

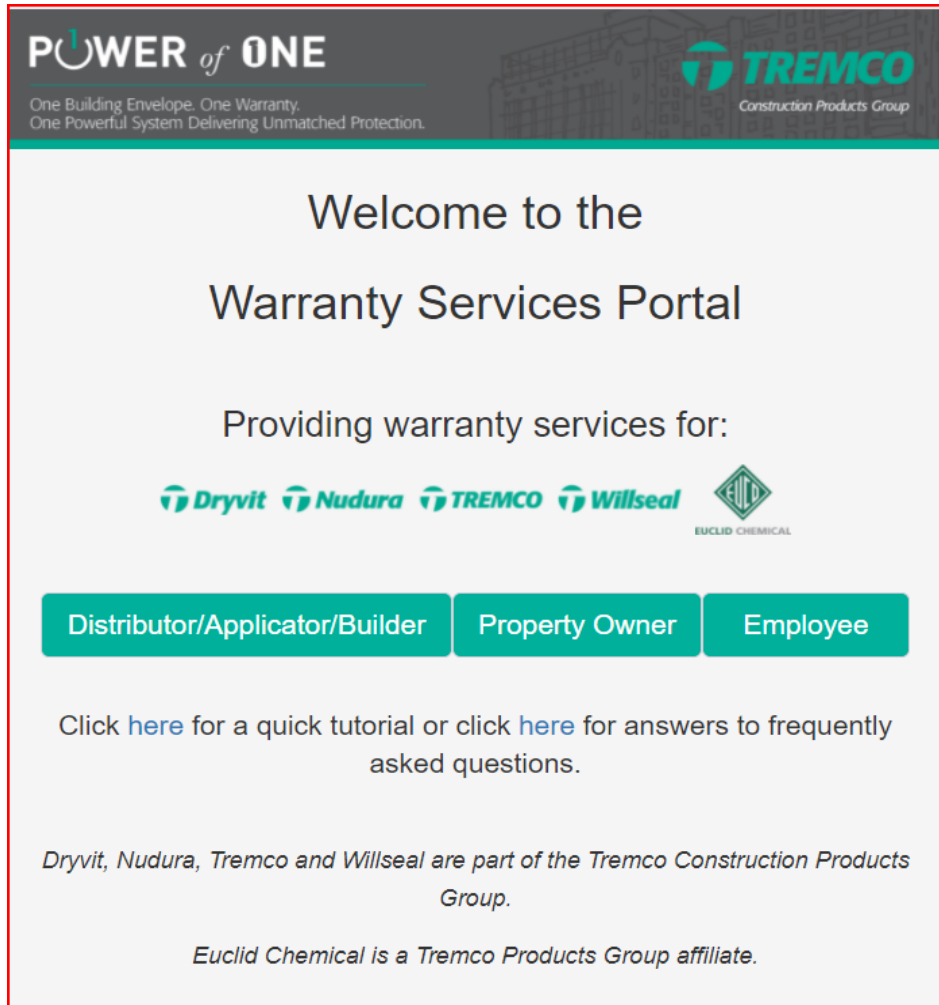
# Tremco CPG Warranty Services Portal Tutorial & User Guide

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**Portal overview:**  
Where to access,  
how to request a  
new user account  
and log in

# What is the Tremco CPG Warranty Services Portal?








The screenshot shows the homepage of the Tremco CPG Warranty Services Portal. At the top left, it features the 'POWER of ONE' logo with the tagline 'One Building Envelope. One Warranty. One Powerful System Delivering Unmatched Protection.' To the right is the 'TREMCO Construction Products Group' logo. The main heading reads 'Welcome to the Warranty Services Portal'. Below this, it states 'Providing warranty services for:' followed by logos for Dryvit, Nudura, TREMCO, Willseal, and Euclid Chemical. There are three teal buttons: 'Distributor/Applicator/Builder', 'Property Owner', and 'Employee'. A link is provided for a quick tutorial and frequently asked questions. At the bottom, it notes that Dryvit, Nudura, Tremco, and Willseal are part of the Tremco Construction Products Group, and Euclid Chemical is a Tremco Products Group affiliate.

**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:

**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.*

## Online System for All Tremco CPG Warranty Activities

### For Customers:

- Replaces Tremco legacy SWISE and WISE and Willseal systems.
- Create a warranty request for a completed project
- Check status of Tremco CPG warranty requests that have been saved, submitted, issued or pending approval (commercial warranties only)
- Message the warranty administrator about a warranty
- Obtain additional copies of issued warranties
- Can access all CPG Brand warranty sites by clicking on the appropriate icon.

### For Property Owners:

- Register a warranty
- Submit a warranty service request
- Request a warranty transfer

# Where to access

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 CSW website. The top navigation bar includes 'COVID-19 UPDATE', 'ABOUT', 'BLOG', 'RESOURCES', and 'CONTACT'. A red box highlights the 'RESOURCES' menu item, with a red arrow pointing to it. Below the navigation bar is a hero section with the text 'Sealants and waterproofing delivered with hands-on technical support at every stage.' and a 'Find Your Sales Rep or Distributor' button. The main content area is titled 'Resources' and features a heading 'CHOOSE FROM ONE OF THE RESOURCES BELOW'. A grid of six resource cards is displayed: 'Resource Center', 'Document Library', 'Submittal Builder', 'Technical Resources', 'Warranties', and 'Continuing Education'. A red box highlights the 'Warranties' card, with a red arrow pointing to it. The 'Warranties' card text reads: 'Choose from a wide variety of standard warranties for your project.'

The screenshot shows the Tremco CSW website warranties page. The top section features the 'POWER of ONE' logo and the Tremco Construction Products Group logo. Below the logo is a red box containing the text 'Click for Tremco CPG Warranty Services'. A red arrow points to this box. Below the box is a heading 'Warranties' and a sub-heading 'Contractors & Distributors:'. The page lists several warranty services and provides links to 'View My Commercial Warranty Records (SWISE)' and 'View My Residential Warranty Records (WISE)'. A second red box highlights the 'Click for Tremco CPG Warranty Services' link again, with a red arrow pointing to it.

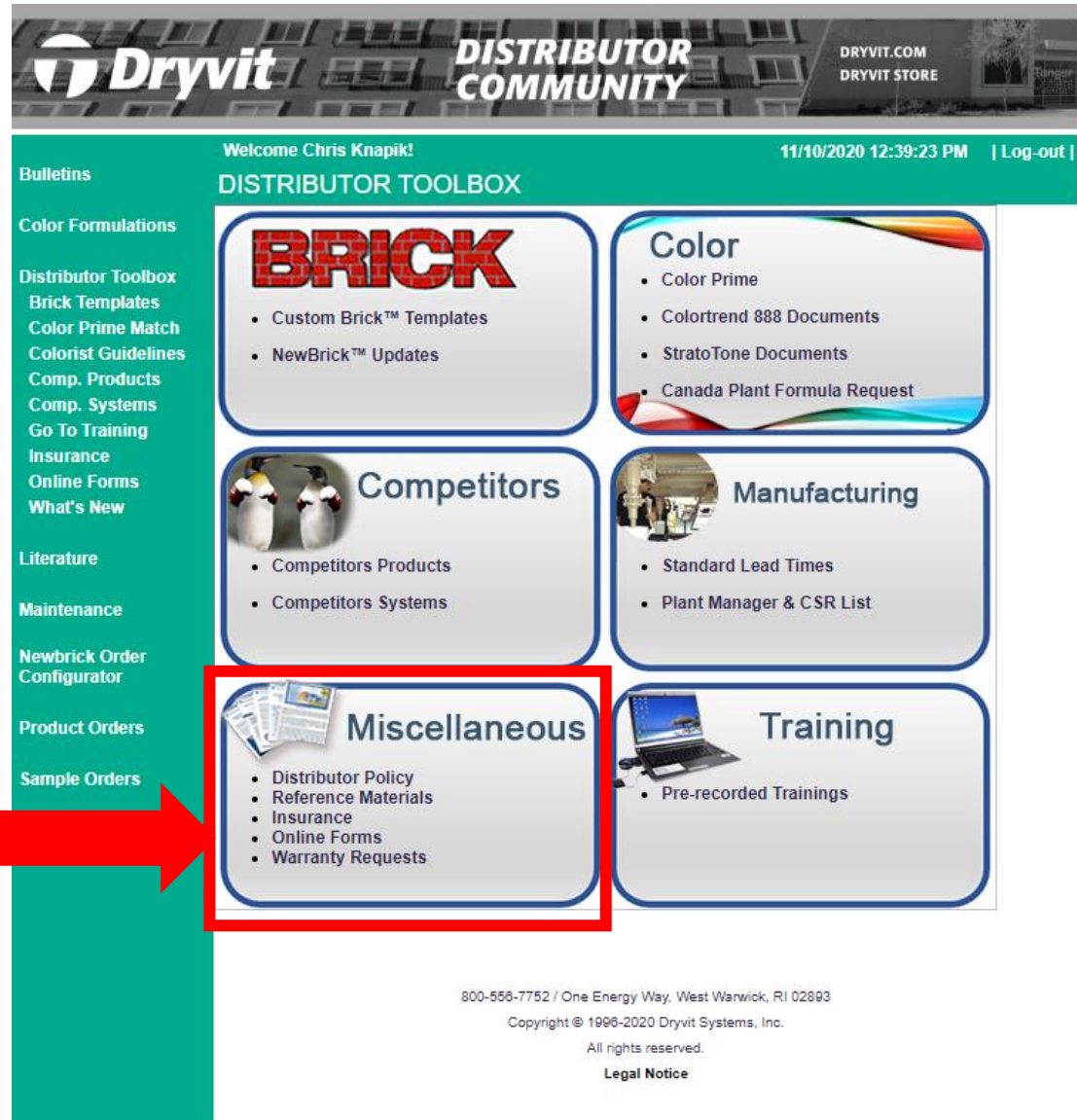
# Where to access

## Dryvit Distributor Toolbox



**Miscellaneous**

- Distributor Policy
- Reference Materials
- Insurance
- Online Forms
- **Warranty Requests**



**Dryvit** **DISTRIBUTOR COMMUNITY** DRYVIT.COM DRYVIT STORE

Welcome Chris Knapik! 11/10/2020 12:39:23 PM | Log-out |

**DISTRIBUTOR TOOLBOX**

**BRICK**

- Custom Brick™ Templates
- NewBrick™ Updates

**Color**

- Color Prime
- Colortrend 888 Documents
- StratoTone Documents
- Canada Plant Formula Request

**Competitors**

- Competitors Products
- Competitors Systems

**Manufacturing**

- Standard Lead Times
- Plant Manager & CSR List

**Miscellaneous**

- Distributor Policy
- Reference Materials
- Insurance
- Online Forms
- Warranty Requests

**Training**

- Pre-recorded Trainings

800-556-7752 / One Energy Way, West Warwick, RI 02893  
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**Legal Notice**

# Where to access

## Nudura Distributor Toolbox

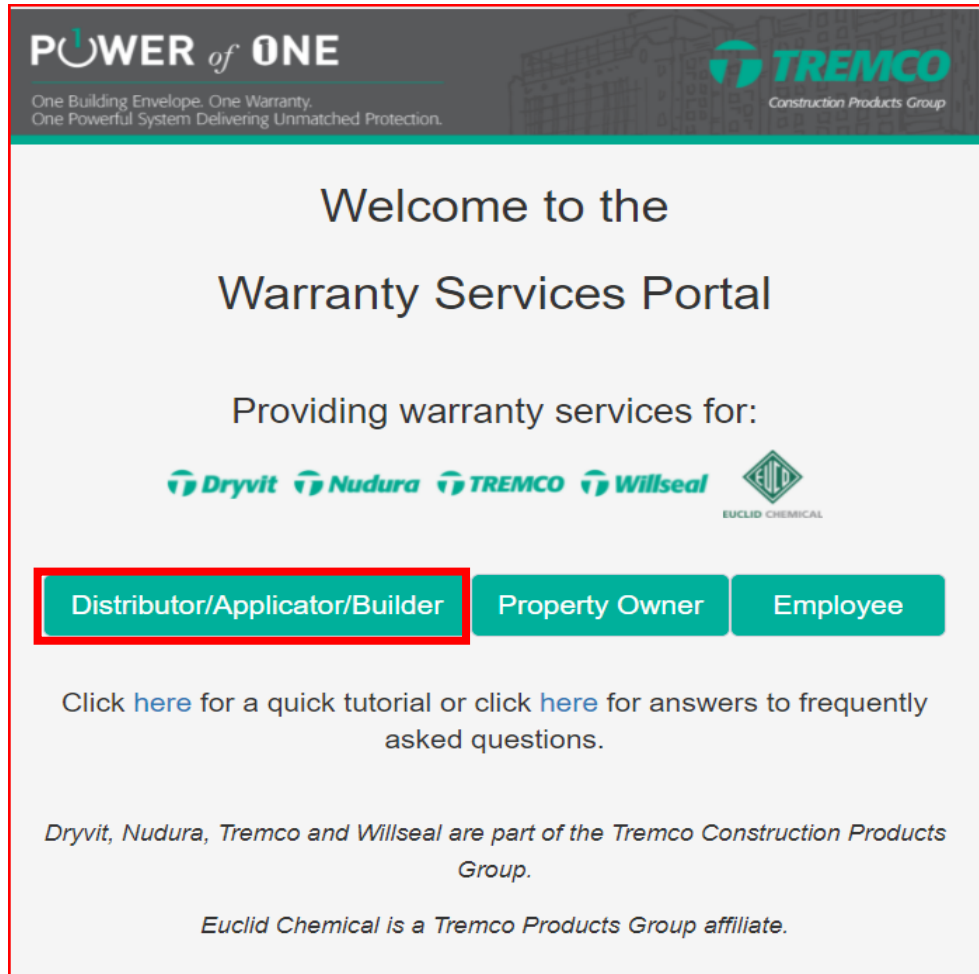
The screenshot shows the Nudura website header with the following elements:

- Language and update links: English | Français | COVID-19 Update
- Search icon and links: COURSE LOGIN, **DISTRIBUTOR LOGIN** (highlighted in a green box), Find a Sales Rep, CONTACT US
- Navigation menu: Products, Why NUDURA, Project Applications, Training Academy, Resources, Distributor Toolbox, Company

The main content area features five cards:

- Co-op Program**: Did you know that you can use the NUDURA Co-op Program to offset costs associated with your marketing & training expenses? [Learn More >](#)
- Quality Control**: The NUDURA QC team seeks to ensure that NUDURA ICF product quality is maintained or improved. [Learn More >](#)
- Office Team**: Meet our NUDURA office team! A perfect blend of passion and hard work, and ICF heart. [Learn More >](#)
- Project Submission**: Want to see your projects in our website? Submit the form with project details and photos! [English](#) [French](#)
- Warranty System**: See our comprehensive building envelope warranty for commercial structures. [Learn More >](#) (This card is highlighted with a red border and a red arrow points to it from the right.)

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



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Construction Products Group

## Welcome to the Warranty Services Portal

Providing warranty services for:

**Dryvit** **Nudura** **TREMCO** **Willseal** **EUCLID CHEMICAL**

**Distributor/Applicator/Builder** **Property Owner** **Employee**

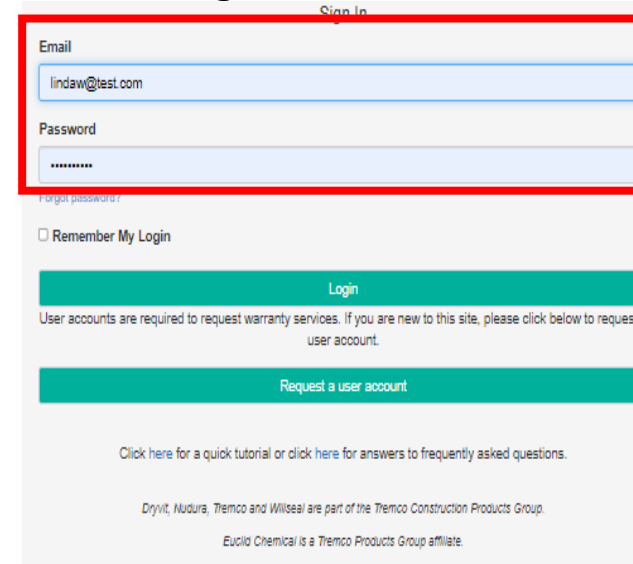
Click [here](#) for a quick tutorial or click [here](#) for answers to frequently asked questions.

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

*Euclid Chemical is a Tremco Products Group affiliate.*

## To log in:

1. Click appropriate login button.
2. Scroll down.
3. Enter email address & password (10 characters minimum – can be any combination of letters, numbers, special characters).
4. Click Login button.



Sign In

Email  
lindaw@test.com

Password  
\*\*\*\*\*

[Forgot 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.](#)

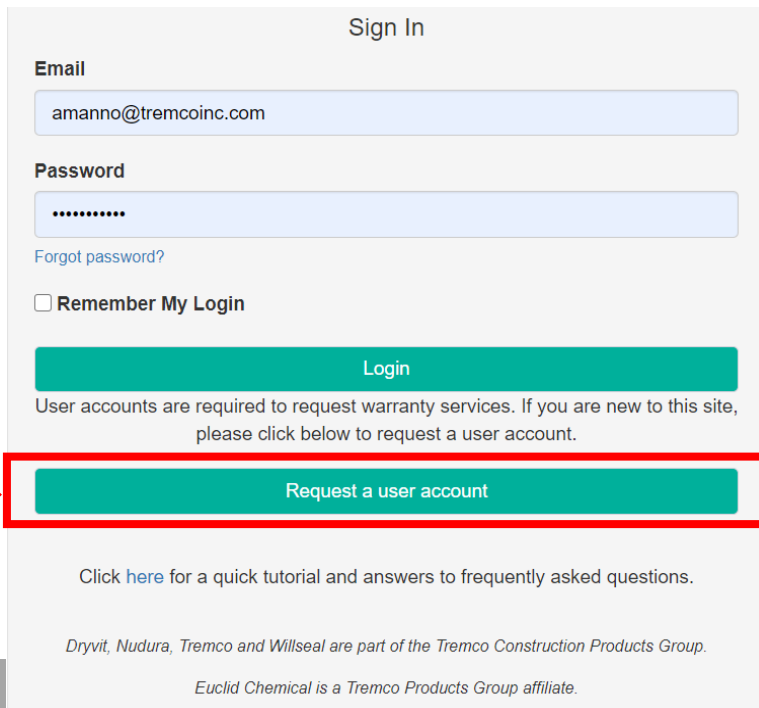
Dryvit, Nudura, Tremco and Willseal are part of the Tremco Construction Products Group.  
Euclid Chemical is a Tremco Products Group affiliate.



# 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

Email

amanno@tremcoinc.com

Password

.....

[Forgot password?](#)

Remember My Login

Login

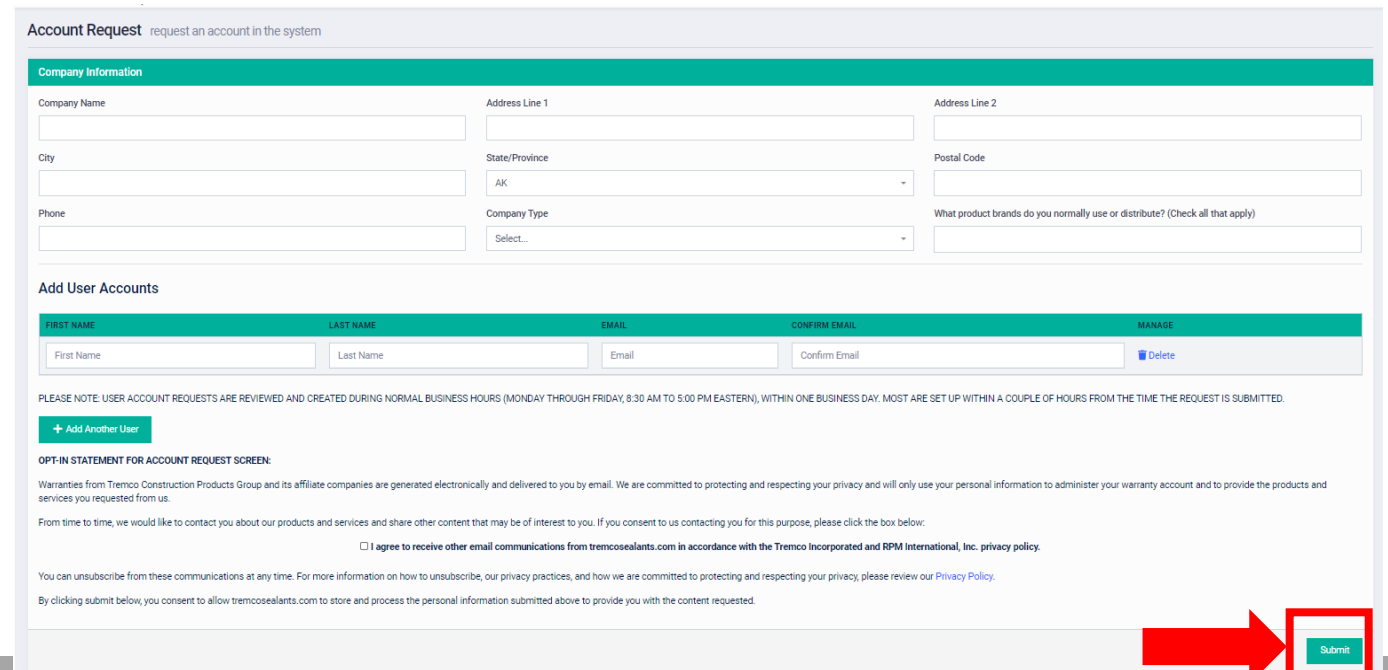
User accounts are required to request warranty services. If you are new to this site, please click below to request a user account.

**Request a user account**

[Click here](#) for a quick tutorial and 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.*



Account Request request an account in the system

**Company Information**

Company Name Address Line 1 Address Line 2

City State/Province Postal Code

Phone Company Type What product brands do you normally use or distribute? (Check all that apply)

**Add User Accounts**

FIRST NAME	LAST NAME	EMAIL	CONFIRM EMAIL	MANAGE
First Name	Last Name	Email	Confirm Email	Delete

PLEASE NOTE: USER ACCOUNT REQUESTS ARE REVIEWED AND CREATED DURING NORMAL BUSINESS HOURS (MONDAY THROUGH FRIDAY, 8:30 AM TO 5:00 PM EASTERN), WITHIN ONE BUSINESS DAY. MOST ARE SET UP WITHIN A COUPLE OF HOURS FROM THE TIME THE REQUEST IS SUBMITTED.

[+ Add Another User](#)

**OPT-IN STATEMENT FOR ACCOUNT REQUEST SCREEN:**

Warranties from Tremco Construction Products Group and its affiliate companies are generated electronically and delivered to you by email. We are committed to protecting and respecting your privacy and will only use your personal information to administer your warranty account and to provide the products and services you requested from us.

From time to time, we would like to contact you about our products and services and share other content that may be of interest to you. If you consent to us contacting you for this purpose, please click the box below:

I agree to receive other email communications from tremcosealants.com in accordance with the Tremco Incorporated and RPM International, Inc. privacy policy.

You can unsubscribe from these communications at any time. For more information on how to unsubscribe, our privacy practices, and how we are committed to protecting and respecting your privacy, please review our [Privacy Policy](#).

