

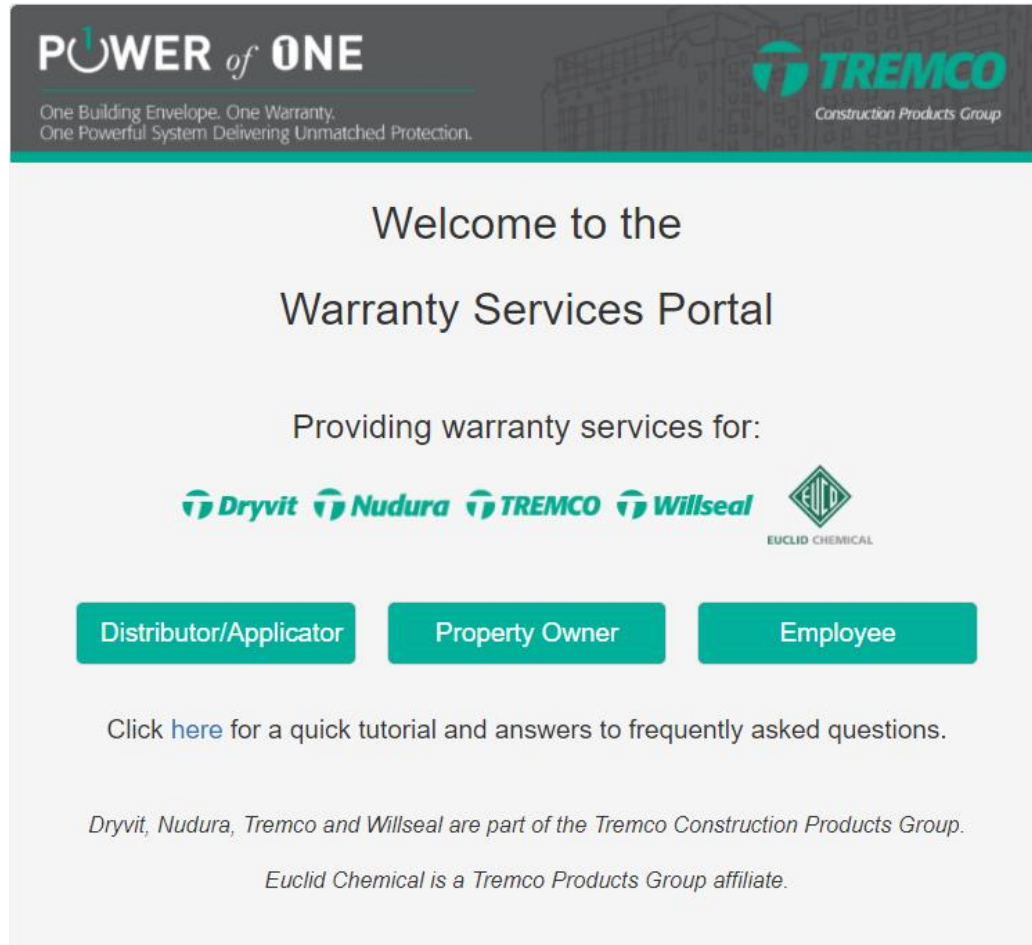
Tremco CPG Warranty Services Portal Tutorial & User Guide

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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 slogan "POWER of ONE" with the tagline "One Building Envelope. One Warranty. One Powerful System Delivering Unmatched Protection." To the right is the Tremco logo and "Construction Products Group". 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", "Property Owner", and "Employee". At the bottom, there is a link to a tutorial and a note that Dryvit, Nudura, Tremco, and Willseal are part of the Tremco Construction Products Group, and Euclid Chemical is a Tremco Products Group affiliate.

Online System for All Tremco CPG Warranty Activities

For Customers:

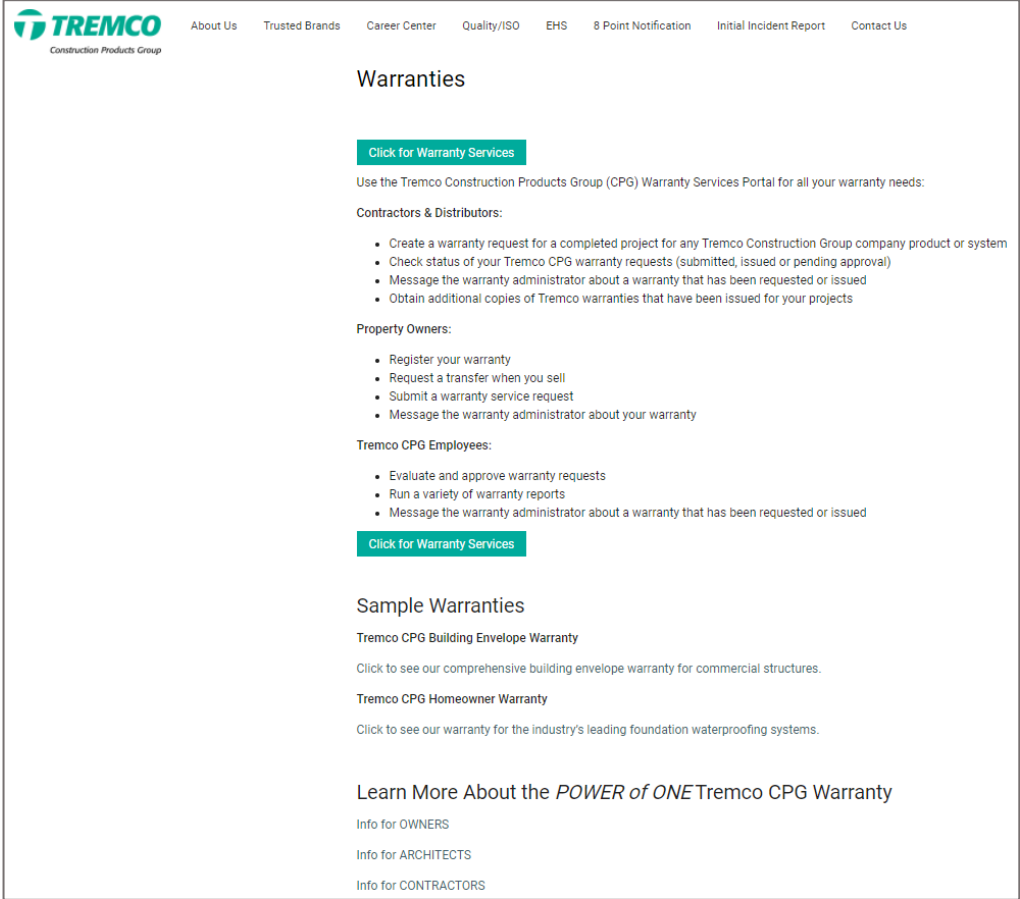
- Replaces Tremco legacy systems SWISE and WISE
- Create a warranty request for a completed project
- Check status of Tremco CPG warranty requests that have been saved, submitted, issued or pending approval (commercial warranties only)
- Message the warranty administrator about a warranty
- Obtain additional copies of issued warranties

For Property Owners:

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

Where to access: There are many ways to access the system

Direct link: <https://warranties.tremcocpg.com>



The screenshot shows the 'Warranties' page on the Tremco Construction Products Group website. The page features a navigation menu at the top with links for 'About Us', 'Trusted Brands', 'Career Center', 'Quality/ISO', 'EHS', '8 Point Notification', 'Initial Incident Report', and 'Contact Us'. The main heading is 'Warranties', followed by a green button labeled 'Click for Warranty Services'. Below this, a paragraph states: 'Use the Tremco Construction Products Group (CPG) Warranty Services Portal for all your warranty needs:'. The page is divided into three user categories: 'Contractors & Distributors', 'Property Owners', and 'Tremco CPG Employees', each with a list of actions. A second green button 'Click for Warranty Services' is located below the employee list. The page also includes sections for 'Sample Warranties' with links for 'Tremco CPG Building Envelope Warranty' and 'Tremco CPG Homeowner Warranty', and a section titled 'Learn More About the POWER of ONETremco CPG Warranty' with links for 'Info for OWNERS', 'Info for ARCHITECTS', and 'Info for CONTRACTORS'.

TREMCO
Construction Products Group

About Us Trusted Brands Career Center Quality/ISO EHS 8 Point Notification Initial Incident Report Contact Us

Warranties

[Click for Warranty Services](#)

Use the Tremco Construction Products Group (CPG) Warranty Services Portal for all your warranty needs:

Contractors & Distributors:

- Create a warranty request for a completed project for any Tremco Construction Group company product or system
- Check status of your Tremco CPG warranty requests (submitted, issued or pending approval)
- Message the warranty administrator about a warranty that has been requested or issued
- Obtain additional copies of Tremco warranties that have been issued for your projects

Property Owners:

- Register your warranty
- Request a transfer when you sell
- Submit a warranty service request
- Message the warranty administrator about your warranty

Tremco CPG Employees:

- Evaluate and approve warranty requests
- Run a variety of warranty reports
- Message the warranty administrator about a warranty that has been requested or issued

[Click for Warranty Services](#)

Sample Warranties

Tremco CPG Building Envelope Warranty

Click to see our comprehensive building envelope warranty for commercial structures.

Tremco CPG Homeowner Warranty

Click to see our warranty for the industry's leading foundation waterproofing systems.

