.
5. In most cases, you will skip the "For Commercial Projects Only" area and click on CONTINUE once all the other information is filled in.
 - a. Note: This area can be used for Light Commercial projects.

The screenshot displays the 'Create Project' form. The top section, 'Project Information', includes fields for Name, Project Type (set to 'New'), Date of Project Substantial Completion, Project Location Info (Address, City, State/Province, Postal Code), Building Info (Lot Description, Parcel Number and/or Subdivision, Building Elevation), and Building Type (set to 'Condo Unit'). Below this is the 'For Commercial Projects Only' section, which is highlighted with a red border and a large red 'X' over it. This section contains fields for General Contractor, Architect/Engineer, and Construction Manager, each with Name, Address, City, State/Province, and Zip/Postal fields. A red arrow points to the 'continue' button at the bottom right of the form.

Step #5: Once the Project Information is completed, you will need to add the PRODUCT Information by clicking on +Add A Warranty

Success: Project successfully created.

Project Information

Project Number	Name	Project Type	Date of Project Substantial Completion
1096	Amanda's Lake	New	10/27/2020

+ Add A Warranty

Warranties

10 Items/page

WARRANTY NUMBER	CATEGORY	TYPE	STATUS	AREA	YEARS	EFFECTIVE DATE	MANAGE
No data available in table							

Showing 0 to 0 of 0 entries

Step #6: Complete the Owner Information

The owner should be the legal entity that owns the home. If you do not have the homeowner's name, put the Builder's information in this space

Create a Warranty add a warranty to a project

Owner Information

Owner Info (Edit owner info as needed)

*Owner Information is required

Name

Address

State/Province

Phone

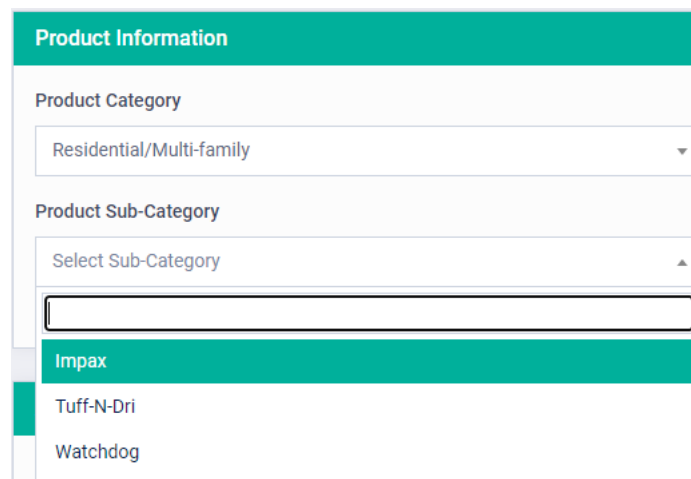
City

Postal Code

Step #7: Complete the PRODUCT Information Section

Notes about the PRODUCT Information Section

1. Product Category: Residential/Multi-Family
2. Product Sub-Category: Choose the appropriate product
3. Products: Choose the appropriate warranty



The screenshot shows a form titled "Product Information". It contains two dropdown menus and a list of product options. The first dropdown menu is labeled "Product Category" and has "Residential/Multi-family" selected. The second dropdown menu is labeled "Product Sub-Category" and has "Select Sub-Category" selected. Below the dropdown menus is a list of product options: "Impax", "Tuff-N-Dri", and "Watchdog". The "Impax" option is highlighted with a teal background.

4. All other information is based on the conditions when the work was performed. Please fill in accordingly (see next page).

Information Needed

Options for Dropdowns

Application Air Temperature °F

Wall Type

Membrane Gallons Used

Coated Area (SF)

Membrane Batch Number

Check if yes:

Is there a Brick Ledge?

Is it block?

Is it open?

Drainage Type

Drain Tile Connected To

Check if yes:

Foundation Penetrations Present at Time of Installation

Was it sealed?

WARM-N-DRI/ or Barrier Board Thickness

WARM-N-DRI/ or Barrier Board Area Covered (SF)

Wall Type

Select One Item

Other

Unparged Block

Poured Concrete

Parged Block

Drainage Type

Select One Item

Both

Interior

Exterior

Drain Tile Connected To

Select One Item

Sump Basket

N/A

Daylight

Other

WARM-N-DRI/ or Barrier Board Thickness

Select One Item

1-3/16"

3"

3/4"

2-3/8"

Step #8: Complete the Warranty Information Sections

1. Warranty Years – this will auto-populate for you
2. Type of Use – Choose how product was applied (will be **BELOW GRADE** for most projects)
3. Interior/Exterior – Choose where product was applied
4. Contractor/Trained Applicator – this will auto-populate for you
5. Builder – Choose the builder for this project
6. Product Installation Date – this will not pull over from the Project Information, you will need to enter the date of installation here
7. Email To – this will auto-populate with your email address (to add more email addresses separate with a comma)

TUFF-N-DRI System 30 Year Warranty Information

*Required fields

Warranty Years*

30

Type Of Use

Below Grade

Interior/Exterior

Exterior

Contractor/Trained Applicator*

Select Contractor

Builder*

Select Builder

Additional Warranty Info

Product Installation Completion Date*

Email To*

jgift@tremcoinc.com

Enter any email recipients separated by a comma. The issued warranty will automatically be emailed to all recipients.

CHECK THIS BOX IF YOU HAVE HAD A SAMPLE WARRANTY ISSUED PRIOR TO 11/17/2020. PLEASE ATTACH A COPY OF THE SAMPLE WARRANTY TO THIS REQUEST.

You should not need to worry about the check box for sample warranties – this is for projects that were issued project specific sample warranties prior to November 2020.

In most cases, you will skip the SPECIAL REQUESTS area – this is for light commercial or commercial projects only

Special Requests – For COMMERCIAL PROJECT WARRANTIES ONLY

Consultant (optional)

Consultant

Special Requests & Instructions (FOR COMMERCIAL PROJECT WARRANTIES ONLY)
Please use the Special Instruction box to detail any special warranty requests (e.g. additional years, NDL, Joint & Several [J&S], Workmanship and Overburden coverage).

Type here

ADDITIONAL REQUIREMENTS FOR SPECIAL REQUESTS: Click the Upload Files button below to upload specifications for warranty and any other related documents.

- Additional years – Specifications
- Workmanship, NDL, Overburden coverage – Specifications and Workmanship warranty
- Joint & Several – Specifications, 2-year workmanship warranty, Joint & Several agreement

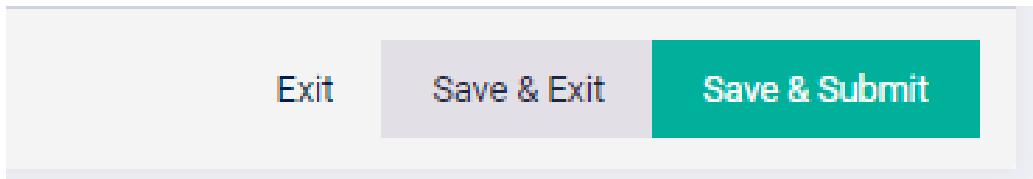
Special requests will be reviewed by the warranty administrator and management. You will be notified with a message through the Warranty Services Portal if more information is required.

Step #9: Submit your warranty request

To save your warranty request **WITHOUT** issuing the warranty document, click on **“Save & Exit”**

This is generally done if you are awaiting payment for your work or if you do not have all information when filing for the warranty

To save your warranty request **AND** issue the warranty document, click on **“Save & Submit”**



EDITING A WARRANTY IN THE CPG PORTAL

Step #1: Sign into your CPG Portal Dashboard

Step #2: From your Dashboard, you can search for the warranty you need to edit in multiple areas.