By clicking submit below, you consent to allow tremcosealants.com to store and process the personal information submitted above to provide you with the content requested.

**Submit**

## **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.

The screenshot shows a form for requesting a user account. It includes a 'Phone' input field, a 'Company Type' dropdown menu (highlighted with a red box) currently set to 'Contractor/Applicator', and a 'Construction Type (Check all that apply)' field (also highlighted with a red box). To the right, there is a section titled 'What product brands do you normally use or distribute? (Check all that apply)' with a list of brands: Dryvit, EnviroDri, Impax, Nudura, and Tremco - Commercial. The 'Dryvit' option is selected. At the bottom left, there is a button labeled 'Add User Accounts'.

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

## Request password reset

1. Click “Forgot password”
2. System will auto generate a new password.  
You can change it after you log in.

## To change password:

1. Click blue Account icon.
2. Click “My Account.”
3. Click “Change Password.”
4. New password must have a minimum of 10 characters (letters, numbers and/or special characters).

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Construction Products Group

Welcome to the  
Warranty Services Portal

Providing warranty services for:

Dryvit Nudura TREMCO Willseal EUCLID CHEMICAL

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:

Account icon (highlighted)

Anne Manno

My Account (highlighted)

Sign Out

## Manage account

Change Password (highlighted)

# System dashboards by user type

# System dashboards

## Dashboards vary by user type:

- Distributors
- Applicators/Contractors
- Property owners
- Tremco CPG company employees
- Warranty administrators

# System dashboards

## Distributor dashboard

Messages and account icons

Navigation pane

Quick actions

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Any One Distributor

MAIN MENU

- Dashboard
- Warranties
- Search Warranty
- Companies

Distributor manage contractor specific items in the system

HOME / DISTRIBUTOR

### Actions

- More Info Needed 0 [More Info](#)
- Warranties Saved 0 [More Info](#)
- Warranties Requiring Approval 2 [More Info](#)

### RECENT WARRANTIES

Start Date  End Date

10 items/page

WARRANTY NUMBER	PROJECT NAME	ADDRESS	CITY	ZIP	STATE	ISSUE DATE	STATUS	MANAGE
CPG1059-1123	7 Eleven	123 Kathleen Road	Lakeland	FL	33810		Submitted	<a href="#">View</a>
CPG1165-1242	Erin Dobies	10803 Ravenna Road	Mantua	OH	44255		Submitted	<a href="#">View</a>
CPG1041-1267	Key Tower	85 Public Square	Cleveland	OH	44106		Submitted	<a href="#">View</a>
CPG1095-1163	Test Project- Euclid Chem	123 Street Address	Cleveland	OH	44110		Not Submitted	<a href="#">View</a>
CPG1099-1166	Harpers Place	33275 East 44th Street	Parma	OH	44125		Submitted	<a href="#">View</a>
CPG1022-1076	Euclid Chemical Building Project	1000 Walnut Street	Chicago	IL	33333		Pending Approval	<a href="#">View</a>
CPG1013-1162	Test	12222 Main Street	City	OH	34334		Pending Approval	<a href="#">View</a>
CPG1162-1234	Lakewood Public Library Madison Expansion and Renovation	3229 Madison Ave	Lakewood	OH	44107		Submitted	<a href="#">View</a>
CPG1063-1126	Testing - BEST Project2 - Sample	111	ABC	ID	83702		Not Submitted	<a href="#">View</a>
CPG1017-1219	Euclid Project	3735 Green Road	Beachwood	OH	44122		Submitted	<a href="#">View</a>

Showing 1 to 10 of 232 entries

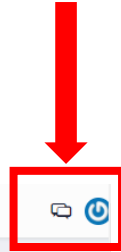
Previous 1 2 3 4 5 ... 24 Next

Recent warranty requests from all users in your company

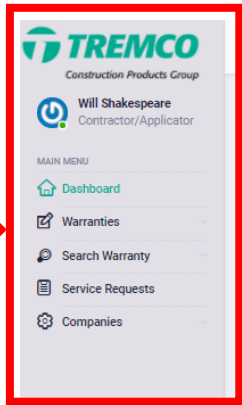
# System dashboards

## Contractor dashboard

Messages and account icons



Navigation pane



Quick actions

A horizontal bar with three green action cards. The first card is 'More Info Needed' with a '1' badge. The second is 'Warranties Saved' with a '0' badge. The third is 'Warranty Service Requests' with a '0' badge. Each card has a 'More Info' link.

Recent warranty requests from all users in your company

RECENT WARRANTIES

Start Date:  End Date:

10 Items/page

WARRANTY NUMBER	PROJECT NAME	ADDRESS	CITY	ZIP	STATE	ISSUE DATE	STATUS	MANAGE
CPG1041-1267	Key Tower	85 Public Square	Cleveland	OH	44106		Submitted	<a href="#">View</a>
CPG1133-1222	Cleveland Convention Center	10 Public Square	Cleveland	OH	44222		More Info Needed	<a href="#">View</a>
CPG1133-1191	Cleveland Convention Center	10 Public Square	Cleveland	OH	44222		Pending Approval	<a href="#">View</a>
CPG1140-1236	Wellness Center	2355 State Street	Murfreesboro	TN	35952		Submitted	<a href="#">View</a>
CPG1116-1182	Cleveland Museum of Art	11150 East Blvd	Cleveland	OH	44106	10/29/2020	Registered	<a href="#">View</a> <a href="#">PDF</a>
CPG1116-1180	Cleveland Museum of Art	11150 East Blvd	Cleveland	OH	44106	10/29/2020	Issued	<a href="#">View</a> <a href="#">PDF</a>
CPG1137-1199	ABC Building	1000 Euclid Avenue	Cleveland	OH	44321	11/3/2020	Issued	<a href="#">View</a> <a href="#">PDF</a>
CPG1142-1207	State University - New Dormitory	5555 Campus Avenue	Columbus	OH	43222	11/3/2020	Registered	<a href="#">View</a> <a href="#">PDF</a>
CPG1137-1193	ABC Building	1000 Euclid Avenue	Cleveland	OH	44321	11/3/2020	Issued	<a href="#">View</a> <a href="#">PDF</a>
CPG1137-1200	ABC Building	1000 Euclid Avenue	Cleveland	OH	44321	11/3/2020	Issued	<a href="#">View</a> <a href="#">PDF</a>

Showing 1 to 10 of 46 entries

Previous 1 2 3 4 5 Next

# System dashboards

Messages and account icons

The screenshot shows the Tremco Property Owner Dashboard. The left sidebar contains the Tremco logo, user information for Linda Wendel (Owner), and a navigation menu with a 'Dashboard' link. The main content area is titled 'Property Owner Dashboard' and includes instructions on how to register warranties and submit service requests. A 'Quick actions' section contains three buttons: 'Register Warranty', 'Submit Homeowner Service Request', and 'Submit Commercial Service Request'. Below this is a 'MY WARRANTIES' table with columns for Warranty Number, Project Name, Address, City, Zip, State, Issue Date, Status, and Manage. The table currently shows 'No matching records found'. Annotations include a red box around the navigation menu, a red arrow pointing to it, a red box around the 'Messages and account icons' in the top right, a red arrow pointing to it, and a red box around the 'Quick actions' buttons with a red arrow pointing to it.

**Navigation pane**

**Quick actions**

**Messages and account icons**

**Property Owner Dashboard** manage your warranties

HOME / PROPERTY OWNER DASHBOARD

- **REGISTER WARRANTY** - For warranties issued on or after Nov. 17, 2020, please register your warranty first.
- **SUBMIT HOMEOWNER & COMMERCIAL SERVICE REQUESTS BUTTONS** - For all warranties issued prior to Nov. 17, 2020, click here to submit your service request.
- If you have any questions, send a message to the warranty administrator by clicking the Messaging icon:
- For additional assistance contact us by email or phone:
  - **RESIDENTIAL WARRANTIES:** 800-876-5624 OR WARRANTYADMIN@TREMCOINC.COM
  - **COMMERCIAL WARRANTIES:** 216-292-5181 OR WARRANTYADMIN@TREMCOINC.COM

**Actions**

- Please register all RCPG warranties.
- All non-RCPG warranties are not required to be registered at this time.

**MY WARRANTIES**

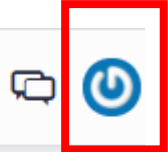
WARRANTY NUMBER	PROJECT NAME	ADDRESS	CITY	ZIP	STATE	ISSUE DATE	STATUS	MANAGE
No matching records found								



# System dashboards

## Tremco CPG company employee dashboard

Messages and account icons



Navigation pane

- MAIN MENU
- Dashboard
- Warranties
- Search Warranty
- Service Requests
- User Management
- Companies
- Reports

Actions

Quick actions

Warranties Requiring Approval 0 [More Info](#)

Warranty Service Requests - Assigned 0 [More Info](#)

More Info Needed 0 [More Info](#)

RECENT WARRANTIES

Start Date

End Date

10 items/page

Search...

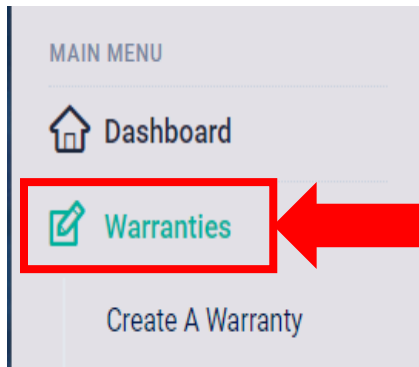
CREATED	WARRANTY NUMBER	PROJECT NAME	ADDRESS	CITY	STATE	ZIP	ISSUE DATE	STATUS	MANAGE
8/3/2021 7:25:05 PM	CPG310397-311485	MESA AMBULATORY CARE CENTER	950 E MAIN ST	MESA	AZ	85203	8/4/2021	Issued	<a href="#">View</a> <a href="#">PDF</a>
7/29/2021 8:46:09 PM	CPG264551-265628	Chandler USD - High School #7	22651 S Gilbert Road	Chandler	AZ	85249	7/30/2021	Issued	<a href="#">View</a> <a href="#">PDF</a>
7/29/2021 7:11:50 PM	CPG264531-265607	VLL 5-6 Admin	4250 Messenger Loop NW	Los Lunas	NM	87031	7/29/2021	Issued	<a href="#">View</a> <a href="#">PDF</a>
7/29/2021 2:55:10 PM	CPG264459-265532	Mary White	1729 Ridge Point Lp	Santa Fe	NM	87506	7/29/2021	Issued	<a href="#">View</a> <a href="#">PDF</a>
7/27/2021 4:40:41 PM	CPG238540-239605	Capstone Downtown Phoenix Residence Hall and Entrepreneurial Center	380 North 1ST Ave.	Phoenix	AZ	85003	7/27/2021	Issued	<a href="#">View</a> <a href="#">PDF</a>
7/27/2021 4:22:00 PM	CPG238515-239501	QCUSD Elementary School #9	26161 South 221st Street	Queen Creek	AZ	85142	7/27/2021	Issued	<a href="#">View</a> <a href="#">PDF</a>

Recent warranty activity within the portal

# Creating warranties: Commercial projects

# Creating warranties

1. Click “Warranties.”
  2. Click “Create A Warranty.”
  3. Enter project information.
- \*All project info fields are required.***



A screenshot of a web application's 'Create Project' form. The form is titled 'Create Project create a project' and has a breadcrumb trail 'HOME / PROJECTS / CREATE PROJECT'. The form is divided into several sections: 'Project Information' (with a note that all fields are required), 'Basic Info' (with fields for Name, Project Type, and Date of Project Substantial Completion), 'Project Location Info' (with fields for Address, City, State/Province, and Postal Code), 'Building Info' (with fields for Lot Description and Building Elevation), and 'Building Type' (with a dropdown menu). The form is filled with example data: Name 'ABC Building', Project Type 'New', Date '09/30/2020', Address '1000 Euclid Avenue', City 'Cleveland', State/Province 'OH', Postal Code '44321', Lot Description 'Enter "N/A" if this does not apply.', Building Elevation '10', and Building Type 'Mixed Use'.

# Creating warranties

## Notes:

- **Project name** – Use the project name from architectural specs or from Dodge if known. Otherwise, use building name or other identifying information.
- **Lot description** – Enter “N/A” if this does not apply. This can be useful if the property does not yet have an address.

The screenshot shows a web form titled "Create Project" with a breadcrumb trail "HOME / PROJECTS / CREATE PROJECT". The form is divided into sections: "Project Information", "Basic Info", "Project Location Info", and "Building Info".

- Project Information:** A green header bar with the text "\*All fields in the Project Information section are required." below it.
- Basic Info:** Contains a "Name" text input field with "ABC Building" entered, a "Project Type" dropdown menu set to "New", and a "Date of Project Substantial Completion (For Product Application)" date picker set to "09/30/2020". A red box highlights the "Name" field, with a red arrow pointing to it from the left.
- Project Location Info:** Contains an "Address" text input field with "1000 Euclid Avenue" entered, a "City" dropdown menu set to "Cleveland", a "State/Province" dropdown menu set to "OH", and a "Postal Code" input field with "443" entered.
- Building Info:** Contains a "Lot Description, Parcel Number and/or Subdivision" text input field with "Enter 'N/A' if this does not apply." entered, and a "Building Elevation (Stories)" text input field with "10" entered. A red box highlights the "Lot Description" field, with a red arrow pointing to it from the left.
- Building Type:** A dropdown menu is open, showing a list of building types: "Condo Unit", "Commercial", "Airport", "Apartment/Condominium", "Athletic Play Surface", "Casino", and "Convention Center". The "Airport" option is highlighted in green. A red box highlights the "Building Type" dropdown, with a red arrow pointing to it from the left.

- **Building type** – Select from the dropdown.

# Creating warranties

4. Enter additional information for commercial projects if applicable.
  - Information must be complete name, address, city, state/providence, zip.
5. Click “Cancel” to go back OR click “Continue” to save the project.

***\*These fields are optional.***

### For Commercial Projects Only

**General Contractor**

Name	Address	City
<input type="text"/>	<input type="text"/>	<input type="text"/>
State/Province	Zip/Postal	Phone
<input type="text" value="AK"/>	<input type="text"/>	<input type="text"/>

**Architect/Engineer**

Name	Address	City
<input type="text"/>	<input type="text"/>	<input type="text"/>
State/Province	Zip/Postal	Phone
<input type="text" value="AK"/>	<input type="text"/>	<input type="text"/>

**Construction Manager**

Name	Address	City
<input type="text"/>	<input type="text"/>	<input type="text"/>
State/Province	Zip/Postal	Phone
<input type="text" value="AK"/>	<input type="text"/>	<input type="text"/>

# Creating warranties

- If the system finds another project with similar information, it will give you the option to add your warranty to this project or create a new one.
  - This action also applies to issued Sample Warranties, submitting/completing them once a job is complete to issue the final warranty.
- Click “Select” to add to this project, “Cancel” to go back to the project detail page, or “Create New Project.”

Existing Projects

It appears that this project matches the discription of other existing projects. If you would rather add a warranty under one of these projects instead of creating a new project entirely, select one below. You can also click the Create New Project button to proceed with this project's creation.

NAME	PROJECT TYPE	ADDRESS	BUILDING	CONTRACTOR	ARCHITECT	CREATED	PROJECT
Cleveland Museum	Restoration	1000 Euclid Avenue Cleveland, OH 44104	Museum	N/A	N/A	10/27/2020	Select

Cancel Create New Project

# Creating warranties

8. If you added to an existing warranty, you can click the button to **View Project Details** if you want to confirm that you added to the correct project. If it's not the correct project, click the **Back** button to create a new project.
9. Click "**Add A Warranty**" to add product information.

(#1137) ABC Building manage project HOME / PROJECTS / (#1137) ABC BUILDING

Success: Project successfully created.

< Back Edit

### Project Information

Basic Info

Project Number	Name	Project Type	Date of Project Substantial Completion
1137	ABC Building	New	09/30/2020

View Project Details

+ Add A Warranty

# Creating warranties

10. Owner name and address if different from the Project information needs to be entered. Edit as needed. NOTE: If you added to an existing project, project and owner information cannot be changed.

### Owner Information

**Owner Info (Edit owner info as needed)**

\*Owner Information is required

Name	Phone
<input type="text"/>	<input type="text"/>
Address	City
<input type="text"/>	<input type="text"/>
State/Province	Postal Code
<input type="text" value="AK"/>	<input type="text"/>

**Copy Project Information**



# Creating warranties

11. Select product category and subcategory.

The image shows two screenshots of a software interface. The left screenshot is titled "Product Information" and shows a "Product Category" dropdown menu. The menu is open, showing a list of categories: "Traffic Coatings", "Residential/Multi-family", "Self-Adhered Sheet Applied Waterproofing", "Sheet Applied Waterproofing", "Traffic Coatings" (highlighted in green), "Transitions", and "Water Features Waterproofing". The right screenshot is titled "Product Sub-Category" and shows a dropdown menu with "xVehicular Systems" selected. Below the dropdown is a search input field. A list of sub-categories is displayed below the search field: "Helipad System", "Pedestrian Systems", "Recoat - PUMA Technology Systems", "Recoat - Urethane Systems", "Under-Tile System", and "Vehicular Systems" (highlighted in green).

**Can't find a product?**

Trouble finding a particular product, you can do a quick **product search** to identify the category (or categories) that it appears in. See **"Product Search"** section for instructions.

# Creating warranties

## Full list of product category options:

- Air Barriers
- Euclid Chemical Only
- Euclid/Tremco CPG Systems
- Exterior Insulation & Finish Systems – Field-Applied
- Exterior Insulation & Finish Systems – Panelization
- Façade Finishes, Coatings & Veneers
- Firestopping
- Flashing Systems
- Flooring Systems-Cementitious Urethanes
- Glazing
- Insulated Concrete Forms
- Joinery & Sealants
- Traffic Coatings
- Transitions
- Waterproofing - Below-Grade Horizontal Cold Fluid-Applied
- Waterproofing - Below-Grade Vertical Cold Fluid-Applied
- Waterproofing - Crystalline
- Waterproofing - Hot Fluid-Applied Asphalt
- Waterproofing - Planter Cold Fluid-Applied
- Waterproofing - Self-Adhered Sheet
- Waterproofing - Sheet-Applied
- Waterproofing - Water Features

# Creating warranties

12. Select product(s) and enter square (or linear) footage.

Vulkem Urethane/Epoxy Systems		
<input type="text" value="×Select One Item"/>	<input type="text" value="0"/>	sq ft
Vulkem Urethane Systems		
<input type="text" value="×Vulkem 350/950NF/951NF"/>	<input type="text" value="10000"/>	sq ft
Vulkem EWS PUMA Technology System		
<input type="text" value="Select One Item"/>	<input type="text" value="0"/>	sq ft



# Creating warranties

13. Verify warranty years (can make lower, not higher).
14. Select Type of Use from the dropdown. If “Other” enter the type of use in the text field to the right.
15. Select “Interior,” “Exterior” or both.

### Vulkem 350/950NF/951NF Information

\*Required fields

Warranty Years\*

Type Of Use

Interior/Exterior

# Creating warranties

16. Enter amount in “Material Purchase Price” field. This should be the total amount the contractor paid for the material.



The image shows a screenshot of a web form for creating warranties. The form has three main sections, each with a dropdown menu. The top section is labeled "Material Purchase Price\*" and contains a text input field with the value "0.00". This section is highlighted with a red rectangular box. The middle section is labeled "Contractor/Trained Applicator\*" and contains a dropdown menu with the text "Select Contractor". The bottom section is labeled "Distributor\*" and contains a dropdown menu with the text "xTEST DISTRIBUTOR". A large red arrow points upwards from the bottom of the form towards the "Material Purchase Price\*" field, indicating the step described in the text.

# Creating warranties

## 17. Contractor/Trained Applicator field:

- If you are a contractor, this will auto-fill based on your user account record. You cannot change this.
- All other users (e.g., distributors, sales reps, other internal users), select a contractor from the “Contractor/Trained Applicator” dropdown. Begin typing the contractor's name to jump to entries beginning with those letters. Click to select.
- If the contractor you need is not listed, save and exit the warranty request and add the company. (See “Adding Companies” for more info.)

The image shows a screenshot of a web form with two dropdown menus. The top dropdown is labeled "Contractor/Trained Applicator\*" and has a placeholder text "Select Contractor". A red arrow points upwards from the bottom dropdown to this field. The bottom dropdown is labeled "Distributor\*" and has a placeholder text "×TEST DISTRIBUTOR". Below the "Contractor/Trained Applicator\*" dropdown, a search box contains the text "primo". Below the search box, a list of contractor names is displayed, with "Primo Construction - Cleveland, OH" highlighted in green. Other visible entries include "PRIMO EXTERIOR LLC - TIGARD, OR", "PRIMO PLASTERING COMPANY - CORPUS CHRISTI, TX", "Richmond Primoid aka A&R WP - Richmond, Virginia", "Richmond Primoid Inc. - Richmond, VA", and "Richmond Primoid, Inc - Virginia Beach, VA". At the bottom of the list is a "Select Contractor" option.

# Creating warranties

## 18. Distributor field:

- If you are a distributor, this will auto-fill with your company name. You cannot change this.
- All other users (e.g., contractors, sales reps, other internal users), select distributor from the “Distributor” dropdown. Begin typing the distributor name to jump to entries beginning with those letters. Click to select.
- If the distributor you purchased from is not listed, select another and add a message to the warranty administrator after submitting the request. (See “Messaging” for more info.)

Material Purchase Price\*

Contractor/Trained Applicator\*

Distributor\*

TEST

Joe Test Distributor - Brunswick, OH

**TEST DISTRIBUTOR - Cleveland, OH**

Test Distributor - Anywhere, OH

Test Distributor 2 - Fairlawn, OH

Select Distributor

# Creating warranties

19. “Product Installation Completion Date” field will auto-fill with date entered for “Date of Substantial Completion” for the project. You can change the product installation date if it is different. **Warranty term begins on the Date of Substantial Completion.**
20. Your email address will auto-fill in the “Email To” field. Add any additional email addresses to receive a copy of the issued warranty. Separate by commas.

### Additional Warranty Info

Product Installation Completion Date\*

Email To\*

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




# Creating warranties


## Special Requests:

21. If there was a consultant involved in this scope of work, click the box and enter company info.
22. Enter any special requests or notes in the text box. (e.g., NDL, Workmanship, Joint & Several, Extension)
23. Upload specifications and/or other documents as needed.

**Special Requests – For COMMERCIAL PROJECT WARRANTIES ONLY**


Consultant (optional)

Consultant 

Name	Address	Phone
<input type="text"/>	<input type="text"/>	<input type="text"/>
City	State	Postal Code
<input type="text"/>	AK 	<input type="text"/>

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.