Learn More About the *POWER* of ONETremco CPG Warranty

Info for OWNERS

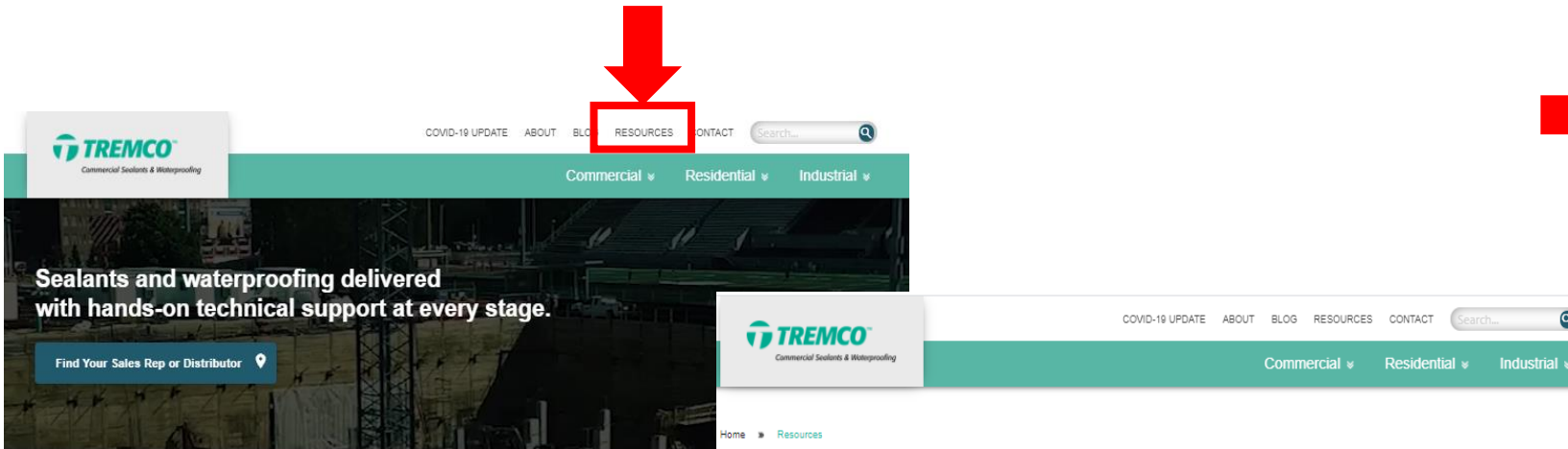
Info for ARCHITECTS

Info for CONTRACTORS

Where to access

Tremco CSW website warranties page:

<https://www.tremcosealants.com/warranties/>



One hand to shake, from design to in-field or in-plant.

We understand that every successful project and your reputation rely on the right material selections and the proper detailing to avoid costly leaking. Work with us as your technical partner to help simplify specification, installation and reduce liability.

» Let Us Help You



Resources

CHOOSE FROM ONE OF THE RESOURCES BELOW

Resource Center »

Order samples, literature, customized binders, and branded apparel.

Document Library »

Search for technical documents by document type or filter by product category.

Submittal Builder »

Quickly and easily build a package of documents by products then save or send your submittal.

Technical Resources »

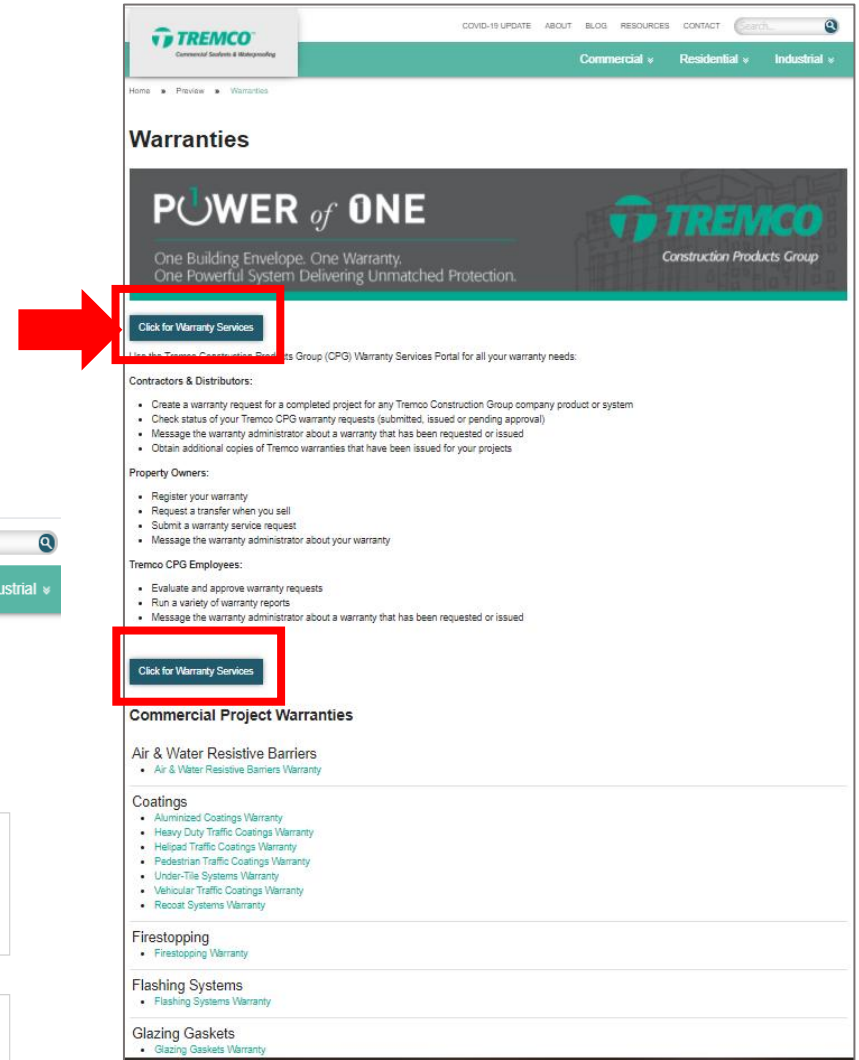
Calculators, engineering judgment request forms, or find answers in our list of frequently asked questions.