Area #1 – Recent Warranties Box

The screenshot shows the CPG Portal dashboard. On the left is a navigation pane with options: Serenity Gift, Dashboard, Warranties, Search Warranty, Service Requests, and Companies. The top bar features 'Quick Actions' and 'Messages & Account Icons'. The main content area has an 'Actions' section with 'More Info Needed', 'Warranties Saved', and 'Warranty Service Requests'. Below this is the 'RECENT WARRANTIES' section, which contains a table with columns: WARRANTY NUMBER, PROJECT NAME, ADDRESS, CITY, ZIP, STATE, ISSUE DATE, STATUS, and MANAGE. The table lists several warranties, including BAE Manchester - PHASE 2, Peirce Island WWTP Operations, and BAE Systems Phase 1. A red box highlights the 'RECENT WARRANTIES' section, and a red arrow points to the 'VIEW' link in the 'MANAGE' column of the first row.

WARRANTY NUMBER	PROJECT NAME	ADDRESS	CITY	ZIP	STATE	ISSUE DATE	STATUS	MANAGE
CPG639435-641070	BAE Manchester - PHASE 2	3000 Goffs Fall Road	Manchester	NH	03103		Submitted	View
N/A	Peirce Island WWTP Operations	200 Peirce Island Road	Portsmouth	NH	03801		Not Submitted	View
N/A	Peirce Island WWTP Electrical	200 Peirce Island Road	Portsmouth	NH	03801		Not Submitted	View
CPG18073-18853	BAE Systems Phase 1	3000 Goffs Fall Road	Manchester	NH	03103	5/27/2021	Issued	View PDF
CPG20603-21510	Crossroads Academy Fanger Center	95 Dartmouth College Highway	Lyme	NH	03768	6/23/2021	Issued	View PDF
CPG21750-22682	Ledyard Charter School	39 Hanover Street	Lebanon	NH	03766	7/8/2021	Issued	View PDF
CPG393573-395067	EMD Millipore	11 Prescott Road	Jeffrey	NH	03452	11/3/2021	Issued	View PDF
CPG425519-427064	Loon Mtn Kanc8	60 Loon Mountain Road	Lincoln	NH	03251	11/22/2021	Issued	View PDF

If you find the warranty you need in the Recent Warranties box, click on VIEW, in the Manage column, to enter the warranty request (and skip ahead to Step #3)

Area #2 – Project List

The screenshot shows the CPG Portal dashboard. On the left is a navigation pane with options: Dashboard, Warranties, Search Warranty, Service Requests, and Companies. The 'Warranties' option is highlighted, and a red arrow points to the 'Project List' option in the expanded 'Warranties' menu.

Projects List manage projects in the system HOME / PROJECTS / PROJECTS LIST

[+ Create](#)

Projects

[Export](#)

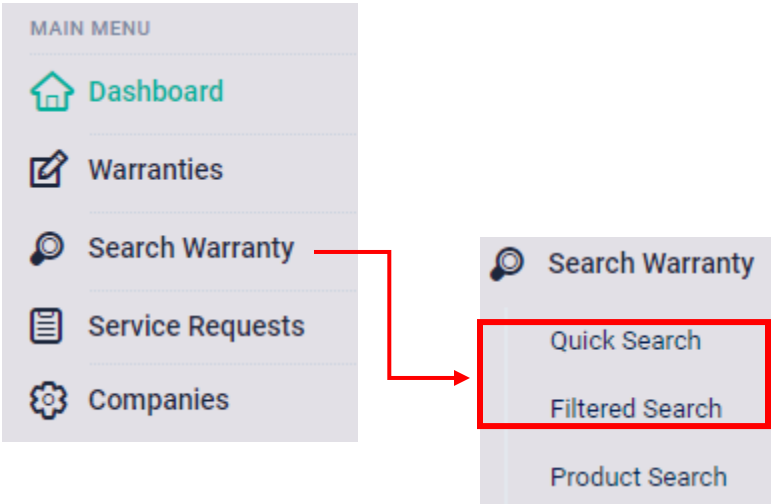
10 items/page Search...

TIMESTAMP	NAME	PROJECT TYPE	ADDRESS	CITY	STATE	POSTAL CODE	BUILDING TYPE	BUILDING ELEVATION	MANAGE
6/27/2022 2:22:53 PM	STAGG RUN	New	1051 STAGG RUN TRAIL	INDIAN SPRINGS	AL	35124	Single Family Home	1	View
6/27/2022 2:21:07 PM	Purdue University - Niswonger Building Boiler Room Egress And Combustion Air 2022 (Puma Coating)	Restoration	Niswonger Aviation Technology Bldg	West Lafayette	IN	47906	Airport	1	View
6/27/2022 2:14:40 PM	Blue Grass Road	New	9801 Blue Grass Road	Philadelphia	PA	19114	Warehouse	1	View
6/27/2022 2:09:05 PM	Hyatt Place - Round Rock, TX	Restoration	420 Sundance Parkway	Round Rock	TX	78681	Hotel	6	View
6/27/2022 2:02:26 PM	Memorial Park West	New	929 Westcott	Houston	TX	77007	Condo Unit	11	View
6/27/2022 1:56:17 PM	Smile works childrens denistry and orthodontics	New	1771 capital cir NE	Tallahassee	FL	32308	Healthcare	1	View
6/27/2022 1:52:26 PM	SHELL	New	LOT 1 ARBOR-LYN	REHOBOTH BEACH	DE	19971	Single Family Home	1	View
6/27/2022 1:50:16 PM	SHELL	New	LOT 6 WELCHES POND	LEWES	DE	19958	Single Family Home	1	View
6/27/2022 1:49:46 PM	Well Springs Hybrid Apartments	New	3520/3530 wildflower Drive	Greensboro	NC	27410	Condo Unit	3	View
6/27/2022 1:47:51 PM	SHELL	New	LOT 129 18TH ON THE BAY	MILLSBORO	DE	19966	Single Family Home	1	View

Showing 0 to 0 of 0 entries [Previous](#) [Next](#)

You can use the Search Bar in the Project List to search by Project Name, Project Address, or Project Number.

Area #3 – Quick Search/Filtered Search



Quick Search quick warranty search

Warranty Search Selections

Search

*Quick search will search the following fields: Warranty Number, Project Name, Project Number, Project Address, City, State and Zip/Postal Code, Lot Description, Consultant Name

Filtered Search advanced warranty search HOME / PROJECTS / FILTERED SEARCH

Warranty Search Selections

Project Name	<input type="text"/>	Warranty Number/Sample Number	<input type="text"/>
Project Address	<input type="text"/>	Contractor/Applicator Name	<input type="text"/>
Project City	<input type="text"/>	Contractor/Applicator Number	<input type="text"/>
Project State/Province	All <input type="text"/>	Contractor/Applicator City	<input type="text"/>
Lot Description, Parcel Number and/or Subdivision	<input type="text"/>	Contractor/Applicator State(s)	<input type="text"/>
Distributor Name	<input type="text"/>	Warranty Status	All <input type="text"/>
Distributor Number	<input type="text"/>	Expiration	All <input type="text"/>
Product Category	All <input type="text"/>	Assigned To	All <input type="text"/>
Product Sub-Category (Warranty Type)	All <input type="text"/>	Sample Warranty	All <input type="text"/>
GC/Architect/CM Firm Name	<input type="text"/>	Residential (RCPG)/Commercial (CPG or other)	All <input type="text"/>
Builder Name	<input type="text"/>	Consultant Name	<input type="text"/>
Show My Converted Warranties	All <input type="text"/>	Warranty Origin Type	Tremco CPG System <input type="text"/>

For instructions on how to use the Quick Search and Filtered Search functions, please see the Residential Contractor Instructions for Search Methods.