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

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

Specifications/File Upload

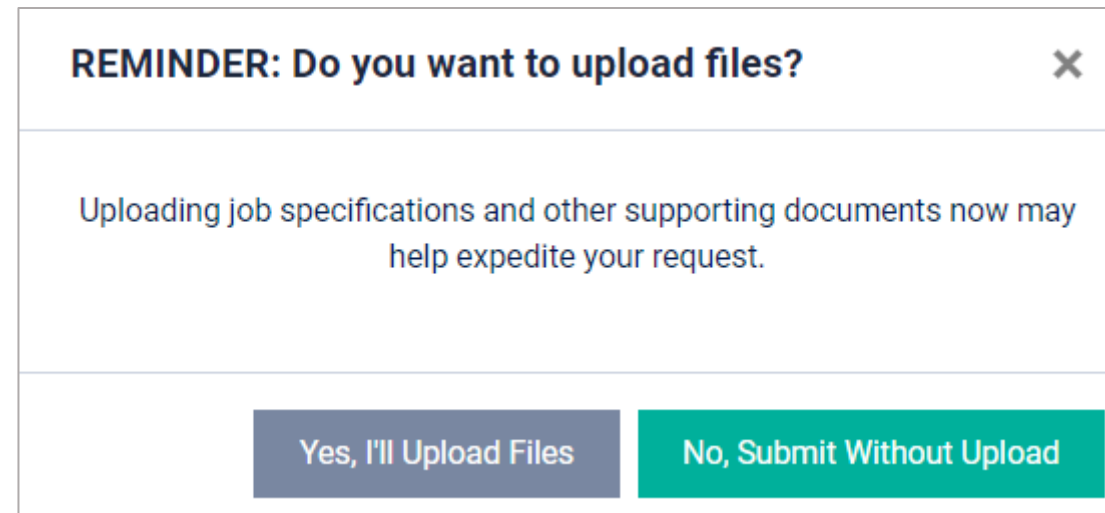
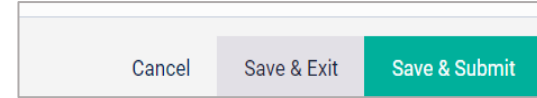
Most special warranties require job specifications. Others require testing reports and other documentation. Uploading the files now will help expedite the process. **For all Euclid Chemical product warranties, a copy of the invoice is required. Click to upload a file.**

No file chosen 

Exit Save & Exit **Save & Submit**

# Creating warranties

- 25. Click “Save and Exit” if you are not ready to submit the warranty request for processing. OR click “Save and Submit” to send to the Warranty Administrator. Clicking “Cancel” will exit the screen, and information entered on this screen will NOT be saved.
- 26. If you entered information in the Special Instructions text box and/or clicked one of the special warranties and did NOT upload specifications, you will get a pop-up message reminding you.



# Creating warranties

27. A message will confirm your warranty was successfully submitted.

28. Click “View” to review warranty details as needed.

29. Click “Add A Warranty” button to add another warranty to this project if additional products were used.

The screenshot displays a web interface for managing a project. At the top, a green success message states "Success: Warranty successfully added." Below this, the "Project Information" section shows details for "ABC Building" (Project Number: 1137, Name: ABC Building, Project Type: New, Date of Project Substantial Completion: 09/30/2020). A "View Project Details" button is present. The "Warranties" section features a table with one entry: CPG1137-1193, Traffic Coatings, Vehicular Systems, Submitted, 5 years, 11/2/2020, TBD. A "View" button is next to this entry. A "+ Add A Warranty" button is located at the bottom right of the interface.

HOME / PROJECTS / (#1137) ABC BUILDING

Success: Warranty successfully added.

Project Information

Basic Info

Project Number	Name	Project Type	Date of Project Substantial Completion
1137	ABC Building	New	09/30/2020

View Project Details

+ Add A Warranty

Warranties

10 items/page

WARRANTY NUMBER	CATEGORY	TYPE	STATUS	YEARS	EFFECTIVE DATE	ISSUE DATE	MANAGE
CPG1137-1193	Traffic Coatings	Vehicular Systems	Submitted	5	11/2/2020	TBD	View

Showing 1 to 1 of 1 entries

Previous 1 Next

# Creating warranties

30. When you add a warranty to an existing project, you cannot change project or owner information. Click to select product category and sub-category.

Create a Warranty [add a warranty to a project](#) HOME / PROJECTS / CREATE WARRANTY / CREATE A WARRANTY

---

### Owner Information

**Owner Info (Edit owner info as needed)**  
\*Owner Information is required

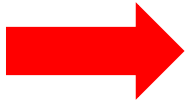
Name	Phone
<input type="text" value="Linda Wendel"/>	<input type="text" value="( ) - -"/>
Address	City
<input type="text" value="23150 Commerce Park"/>	<input type="text" value="Stow"/>
State/Province	Postal Code
<input type="text" value="OH"/>	<input type="text" value="44224"/>

---

### Product Information

Product Category	<input type="text" value="Air Barriers"/>
Product Sub-Category	<input type="text" value="Select Sub-Category"/>

Required products/categories \*



# Creating warranties

In the sample project below for the ABC Building, three warranties have been created.

- All begin with the project number: 1137.
- Each warranty number includes this project number followed by a 4-digit extension.

(#1137) ABC Building [manage project](#) HOME / PROJECTS / (#1137) ABC BUILDING

Success: Warranty successfully added.

[Back](#) [Edit](#) [Delete](#)

### Project Information

#### Basic Info

Project Number	Name	Project Type	Date of Project Substantial Completion
1137	ABC Building	New	09/30/2020

[View Project Details](#)

[+ Add A Warranty](#) [+ Add A Sample Warranty](#)


### Warranties

10 items/page

WARRANTY NUMBER	CATEGORY	TYPE	STATUS	YEARS	EFFECTIVE DATE	ISSUE DATE	MANAGE
CPG1137-1200	Traffic Coatings	Vehicular Systems	Submitted	15	11/3/2020	TBD	<a href="#">View</a>
CPG1137-1199	Joinery & Sealants	Expansion Joints + Urethane or Epoxy Traffic Coating System	Submitted	15	11/3/2020	TBD	<a href="#">View</a>
CPG1137-1193	Traffic Coatings	Vehicular Systems	Submitted	5	11/2/2020	TBD	<a href="#">View</a>

# Creating warranties

- As each warranty for a project is issued, the complete document is generated, including the current and any previously issued exhibits/scopes of work for the project.
- The number for each exhibit/scope of work is listed at the top of the first page.



**TREMCO**  
Construction Products Group

BUILDING ENVELOPE  
WARRANTY  
*Comprehensive Protection for Your Building Envelope*

WARRANTY NUMBER: CPG1137-1200, CPG1137-1199, CPG1137-1193

PROJECT NAME & ADDRESS:	ABC Building 1000 Euclid Avenue Cleveland OH 44321	CONSTRUCTION MANAGER:	
OWNER:	Linda Wendel	GENERAL CONTRACTOR:	Ace General Contracting
ARCHITECT/ ENGINEER:	Best Architecture	AGGREGATE MATERIAL PURCHASE VALUE:	\$15,010.00
ISSUER (THE "COMPANY"):	Tremco Incorporated; Schul International Co., LLC d/b/a/ Willseal	DATE OF PROJECT SUBSTANTIAL COMPLETION:	11/2/2020

WHAT IS WARRANTED AND WHAT WILL THE COMPANY DO?

Subject to the terms, conditions, and limitations stated in this warranty, the products (the "Products") will be free from manufacturing defect at the time of purchase, will remain in a watertight condition and will perform as warranted in the manner specified for the stated term(s) measured from the Date of Project Substantial Completion, all as outlined on the attached Exhibit. The Exhibit is an integral part of this warranty.

THE COMPANY WILL SUPPLY LABOR AND MATERIALS TO REPAIR OR REPLACE ANY PRODUCTS THAT DO NOT PERFORM AS WARRANTED HEREUNDER.

The Company will determine in its sole discretion the appropriate scope and method of repair or replacement to remedy any condition covered by this warranty.

The total liability of the Company over the life of this warranty shall not in any event exceed the aggregate dollar value of the original cost of the Products specified in the attached Exhibit.

The term of this warranty may be extended for an additional 2 years with involvement on the project of a Company-approved, third-party consultant ("Consultant") engaged by the Owner or its authorized representative, at the Owner's sole expense. Inspection reports generated by the Consultant shall be made available to the Company and the Owner. All deficiencies identified by the Consultant in the inspection reports must be addressed and corrected in accordance with the project specifications, good waterproofing practices generally accepted in the industry, and the Company's published application instructions. Written confirmation that all deficiencies have been addressed and corrected must be provided by the Consultant and Applicator to the Company and the Owner. Actions taken to resolve all deficiencies identified shall be specifically noted in the written confirmation.

**TREMCO**  
Construction Products Group

# Creating warranties

- As warranties for more products for different scopes of work are requested later, those will be added to the existing warranty, and the full document will be generated with all previous exhibit sections.
- The owner will receive a single, comprehensive warranty document at the end of the project.

**WARRANTY NUMBER:** CPG1137-1193

PROJECT NAME & ADDRESS:

OWNER:

ARCHITECT/ ENGINEER:

ISSUER (THE "COMPANY"):

WHAT IS WARRANTED:

Subject to the terms, conditions, and limitations stated in this warranty, the Company warrants to the Owner:

THE COMPANY WILL PERFORM AS WARRANTED:

The Company will correct or remedy any condition of the system that does not conform to the terms of this warranty.

The total liability of value of the original warranty shall not exceed the Material Purchase Value of the system.

The term of this warranty shall be the longest term available to the Company, provided that all deficiencies to be addressed generally accepted in the industry must be addressed to the Company in the written form of a written claim.

BUILDING ENVELOPE

Subject to the terms, conditions, and limitations stated in this warranty, the Company warrants to the Owner:

**Warranty No.:** CPG1137-1193

**Vehicular Traffic Coating System** (Common Applications: Drive lanes, parking areas, etc.)

That the Product(s) will not crack due to normal exposure or normal expansion/contraction or adhesively under conditions of normal wear and tear where the underlying substrate does not exceed 1/16 of an inch, for the period stated in the table below from the Date of Project Substantial Completion.

The Vehicular Traffic Coating System is eligible for an extension of the warranty terms and conditions, provided (i) the system has been properly maintained and has not been subject to abuse or misuse and/or damage by any acts or omissions under the terms of the original warranty and (ii) the Owner completes, at its Company's reasonable satisfaction, all recommended maintenance to the system, including application of a new Vulkem® urethane top coat to the Vulkem urethane and application of prescribed Tremco® PUMA technology components to the Vulkem urethane system upon request of the Owner made at least thirty days prior to the expiration of the warranty. The Company will inspect the system to determine if the warranty will be extended, in its sole discretion.

The Company's obligations and Owner's rights shall be void if the system is ruptured, cracked or otherwise damaged by any misuse or abnormal use or conditions, including but not limited to, industrial truck or heavy equipment traffic, snow plowing, building alterations or structural defects, surface scaling or spalling of underlying concrete or substrates or any cause other than defects in the system as manufactured and supplied.

**Additional Requirements for Warranty Coverage**  
Tremco's Dymonic® 100 required as detail sealant for warranty term greater than 5 years.

**Warranty Issued**

Applicator:	Primo Construction	Installation Completion Date:	11/3/2020
Material Purchase Value:	\$5,000.00	Warranty Term:	15 years
Consultant (if applicable):			
Product:	Tremco PUMA Primer; Vulkem EWS Vehicular System (Tremco PUMA BC/WC/TC)	Linear/Square Footage:	5000 sqFt

Company's reasonable satisfaction, all recommended maintenance to the system, including without limitation application of a new Vulkem® urethane top coat to the Vulkem urethane and Vulkem urethane/epoxy system and application of prescribed Tremco® PUMA technology components to the Vulkem EWS system. Upon written request of the Owner made at least thirty days prior to the expiration of the original warranty term, the Company will inspect the system to determine if the warranty will be extended, in its sole discretion.

The Company's obligations and Owner's rights shall be void if the system is ruptured, cracked or otherwise damaged by any misuse or abnormal use or conditions, including but not limited to, industrial truck or heavy equipment traffic, snow plowing, building alterations or structural defects, surface scaling or spalling of underlying concrete or substrates or any cause other than defects in the system as manufactured and supplied.

**Additional Requirements for Warranty Coverage**  
Tremco's Dymonic® 100 required as detail sealant for warranty term greater than 5 years.

**Warranty Issued**

Applicator:	Primo Construction	Installation Completion Date:	11/3/2020
Material Purchase Value:	\$5,000.00	Warranty Term:	15 years
Consultant (if applicable):			
Product:	Tremco PUMA Primer; Vulkem EWS Vehicular System (Tremco PUMA BC/WC/TC)	Linear/Square Footage:	5000 sqFt

**EXHIBIT**

Subject to the terms, conditions, and limitations stated in this warranty, the Company warrants to the Owner:

**Warranty No.:** CPG1137-1199

**Joinery and Sealants**

That the Product(s) will have a useful life under normal service conditions for the period stated in the table below from the Date of Project Substantial Completion.

When the Product(s) are used as a component of a Tremco CPG building envelope system: Adhesion to and compatibility with Products in other sections in this Exhibit are warranted when using Company joint seal Product(s), transition Product(s) and/or detailing sealant Product(s) as prescribed by the Company to connect Tremco CPG building envelope systems for the period stated in the table below from the Date of Project Substantial Completion. The Company also warrants that the joint seal Product(s), transition Product(s) and detailing sealant Product(s) will make watertight all transitions, terminations, and penetrations connecting Tremco CPG building envelope systems for the period stated in the table below from the Date of Project Substantial Completion.


**Warranty Issued**

Applicator:	Primo Construction	Installation Completion Date:	11/3/2020
Material Purchase Value:	\$5,010.00	Warranty Term:	15 years
Consultant (if applicable):			
Product:	Willseal 250	Linear/Square Footage:	5000 ft

# Creating warranties: alternate warranty templates

- Warranties for Euclid Chemical products only (unrelated to a Tremco CPG project) use Euclid Chemical template.
- All warranties for Securock® ExoAir® 430 products and systems have been added to a Tremco CPG product categories and will have the same project number and same template as all other Tremco branded products.

The Euclid Chemical Company



EUCLID CHEMICAL

**Material Only Warranty**

Date:  
Warranty Number:

Project: *Project Name*  
*Project Street Address*  
*Project City, State, Zip Code*

[ALLOW FOR BLANK FIELDS]

Owner: *Owner Name*  
*Owner Street Address*  
*Owner City, State, Zip Code*

Contractor: *Contractor Name*  
*Contractor Street Address*  
*Contractor City, State, Zip Code*

Applicator: *Applicator Name*  
*Applicator Street Address*  
*Applicator City, State, Zip Code*

Distributor: *Distributor Name*  
*Distributor Street Address*  
*Distributor City, State, Zip Code*

Products:

Square Footage:           ft<sup>2</sup>  
Euclid Sales Representative:  
Date of Product Completion:  
Duration of Warranty:

The Euclid Chemical Company issues product warranties on a job-by-job basis. The warranty is valid upon complete payment for all materials.

The Euclid Chemical Company warrants its products to conform to the quality standards as stated in the specific product literature. The Euclid Chemical Company stands fully behind its products when used by qualified, competent persons following accepted construction procedures as outlined in our current published literature. In the event that a problem occurs, The Euclid Chemical Company reserves the right to have the true cause of the problem determined by accepted test methods performed by an independent, qualified concrete consultant or testing laboratory. In the event of proven product failure, The Euclid Chemical Company shall provide repair material for that portion of the area found to be deficient. Such replacement shall constitute the limit of the Company's liability and obligation for any such failure.



**Creating warranties:  
Residential projects &  
brands (TUFF-N-DRI,  
WATCHDOG, IMPAX,  
ENFORCE)**

# How to create a Residential warranty

1. Click “Warranties” in the Warranty Dashboard and choose “Create Warranty.”
2. Next screen is Create Project.
3. If you know the homeowners name you may enter it here; if not please use the builder’s name.
4. Enter other basic information.

The screenshot shows the 'Create Project' form in the TREMCO system. The form is titled 'Create Project create a project' and is divided into several sections: 'Project Information', 'Project Location Info', and 'Building Info'. The 'Project Information' section includes a 'Name' field (highlighted with a red box and a red arrow), a 'Project Type' dropdown menu (set to 'New'), and a 'Date of Project Substantial Completion' field. The 'Project Location Info' section includes an 'Address' field, a 'City' field, a 'State/Province' dropdown menu (set to 'AK'), and a 'Postal Code' field. The 'Building Info' section includes a 'Lot Description, Parcel Number and/or Subdivision' field, a 'Building Elevation (Stories)' field (set to '0'), and a 'Building Type' dropdown menu (set to 'Condo Unit'). A red arrow points to the 'Warranties' menu item in the left sidebar. A dropdown menu is open for the 'Building Type' field, showing options: 'Residential' (with a sub-menu), 'Commercial', and 'Condo Unit'. The 'Residential' sub-menu is open, showing options: 'Condo Unit', 'Duplex', 'Single Family Home' (highlighted in green), and 'Townhouse'.

# How to create a Residential warranty

5. Skip the “For Commercial Projects Only” area.
6. Click “Continue.”

**Create Project** create a project HOME / PROJECTS / CREATE PROJECT

**Project Information**

\*All fields in the Project Information section are required.

**Basic Info**

Name  Project Type  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 (Stories)

Building Type

**For Commercial Projects Only**

**General Contractor**

Name  Address

State/Province  Zip/Postal

**Architect/Engineer**

Name  Address  City

State/Province  Zip  Phone

**Construction Manager**

Name  Address  City

State/Province  Zip/Postal  Phone

# How to create a Residential warranty

7. Once project is created the next step is to add a warranty to the project.
8. Click “Add Warranty.”

The screenshot displays the Tremco web application interface for project management. The sidebar on the left shows the user profile 'Amanda Helber, Contractor/Applicator' and a main menu with options: Dashboard, Warranties, Search Warranty, Service Requests, and Companies. The main content area is titled '(#1096) Amanda's Lake manage project'. A green success message states 'Success: Project successfully created.' Below this is the 'Project Information' section, which includes a table with the following data:

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

A 'View Project Details' button is located below the table. In the 'Warranties' section, there is a search bar and a table with columns: WARRANTY NUMBER, CATEGORY, TYPE, STATUS, AREA, YEARS, EFFECTIVE DATE, and MANAGE. The table currently shows 'No data available in table'. A red box highlights the '+ Add A Warranty' button, with a red arrow pointing to it.

# How to create a Residential warranty

9. Choose a product category: Residential/Multi-family.
10. Choose Product Sub-Category.
11. Choose the Product (pick the correct product warranty).

**Product Information**

Product Category  
Residential/Multi-family

Product Sub-Category  
xTuff-N-Dri

Required products/categories \*

Products \*  
xTUFF-N-DRI System 30 Year Warranty

Application Air Temperature 50 °F

Wall Type  
xPoured Concrete

Membrane Gallons Used 50

Coated Area (SF) 450

Membrane Batch Number 459620

Check if yes:

Is there a Brick Ledge?

Is it block?

Is it open?

Drainage Type  
xBoth

Drain Tile Connected To  
xDaylight

Check if yes:

Foundation Penetrations Present at Time of Installation

Was it sealed?

WARM-N-DRI/or Barrier Board Thickness  
x1-3/16"

WARM-N-DRI/or Barrier Board Area Covered (SF) 450

# How to create a Residential warranty

12. Warranty years auto-populates.
13. Choose Type of Use (“Below Grade” for most residential applications).
14. Choose Interior/Exterior.
15. Your company name will auto-fill in the Contractor field.
16. Choose a builder from the Builder dropdown. If the company you need is not listed here, you may create the builder record. (See Creating Companies section.)

**TUFF-N-DRI 15 Year Membrane Only Warranty Information**

\*Required fields

Warranty Years\*

15

Type Of Use

Below Grade

Interior/Exterior

Exterior

Contractor/Trained Applicator\*

[Redacted]

Builder\*

xAndrew Forte

# How to create a Residential warranty

17. Product Installation Completion Date will **not** auto-fill from the date entered on the Project screen. Please enter Product Installation Completion date.
18. Your email address will auto-populate in the “Email To” field. Enter email addresses for others who you want to receive a copy of the warranty. Separate the email addresses with commas.

The screenshot shows a web form titled "Additional Warranty Info" with a teal header. It contains the following fields:

- Product Installation Completion Date\***: A text input field containing "11/02/2020".
- Email To\***: A text input field containing "amanda.helber@gmail.com".
- A note below the email field: "Enter any email recipients separated by a comma. The issued warranty will automatically be emailed to all recipients."
- Special Requests – For COMMERCIAL PROJECT WARRANTIES ONLY**: A dark teal header for a section containing:
  - Consultant (optional)**: A checkbox labeled "Consultant" which is currently unchecked.

# How to create a Residential warranty

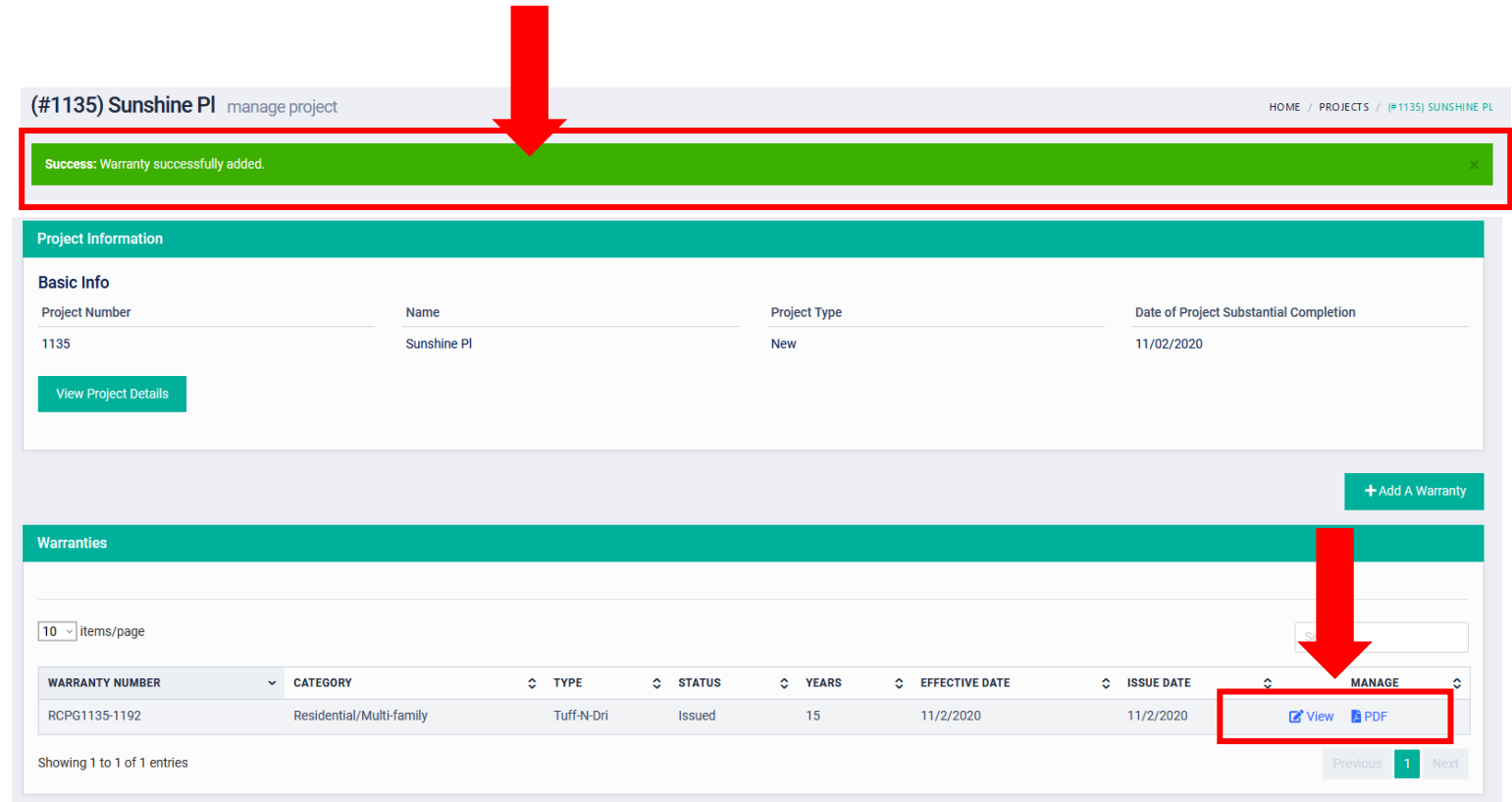
19. Skip the blue “For Commercial Projects Only” area.
20. Click “Save and Exit” to save but NOT issue the warranty. Or click “Save and Submit” to generate and email the warranty document.