Warranties »

Choose from a wide variety of standard warranties for your project.

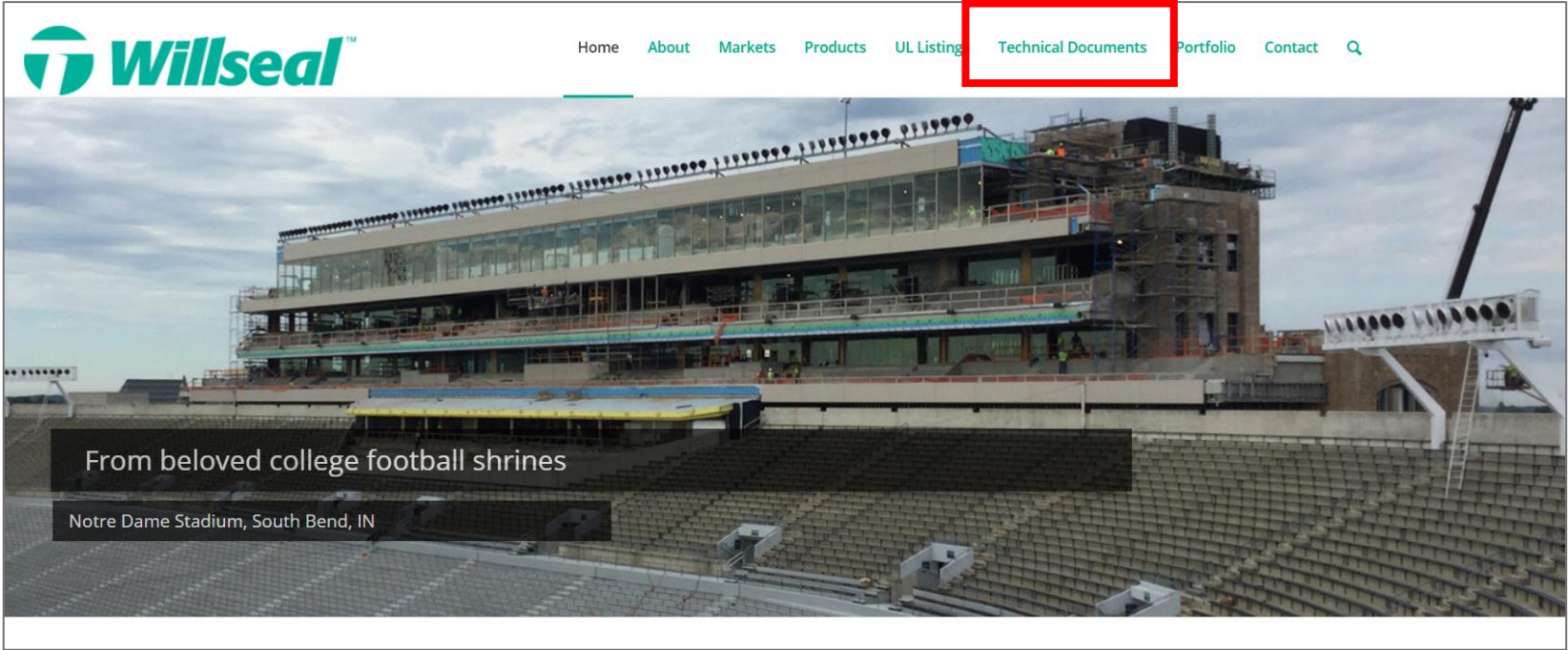
Continuing Education »

Tremco offers over a library of over 30 Continuing Education Units (CEUs) approved by the American Institute of Architects (AIA).