Once you have found the warranty you need to edit click on VIEW, in the Manage column, to enter the warranty request.

Warranty Results

[Export](#)

Show entries

WARRANTY NO	PROJECT NO	PROJECT NAME	CONTRACTOR NAME	ARCHITECT NAME	CM NAME	GC NAME	CONSULTANT NAME	SUBMITTED DATE	ISSUE DATE	STATUS	MANAGE
CPG5136-5267	5136	Miller Renovation	AAA Mountain Waterproofing					1/12/2021	2/23/2021	Issued	View PDF
CPG5285-5415	5285	Perpar Shed	AAA Mountain Waterproofing, LLC					1/12/2021	1/12/2021	Issued	View PDF
RCPG10000-10371	10000	306 NE Maddison	B&D Waterproofing L.C					2/22/2021	2/22/2021	Issued	View PDF
RCPG10001-10372	10001	796 McIntosh	B&D Waterproofing L.C					2/22/2021	2/22/2021	Issued	View PDF
RCPG10003-10375	10003	Silverado	Williams CS					2/22/2021	2/22/2021	Issued	View PDF
RCPG10004-10374	10004	Maronda Homes	Tremco Barrier Solutions, LLC - Columbus					2/22/2021	2/22/2021	Issued	View PDF
RCPG10006-10376	10006	Silverado	Williams CS					2/22/2021	2/22/2021	Issued	View PDF
RCPG10007-10377	10007	M/I Homes, Inc.	Tremco Barrier Solutions, LLC - Columbus					2/22/2021	2/22/2021	Issued	View PDF

Step #3: Message the Warranty Administrator

Once you have entered the warranty request, scroll to the bottom of the page, and use the CONVERSATIONS area to send a message to the Warranty Administrator.



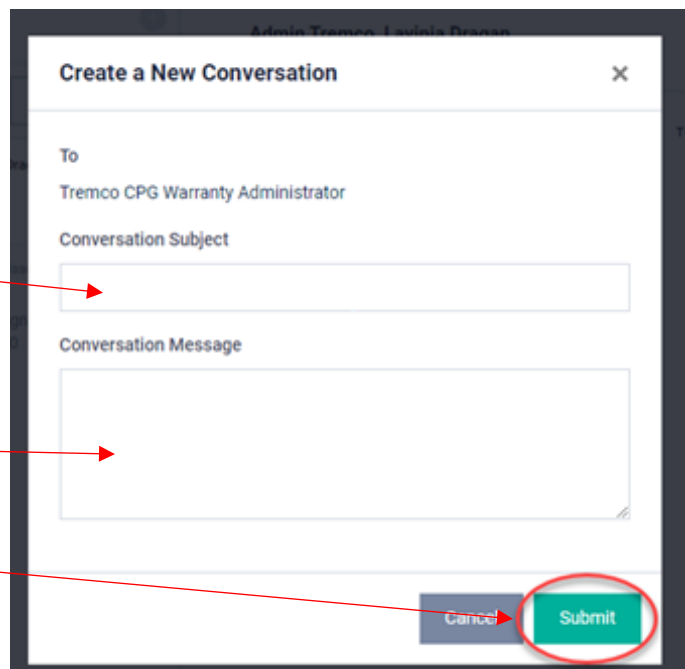
Click on the “+” sign to start a new conversation.

Type in your Conversation Subject and Message, then hit SUMBIT

Enter Subject Here

Enter Message Here

Click on Submit to send your message to the Warranty Administrator



The screenshot shows a web form titled "Create a New Conversation" with a close button (X) in the top right corner. The form contains the following fields and buttons:

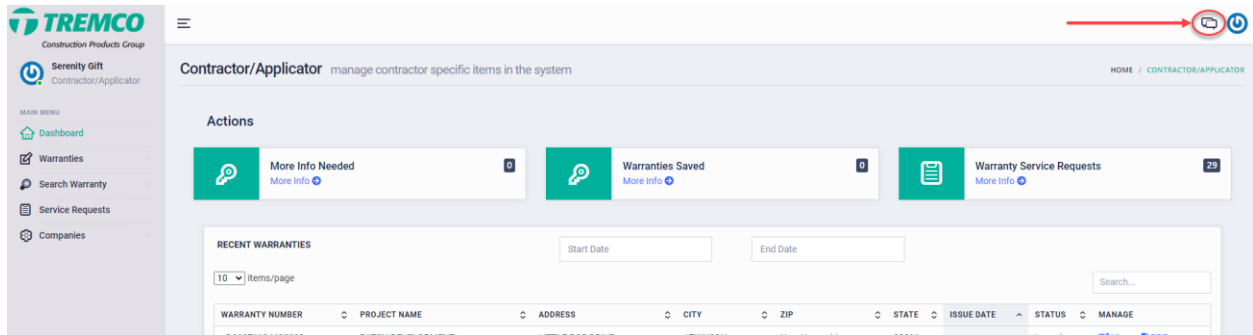
- To:** Tremco CPG Warranty Administrator
- Conversation Subject:** A text input field with a red arrow pointing to it from the text "Enter Subject Here".
- Conversation Message:** A larger text area with a red arrow pointing to it from the text "Enter Message Here".
- Buttons:** A grey "Cancel" button and a green "Submit" button. The "Submit" button is circled in red, with a red arrow pointing to it from the text "Click on Submit to send your message to the Warranty Administrator".

Your message should include the change you are requesting as well as the reason the change needs to be made (i.e., a mistake was made when inputting the information, customer request, etc.).

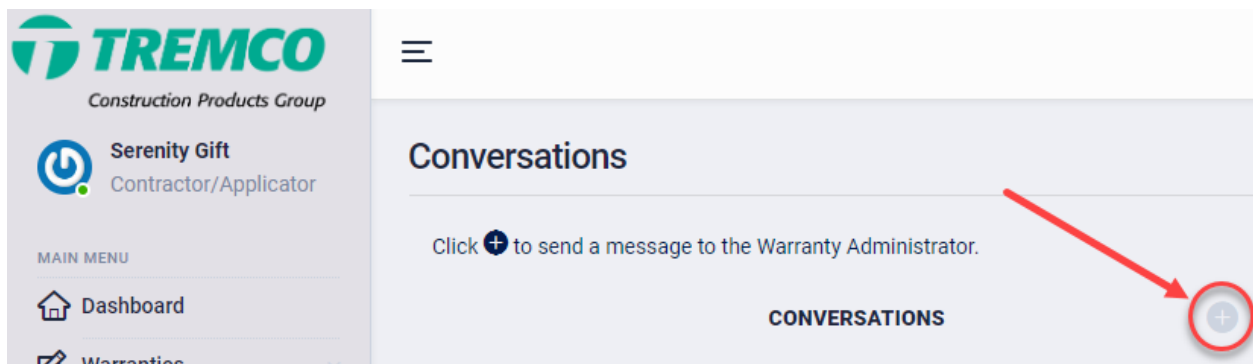
USING THE PORTAL MESSAGING SYSTEM

HOW TO MESSAGE THE WARRANTY ADMINISTRATOR:

Step #1: Click on the MESSAGES icon in the upper right corner of your portal dashboard