The screenshot shows a web form titled "Special Requests - For COMMERCIAL PROJECTS ONLY". The form includes a "Consultant (optional)" section with a checkbox and a text field. Below this is a section titled "Special Requests (FOR COMMERCIAL PROJECT WARRANTIES ONLY)" with instructions: "Please use this section to submit any special warranty requests (for example, joint & several warranties or workmanship warranties). These will be reviewed by the warranty administrator. If you have any questions, please contact your account manager. If you need more information, you can click on the 'Help' link in the top right corner of the Services Portal." It also mentions that for most warranties, specifications are required, and for Workmanship and Joint & Several warranties, specifications are required. There are three radio button options: "Dollar Limit Warranty", "Workmanship Warranty", and "Joint & Several Warranty". A "Specifications" section follows, with instructions: "Most special warranties require job specifications. Others require testing reports and other documentation. Uploading the files now will help speed up the process. For all Euclid Chemical product warranties, a copy of the invoice is required. Click to upload a file." There is a "Browse..." button and a text field showing "No files selected". At the bottom right, there are three buttons: "Cancel", "Save & Exit", and "Save & Submit". A large red "X" is drawn over the entire form, and a red arrow points from the right edge of the form towards the "Save & Submit" button.



# Viewing a created Residential warranty

21. A message will indicate the warranty was successfully created.
22. Click “View” to review warranty details or click the “PDF” icon to download the warranty document, if desired.



The screenshot shows a web application interface for managing projects. At the top, there is a breadcrumb trail: "(#1135) Sunshine PI manage project" and a navigation menu: "HOME / PROJECTS / (#1135) SUNSHINE PL". A green success message bar at the top reads "Success: Warranty successfully added." Below this is the "Project Information" section, which includes a "Basic Info" table with the following data:

Project Number	Name	Project Type	Date of Project Substantial Completion
1135	Sunshine PI	New	11/02/2020


Below the table is a "View Project Details" button. To the right of the "Project Information" section is a "+ Add A Warranty" button. The "Warranties" section features a table with the following columns: WARRANTY NUMBER, CATEGORY, TYPE, STATUS, YEARS, EFFECTIVE DATE, ISSUE DATE, and MANAGE. The table contains one entry:

WARRANTY NUMBER	CATEGORY	TYPE	STATUS	YEARS	EFFECTIVE DATE	ISSUE DATE	MANAGE
RCPG1135-1192	Residential/Multi-family	Tuff-N-Dri	Issued	15	11/2/2020	11/2/2020	<a href="#">View</a> <a href="#">PDF</a>

Below the table, it says "Showing 1 to 1 of 1 entries". At the bottom right of the table, there are "Previous", "1", and "Next" navigation buttons. A red arrow points to the "View" and "PDF" links in the "MANAGE" column of the table.

# View your created Residential warranty





Construction Products Group

**RESIDENTIAL WARRANTY**

*Comprehensive Protection for Your Building Envelope*

Warranty No: RCPG1096-1164

PROPERTY ADDRESS:	277 Lake Court Lakeside, CO, 80210	OWNER:	Amanda's Lake
ISSUER (THE "COMPANY"):	Tremco Incorporated	BUILDER:	McGrath Custom Homes

**WHAT IS WARRANTED AND WHAT WILL THE COMPANY DO?**

Subject to the terms, conditions, and limitations stated in this warranty, the products (the "Products") will be free from manufacturing defect at the time of purchase, will prevent leakage and will perform as warranted in the manner specified for the stated term(s) measured from the Date of Product Installation, all as outlined on the attached Exhibit. The Exhibit is an integral part of this warranty.

**THE COMPANY WILL SUPPLY LABOR AND MATERIALS TO PROVIDE THE REMEDY OUTLINED IN THE APPLICABLE SECTION OF THE ATTACHED EXHIBIT.** The Company will determine in its sole discretion the appropriate scope and method of repair or replacement to remedy any condition covered by this warranty.


The total liability of the Company over the life of this warranty shall not in any event exceed the dollar value as specified in the applicable sections of the attached Exhibit.

**HOW DO I GET SERVICE?**

The Owner must notify the Company within 30 calendar days from the date that the Owner discovered, or should have discovered, the existence of a claim under this warranty, and before beginning any permanent repair, by submitting a service request form at <https://warranties.tremcocpg.com> or by contacting the Warranty Administrator at 800-876-5624.

The Owner must provide the Company with a reasonable opportunity to investigate the claim and the alleged failure of the Products to perform as warranted herein. The Owner shall have the sole responsibility, at the Owner's cost and expense, to provide the Company with free and full access to the installed Products during regular business hours for purposes of the investigation, including obtaining necessary approval and/or releases from building occupants who may be affected by the investigation and/or by any remedy the Company may provide under this warranty. The Company shall not be responsible for removal of any materials which may cover the Products, or any costs associated with removing or replacing any such materials, except as otherwise provided for herein.

**GENERAL REQUIREMENTS:**



Construction Products Group

# View your created Residential warranty

- Any contact by the Products with any other surface, including but not limited to, backfill soil, protection boards, or foundation drainage systems prior to the required cure time.
- Any technique, including but not limited to installation of mechanical fasteners, which penetrates the Products after installation.
- Cracks or defects allowing water through the horizontal plane of a brick ledge or stone ledge, and into the foundation wall.
- Leakage in any crawlspace portions of partial basements without a concrete floor.

This warranty may be transferable to subsequent Owners provided certain conditions are satisfied. To request a transfer of any remaining warranty, a Transfer Request Form must be completed, which can be found at <https://warranties.tremcocpg.com>, and return it along with a processing fee of \$500 payable to the Company within sixty (60) days after the closing date of the purchase from the previous Owner. If Company, at its sole discretion, does not approve of the Transfer Request, then the processing fee will be refunded.

Product(s):	TUFF-N-DRI System 30 Year Warranty	Date of Product Installation:	10/27/2020
Square Footage:		Warranty Term:	30
Contractor/Applicator Name:	Zander Solutions, LLC	Warranty Expiration Date:	10/27/2050
Contractor/Applicator Address:	421 S. Nine Mound Road Verona, WI, 53593	Dollar per Square Foot/ Total Dollar Value:	\$3 per square foot or \$10000 total

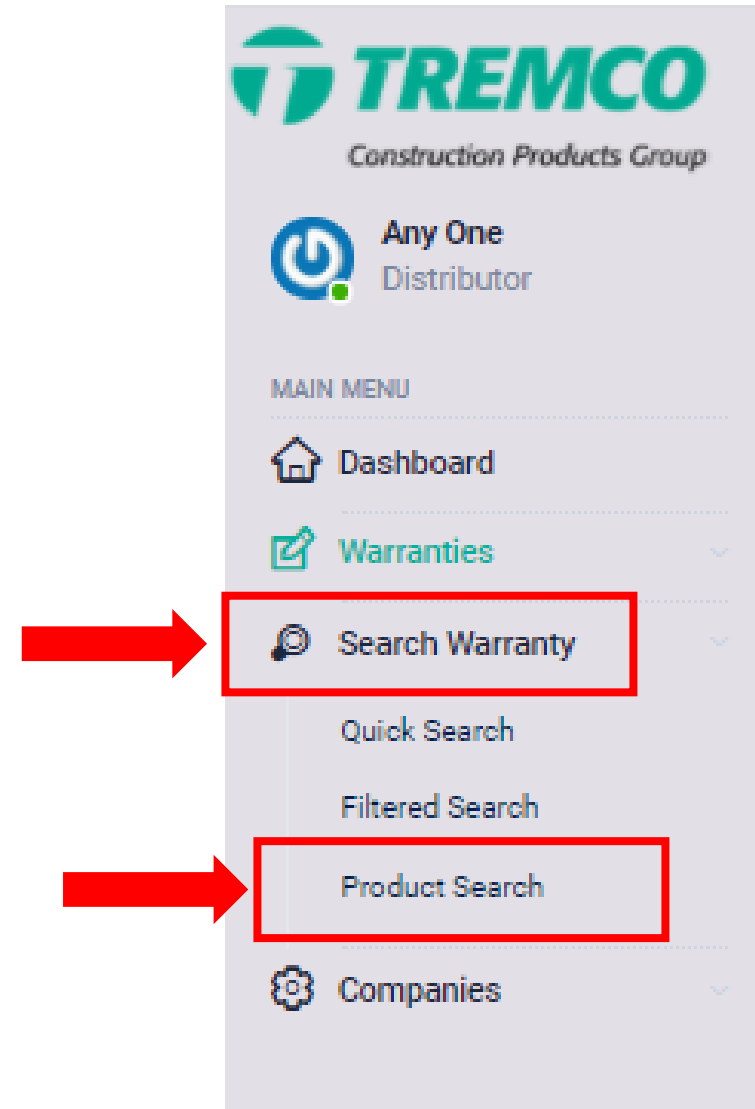
Product(s):	TUFF-N-DRI System 30 Year Warranty	Date of Product Installation:	10/27/2020
Square Footage:		Warranty Term:	30
Contractor/Applicator Name:	Zander Solutions, LLC	Warranty Expiration Date:	10/27/2050
Contractor/Applicator Address:	421 S. Nine Mound Road Verona, WI, 53593	Dollar per Square Foot/ Total Dollar Value:	\$3 per square foot or \$10000 total



# Product searches (for commercial warranties)

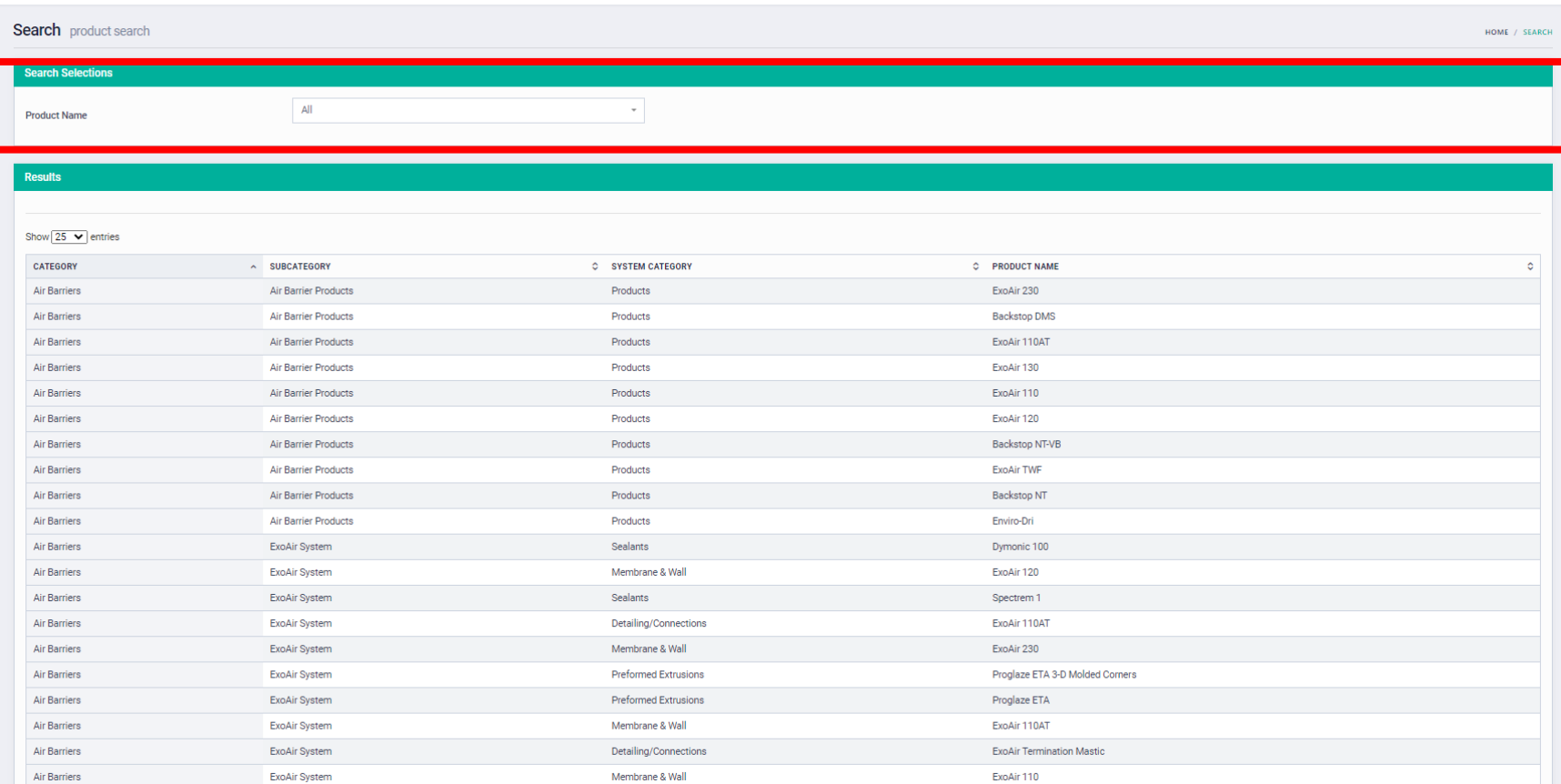
# How to do a product search

1. From the left navigation pane, click “Search Warranty.”
2. Click “Product Search.”



# How to do a product search

3. Type the product name or use the drop-down box in the search bar to execute the search. Or scroll down to see the full list of products by category.



Search product search HOME / SEARCH

**Search Selections**

Product Name

**Results**

Show  entries

CATEGORY	SUBCATEGORY	SYSTEM CATEGORY	PRODUCT NAME
Air Barriers	Air Barrier Products	Products	ExoAir 230
Air Barriers	Air Barrier Products	Products	Backstop DMS
Air Barriers	Air Barrier Products	Products	ExoAir 110AT
Air Barriers	Air Barrier Products	Products	ExoAir 130
Air Barriers	Air Barrier Products	Products	ExoAir 110
Air Barriers	Air Barrier Products	Products	ExoAir 120
Air Barriers	Air Barrier Products	Products	Backstop NT-VB
Air Barriers	Air Barrier Products	Products	ExoAir TWF
Air Barriers	Air Barrier Products	Products	Backstop NT
Air Barriers	Air Barrier Products	Products	Enviro-Dri
Air Barriers	ExoAir System	Sealants	Dymonic 100
Air Barriers	ExoAir System	Membrane & Wall	ExoAir 120
Air Barriers	ExoAir System	Sealants	Spectrem 1
Air Barriers	ExoAir System	Detailing/Connections	ExoAir 110AT
Air Barriers	ExoAir System	Membrane & Wall	ExoAir 230
Air Barriers	ExoAir System	Preformed Extrusions	Proglaze ETA 3-D Molded Corners
Air Barriers	ExoAir System	Preformed Extrusions	Proglaze ETA
Air Barriers	ExoAir System	Membrane & Wall	ExoAir 110AT
Air Barriers	ExoAir System	Detailing/Connections	ExoAir Termination Mastic
Air Barriers	ExoAir System	Membrane & Wall	ExoAir 110

# How to do a product search

3. View the search results and note the category and subcategory for the product.
4. When requesting a warranty for the product, select that category and subcategory from the appropriate dropdowns.
5. If the product appears in multiple categories, choose the category based on your particular application. If you are unsure, contact your local sales rep for help.

Search product search

**Search Selections**

Product Name

**Results**

Show 25 entries

CATEGORY	SUBCATEGORY	SYSTEM CATEGORY	PRODUCT NAME
Waterproofing - Sheet Applied	Paraseal Systems	Membrane	Paraseal

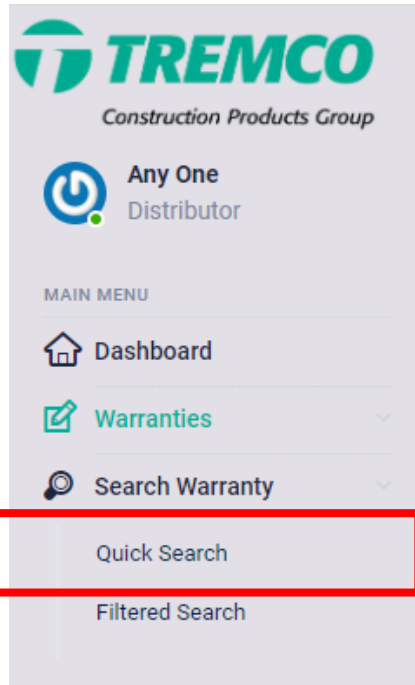
Showing 1 to 1 of 1 entries (filtered from 1,281 total entries)

# Warranty searches



## Quick Search

- Enter search information in text box.
- Click ENTER on your keyboard key to execute the search.




### QUICK SEARCH:

- Project Name
- Project Number
- Project Address
- Project City, State, Postal Code
- Lot Description

The image shows the 'Quick Search' page. The breadcrumb trail is 'HOME / PROJECTS / QUICK SEARCH'. Below the breadcrumb is a green header bar with the text 'Warranty Search Selections'. Underneath is a search input field with the label 'Search'. Below the input field is a note: '\*Quick search will search the following fields: Warranty Number, Project Name, Project Number, Project Address, City, State and Zip/Postal Code, Lot Description'.

# Filtered Search

- Enter information in one or more fields. Some are text fields, and some are drop-downs.
- Click ENTER key to execute the search.



Any One Distributor

MAIN MENU

- Dashboard
- Warranties
- Search Warranty
- Quick Search
- Filtered Search**

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"/>

# Filtered Search

- View search results list.
- Click the “View” beside any warranty listed to view warranty details or click the PDF icon to view the issued warranty.

Filtered Search advanced warranty search HOME / PROJECTS / FILTERED SEARCH

**Warranty Search Selections**

Project Name	<input type="text"/>	Warranty Number/Sample Number	<input type="text" value="1137"/>
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"/>		

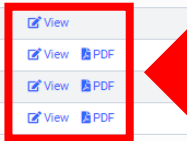
**Warranty Results**

Show  entries

WARRANTY NO	PROJECT NO	PROJECT NAME	ADDRESS	CITY	STATE/PROVINCE	ZIP/POSTAL	ISSUE DATE	STATUS	MANAGE
CPG1050-1137	1050	Bellagio Hotel and Casino	3600 S Las Vegas Boulevard	Las Vegas	NV	89109		Pending Approval	<a href="#">View</a>
CPG1137-1193	1137	ABC Building	1000 Euclid Avenue	Cleveland	OH	44321	11/2/2020 7:00:00 PM	Issued	<a href="#">View</a> <a href="#">PDF</a>
CPG1137-1199	1137	ABC Building	1000 Euclid Avenue	Cleveland	OH	44321	11/2/2020 7:00:00 PM	Issued	<a href="#">View</a> <a href="#">PDF</a>
CPG1137-1200	1137	ABC Building	1000 Euclid Avenue	Cleveland	OH	44321	11/2/2020 7:00:00 PM	Issued	<a href="#">View</a> <a href="#">PDF</a>

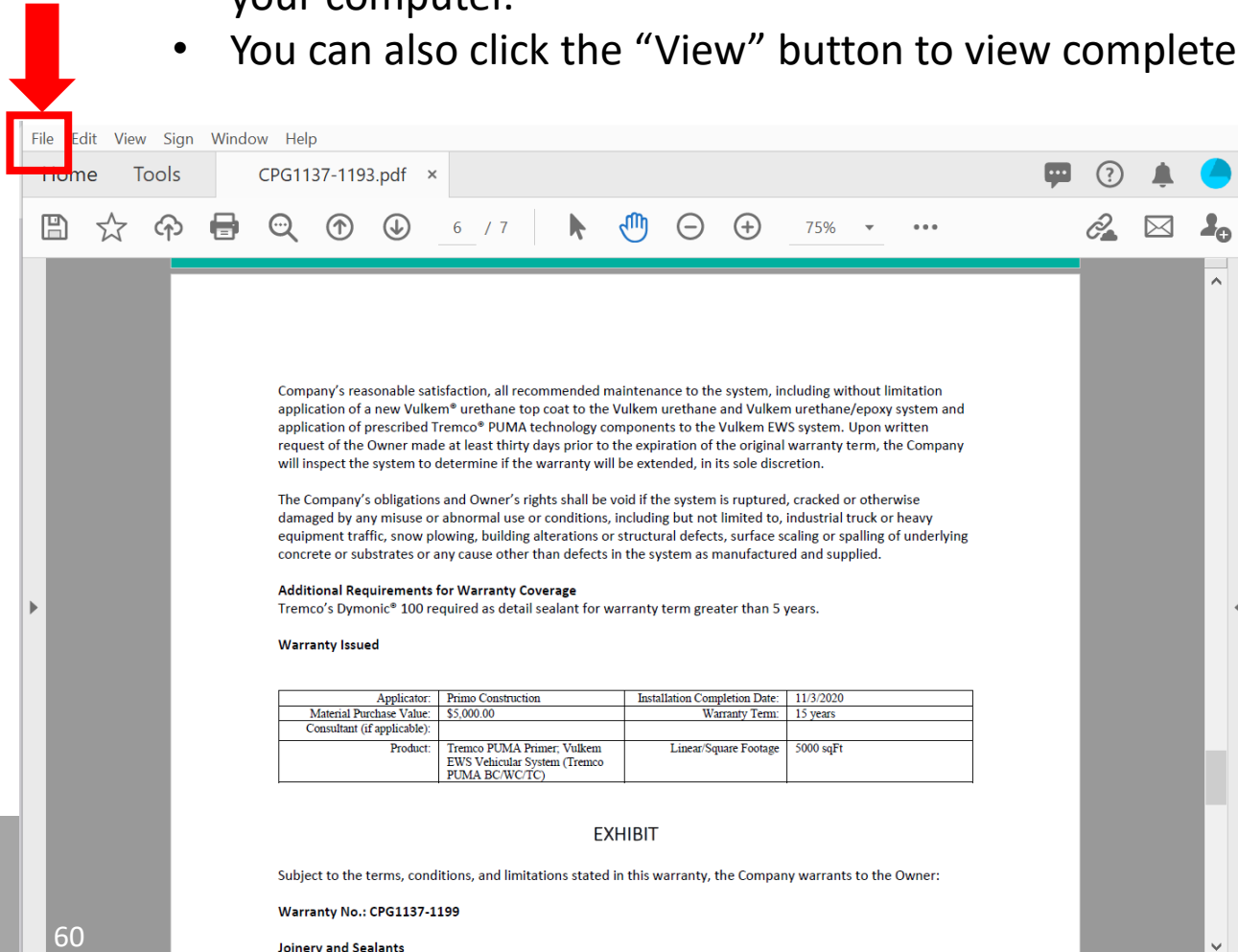
Showing 1 to 4 of 4 entries

Previous **1** Next



# Download and print warranties

- Once a warranty has been issued, you can download, save and print a copy at any time.
- Click the PDF icon to open the warranty document. On the PDF toolbar, click “File,” then “Save” to save to your computer.
- You can also click the “View” button to view complete warranty details rather than the warranty document.