Where to access

Willseal website “Technical Resources” tab: <https://willseal.com/technical-resources/>
(formerly “Technical Documents” tab)



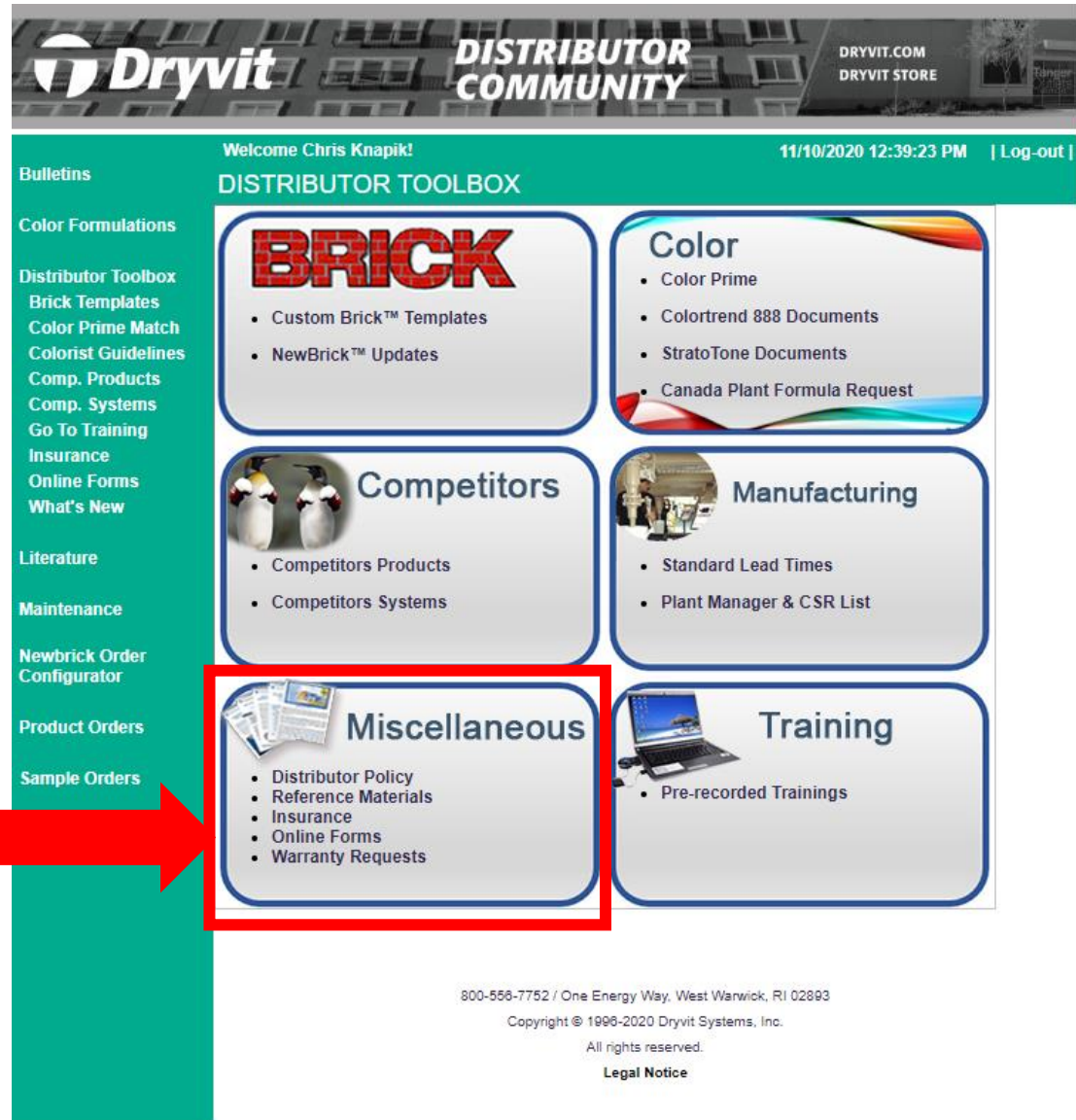
Where to access

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
Copyright © 1996-2020 Dryvit Systems, Inc.
All rights reserved.
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 red 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 >](#)