Step #2: Click on the “+” next to CONVERSATIONS



Step #3: Type in your Conversation Subject and Message, then hit SUMBIT

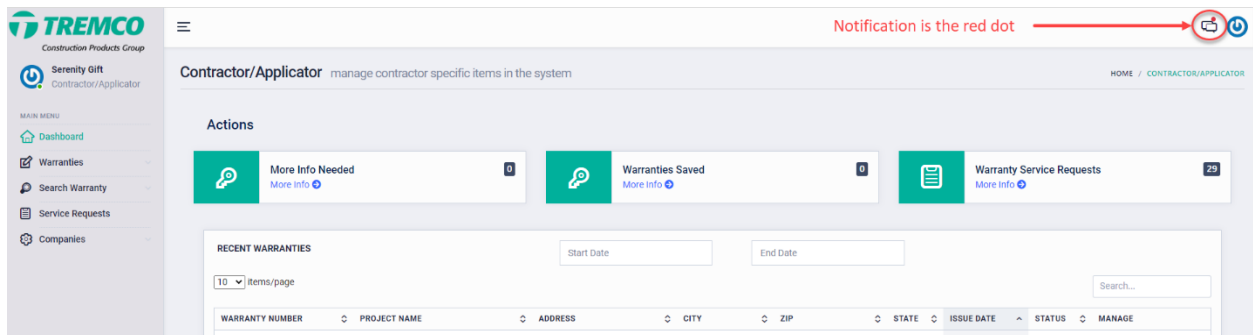
Enter Subject Here

Enter Message Here

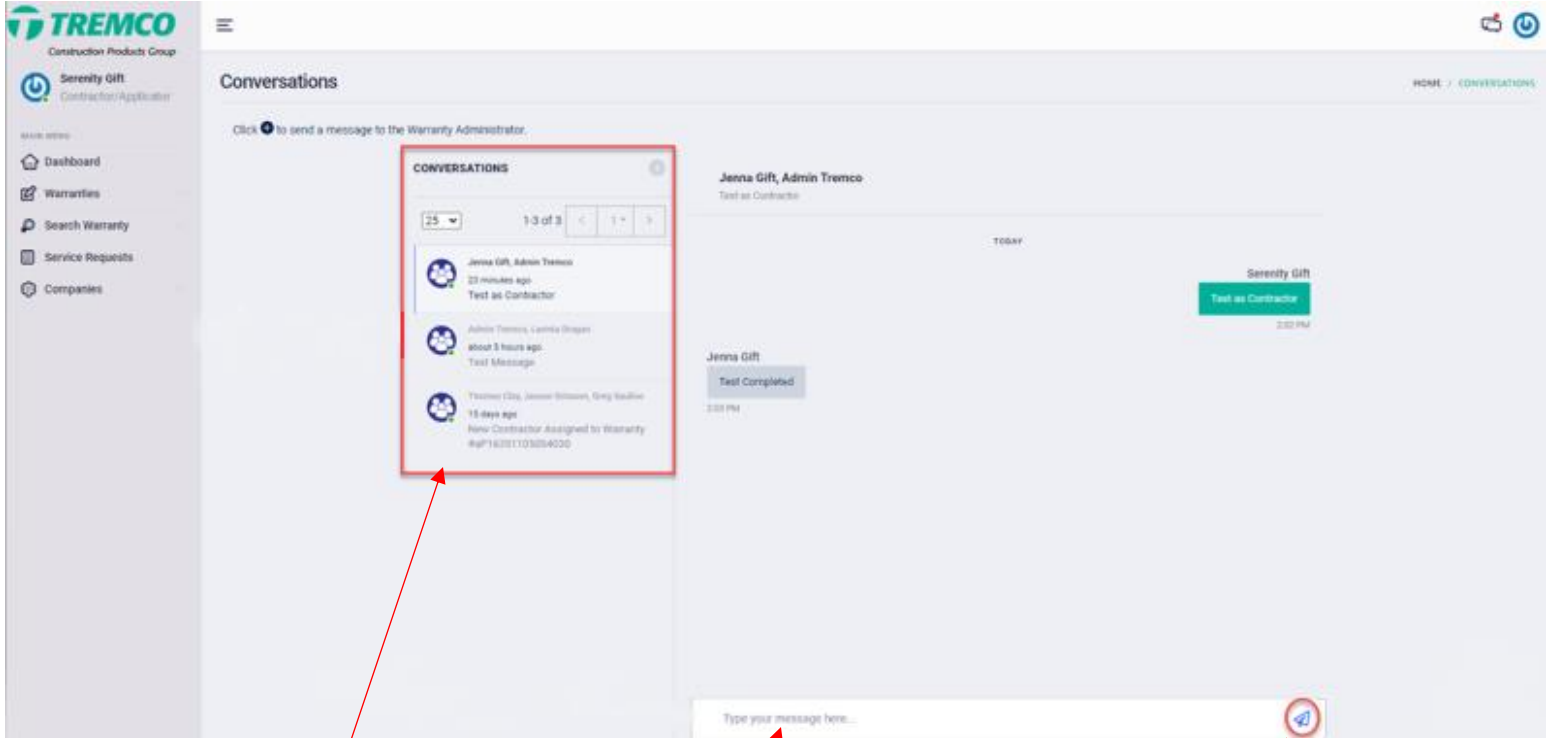
Your message will be sent to a **Warranty Administrator**. When you have received a reply, you will get an email notification and you will see a notification on the **MESSAGES** icon.

HOW TO RETRIEVE MESSAGES THAT HAVE BEEN RESPONDED TO:

Step #1: Click on the MESSAGES icon in the upper right corner of your portal dashboard (new notification is indicated by the red dot on the icon)



Step #2: Your list of messages will come up. Click on the message you want to read. You may also respond to the Warranty Administrator's questions/comments from this area.



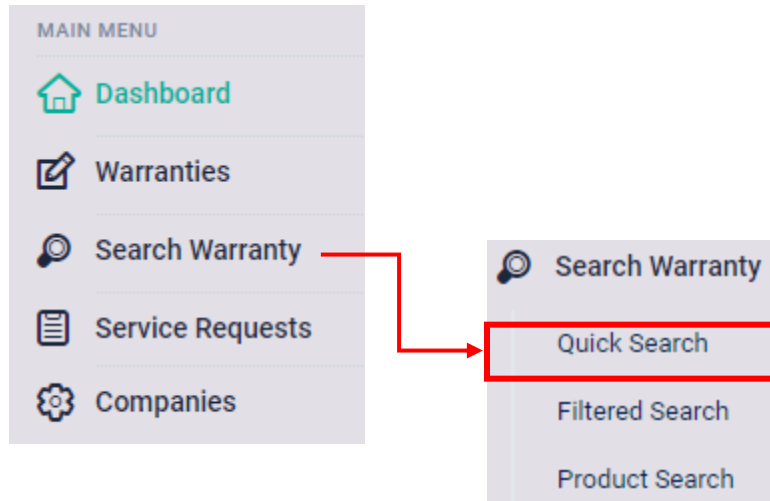
List of conversations

Enter responses here

Click to send message

CPG PORTAL SEARCH FUNCTIONS

Quick Search Function



Quick Search quick warranty search

Warranty Search Selections

Search

*Quick search will search the following fields: Warranty Number, Project Name, Project Number, Project Address, City, State and Zip/Postal Code, Lot Description, Consultant Name

Quick Search is a fast and easy way of looking for warranty data.

You can enter the full or partial name of the project, the address of the project, or the warranty number to search.

Note: Alphabetic prefix (RCPG) is not required when using the search functions

Your search results will list at the bottom of the screen, showing the warranty status. From here you will be able to view the warranty PDF (if the warranty has been issued) or go into the warranty request by clicking on VIEW in the Manage column.