Company's reasonable satisfaction, all recommended maintenance to the system, including without limitation application of a new Vulkem® urethane top coat to the Vulkem urethane and Vulkem urethane/epoxy system and application of prescribed Tremco® PUMA technology components to the Vulkem EWS system. Upon written request of the Owner made at least thirty days prior to the expiration of the original warranty term, the Company will inspect the system to determine if the warranty will be extended, in its sole discretion.

The Company's obligations and Owner's rights shall be void if the system is ruptured, cracked or otherwise damaged by any misuse or abnormal use or conditions, including but not limited to, industrial truck or heavy equipment traffic, snow plowing, building alterations or structural defects, surface scaling or spalling of underlying concrete or substrates or any cause other than defects in the system as manufactured and supplied.

**Additional Requirements for Warranty Coverage**  
Tremco's Dymonic® 100 required as detail sealant for warranty term greater than 5 years.

**Warranty Issued**

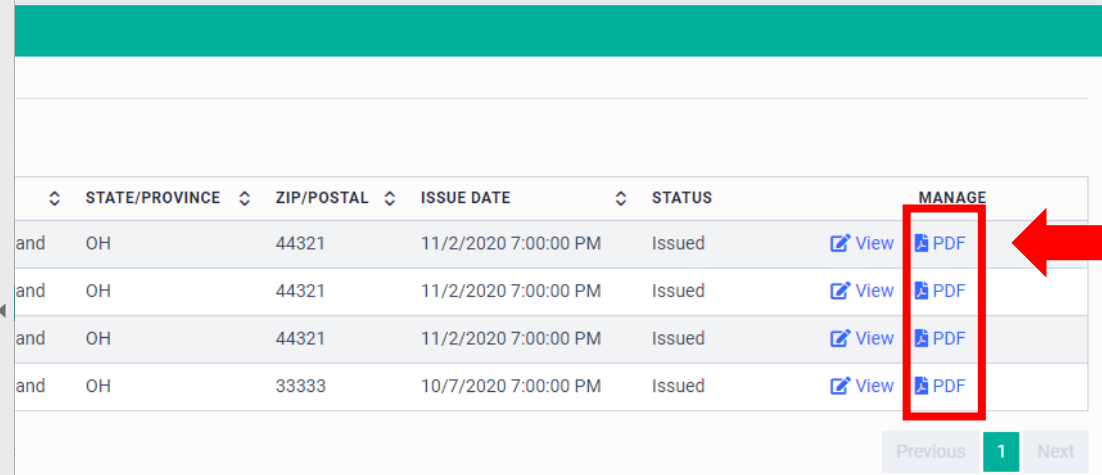
Applicator:	Primo Construction	Installation Completion Date:	11/3/2020
Material Purchase Value:	\$5,000.00	Warranty Term:	15 years
Consultant (if applicable):			
Product:	Tremco PUMA Primer, Vulkem EWS Vehicular System (Tremco PUMA BC/WC/TC)	Linear/Square Footage	5000 sqFt

EXHIBIT

Subject to the terms, conditions, and limitations stated in this warranty, the Company warrants to the Owner:

**Warranty No.:** CPG1137-1199

**Joinery and Sealants**



STATE/PROVINCE	ZIP/POSTAL	ISSUE DATE	STATUS	MANAGE
and OH	44321	11/2/2020 7:00:00 PM	Issued	<a href="#">View</a> <a href="#">PDF</a>
and OH	44321	11/2/2020 7:00:00 PM	Issued	<a href="#">View</a> <a href="#">PDF</a>
and OH	44321	11/2/2020 7:00:00 PM	Issued	<a href="#">View</a> <a href="#">PDF</a>
and OH	33333	10/7/2020 7:00:00 PM	Issued	<a href="#">View</a> <a href="#">PDF</a>

Previous 1 Next

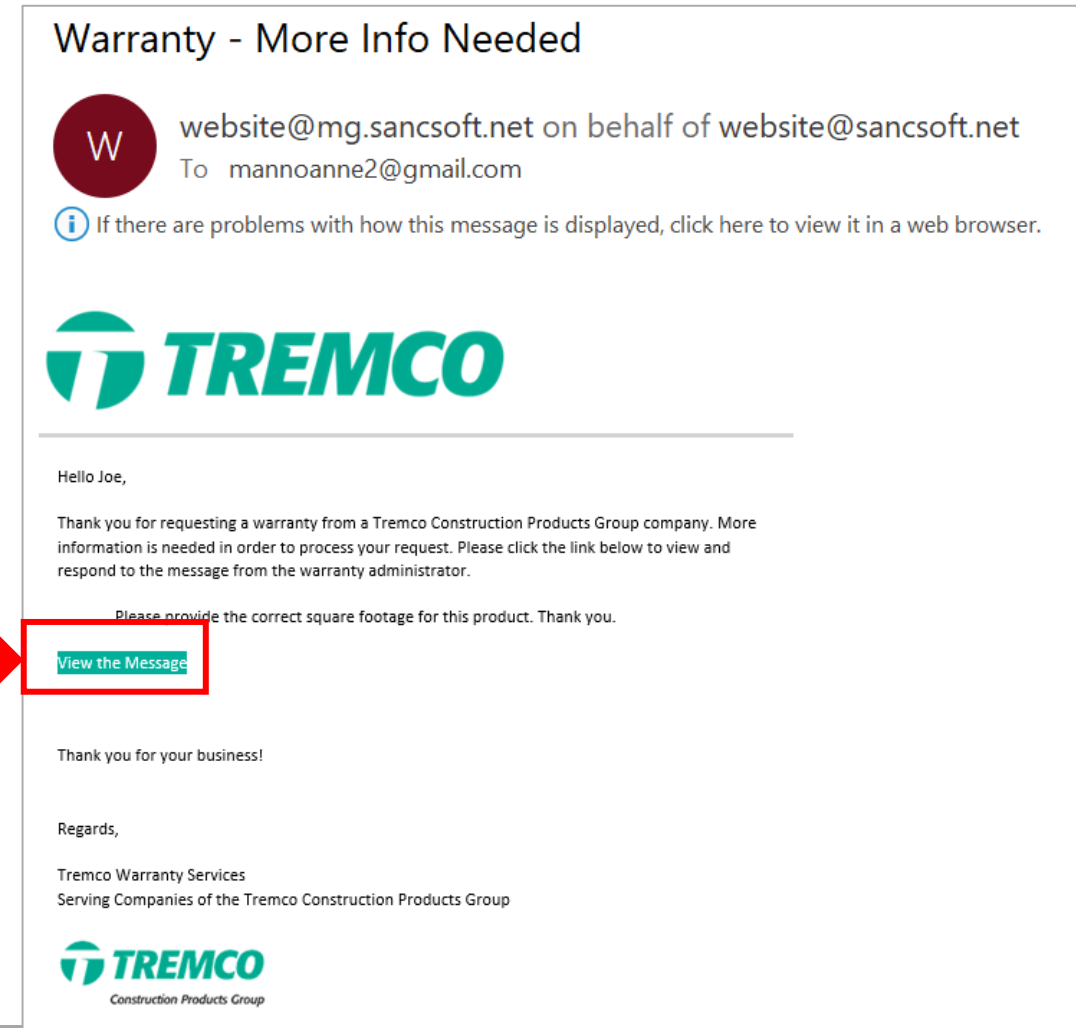
# Responding to info requests

# How to respond to a request – Method 1: Email notifications

## MORE INFO NEEDED:

If the warranty administrator requires more information regarding a warranty you have requested, you will receive an email notification, alerting you that you have a message.

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



# How to respond to a request – Method 1: Email notifications

4. Click link in the email to go directly to the warranty requiring more information. (Status will show “More Info Needed.”)

The screenshot displays a web interface for a warranty detail page. The page title is "#CPG1041-1221 Warranty Detail" with a "manage warranty" link. The breadcrumb trail is "HOME / PROJECTS / (#1041)KEY TOWER / #CPG1041-1221 WARRANTY DETAIL".

**Project Information**

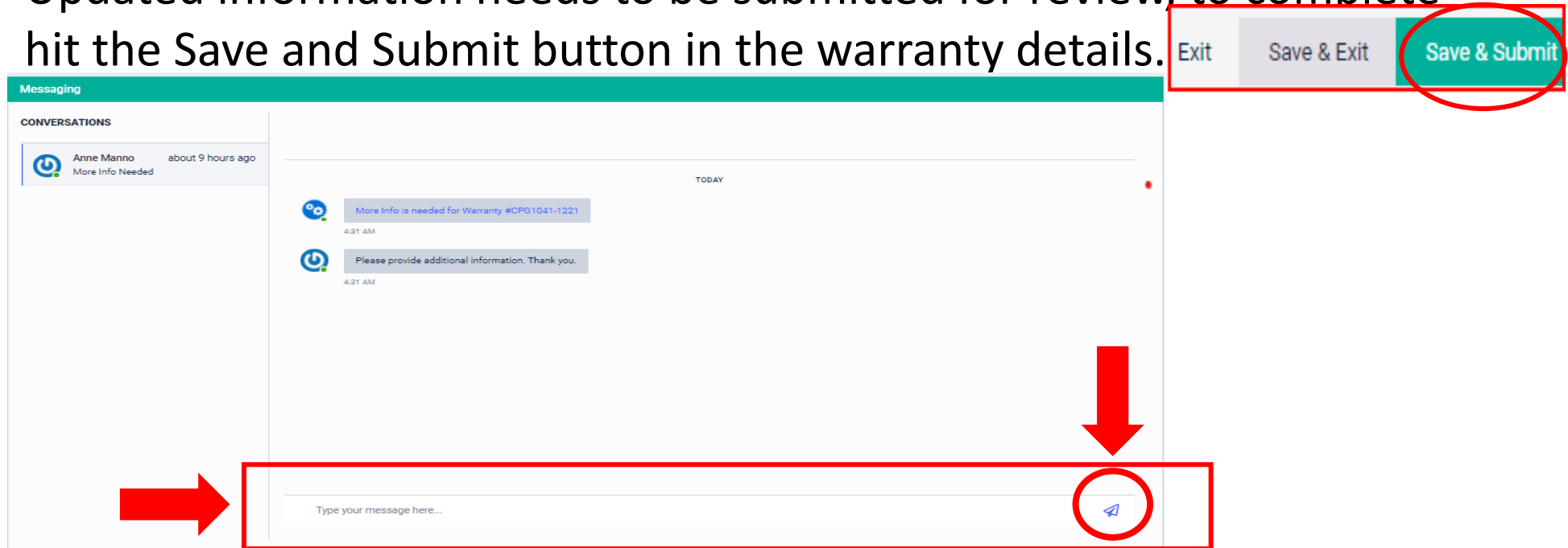
Name	Project Type	Lot Description, Parcel Number and/or Subdivision
Key Tower	Restoration	Corner of Ontario and St. Clair
Address	City	State/Province
85 Public Square	Cleveland	OH
Postal Code		
44106		

[← View Project](#)

**More Info Needed**

# How to respond to a request – Method 1: Email notifications

5. Scroll down to view message; click link above the message to view the warranty details.
6. Add a response to the message; click the send icon.
7. Updated information needs to be submitted for review, to complete hit the Save and Submit button in the warranty details.





# How to respond to a request – Method 1: Email notifications


## **APPROVAL NEEDED:**

If the warranty administrator requires an approval from you regarding a warranty you or someone else has requested, you will receive an email notification, alerting you that you have a message.

1. Do NOT reply to the email. It is a “no-reply” email address.
2. Click button in the email. Read message from Warranty Admin.
3. This will take you to the warranty requiring your approval.




Assigned Warranty Approval

 website@mg.sancsoft.net on behalf of website@sancsoft.net  
To jsullivan@test.com Sun 6:30 PM

ⓘ If there are problems with how this message is displayed, click here to view it in a web browser.  
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

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**ACTION REQUIRED:** You have been assigned approval of a warranty.

Click the link below to view the warranty and take any appropriate action.

[View Warranty](#)

Regards,

Tremco Warranty Services  
Serving Companies of the Tremco Construction Products Group

  
Construction Products Group

# How to respond to a request – Method 1: Email notifications

4. View Warranty Detail page. Scroll down to see product details for this warranty.

#CPG1013-1043 Warranty Detail [manage warranty](#) HOME / PROJECTS / (#101)TEST / #CPG1013-1043 WARRANTY DETAIL

### Project Information

Name	Project Type	
Test	New	
Address	City	State/Province
12222 Main Street	City	OH
Postal Code		
34334		

[← View Project](#)

**Pending Approval**

[Approve Warranty](#)

### Product Information

Product Category	Crystalline Waterproofing	
Product Sub-Category	=Crystalline Waterproofing	
Required product categories *	Product *	sq ft
	=Permaquik 200	123

### Permaquik 200 Information

\*Required fields

Warranty Years*	5
Type Of Use	Barrier

### Warranty Output

#### Additional Attachments

Section 07 SPECS.pdf	uploaded 10/25/2020
Section 07 SPECS.pdf	uploaded 10/25/2020

#### Activity Log

#### Pending Approvals

John Sullivan (jsullivan@test.com)
Is Approved: No

# How to respond to a request – Method 1: Email notifications

5. Click “View Project” to see list of warranties for this project and their statuses. There may be one or more.

The screenshot displays the warranty management system interface. It is divided into two main sections: "#CPG1013-1043 Warranty Detail" and "#(1013) Test".

**#CPG1013-1043 Warranty Detail** (manage warranty):

- Project Information section with fields: Name (Test), Project Type (New), Address (12222 Main Street), City (City), State/Province (OH), and Postal Code (34334).
- A red arrow points to a "View Project" button.

**#(1013) Test** (manage project):

- Project Information section with fields: Project Number (1013), Name (Test), Project Type (New), and Date of Project Substantial Completion (09/25/2020).
- A "View Project Details" button is visible.
- Buttons for "+ Add A Warranty" and "+ Add A Sample Warranty" are present.
- A "Warranties" section contains a table with 2 entries. A red circle highlights the "STATUS" column, and a red arrow points to the first row.

WARRANTY NUMBER	CATEGORY	TYPE	STATUS	AREA	YEARS	EFFECTIVE DATE	MANAGE
CPG1013-1161	Air Barriers	Air Barrier Products	Pending Approval	TBD	10	10/27/2020	<a href="#">View</a>
CPG1013-1043	Crystalline Waterproofing	Crystalline Waterproofing	Pending Approval	TBD	5	9/25/2020	<a href="#">View</a>

Showing 1 to 2 of 2 entries

# How to respond to a request – Method 1: Email notifications

6. Click “View Project Details” for specific project information.
7. Click “View Project Details” again to close this box.

The screenshot displays a project management interface for a project titled "(#1013) Test". The main panel on the left contains sections for "Project Information", "Basic Info", and "Warranties". A red arrow points to a "View Project Details" button located in the "Basic Info" section. To the right, a detailed project information panel is shown, organized into several sections:

- Location:** Address (12222 Main Street), City (City), State/Province (OH), Postal Code (34334).
- Building:** Building Type (Convention Center), Lot Description, Parcel Number and/or Subdivision (Corner of 1st and Main), Building Elevation (Stories) (5).
- Owner:** Name (Test), Address (12222 Main Street), City (City), State/Province (OH), Postal Code (34334).
- General Contractor:** Name (Linda Wendel), Address (23150 Commerce Park), City (Beachwood), State/Province (OH), Postal Code (OH), Phone ((216) 292-5181).
- Architect/Engineer:** Name (Anne Manno), Address (3735 Green Road), City (Beachwood), State/Province (OH), Postal Code (OH), Phone ((216) 514-7783).
- Construction Manager:** Name, Address, City, State/Province, Postal Code, Phone.

The "Warranties" section includes a table with the following data:

WARRANTY NUMBER	CATEGORY	TYPE
CPG1013-1161	Air Barriers	Air Barrier Products
CPG1013-1043	Crystalline Waterproofing	Crystalline Waterproofing

Showing 1 to 2 of 2 entries

# How to respond to a request – Method 1: Email notifications

8. Click “View” to see warranty information.

(#1013) Test manage project HOME / PROJECTS / (#1013) TES

[← Back](#) [Edit](#)

### Project Information

**Basic Info**

Project Number	Name	Project Type	Date of Project Substantial Completion
1013	Test	New	09/25/2020

[View Project Details](#)

[+ Add A Warranty](#) [+ Add A Sample Warranty](#)

### Warranties

10 items/page Search...

WARRANTY NUMBER	CATEGORY	TYPE	STATUS	AREA	YEARS	EFFECTIVE DATE	MANAGE
CPG1013-1161	Air Barriers	Air Barrier Products	Pending Approval	TBD	10	10/27/2020	<a href="#">View</a>
CPG1013-1043	Crystalline Waterproofing	Crystalline Waterproofing	Pending Approval	TBD	5	9/25/2020	<a href="#">View</a>

Showing 1 to 2 of 2 entries [Previous](#) **1** [Next](#)

# How to respond to a request – Method 1: Email notifications

9. Scroll down to review warranty specifics (product, years, special requests).

**Product Information**

Product Category  
Air Barriers

Product Sub-Category  
»Air Barrier Products

Required products/categories\*

Products\*  
»ExoAir 230 32423 sq ft

**ExoAir 230 Information**

\*Required fields

Warranty Years\*  
10

Type Of Use  
Air Barrier

Interior/Exterior  
Exterior

Material Purchase Price\*  
23342.00

Contractor\*  
»Harold J Becker Co, Inc.

Distributor\*  
»Becker Equipment & Materials

**Additional Warranty Info**

Product Installation Completion Date\*  
10/27/2020

Email To\*  
amanno@tremcoinc.com

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

**Special Requests**

Consultant (optional)  
 Consultant

Special Requests & Instructions (FOR COMMERCIAL PROJECT WARRANTIES ONLY)

# How to respond to a request – Method 1: Email notifications



10. IF APPROVED, click APPROVE button.
11. Click Yes to confirm.

The screenshot shows a web application interface for approving a warranty. A modal dialog box titled "Approve Warranty" is centered on the screen, asking "Are you sure you wish to approve this warranty?". The dialog has a close button (X) in the top right corner and two buttons at the bottom: "No" and "Yes". The "Yes" button is highlighted with a red box and a red arrow. In the background, a form is visible with sections for "Product Information", "ExoAir 230 Information", "Additional Warranty Info", and "Special Requests". The "Approve Warranty" button in the background is also highlighted with a red box and a red arrow.

# How to respond to a request – Method 1: Email notifications



12. If NOT APPROVED, or if you have further questions/comments, scroll down and add a message to the warranty administrator.
13. Click icon to send message. Warranty admin will receive a notification.

The screenshot shows a messaging interface with a teal header labeled "Messaging". On the left, under "CONVERSATIONS", there is a message from "Anne Manno, Greg Thorson" dated "about 4 hours ago" with the subject "Approval Required". The main area shows a message from the system: "You have an approval required for Warranty #CPG1013-1161" at "4:07 PM". Below this, a text input field contains the message: "This is not approved because this is not the correct product for this project." A red arrow points to this input field. To the right of the input field is a red arrow pointing to a blue send icon (a paper plane) inside a red-bordered box.



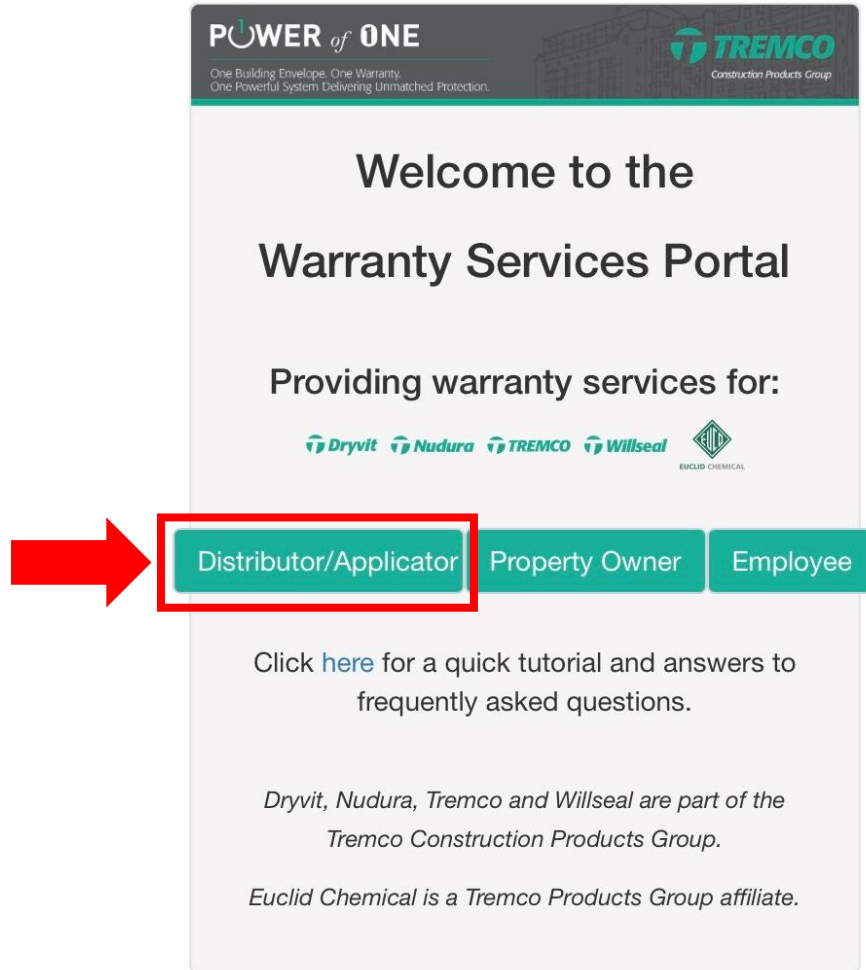
# How to respond to a request – Method 1: Email notifications

## RESPONDING TO REQUESTS WITH CUSTOM MESSAGES:

1. Click link in the email to go directly to the Messages list in the system.
2. View message; click link above the message to view the warranty details.
3. Follow steps to review/approve AND/OR add a response to the message.

The image shows a composite screenshot of an email and a web interface. On the left is an email from 'website@mg.sancsoft.net on behalf of website@sancsof' to 'jsullivan@test.com' dated 'Sun 6:34 PM'. The email contains the Tremco logo and a message: 'ATTENTION: Anne Manno has posted in your Approval Required conversation. Click the link to view and respond to the new message.' A red box highlights a 'View New Message' button with a red arrow pointing to it. On the right is a web interface titled 'CONVERSATIONS'. It lists three entries: 'Anne Manno about 10 hours ago Approval Required', 'Anne Manno, Joe Sarkauskas about 11 hours ago Approval Required', and 'Joe Sarkauskas, Anne Manno about 11 hours ago Approval Required'. Below this is a chat window for 'YESTERDAY' with two messages: 'You have an approval required for Warranty #CPG1013-1043' (10:29 PM) and 'John - Please review specifications and let me know if this special request is approved.' (10:34 PM). A red box highlights the second message with a red arrow pointing to it.