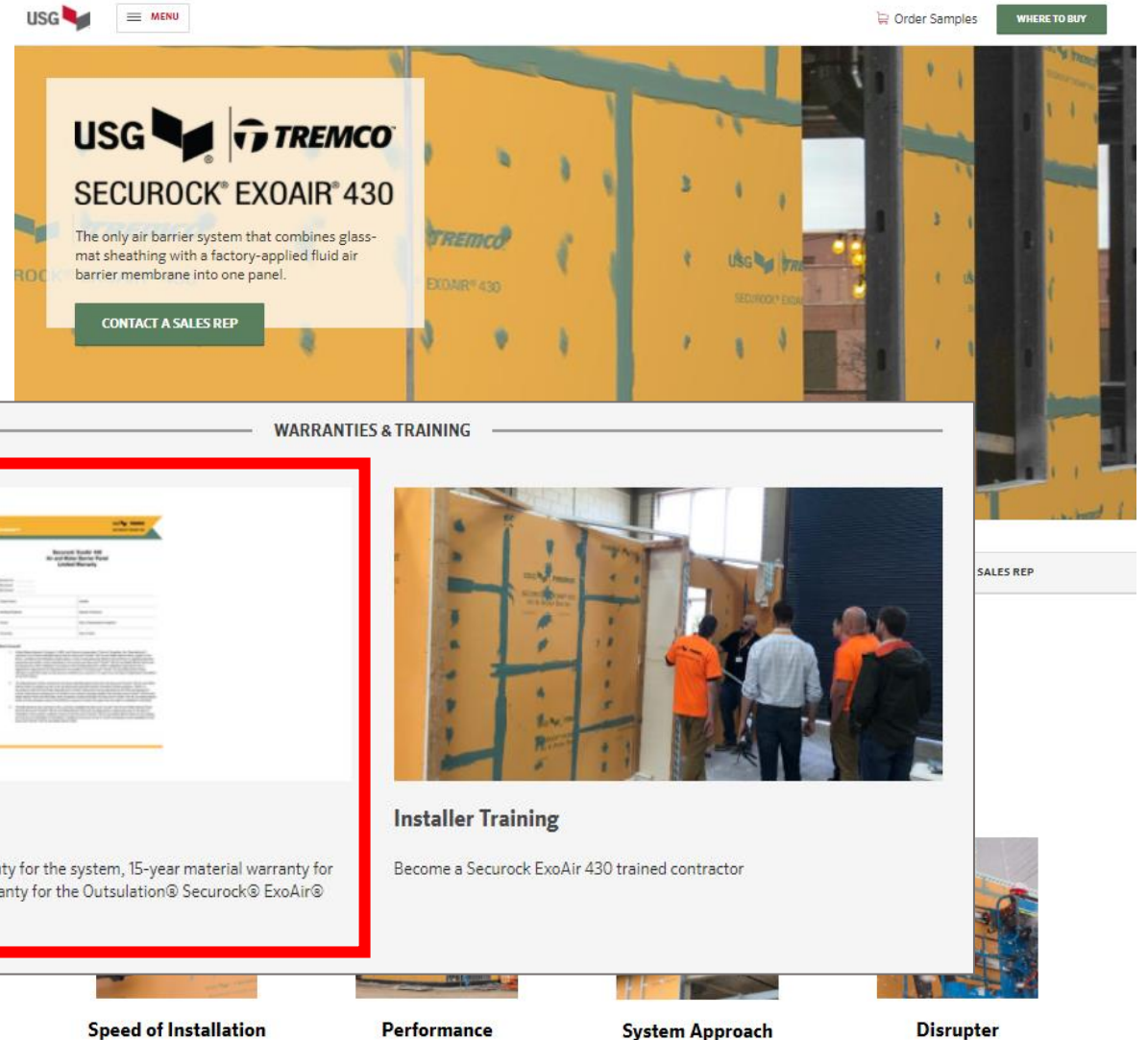
The **Warranty System** card is highlighted with a red border, and a large red arrow points to it from the right.