Warranty Results

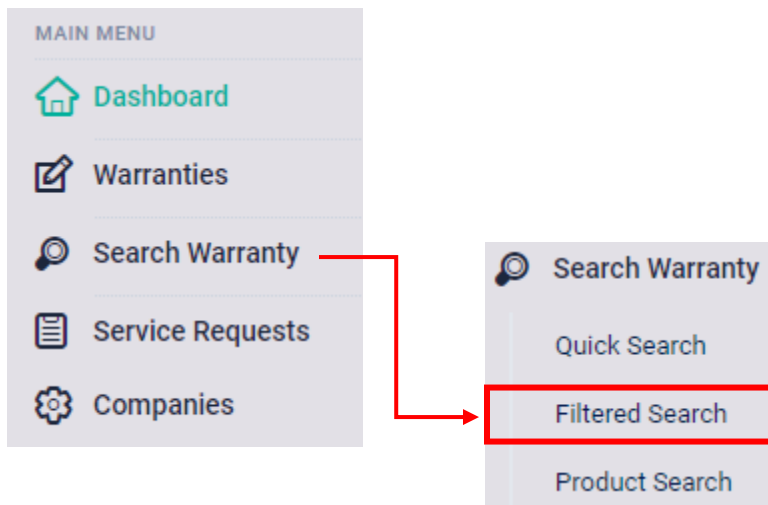
[Export](#)

Show 25 entries

WARRANTY NO	PROJECT NO	PROJECT NAME	CONTRACTOR NAME	ARCHITECT NAME	CM NAME	GC NAME	CONSULTANT NAME	SUBMITTED DATE	ISSUE DATE	STATUS	MANAGE
CPG5136-5267	5136	Miller Renovation	AAA Mountain Waterproofing					1/12/2021	2/23/2021	Issued	View PDF
CPG5285-5415	5285	Perpar Shed	AAA Mountain Waterproofing, LLC					1/12/2021	1/12/2021	Issued	View PDF
RCPG10000-10371	10000	306 NE Maddison	B&D Waterproofing L.C					2/22/2021	2/22/2021	Issued	View PDF
RCPG10001-10372	10001	796 McIntosh	B&D Waterproofing L.C					2/22/2021	2/22/2021	Issued	View PDF
RCPG10003-10375	10003	Silverado	Williams CS					2/22/2021	2/22/2021	Issued	View PDF
RCPG10004-10374	10004	Maronda Homes	Tremco Barrier Solutions, LLC - Columbus					2/22/2021	2/22/2021	Issued	View PDF
RCPG10006-10376	10006	Silverado	Williams CS					2/22/2021	2/22/2021	Issued	View PDF
RCPG10007-10377	10007	M/I Homes, Inc.	Tremco Barrier Solutions, LLC - Columbus					2/22/2021	2/22/2021	Issued	View PDF

Information from this screen, once filtered, can be exported into a Microsoft Excel file for your records/convenience.

Filtered Search Function



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

Filtered Search is a tool that expands your options for what to search by when looking for warranty project.

You can use this function to search by any of the following:

- Project Name
- Project Address/City/State
- Lot Description/Parcel Number/Subdivision
- Distributor Name
- Product Category
- Product Sub-Category
- GC/Architect/CM Firm Name
- Consultant Name
- Builder Name
- Warranty/Sample Number
- Contractor or Applicator Name
- Contractor or Applicator City/State
- Warranty Status
- Expiration Status
- Assigned To Status
- Type of Warranty (Residential/Commercial)

As with the Quick Search function, your search results will list at the bottom of the screen, showing the warranty status. From here you will be able to view the warranty PDF (if the warranty has been issued) or go into the warranty request by clicking on VIEW in the Manage column.

Warranty Results

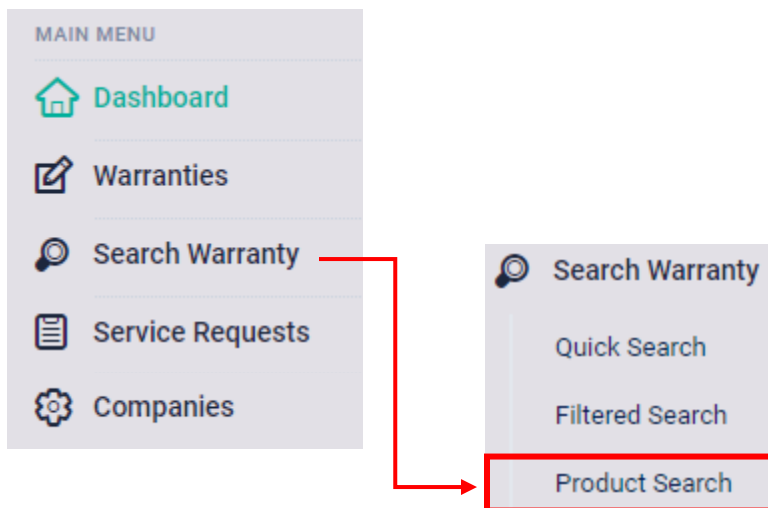
[Export](#)

Show 25 entries

WARRANTY NO	PROJECT NO	PROJECT NAME	CONTRACTOR NAME	ARCHITECT NAME	CM NAME	GC NAME	CONSULTANT NAME	SUBMITTED DATE	ISSUE DATE	STATUS	MANAGE
CPG5136-5267	5136	Miller Renovation	AAA Mountain Waterproofing					1/12/2021	2/23/2021	Issued	View PDF
CPG5285-5415	5285	Perpar Shed	AAA Mountain Waterproofing, LLC					1/12/2021	1/12/2021	Issued	View PDF
RCPG10000-10371	10000	306 NE Maddison	B&D Waterproofing L.C					2/22/2021	2/22/2021	Issued	View PDF
RCPG10001-10372	10001	796 McIntosh	B&D Waterproofing L.C					2/22/2021	2/22/2021	Issued	View PDF
RCPG10003-10375	10003	Silverado	Williams CS					2/22/2021	2/22/2021	Issued	View PDF
RCPG10004-10374	10004	Maronda Homes	Tremco Barrier Solutions, LLC - Columbus					2/22/2021	2/22/2021	Issued	View PDF
RCPG10006-10376	10006	Silverado	Williams CS					2/22/2021	2/22/2021	Issued	View PDF
RCPG10007-10377	10007	M/I Homes, Inc.	Tremco Barrier Solutions, LLC - Columbus					2/22/2021	2/22/2021	Issued	View PDF

Information from this screen, once filtered, can be exported into a Microsoft Excel file for your records/convenience.

Product Search Function



Search product search HOME / SEARCH

Search Selections

Product Name

Results

Show entries

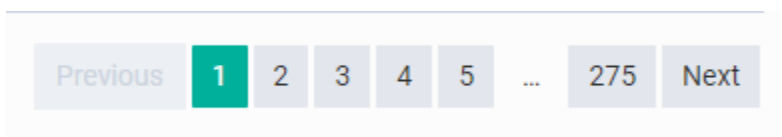
CATEGORY	SUBCATEGORY	SYSTEM CATEGORY	PRODUCT NAME
Air & Weather Resistive Barriers	Weather-Resistive Barriers	Products	Enviro-Dri
Air & Weather Resistive Barriers	Air Barrier Products	Products	ExoAir 210AT
Air & Weather Resistive Barriers	Air Barrier Products	Products	ExoAir 230
Air & Weather Resistive Barriers	Air Barrier Products	Products	Backstop DMS
Air & Weather Resistive Barriers	Air Barrier Products	Products	ExoAir 110AT
Air & Weather Resistive Barriers	Air Barrier Products	Products	ExoAir 220
Air & Weather Resistive Barriers	Air Barrier Products	Products	ExoAir 130
Air & Weather Resistive Barriers	Air Barrier Products	Products	ExoAir 110
Air & Weather Resistive Barriers	Air Barrier Products	Products	ExoAir 120
Air & Weather Resistive Barriers	Air Barrier Products	Products	ExoAir 230LT

Showing 1 to 10 of 2,749 entries (filtered from 2,837 total entries) Previous **1** 2 3 4 5 ... 275 Next

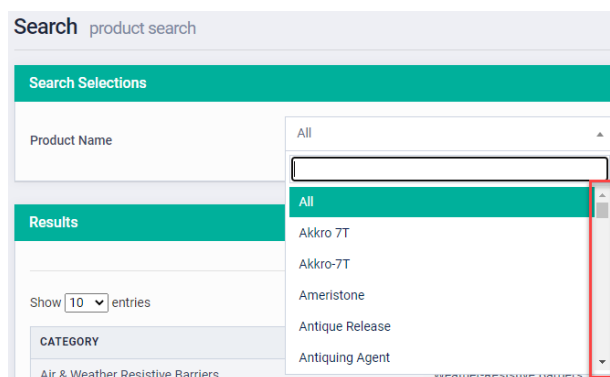
The Product Search tool helps determine which product category and sub-category should be used to file for a warranty.