# How to respond to a request – Method 2: From your dashboard



1. Log in to the system.
  - Click the **Distributor/Applicator** button.
  - Enter your email and password.

Sign In

Email  
amanno@tremcoinc.com

Password  
\*\*\*\*\*

[Forgot password?](#)

Remember My Login

Login

# How to respond to a request – Method 2: From your dashboard

2. View number of tasks to be completed.
3. Click “More Info Needed” or “Warranties Requiring Approval.”

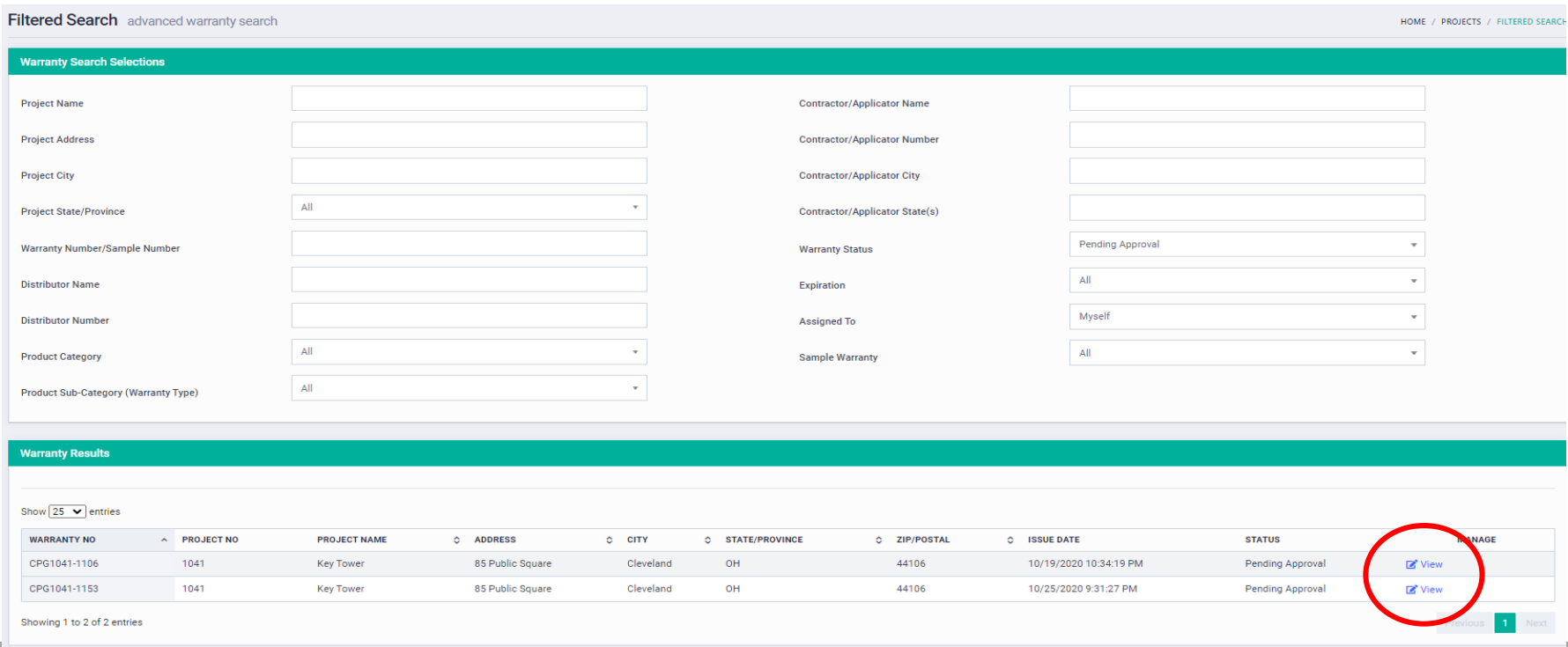
The screenshot displays the TREMCO dashboard interface. On the left is a sidebar with the TREMCO logo and navigation options: 'Any One Distributor', 'Dashboard', 'Warranties', 'Search Warranty', and 'Service Requests'. The main content area is titled 'Distributor' and includes a breadcrumb 'HOME / DISTRIBUTOR'. Below this is an 'Actions' section with three cards: 'More Info Needed' (0 items), 'Warranties Saved' (0 items), and 'Warranties Requiring Approval' (0 items). Red arrows point to the 'More Info Needed' and 'Warranties Requiring Approval' cards, which are also highlighted with red boxes. Below the actions is a 'RECENT WARRANTIES' table with filters for 'Start Date' and 'End Date', a search bar, and a table with columns: WARRANTY NUMBER, PROJECT NAME, ADDRESS, CITY, ZIP, STATE, ISSUE DATE, STATUS, and MANAGE. The table shows one entry for warranty CPG1133-1191 at the Cleveland Convention Center. The status is 'Submitted' and there is a 'View' link. The table indicates 'Showing 1 to 1 of 1 entries'.

WARRANTY NUMBER	PROJECT NAME	ADDRESS	CITY	ZIP	STATE	ISSUE DATE	STATUS	MANAGE
CPG1133-1191	Cleveland Convention Center	10 Public Square	Cleveland	OH	44222		Submitted	<a href="#">View</a>

# How to respond to a request – Method 2: From your dashboard

## 4. Review requests:

- Two Options: (1) SEARCH for warranty OR (2) Click “VIEW” icon in the list.
- Follow previous instructions to review, approve or comment.



**Filtered Search** advanced warranty search HOME / PROJECTS / FILTERED SEARCH

### Warranty Search Selections

Project Name

Project Address

Project City

Project State/Province

Warranty Number/Sample Number

Distributor Name

Distributor Number

Product Category

Product Sub-Category (Warranty Type)

Contractor/Applicator Name

Contractor/Applicator Number

Contractor/Applicator City

Contractor/Applicator State(s)

Warranty Status

Expiration

Assigned To

Sample Warranty

### Warranty Results

Show  entries

WARRANTY NO	PROJECT NO	PROJECT NAME	ADDRESS	CITY	STATE/PROVINCE	ZIP/POSTAL	ISSUE DATE	STATUS	MANAGE
CPG1041-1106	1041	Key Tower	85 Public Square	Cleveland	OH	44106	10/19/2020 10:34:19 PM	Pending Approval	<a href="#">View</a>
CPG1041-1153	1041	Key Tower	85 Public Square	Cleveland	OH	44106	10/25/2020 9:31:27 PM	Pending Approval	<a href="#">View</a>

Showing 1 to 2 of 2 entries

Previous **1** Next

# Sending messages

# Responding to messages from the warranty administrator

- For communication regarding a specific warranty, use system messaging, NOT email to contact the warranty administrator.
- Hover your mouse over the messages icon to see what the most recent messages are.
- Click Messaging icon to see all messages from the warranty administrator.

The screenshot displays the TREMCO distributor dashboard. On the left is a sidebar with the TREMCO logo and 'Construction Products Group' text. Below the logo is a 'Any One Distributor' profile icon and a 'MAIN MENU' with options: 'Dashboard', 'Warranties', and 'Search Warranty'. The main content area is titled 'Distributor' with the subtitle 'manage contractor specific items in the system'. It features three action cards: 'More Info Needed' (0 items), 'Warranties Saved' (0 items), and 'Warranties Required' (0 items). In the top right corner, there is a messaging icon (two speech bubbles) and a power icon. A red box highlights the messaging icon, and a red arrow points to a tooltip that appears when hovering over it. The tooltip contains the text 'Approval Required' and the timestamp '10/26/2020 12:53 PM'.

# Responding to messages from the warranty administrator

- Most recent messages appear to the right, older conversations to the left.
- Click conversation and add a message at the bottom of the screen.
- Warranty admin and all approvers assigned to the warranty (if any) can respond.

The screenshot displays a user interface for managing warranty approvals. On the left, a sidebar titled "CONVERSATIONS" lists several messages, each with a status of "Approval Required". The messages are ordered by time, with the most recent at the top. The main area on the right shows a detailed view of a message from "2 DAYS AGO" at "4:07 PM". The message content is "You have an approval required for Warranty #CPG1013-1161". Below this, a green response bubble states "This is not approved because this is not the correct product for this project." with a timestamp of "4:35 PM" and a circular refresh icon. At the bottom of the screen, there is a text input field labeled "Type your message here..." with a red arrow pointing to it, and a blue send icon circled in red to its right.

# Starting a new conversation

- From your dashboard, search for the warranty that you have a question about, or if it's recent, select from the list on your dashboard. Click "View" to open the record.

The screenshot shows the TREMCO distributor dashboard. On the left sidebar, the 'Search Warranty' option is highlighted with a red box and a red arrow. The main content area features three action cards: 'More Info Needed' (0), 'Warranties Saved' (0), and 'Warranties Requiring Approval' (1). Below these is a 'RECENT WARRANTIES' section with a table of 4 entries. The 'MANAGE' column for the second, third, and fourth rows is highlighted with a red box, and a red arrow points to the 'View' link in the second row.

WARRANTY NUMBER	PROJECT NAME	ADDRESS	CITY	ZIP	STATE	ISSUE DATE	STATUS	MANAGE
CPG1133-1191	Cleveland Convention Center	10 Public Square	Cleveland	OH	44222		Pending Approval	<a href="#">View</a>
CPG1137-1199	ABC Building	1000 Euclid Avenue	Cleveland	OH	44321	11/3/2020	Issued	<a href="#">View</a> <a href="#">PDF</a>
CPG1137-1193	ABC Building	1000 Euclid Avenue	Cleveland	OH	44321	11/3/2020	Issued	<a href="#">View</a> <a href="#">PDF</a>
CPG1137-1200	ABC Building	1000 Euclid Avenue	Cleveland	OH	44321	11/3/2020	Issued	<a href="#">View</a> <a href="#">PDF</a>



# Starting a new conversation

- Scroll down. Under CONVERSATIONS, click the + icon, enter a subject, type your message to the warranty administrator, and click Submit.
- The warranty administrator will receive your message and respond within one business day.

The screenshot shows a web interface with a teal header labeled 'Messaging'. Below the header is a section titled 'CONVERSATIONS'. A red arrow points to a '+' icon in the top right corner of this section. A modal dialog box titled 'Create a New Conversation' is open, containing the following fields:

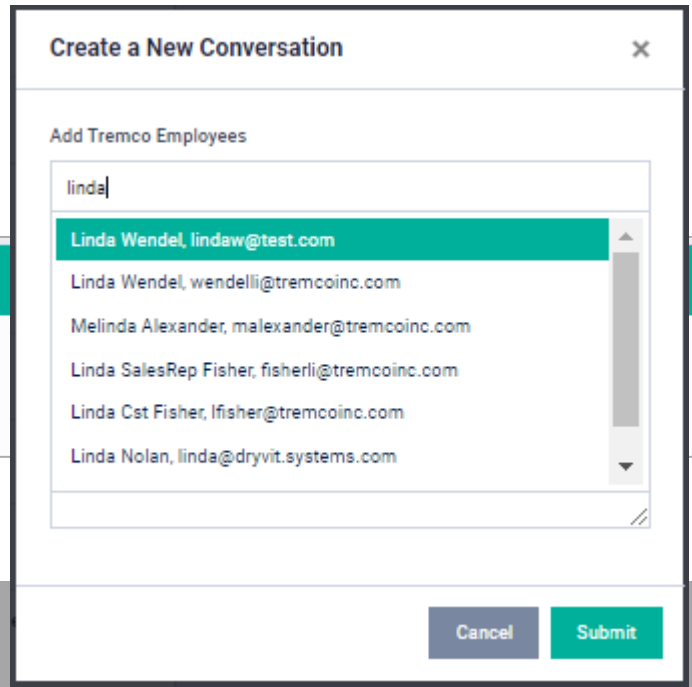
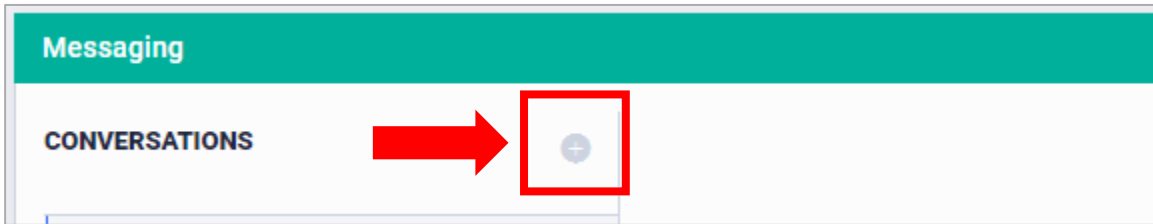
- To:** Tremco CPG Warranty Administrator
- Conversation Subject:** Correction needed
- Conversation Message:** I entered incorrect street address for this project. Could you please change it to 2000 NW Avenue? Thank you.

At the bottom of the dialog box are two buttons: 'Cancel' and 'Submit'. A red arrow points to the 'Submit' button.

# Starting a new conversation – For internal users only

When you create a new conversation, you can invite other internal users to the conversation (Tremco, Dryvit, Nudura, Willseal or Euclid Chemical employees who have user accounts):

- After you click the + icon, the “Create a New Conversation” window appears.
- Begin typing the person’s name and click to select from the dropdown. You can add multiple names.
- Enter a subject and your message.
- Click submit to send the message.



**Companies:  
search & create  
contractor &  
builder records**

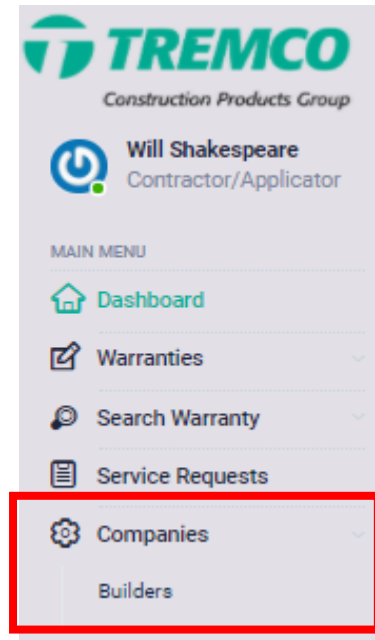
# Company records

Distributors and Tremco CPG internal users can search and create new contractor records.

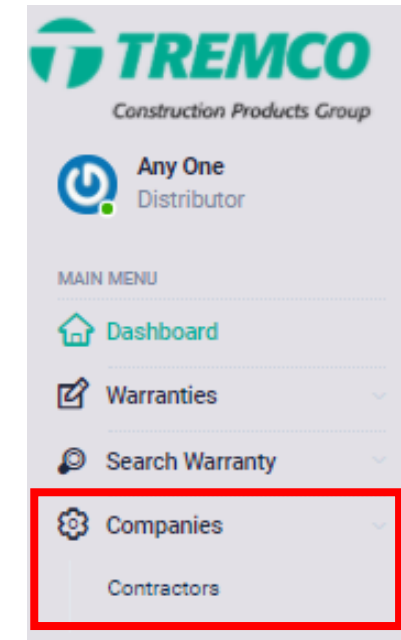
Contractors and Tremco CPG internal users can search and create new builder records.

1. From your dashboard, click “Companies.”
2. Select “Builders” or “Contractors.”

Contractor Dashboard



Distributor Dashboard



# Searching companies

- From the list of contractors or builders, click “View” to see the company record.
- Or enter the company name in the search bar to determine whether it is set up in our system so that you can enter a warranty request.

Contractor List manage contractors in the system HOME / CONTRACTORS / CONTRACTOR LIST

[+ Create](#)

Contractors

10 items/page

TIMESTAMP	NAME	SAP #	ADDRESS	CITY	STATE	PHONE	APPROVED	ACTIVE	MANAGE
10/29/2020 9:56:51 PM	KHS&S CONTRACTORS		1909 10TH STREET, STE. 500	PLANO	TX	972-272-1548	Yes	Yes	<a href="#">View</a>
10/29/2020 9:56:51 PM	PERFORMANCE CONTRACTING, INC.		3030 ORANGE GROVE AVE.	N. HIGHLANDS	CA	916-484-1868	Yes	Yes	<a href="#">View</a>
10/29/2020 9:56:51 PM	RAMIREZ STUCCO		7122 HADLEY DRIVE	DALLAS	TX	214-881-3810	Yes	Yes	<a href="#">View</a>
10/29/2020 9:56:51 PM	STANDARD DRYWALL INC.		5041 WEST DIABLO DRIVE	LAS VEGAS	NV	702-259-3200	Yes	Yes	<a href="#">View</a>
10/29/2020 9:56:51 PM	#1 PLASTERING		5711 BLUE SPRUCE DR.	DURHAM	NC	919-602-7172	Yes	Yes	<a href="#">View</a>
8/5/2020 12:47:40 PM	*Harold J Becker Co. Inc.		Box 340970	Dayton	OH	937-426-4951	Yes	Yes	<a href="#">View</a>
8/5/2020 12:47:40 PM	*McGill Brothers, Inc		1402 S. 50th St.	Omaha	NE	402-556-0915	Yes	Yes	<a href="#">View</a>
8/5/2020 12:47:40 PM	*reynold				FL		Yes	Yes	<a href="#">View</a>
8/5/2020 12:47:40 PM	1 Cut Construction & Contracting Ltd.		20354 71A Avenue	Langley	BC	604-813-6615	Yes	Yes	<a href="#">View</a>
8/5/2020 12:47:40 PM	1074676 B. C. Ltd		Box 685	Creston	BC	2504029748	Yes	Yes	<a href="#">View</a>

Showing 1 to 10 of 13,314 entries

Previous **1** 2 3 4 5 ... 1332 Next

# Creating companies

1. Click the “Create” button to add a new company record.

Contractor List manage contractors in the system HOME / CONTRACTORS / CONTRACTOR LIST

+ Create

Contractors

10 items/page Search...

TIMESTAMP	NAME	SAP #	ADDRESS	CITY	STATE	PHONE	APPROVED	ACTIVE	MANAGE
10/29/2020 9:56:51 PM	KHS&S CONTRACTORS		1909 10TH STREET, STE. 500	PLANO	TX	972-272-1548	Yes	Yes	<a href="#">View</a>
10/29/2020 9:56:51 PM	PERFORMANCE CONTRACTING, INC.		3030 ORANGE GROVE AVE.	N. HIGHLANDS	CA	916-484-1868	Yes	Yes	<a href="#">View</a>
10/29/2020 9:56:51 PM	RAMIREZ STUCCO		7122 HADLEY DRIVE	DALLAS	TX	214-881-3810	Yes	Yes	<a href="#">View</a>
10/29/2020 9:56:51 PM	STANDARD DRYWALL INC.		5041 WEST DIABLO DRIVE	LAS VEGAS	NV	702-259-3200	Yes	Yes	<a href="#">View</a>
10/29/2020 9:56:51 PM	#1 PLASTERING		5711 BLUE SPRUCE DR.	DURHAM	NC	919-602-7172	Yes	Yes	<a href="#">View</a>
8/5/2020 12:47:40 PM	*Harold J Becker Co. Inc.		Box 340970	Dayton	OH	937-426-4951	Yes	Yes	<a href="#">View</a>
8/5/2020 12:47:40 PM	*McGill Brothers, Inc		1402 S. 50th St.	Omaha	NE	402-556-0915	Yes	Yes	<a href="#">View</a>
8/5/2020 12:47:40 PM	*reynold				FL		Yes	Yes	<a href="#">View</a>
8/5/2020 12:47:40 PM	1 Cut Construction & Contracting Ltd.		20354 71A Avenue	Langley	BC	604-813-6615	Yes	Yes	<a href="#">View</a>
8/5/2020 12:47:40 PM	1074676 B. C. Ltd		Box 685	Creston	BC	2504029748	Yes	Yes	<a href="#">View</a>

Showing 1 to 10 of 13,314 entries Previous 1 2 3 4 5 ... 1332 Next

# Creating companies

2. Enter the company name, address, phone.
3. Select the relevant Tremco CPG company brands from the dropdown.
4. Click “Submit.”

The screenshot shows the 'Create Contractor' form with the following fields and annotations:

- Contractor Information** header.
- Basic Info** section:
  - Name: Wendel Construction
  - Brands: A dropdown menu is open, showing a list of brands. 'Tremco - Commercial' is selected and highlighted with a red box. A red arrow points from this box to the 'Submit' button.
- Contact Info** section:
  - Phone: (919) 852-2660
  - Address Line 1: 5413 Hillsborough Street
  - Address Line 2: (empty)
  - City: Raleigh
  - State/Province: NC
  - Postal Code: 27606
- Details** section:
  - Notes: Add any addition customer notes here.
- Buttons: 'Cancel' and 'Submit'. The 'Submit' button is highlighted with a red box, and a red arrow points to it from the right.

# Creating companies

5. Message confirms that the company record was successfully created. You will now be able to include this contractor or builder on your warranty requests.

**NOTE: All company records created by our customers are reviewed by the warranty administrator. You will be contacted if there are any questions about the newly created company.**

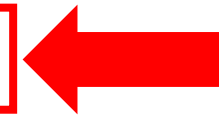
Wendel Construction manage contractor

Success: Contractor successfully created.

---

**Contractor Information**

Contractor Information		
<b>Basic Info</b>		
Name	Brands	ConstructionType
Wendel Construction	Dryvit, Tremco - Commercial	
<b>Contact Info</b>		
Phone	Address Line 1	Address Line 2
(919) 852-2660	5413 Hillsborough Street	
City	State	PostalCode
Raleigh	NC	27606
<b>Details</b>		
Notes	Active	Approved
	Yes	Yes





# Warranty service requests (contractors only)

# RESIDENTIAL CONTRACTORS: How to process a warranty service request

Location Information		
Exterior Wall Construction	Basement Finishing	
Poured	Yes	
Grade Slopes Away From House	Grade Level Above Waterproofing	
Yes	Yes	
Dehumidifier	Sump Pump	
N/A	Yes	
Downspout Termination		
Extend into the lawn (away from the foundation)		


  

Damage Assessment		
Moisture Location	Wall Condition	Standing Water
On the vertical wall	Damp	Yes
Crack In Wall	Crack Extends to Top of Wall	Crack Below Window
Yes	Yes	Yes
Crack at Utility Penetration		
Yes		
Comments		
HELP ME!!!!		

### Activity Log

Hi, the h/o is really concerned since it is expected to rain all week. Thanks.

### In Process

 Javase Grissom (Warranty Admin) 11/3/2020 8:45 PM

Note  
Hi, the h/o is really concerned since it is expected to rain all week. Thanks.

### Damage Documentation

Upload Documents

No files selected.

### Attached Documents

If this is a residential warranty, in the detailed view, you can see:


- property details and answered questions about the service request;
- pictures;
- messages from the warranty admin; and
- the homeowner's contact information.


# RESIDENTIAL CONTRACTORS: How to review and process a warranty service request



- Service requests assigned to you appear on your dashboard.
- Click in the area to view.