Where to access

Securock® ExoAir® 430* landing page:
Securockexoair.com

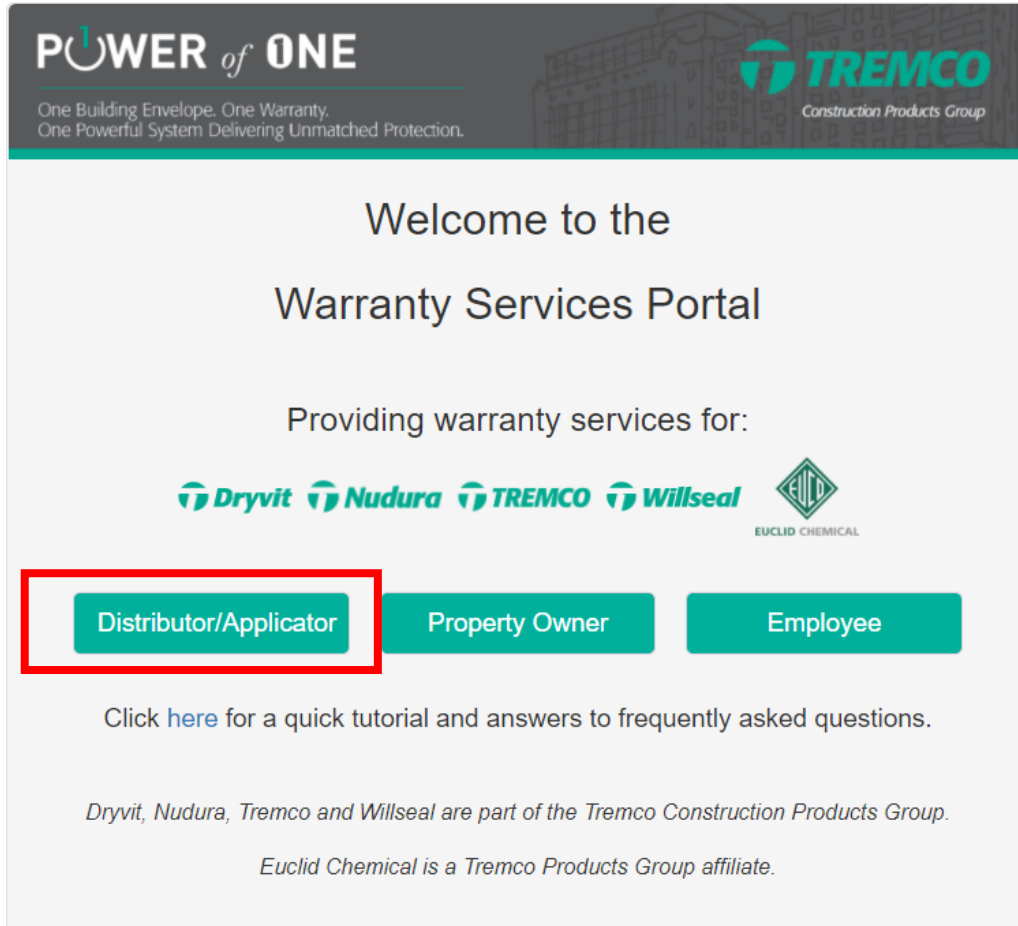
- On the landing page, scroll down to the Warranties & Training section.
- Click Warranties.
- Click “Request a Warranty.”

**Securock ExoAir 430 system is comprised of two proven products - USG Securock® Brand UltraLight Glass-Mat Sheathing and Tremco ExoAir® 430 Fluid-Applied Membrane - an all-in-one system.*



The trademarks USG, SECUROCK, the USG logo, and related marks are trademarks of USG Corporation or its affiliates. The trademarks Tremco and ExoAir are trademarks of Tremco Incorporated.

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



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.

The screenshot shows the "Sign In" form. It has a red border. The form includes an "Email" field with the text "amanno@tremcoinc.com", a "Password" field with masked characters ".....", a "Forgot password?" link, a "Remember My Login" checkbox, and a "Login" button. Below the form, there is a "Request a user account" button and a link to a tutorial. At the bottom, it notes that Dryvit, Nudura, Tremco, and Willseal are part of the Tremco Construction Products Group, and Euclid Chemical is an 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.