There are three ways to use this tool.

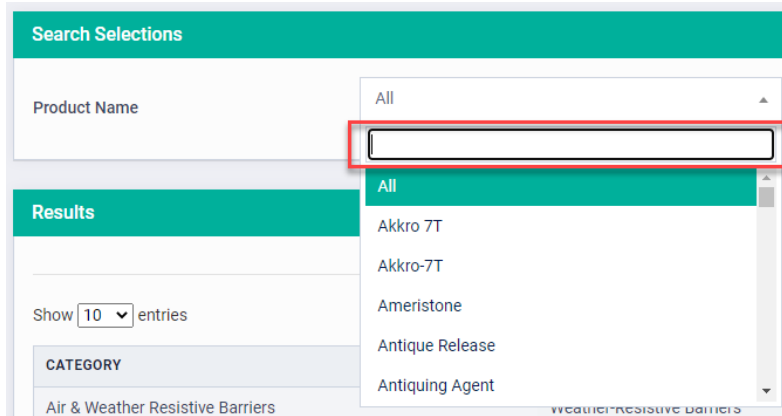
1. Scroll through the pages of all our offered products using the page numbers at the bottom right-hand side of the screen.



2. Click on the drop down at the top of the page and scroll through our available products until you find the one you need.



3. Click in the drop down at the top of the page and start typing in the name of the product you need until it pops up in the selection box.



Whichever way you get to the product name you are looking for, when you select it, the list will populate all the Product Category and Product Sub-Category options for that product.

If your product is listed in multiple categories or sub-categories, you will need to determine which one fits best with the application for your specific project.

NOTE: All Tremco CPG warranty product offerings are located within the Product Search Function screens.

BUILDER ACCOUNTS

HOW TO SEARCH FOR A BUILDER:



Step #1: Click on the COMPANIES tab in your Dashboard Navigation Panel

Step #2: Click on BUILDERS

Step #3: To search within the CPG Warranty Portal, use the search bar on the right-hand side of the screen to search for your builder. You can search by name, address, or city.

Builder List manage builders in the system HOME / BUILDERS / BUILDER LIST + Create

Builders 10 items/page

TIMESTAMP	NAME	BUILDER TYPE	ADDRESS	CITY	STATE	PHONE	APPROVED	ACTIVE	MANAGE
5/31/2022 11:33:04 AM	Sunrise Homes, LLC	1	427 Amherst Street	Nashua	NH		Yes	Yes	View
5/31/2022 11:18:17 AM	Hidden Meadow Holdings, LLC	1	42J Dover Point Road	Dover	NH		Yes	Yes	View
5/31/2022 11:07:54 AM	Amber Dubois	1	324 Pleasant Pond Road - Lot: Addition/Garage with ROG	Warner	NH	(603) 759-4602	Yes	Yes	View
5/25/2022 12:49:13 PM	Jason Bouchard	1	240 Fremont Road	Sandown	NH		Yes	Yes	View
5/24/2022 11:14:41 AM	Smith & Sons Plumbing & Heating, Inc.	1	230 Elm Street	No. Reading	MA	(978) 375-0404	Yes	Yes	View
5/4/2022 12:43:49 PM	Newhall Builders LLC	1	54 Rosemary Lane	Barrington	NH	(603) 396-1960	Yes	Yes	View
5/4/2022 9:29:07 AM	Skofield Builders	1	30 Harriman Road	Plaistow	NH	(603) 382-6661	Yes	Yes	View
5/3/2022 11:53:50 AM	Hi Speed Hockey, LLC	1	11 Tanya Lane	Brentwood	NH	(617) 851-9592	Yes	Yes	View
5/3/2022 11:49:29 AM	Henry's Homes	1	6 Crown Hill Road	Atkinson	NH	(603) 365-6639	Yes	Yes	View
4/26/2022 11:14:00 AM	Merrimack Valley Realty Trust	1	10 Third Street	Chelmsford	MA	(978) 256-2200	Yes	Yes	View

Showing 1 to 10 of 1,734 entries Previous 1 2 3 4 5 ... 174 Next

INFORMATION PROVIDED ON THE BUILDER LIST:

Timestamp – shows when this builder account was created

Name – shows the name of the builder

Builder Type – shows either 1 (Custom) or 2 (Production) to indicate which type of homes this builder is assigned to

Address – shows the builder’s street address

City – shows the builder’s city

State – shows the builder’s state

Phone – shows the builder’s phone number

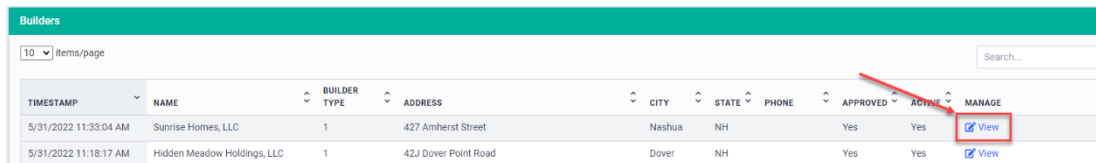
Approved – shows the builder’s approval status

Active – shows if the builder is or is not active in our system

Manage – allows you to view the builder account or make edits to existing accounts

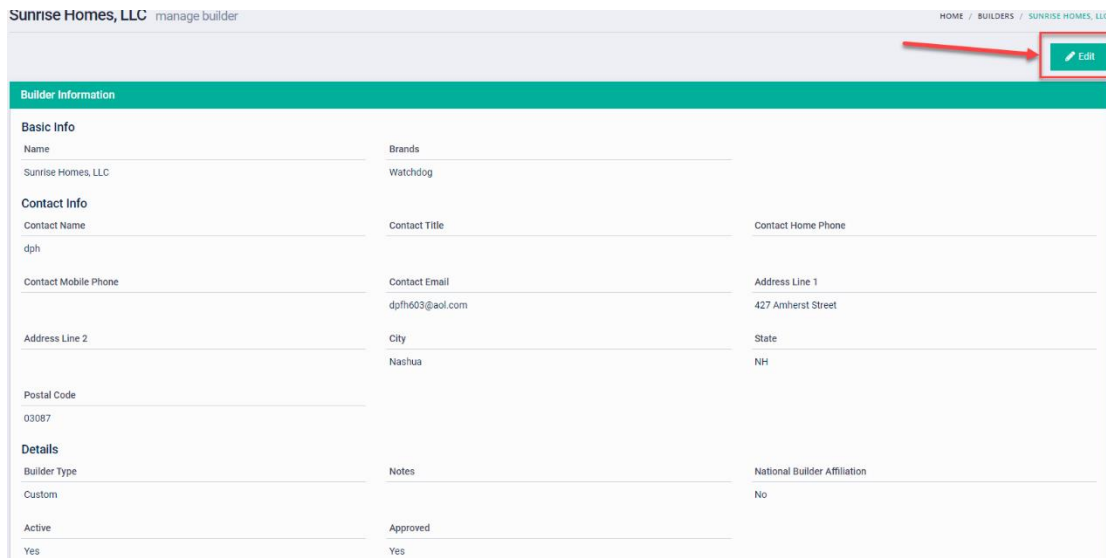
EDITING AN EXISTING BUILDER ACCOUNT:

Step #1: Click on VIEW next to the builder account you want to edit



TIMESTAMP	NAME	BUILDER TYPE	ADDRESS	CITY	STATE	PHONE	APPROVED	ACTIVE	MANAGE
5/31/2022 11:33:04 AM	Sunrise Homes, LLC	1	427 Amherst Street	Nashua	NH		Yes	Yes	View
5/31/2022 11:18:17 AM	Hidden Meadow Holdings, LLC	1	42J Dover Point Road	Dover	NH		Yes	Yes	View

Step #2: Click on the EDIT button in the top right-hand corner of the screen



Sunrise Homes, LLC manage builder

HOME / BUILDERS / SUNRISE HOMES, LLC

[Edit](#)

Builder Information

Basic Info

Name: Sunrise Homes, LLC
Brands: Watchdog

Contact Info

Contact Name: dph
Contact Title: _____
Contact Home Phone: _____

Contact Mobile Phone: _____
Contact Email: dph603@aol.com
Address Line 1: 427 Amherst Street

Address Line 2: _____
City: Nashua
State: NH

Postal Code: 03087

Details

Builder Type: Custom
Notes: _____
National Builder Affiliation: No

Active: Yes
Approved: Yes

Step #3: Make necessary edits and then hit the SUBMIT button to save the changes

Builder Information

Basic Info
Name: Sunrise Homes, LLC
Brands: Watchdog

Contact Info
Contact Name: dph
Contact Title:
Contact Home Phone:
Contact Mobile Phone:
Contact Email: dphs03@aol.com
Address Line 1: 427 Amherst Street
Address Line 2:
City: Nashua
State/Province: NH
Postal Code: 03087

Details
Builder Type: Custom
Notes:
National Builder Affiliation:

Cancel Submit

Note: if you decide not to make any changes, hit the CANCEL button

CREATING A NEW BUILDER ACCOUNT:



Step #1: Click on the COMPANIES tab in your Dashboard Navigation Panel

Step #2: Click on BUILDERS

Step #3: Click on CREATE in the upper right-hand corner of the screen

Builder List manage builders in the system

HOME / BUILDERS / BUILDER LIST

+ Create

10 Items/page

TIMESTAMP	NAME	BUILDER TYPE	ADDRESS	CITY	STATE	PHONE	APPROVED	ACTIVE	MANAGE
5/31/2022 11:33:04 AM	Sunrise Homes, LLC	1	427 Amherst Street	Nashua	NH		Yes	Yes	View
5/31/2022 11:18:17 AM	Hidden Meadow Holdings, LLC	1	42J Dover Point Road	Dover	NH		Yes	Yes	View

Step #4: Fill in all fields then hit SUBMIT to save the account

Create Builder create a builder HOME / BUILDERS / CREATE BUILDER

Builder Information

Basic Info

Name Brands

Contact Info

Contact Name Contact Title Contact Home Phone

Contact Mobile Phone Contact Email Address Line 1

Address Line 2 City State/Province

Postal Code

Details

Builder Type Notes

Is National Builder Affiliation

Note: You will need to choose which brand(s) the builder is contracting you for. Your choices are as follows:

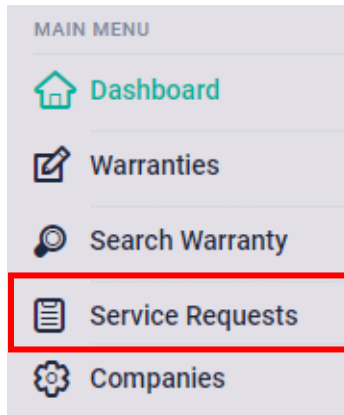
- Dryvit
- Euclid Chemical
- Nudura
- Watchdog
- Tremco – Commercial
- Willseal
- Tuff-N-Dri
- Residential Direct
- Impax

For residential projects, you will most likely be selecting Watchdog, Tuff-N-Dri, or Impax.

Important Note: Builder accounts do not get users assigned to them, as builders are not permitted to file for warranties in our CPG warranty portal. Once you have filed for a warranty, **YOU ARE RESPONSIBLE FOR FORWARDING THE ISSUED WARRANTY DOCUMENT TO THE BUILDER.**

HANDLING WARRANTY SERVICE REQUESTS

WHERE TO FIND SERVICE REQUESTS ASSIGNED TO YOUR COMPANY:



You can find your service requests by clicking on the Service Requests tab in your Navigation Menu

OR

By clicking on the Warranty Service Requests button in your Dashboard Quick Actions

Contractor/Applicator manage contractor specific items in the system HOME / CONTRACTOR/APPLICATOR

Actions

- More Info Needed 0 [More Info](#)
- Warranties Saved 0 [More Info](#)
- Warranty Service Requests 1 [More Info](#)**

RECENT WARRANTIES

Start Date End Date

10 items/page

WARRANTY NUMBER	PROJECT NAME	ADDRESS	CITY	ZIP	STATE	ISSUE DATE	STATUS	MANAGE
RCPG1097-1165	Amanda Helber	222 Lake Court	Lakeside	CO	80210	10/27/2020	Issued	View PDF

WHAT TO DO WITH SERVICE REQUESTS ASSIGNED TO MY COMPANY:

Step #1: View the Service Request Details

On the Service Requests page, you will see a list of all requests assigned to your company. This list will include identifying information about the warranty as well as the status of the request.

The screenshot shows the 'Service Requests' page with a table of requests. The table has columns for CREATED ON, WARRANTY NUMBER, OWNER, ADDRESS, CITY, STATE, POSTAL CODE, ASSIGNED CONTRACTOR, STATUS, and MANAGE. A red arrow points to the 'View' link in the MANAGE column for the first entry.

CREATED ON	WARRANTY NUMBER	OWNER	ADDRESS	CITY	STATE	POSTAL CODE	ASSIGNED CONTRACTOR	STATUS	MANAGE
11/3/2020	RCPG1135-1192	Doug Bud	1237 Hillsmith Drive Place	Cincinnati	OH	45215	Zander Solutions, LLC	In Process	View

To enter the request, click on VIEW.

Once you enter the service request you will see the Homeowner Information and Warranty Information at the top of the page.

The screenshot shows the 'Service Request for Warranty #RCPG18645-19449' page. It features two main sections: 'Homeowner Information' and 'Warranty Information'. Below these sections is a status bar showing 'In Process' and two action buttons: 'Contact Owner' and 'Resolve Claim'.

Homeowner Information		
Name	Address	City
Ligong Kang	11228 Cedar Crest Dr	Plain City
State	Postal Code	Daytime Phone
OH	43064	4126224445
Alternate Phone	Email	
N/A	ligongk@gmail.com	

Warranty Information	
Warranty Number	First Owner
RCPG18645-19449	Yes

In Process

[Contact Owner](#) [Resolve Claim](#)

Under the Homeowner and Warranty Information is the status of the request as well as your Action Buttons (please see instructions on page 35 for what these buttons do).


Below your action buttons you will find the Location Information, Damage Assessment, Activity Log, Damage Documentation, and Attached Documents from the Homeowner.