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

**Actions**

 **More Info Needed**  
More Info 0

 **Warranties Saved**  
More Info 0

 **Warranty Service Requests**  
More Info 1 

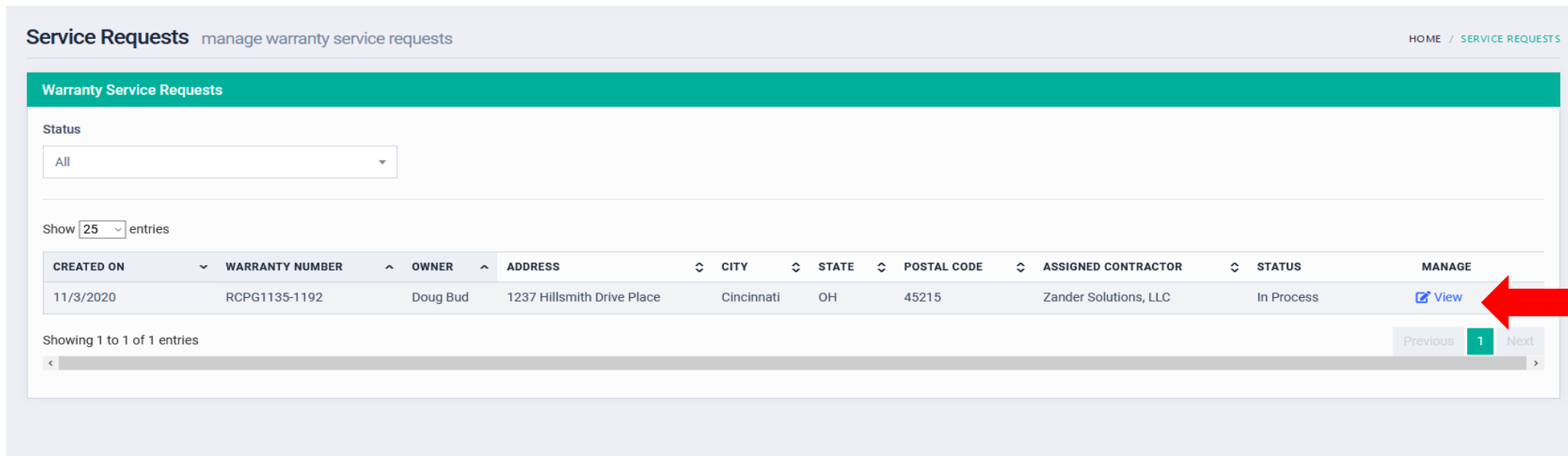
**RECENT WARRANTIES** Start Date  End Date

10 items/page Search...

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	<a href="#">View</a> <a href="#">PDF</a>

# RESIDENTIAL CONTRACTORS: How to review and process a warranty service request

- On the Service Requests Page, you will see a list of all your service requests along with some identifying information.
- Click “View” to see the detailed information from the homeowner for the warranty.



The screenshot displays the 'Service Requests' interface. At the top, there is a breadcrumb trail: 'HOME / SERVICE REQUESTS'. Below this is a teal header for 'Warranty Service Requests'. A 'Status' dropdown menu is set to 'All'. Below the dropdown, it says 'Show 25 entries'. The main content is a table with the following columns: CREATED ON, WARRANTY NUMBER, OWNER, ADDRESS, CITY, STATE, POSTAL CODE, ASSIGNED CONTRACTOR, STATUS, and MANAGE. A single entry is shown with the following details: 11/3/2020, RCPG1135-1192, Doug Bud, 1237 Hillsmith Drive Place, Cincinnati, OH, 45215, Zander Solutions, LLC, In Process. The 'MANAGE' column for this entry contains a blue 'View' button with an external link icon. A red arrow points to this button. At the bottom of the table, it says 'Showing 1 to 1 of 1 entries'. To the right of this text are navigation buttons: 'Previous', '1' (highlighted in green), and 'Next'.

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	<a href="#">View</a>

# RESIDENTIAL CONTRACTORS: How to process a warranty service request

- In the service request window click “Contact Owner” to send an email to the homeowner and to log phone contact (via a system pop up not displayed here). Once this is logged you will see a green success bar & have the option to resolve the claim.

Homeowner Information		
Name	Address	City
Doug Bud	1237 Hillsmith Drive Place	Cincinnati
State	Postal Code	Daytime Phone
OH	45215	5138258700
Alternate Phone	Email	
N/A	digdug@gmail.com	

In Process

Contact Owner

Damage Assessment

Comments

HELP ME!!!

Messages



Success! The owner was contacted.

Homeowner Information		
Name	Address	City
Doug Bud	1237 Hillsmith Drive Place	Cincinnati
State	Postal Code	Daytime Phone
OH	45215	5138258700
Alternate Phone	Email	
N/A	digdug@gmail.com	

Owner Contacted

Resolve Claim

# RESIDENTIAL CONTRACTORS: How to process a warranty service request


Success! The owner was contacted.

### Homeowner Information


Name	Address
Doug Bud	1237 Hillsmith Drive Place
State	Postal Code
OH	45215
Alternate Phone	Email
N/A	digdug@gmail.com

### Activity Log

#### Owner Contacted

 Amanda Helber (Contractor/Applicator)	11/4/2020 11:41 AM
---	--------------------


#### Resolved

 Amanda Helber (Contractor/Applicator)	11/4/2020 11:50 AM
--	--------------------

#### Note

Leaking crack filled with epoxy.

Owner Contacted

Resolve Claim 

- To close out a service request, click “Resolve Claim” and input your diagnosis and resolution.

# COMMERCIAL CONTRACTORS: How to process a warranty service request

Service Request for Warranty #CPG1023-1078 resolve warranty service request

**Homeowner Information**

Name	Address	City
Test	12222 Main Street	Chicago
State	Postal Code	Daytime Phone
IL	33333	3333333333
Alternate Phone	Email	
N/A	joe@test.com	

**Damage Assessment**

Comments  
Dampness in basement

**Messages**

CONVERSATIONS

**Warranty Information**

Warranty Number	First Owner
CPG1023-1078	N/A

**Activity Log**

In Process

Anne Manno (Warranty Admin) 11/12/2020 8:38 PM

Note  
Could you please contact this property owner and arrange a site visit?

**Damage Documentation**

Upload Documents

Choose Files No file chosen

Upload

For commercial project warranty service requests:


- Review property and owner info and comments entered by the property owner and the warranty administrator (Activity Log).
- Add a message to notify the warranty administrator regarding your plans to follow up with the owner. (See “Messages” for more info.)

# Sample warranties



# Generic sample warranties

- Available on individual company websites in the same locations as before.
- For project-specific sample warranties, customer should contact a local Dryvit, Nudura, Tremco or Willseal sales rep.



**BUILDING ENVELOPE  
WARRANTY**

*Comprehensive Protection for Your Building Envelope*

WARRANTY NUMBER: [Project Number]-[Warranty Number]

<b>PROJECT NAME &amp; ADDRESS:</b>		<b>CONSTRUCTION MANAGER:</b>	
<b>OWNER:</b>		<b>GENERAL CONTRACTOR:</b>	
<b>ARCHITECT/ ENGINEER:</b>		<b>AGGREGATE MATERIAL PURCHASE VALUE:</b>	
<b>ISSUER (THE "COMPANY"):</b>	[List all manufacturers/ sellers of Products listed in the Exhibit. For example, Tremco Incorporated, Dryvit Systems, Inc., The Euclid Chemical Company, etc.]	<b>DATE OF PROJECT SUBSTANTIAL COMPLETION:</b>	

**WHAT IS WARRANTED AND WHAT WILL THE COMPANY DO?**


Subject to the terms, conditions, and limitations stated in this warranty, the products (the "Products") will be free from manufacturing defect at the time of purchase, will remain in a watertight condition and will perform as warranted in the manner specified for the stated term(s) measured from the Date of Project Substantial Completion, all as outlined on the attached Exhibit. The Exhibit is an integral part of this warranty.

**THE COMPANY WILL SUPPLY LABOR AND MATERIALS TO REPAIR OR REPLACE ANY PRODUCTS THAT DO NOT PERFORM AS WARRANTED HEREUNDER.**

The Company will determine in its sole discretion the appropriate scope and method of repair or replacement to remedy any condition covered by this warranty.

The total liability of the Company over the life of this warranty shall not in any event exceed the aggregate dollar value of the original cost of the Products specified in the attached Exhibit.

The term of this warranty may be extended for an additional 2 years with involvement on the project of a Company-approved, third-party consultant ("Consultant") engaged by the Owner or its authorized representative, at the Owner's sole expense. Inspection reports generated by the Consultant shall be made available to the Company and the Owner. All deficiencies identified by the Consultant in the inspection reports must be addressed and corrected in accordance with the project specifications, good waterproofing practices generally accepted in the industry, and the Company's published application instructions. Written confirmation that all deficiencies have been addressed and corrected must be provided by the Consultant and Applicator to the Company and the Owner. Actions taken to resolve all deficiencies identified shall be specifically noted in the written confirmation.

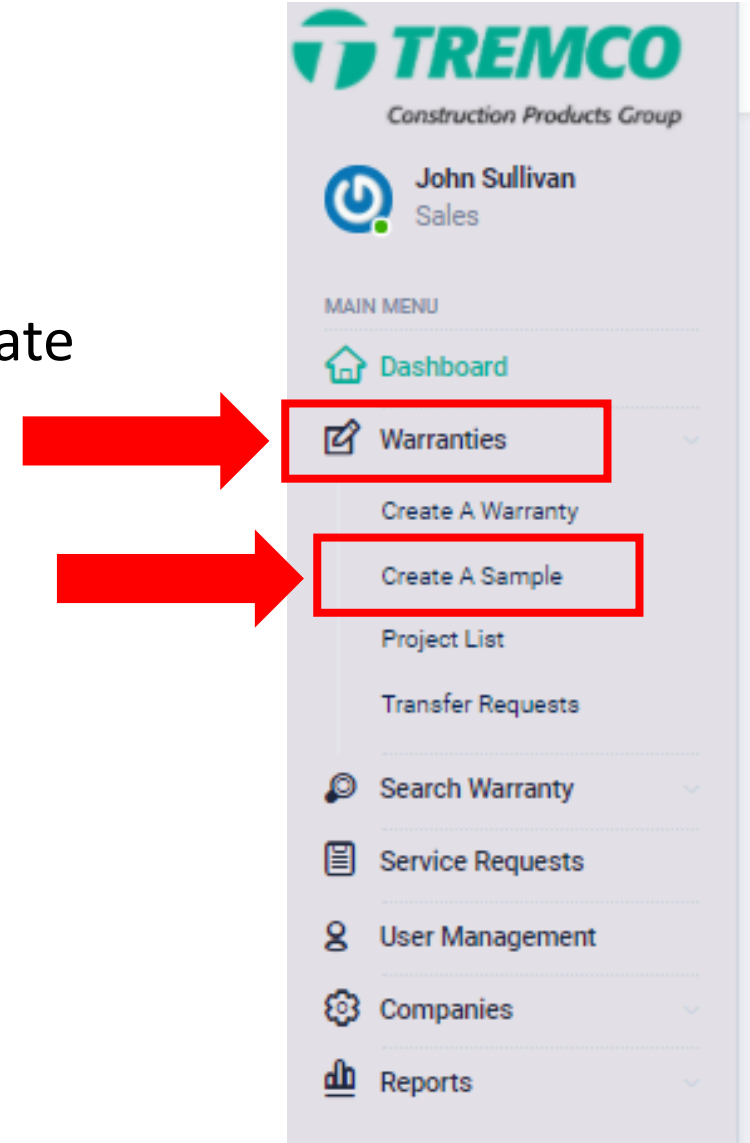


# Project-specific sample warranties

## TREMCO CPG INTERNAL ACCESS ONLY:

1. From the navigation pane, click “Warranties,” then “Create A Sample.”
2. Complete required fields (Project Name and Product); verify Years (auto-fills).
3. Click “Save & Submit.”
4. The warranty administrator will review the request and issue the sample warranty, which you will receive via email.

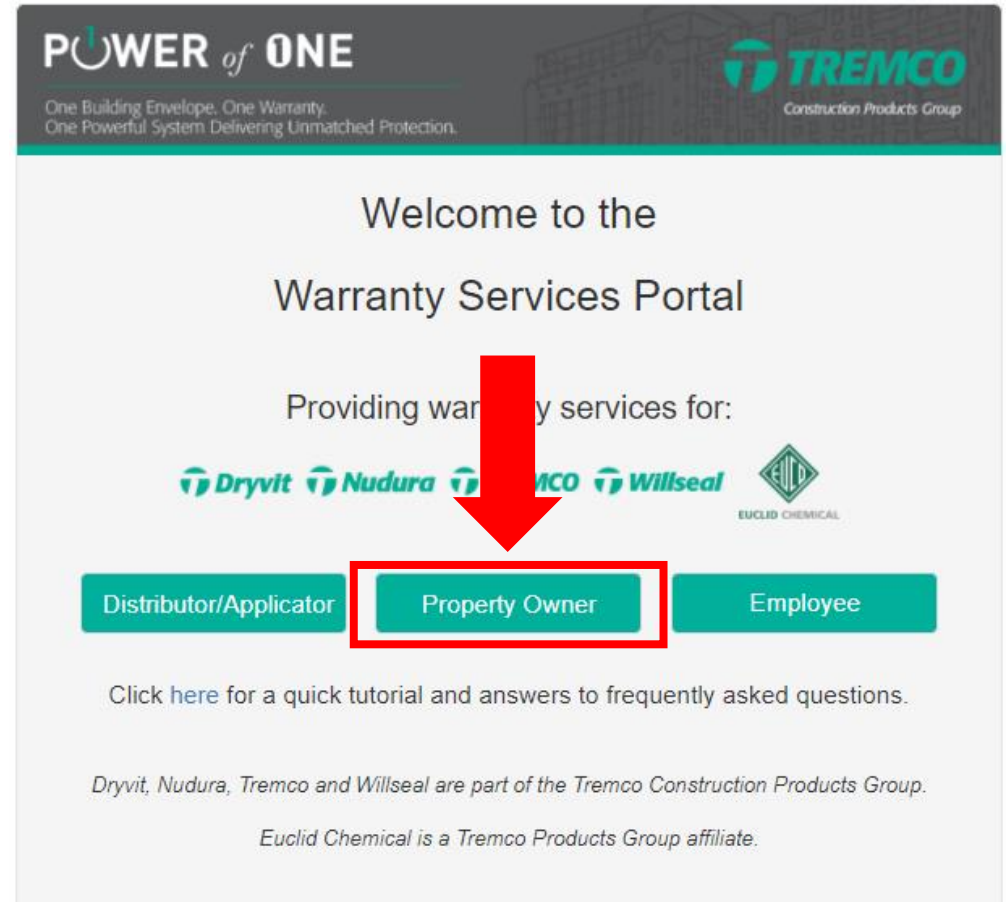
**NOTE:** Samples are assigned a project number with an “S” prefix. When the project is complete, the sample can be converted to a finished project warranty.



**For Owners:  
Registering a warranty,  
submitting service,  
transfer and courtesy  
search requests**

# How to register your warranty

1. Click the “Property Owner” button on the portal login page.



# How to register your warranty

**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** **EUCLID CHEMICAL**

**Distributor/Applicator** **Property Owner** **Employee**

Use this portal to:

- Register my warranty
- Request warranty service
- Download my warranty
- Request a courtesy warranty search

Sign In

Email  
amanno@tremcoinc.com

Password  
.....

[Forgot 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.

**Click here to begin**

**Request courtesy warranty search**

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

Dryvit, Nudura, Tremco and Willseal are part of the Tremco Construction Products Group.  
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2. Scroll down and click the green “Click here to begin” button.
3. Enter your name, email address and password (must be 10 characters) and click “Submit.”

**TREMCO**  
Construction Products Group

## Register Account

First Name: Mary

Last Name: Smith

Email: msmith@test.com

Confirm Email: msmith@test.com

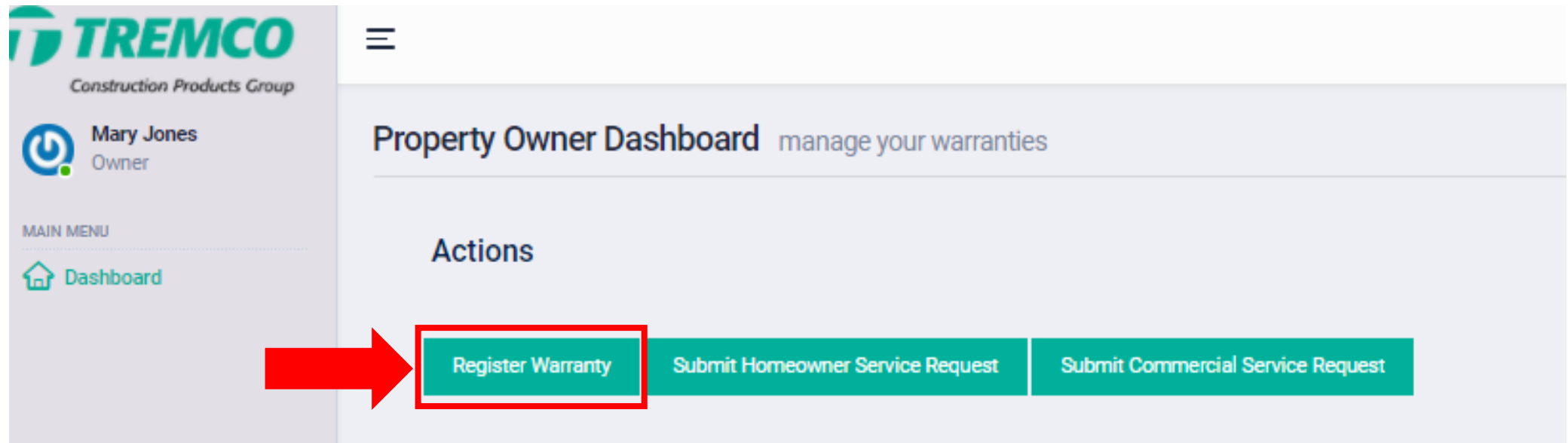
Password: .....

Confirm Password: .....

**Back** **Submit**

# How to register your warranty

4. All warranties issued on or after Nov. 17, 2020, or if they were issued before Nov. 16, 2020, on the Tremco WISE warranty system, on the Property Owner Dashboard, click “Register Warranty.”



# How to register your warranty

5. Enter warranty number, name, phone and address.
6. Click the “Continue” button to complete the registration.

The screenshot shows a web form titled "Register Warranty" with a teal header. The form is divided into two main sections: "Warranty Information" and "Owner Information".

**Warranty Information**  
Warranty Number: gR19246135343440

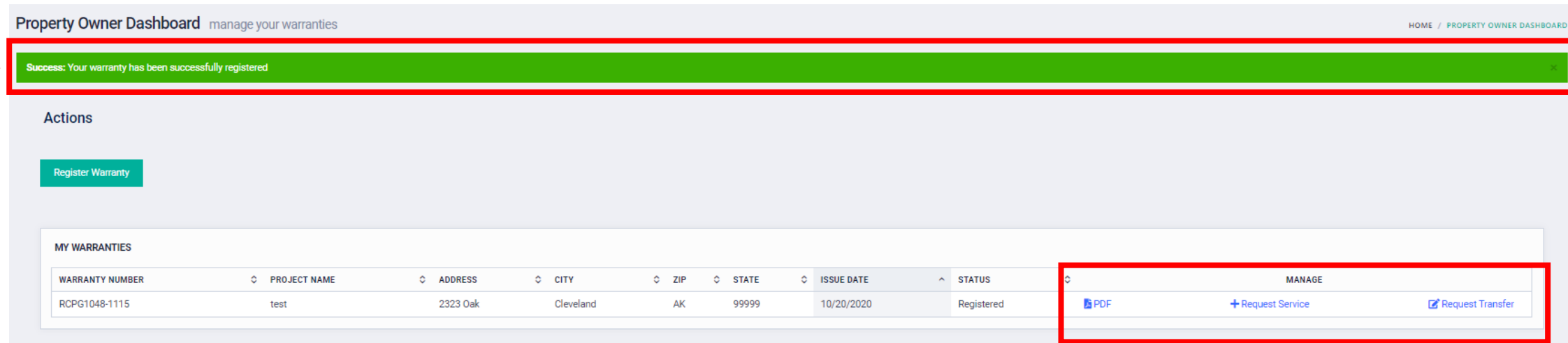
**Owner Information**

Name: Danielle Giampietro	Phone: 216-292-5000
Address: 4745 Green Road	City: Beachwood
State/Province: OH	Postal Code: 44122

At the bottom right of the form, there are two buttons: "Cancel" and "Continue". A large red arrow points from the left towards the "Continue" button, which is highlighted with a red rectangular border.

# How to register your warranty

7. The green message bar indicates your warranty was successfully registered. At any time, you can log in to the system to download a PDF of the warranty, request service or a warranty transfer if you ever sell your property.



Property Owner Dashboard manage your warranties HOME / PROPERTY OWNER DASHBOARD

**Success: Your warranty has been successfully registered**

**Actions**

[Register Warranty](#)

**MY WARRANTIES**

WARRANTY NUMBER	PROJECT NAME	ADDRESS	CITY	ZIP	STATE	ISSUE DATE	STATUS	MANAGE
RCPG1048-1115	test	2323 Oak	Cleveland	AK	99999	10/20/2020	Registered	<a href="#">PDF</a> <a href="#">+ Request Service</a> <a href="#">Request Transfer</a>



# How to register your Residential warranty past 2 years

- Registering a warranty that is past the two-year registration window
  - The customer will receive a pop-up box with information required to process their request for registration (i.e., deeds, original warranty, etc.)
  - Once documents are uploaded and message input hit submit to send message to the Warranty Admin to process request.

### Request Registration Exception ×

The warranty gR19246135343440 is past the two-year registration window. To move forward with your registration request, please attach a copy of your closing documentation. You can do so by clicking on the "choose files" button below. Once attached, please click on the "submit" button below. You will receive a confirmation email confirming that we have received your registration request. Thank you.

Optional Message

Document Upload

No file chosen

# How to submit a service request - Homeowners

1. If you require service related to an issue covered by your warranty, log into the warranty services portal.
2. From the owner dashboard:
  - a) If your warranty was registered (warranties issued on Nov. 17, 2020 or later) click “Request Service” under MY WARRANTIES.
  - b) If your warranty is NOT registered (warranties issued prior to Nov. 17, 2020), click the “Submit Homeowner Service Request” button.

The screenshot shows the Tremco Property Owner Dashboard. A red arrow labeled "2b)" points to the "Submit Homeowner Service Request" button in the Actions section. Another red arrow labeled "2a)" points to the "+ Request Service" link in the Manage column of the MY WARRANTIES table.

WARRANTY NUMBER	PROJECT NAME	ADDRESS	CITY	ZIP	STATE	ISSUE DATE	STATUS	MANAGE
CPG1165-1244	Erin Dobies	10803 Ravenna Road	Mantua	OH	44255	11/9/2020	Registered	<a href="#">PDF</a> <a href="#">+ Request Service</a> <a href="#">Request Transfer</a>

# How to submit a service request - Homeowners

3. Complete the required fields and click "Submit." Be sure to check the box to indicate you have read and accept our terms of use and privacy policy.

Create a Service Request add a claim against your warranty HOME / CREATE A SERVICE REQUEST

**Contact Information**

Name:  Address:

City:  State:  Zip/Postal Code:

Daytime Phone:  Alternate Phone:  Email:

**Warranty Information**

Warranty Number:

Are you the first owner (purchased the home from the builder)?  Yes  No

**Location Information**

Is the exterior of your basement wall...  Do you have an operating sump pump?  Yes  No

Is your basement finished?  Does the grade (ground) on the outside of your basement slope away from the house?  Yes  No

Do the gutters and downspouts...  Is the waterproofing visible above the grade (ground) level?  Yes  No

Do you have an operating dehumidifier?  Yes  No

The information you have provided us will help us deliver information to you regarding our products and services. By checking this box, you indicate that you have read and agreed to our [terms of use](#) and [privacy policy](#). Please read these terms to understand how we protect and manage your data. Cancel Submit

Are there any signs of water on the floor?  Is the leak below a window?  Yes  No

Is there standing water on the floor?  Yes  No Is the leak at a utility pipe?  Yes  No

Comments or Additional Information:

Type of Damage:

Estimated Date of Completion:

Photos (Max 10):

Service Request will be processed in the order in which it was received. Once we receive your fully completed service request, please allow 8-9 business days for the waterproofing contractor to contact you. Please note that the waterproofing contractor may charge a service fee to investigate the source of your moisture issue.

The information you have provided us will help us deliver information to you regarding our products and services. By checking this box, you indicate that you have read and agreed to our [terms of use](#) and [privacy policy](#). Please read these terms to understand how we protect and manage your data. Cancel Submit

# How to submit a service request - Homeowners

4. You will see that your service request has been submitted. You also will receive an email confirmation that your request was received.

Service Request for Warranty #RCPG1048-1115 resolve warranty service request HOME / SERVICE REQUEST FOR WARRANTY #RCPG1048-1115

Homeowner Information		
Name	Address	City
Mary Smith	2323 Oak Street	Cleveland
State	Postal Code	Daytime Phone
AK	99999	222222222
Alternate Phone	Email	
N/A	msmith@test.com	

Warranty Information	
Warranty Number	First Owner
RCPG1048-1115	Yes

**Under Review**

Location Information		
Exterior Wall Construction	Basement Finishing	
Poured	Yes	
Grade Slopes Away From House	Grade Level Above Waterproofing	
Yes	No	
Dehumidifier	Sump Pump	
Yes	Yes	
Downspout Termination		
Extend into the lawn (away from the foundation)		

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

Activity Log	
Submitted	
Mary Smith (Owner)	11/12/2020 10:59 AM

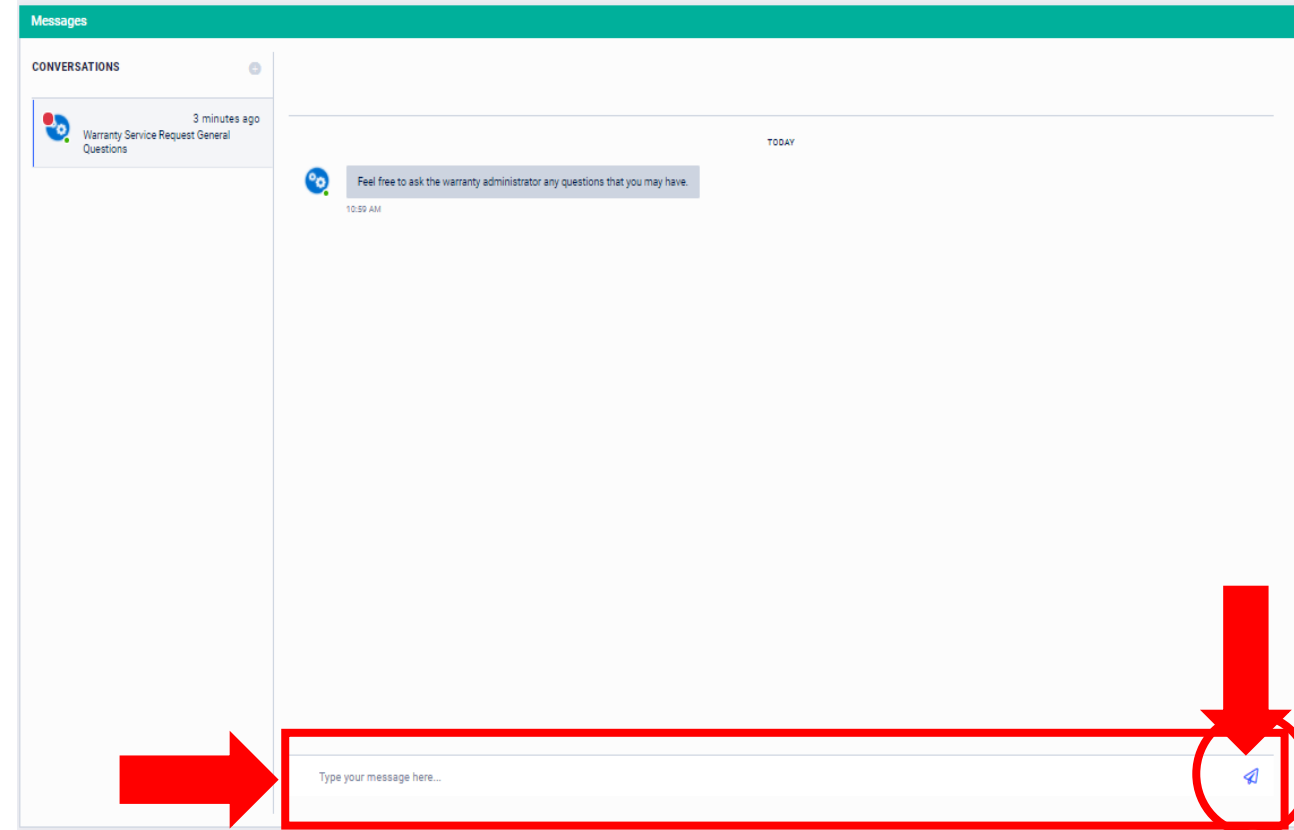
Damage Documentation	
Upload Documents	
<input type="button" value="Choose Files"/> No file chosen	<input type="button" value="Upload"/>

Attached Documents	
Leaking Basement.jpg	uploaded 11/12/2020



# How to submit a service request - Homeowners

5. If you have a question regarding your service request, log into the portal and send a message to the warranty administrator.
6. From your dashboard, click “View” to view the request. Scroll down to the Messages area.
7. Enter your message and click the send icon to send. The warranty administrator will respond to your message within one business day.



# How to submit a service request – Commercial property owners

1. If you require service related to an issue covered by your warranty, log into the warranty services portal.
2. From the owner dashboard:
  - a) If your warranty was registered (warranties issued on Nov. 17, 2020 or later) click “Request Service” under MY WARRANTIES.
  - b) If your warranty is NOT registered (warranties issued prior to Nov. 17, 2020), click the “Submit Commercial Service Request” button.

The screenshot shows the Tremco Property Owner Dashboard. The user is logged in as Joe Test, Owner. A green success message states: "Success: Your warranty has been successfully registered". Under the "Actions" section, there are three buttons: "Register Warranty", "Submit Homeowner Service Request", and "Submit Commercial Service Request". A red arrow labeled "2b)" points to the "Submit Commercial Service Request" button. Below this is a table titled "MY WARRANTIES" with columns: WARRANTY NUMBER, PROJECT NAME, ADDRESS, CITY, ZIP, STATE, ISSUE DATE, STATUS, and MANAGE. A red box highlights the entire table area. A red arrow labeled "2a)" points to the "+ Request Service" link in the MANAGE column of the first row.

WARRANTY NUMBER	PROJECT NAME	ADDRESS	CITY	ZIP	STATE	ISSUE DATE	STATUS	MANAGE
CPG1165-1244	Erin Dobies	10803 Ravenna Road	Mantua	OH	44255	11/9/2020	Registered	<a href="#">PDF</a> <a href="#">+ Request Service</a> <a href="#">Request Transfer</a>

# How to submit a service request – Commercial property owners

3. Complete all required fields and click “Submit.” Be sure to check the box to indicate you have read and accept our terms of use and privacy policy.

Create a Service Request add a claim against your warranty HOME / CREATE A SERVICE REQUEST

---

**Contact Information**

Name <input type="text" value="Jane Doe"/>	Address <input type="text"/>
City <input type="text"/>	State <input type="text" value="Please Select.."/>
Daytime Phone <input type="text"/>	Alternate Phone <input type="text"/>
	Zip/Postal Code <input type="text"/>
	Email <input type="text" value="jdoe@test.com"/>

---

**Warranty Information**

Warranty Number  
CPG1023-1078

---

The information you have provided us will help us deliver information to you regarding our products and services.  
By checking this box, you indicate that you have read and agreed to our [terms of use](#) and [privacy policy](#). Please read these terms to understand how we protect and manage your data. Cancel Submit

---

photos of Damage  
uploading files now will help expedite the claim process.

No file chosen

---

The information you have provided us will help us deliver information to you regarding our products and services.  
By checking this box, you indicate that you have read and agreed to our [terms of use](#) and [privacy policy](#). Please read these terms to understand how we protect and manage your data. Cancel Submit

# How to submit a service request – Commercial property owners

4. You will see that your service request has been submitted and is under review. You will receive a message from the warranty administrator within 2 business days regarding a service call. If you have questions in the meantime, scroll down to send a message to the warranty administrator.

Service Request for Warranty #CPG1023-1078 resolve warranty service request

HOME / SERVICE REQUEST FOR WARRANTY #CPG1023-1078

### Homeowner Information

Name	Address	City
Test	12222 Main Street	Chicago
State	Postal Code	Daytime Phone
IL	33333	3333333333
Alternate Phone	Email	
N/A	jdoe@test.com	

### Warranty Information

Warranty Number	First Owner
CPG1023-1078	N/A

**Under Review**

### Damage Assessment

Comments

Dampness in basement

### Messages

CONVERSATIONS

less than a minute ago  
Warranty Service Request General Questions

Feeling free to ask the warranty administrator any questions that you may have.  
11:17 AM

### Activity Log

Submitted

Jane Doe (Owner) 11/12/2020 11:17 AM

### Damage Documentation


Upload Documents

No file chosen

### Attached Documents



# How to submit a transfer request

- **For residential warranties issued prior to Nov. 17, 2020:** Click this button to submit your transfer request: 
- **For commercial warranties issued prior to Nov. 17, 2020:** Email the warranty administrator at [warrantyadmin@tremcoinc.com](mailto:warrantyadmin@tremcoinc.com) to request a transfer.
- **For warranties issued on Nov. 17, 2020 or later:** On the property owner dashboard, click “Request Transfer.” (Note: Your warranty must be registered before you can submit a transfer request.)


Property Owner Dashboard manage your warranties HOME / PROPERTY OWNER DASHBOARD

Actions

[Register Warranty](#)

MY WARRANTIES

WARRANTY NUMBER	PROJECT NAME	ADDRESS	CITY	ZIP	STATE	ISSUE DATE	STATUS	MANAGE
RCPG1048-1115	test	2323 Oak	Cleveland	AK	99999	10/20/2020	Registered	<a href="#">Request Transfer</a>



# How to submit a transfer request

2. Your warranty number will auto-fill. Enter the new owner information and click “Submit.”

Warranty Transfer Request [submit a transfer request](#)

### Warranty Transfer Request

**Warranty Information**

Existing Warranty Number:  Product Name:

**New Owner Information**

Name:  Phone:

Address:  City:

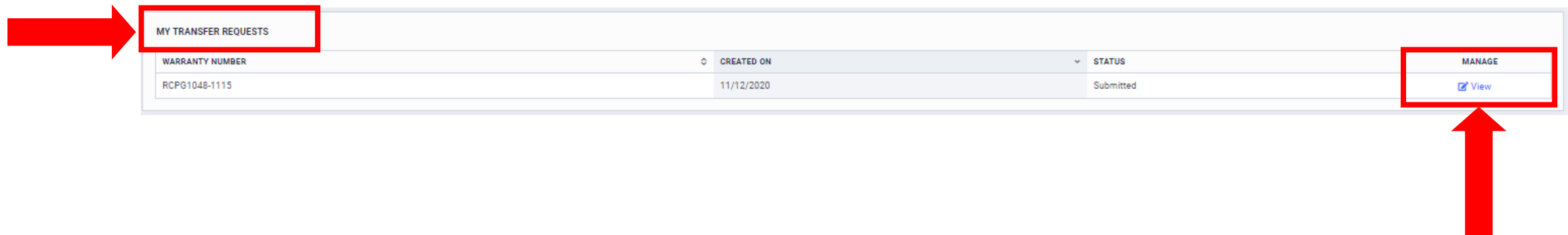
State/Province:  Postal Code:

**Notes**

Please use the space below to detail any additional information that may be provided.

# How to submit a transfer request

3. A dashboard message will confirm your transfer request successfully submitted, and you will see it listed in the Transfer area on your dashboard.
4. Once your request is reviewed by the warranty administrator, you will receive a notification regarding next steps regarding the transfer request. Follow the on-screen prompts to complete the transfer.




# How to submit a courtesy warranty search request

If you cannot locate your warranty, you may need to request a courtesy warranty search.

1. From the portal login page, click “Property Owner.”
2. When the login fields open, scroll down and click “Request courtesy warranty search.”

Welcome to the  
Warranty Services Portal

Providing warranty services for:



[Distributor/Applicator](#) [Property Owner](#) [Employee](#)

Use this portal to:

- Register my warranty
- Request warranty service
- Download my warranty
- Request a courtesy warranty search

Sign In

Email

Password

[Forgot 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.

[Click here to begin](#)

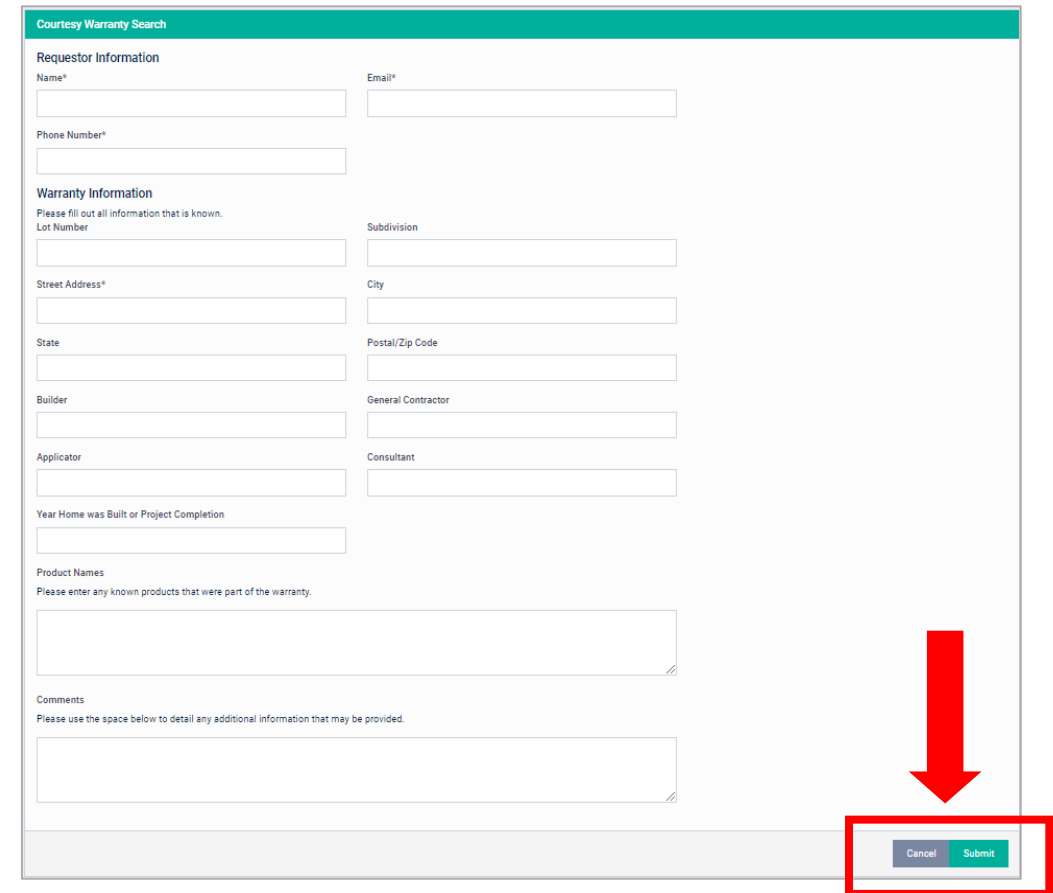
[Request courtesy warranty search](#)

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

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# How to submit a courtesy warranty search request

3. Complete the fields on the form and click “Submit.”
4. A message will appear, confirming that your request was received, and the warranty administrator will contact you within three business days.



The screenshot shows a web form titled "Courtesy Warranty Search". The form is divided into two main sections: "Requestor Information" and "Warranty Information".

**Requestor Information:**

- Name\* (text input)
- Phone Number\* (text input)
- Email\* (text input)

**Warranty Information:**

Please fill out all information that is known.

- Lot Number (text input)
- Subdivision (text input)
- Street Address\* (text input)
- City (text input)
- State (text input)
- Postal/Zip Code (text input)
- Builder (text input)
- General Contractor (text input)
- Applicator (text input)
- Consultant (text input)
- Year Home was Built or Project Completion (text input)

**Product Names:**

Please enter any known products that were part of the warranty.

**Comments:**

Please use the space below to detail any additional information that may be provided.

At the bottom right of the form, there are two buttons: "Cancel" and "Submit". A red arrow points down to the "Submit" button, which is also enclosed in a red rectangular box.

## Courtesy Search Request Submitted

HOME / COURTESY SEARCH REQUEST SUBMITTED

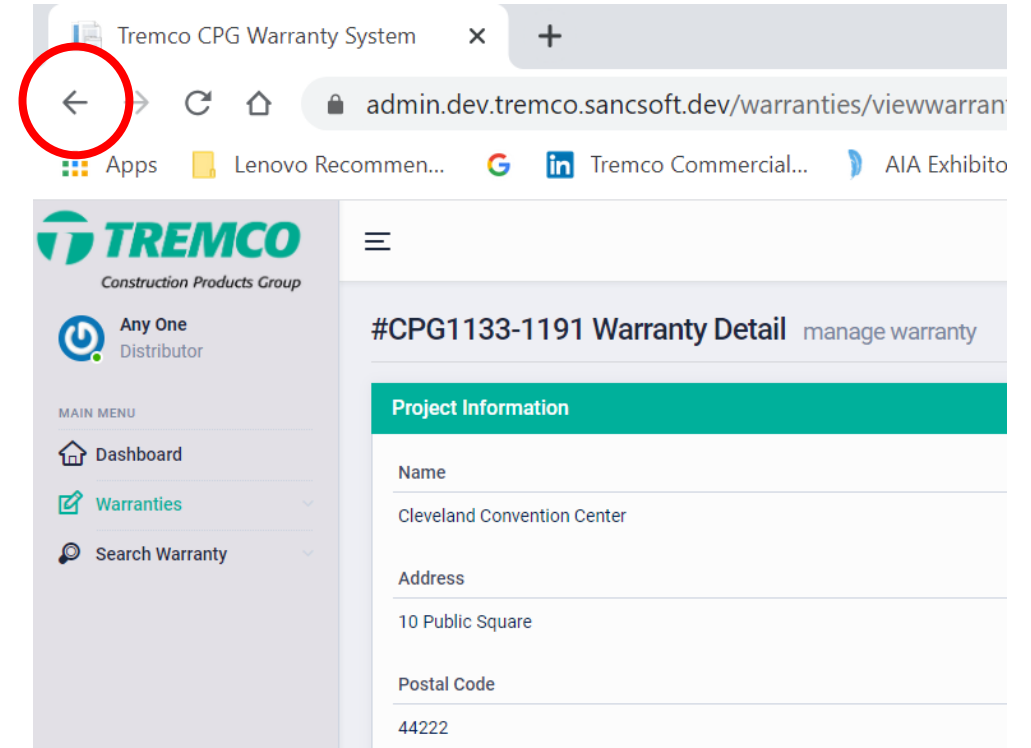
We have received your request for a Courtesy Warranty Search. Please note that while we will make every effort to find your warranty, it is possible that no warranty will be uncovered for your address. The Warranty Administrator will contact you within 3 business days with either your warranty number or with further instructions to locate your warranty through other means.

[Login](#)

**Miscellaneous:  
Keyboard tips,  
Internet browsers and  
mobile devices**

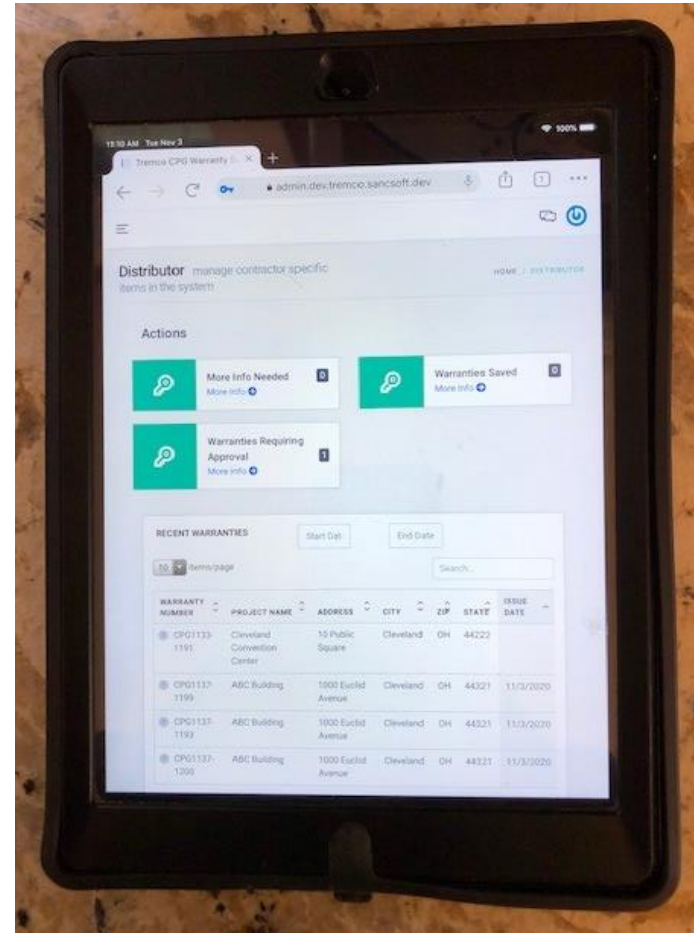
## Keyboard and searches

- Use your browser's back arrow key to go to a previous screen.
- Use the TAB key on your keyboard to advance to the next field.
- On searches, use the ENTER key on your keyboard to execute the search.
- When searching a warranty number, DON'T include the letter prefix. Search just by project number, or the warranty DO include the hyphen: **1133-1191**.



## Devices and Internet Browsers

- Warranty Services Portal is mobile responsive for cell phones and tablets.
- Supports all browsers (NOTE: Microsoft no longer supports or provides updates for Internet Explorer; therefore, IE is NOT recommended.)
- Be sure to allow pop-ups for this website in your internet browser settings.





**POWER of ONE**

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



## Welcome to the Warranty Services Portal

Providing warranty services for:



Distributor/Applicator

Property Owner

Employee

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

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*Euclid Chemical is a Tremco Products Group affiliate.*

# QUESTIONS?

**Contact Us:**

[warrantyadmin@tremcoinc.com](mailto:warrantyadmin@tremcoinc.com)