Location Information	
Exterior Wall Construction	Basement Finishing
Poured	Partially
Grade Slopes Away From House	Grade Level Above Waterproofing
Yes	No
Dehumidifier	Sump Pump
Yes	Yes
Downspout Termination	
Connect to ground pipes	

Activity Log
No history found

Damage Assessment		
Moisture Location	Wall Condition	Standing Water
On the vertical wall	Wet	N/A
Crack In Wall	Crack Extends to Top of Wall	Crack Below Window
No	N/A	N/A
Crack at Utility Penetration		
N/A		
Comments		
pipe penetration leaking		

Damage Documentation
Upload Documents
<input type="button" value="Choose Files"/> No file chosen
<input type="button" value="Upload"/>

Attached Documents
 IMG_4006.jpg <small>uploaded 9/18/2022</small>

Lastly, the bottom of the page contains the CONVERSATIONS area where any communication regarding this service request should take place.

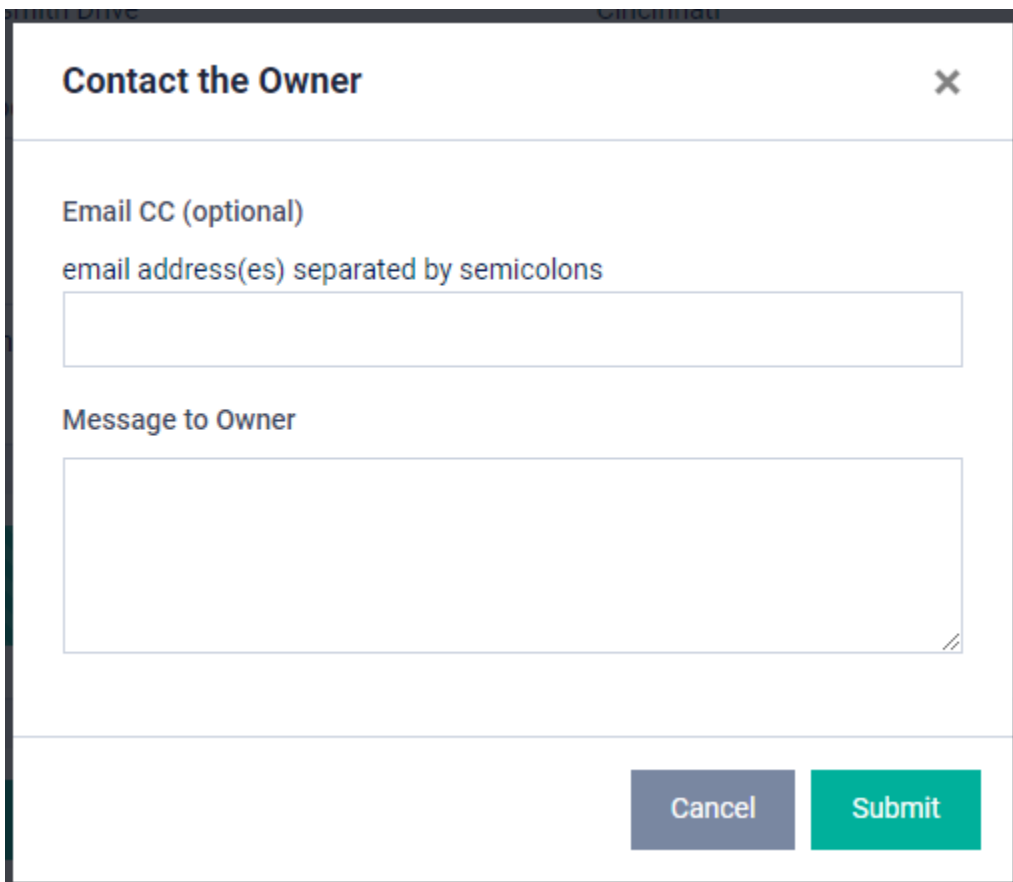
Messages
<p>CONVERSATIONS <input style="float: right;" type="button" value="+"/></p> <hr/>

Action Buttons

You have two options available for new service requests.

Option #1: Contact the Owner

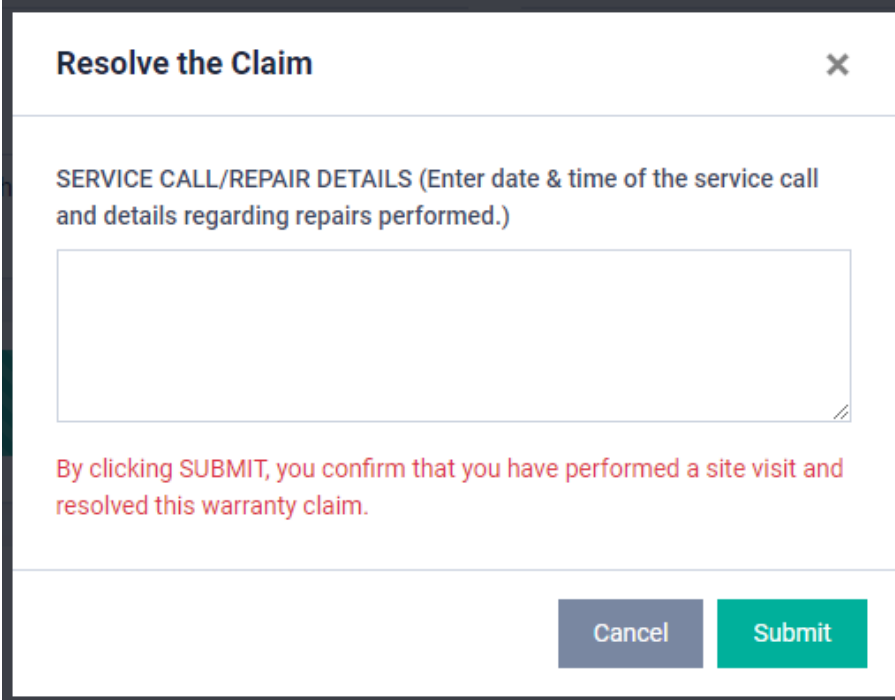
Clicking on the CONTACT OWNER button will allow you to send an email message to Homeowner through our CPG portal. You can use this to initiate communication on scheduling their inspection/service.



The image shows a screenshot of a web form titled "Contact the Owner". The form has a title bar with the text "Contact the Owner" and a close button (X) in the top right corner. Below the title bar, there are two main sections. The first section is labeled "Email CC (optional)" and contains a text input field with the placeholder text "email address(es) separated by semicolons". The second section is labeled "Message to Owner" and contains a larger text area for entering a message. At the bottom right of the form, there are two buttons: a grey "Cancel" button and a green "Submit" button.

Option #2: Resolve Request

Clicking on the RESOLVE CLAIM button will mark this request as completed.



The screenshot shows a modal dialog box titled "Resolve the Claim" with a close button (X) in the top right corner. Below the title bar, there is a text prompt: "SERVICE CALL/REPAIR DETAILS (Enter date & time of the service call and details regarding repairs performed.)". Underneath this prompt is a large, empty text input field. At the bottom of the dialog, there is a red warning message: "By clicking SUBMIT, you confirm that you have performed a site visit and resolved this warranty claim." At the very bottom of the dialog, there are two buttons: a grey "Cancel" button and a green "Submit" button.

You will be asked to supply the date of service as well as all service notes regarding repairs made during your inspection.

Please note that, by clicking on SUBMIT, you are confirming that you have performed a site visit and that this warranty service request is resolved.

WHAT TO DO IF THE REQUEST IS FOR NON-WARRANTED ISSUES:

If you are investigating a service request and find the issue to be non-warranted, you will need to discuss this with the homeowner and RESOLVE the service request in the CPG portal.

All questions regarding the warrantability of an issue or technical questions should be directed to your TBS Technical Representative.

If you have any questions, please
contact the **Warranty Department**

Phone number
800-876-5624

Email
warrantyadmin@tremcoinc.com