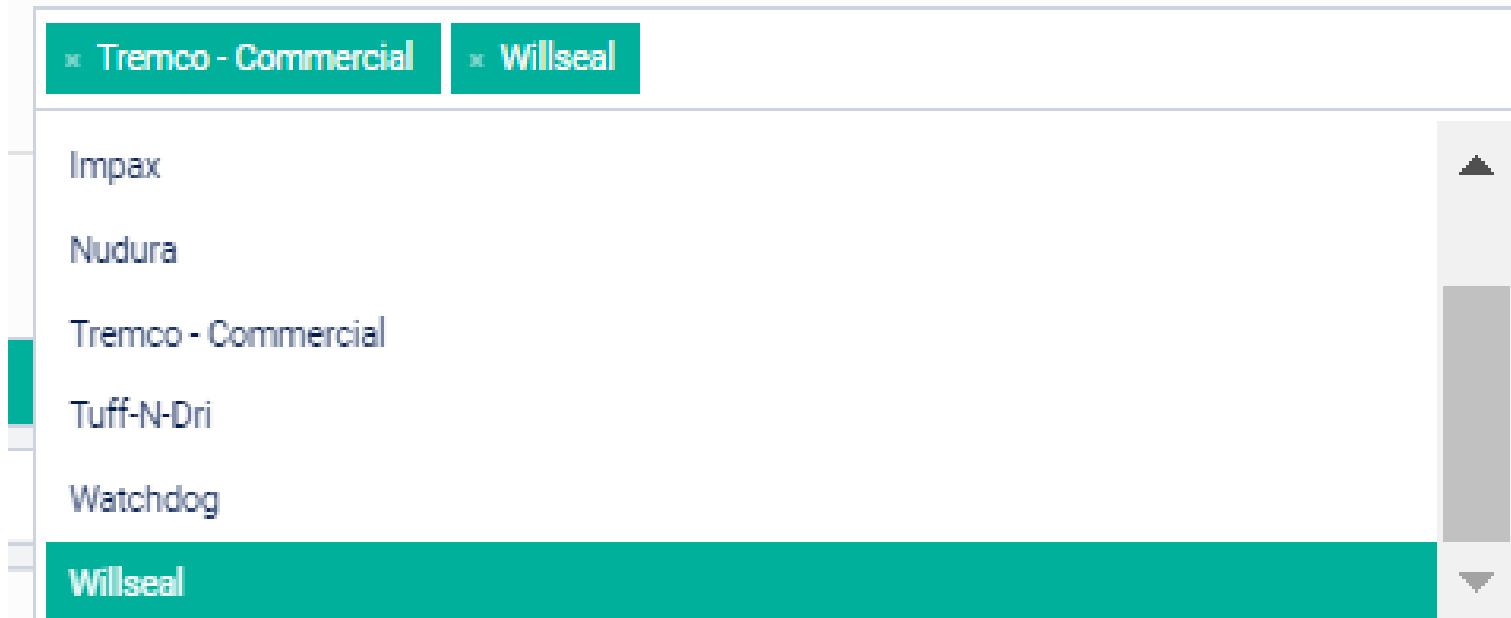
Submit

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.
2. Multiple selections are allowed. Scroll down to see full list.

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



The screenshot shows a multi-select dropdown menu. At the top, two teal tags with white text and an 'x' icon are visible: 'Tremco - Commercial' and 'Willseal'. Below the tags is a list of brand names: 'Impax', 'Nudura', 'Tremco - Commercial', 'Tuff-N-Dri', 'Watchdog', and 'Willseal'. The 'Willseal' option at the bottom is highlighted in teal. A vertical scrollbar is on the right side of the list.

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).

The screenshot shows the 'Warranty Services Portal' for the 'POWER of ONE' brand, part of the 'TREMCO Construction Products Group'. The page is titled 'Welcome to the Warranty Services Portal' and lists the brands it serves: Dryvit, Nudura, TREMCO, Willseal, and Euclid Chemical. There are three user role buttons: 'Distributor/Applicator', 'Property Owner', and 'Employee'. Below these is a list of services available through the portal, such as 'Request warranties' and 'Register your warranty'. At the bottom, there is a 'Sign In' section with fields for 'Email' (containing 'amanno@tremcoinc.com') and 'Password'. A red arrow points to a 'Forgot password?' link located below the password field.

Change password:

This screenshot shows a user profile card for 'Anne Manno'. At the top right of the card is a blue account icon, which is highlighted with a red box. Below the name, there are two menu items: 'My Account' and 'Sign Out'. The 'My Account' item is also highlighted with a red box.

Manage account

This screenshot shows a 'Manage account' menu. The 'Change Password' option is listed and highlighted with a red box.

System dashboards by user type

System dashboards

Dashboards vary by user type:

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

System dashboards

Distributor dashboard

Messages and account icons

Navigation pane

Quick actions

TREMCO
Construction Products Group

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	View
CPG1165-1242	Erin Dobies	10803 Ravenna Road	Mantua	OH	44255		Submitted	View
CPG1041-1267	Key Tower	85 Public Square	Cleveland	OH	44106		Submitted	View
CPG1095-1163	Test Project- Euclid Chem	123 Street Address	Cleveland	OH	44110		Not Submitted	View
CPG1099-1166	Harpers Place	33275 East 44th Street	Parma	OH	44125		Submitted	View
CPG1022-1076	Euclid Chemical Building Project	1000 Walnut Street	Chicago	IL	33333		Pending Approval	View
CPG1013-1162	Test	12222 Main Street	City	OH	34334		Pending Approval	View
CPG1162-1234	Lakewood Public Library Madison Expansion and Renovation	3229 Madison Ave	Lakewood	OH	44107		Submitted	View
CPG1063-1126	Testing - BEST Project2 - Sample	111	ABC	ID	83702		Not Submitted	View
CPG1017-1219	Euclid Project	3735 Green Road	Beachwood	OH	44122		Submitted	View

Showing 1 to 10 of 232 entries

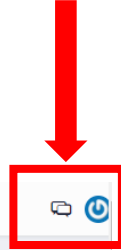
Previous 1 2 3 4 5 ... 24 Next

Recent warranty requests from all users in your company

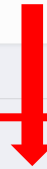
System dashboards

Contractor dashboard

Messages and account icons



Quick actions



Navigation pane



TREMCO
Construction Products Group

Will Shakespeare
Contractor/Applicator

MAIN MENU

- Dashboard
- Warranties
- Search Warranty
- Service Requests
- Companies

Contractor/Applicator manage contractor specific items in the system

HOME / CONTRACTOR/APPLICATOR

Actions

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

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	View
CPG1133-1222	Cleveland Convention Center	10 Public Square	Cleveland	OH	44222		More Info Needed	View
CPG1133-1191	Cleveland Convention Center	10 Public Square	Cleveland	OH	44222		Pending Approval	View
CPG1140-1236	Wellness Center	2355 State Street	Murfreesboro	TN	35952		Submitted	View
CPG1116-1182	Cleveland Museum of Art	11150 East Blvd	Cleveland	OH	44106	10/29/2020	Registered	View PDF
CPG1116-1180	Cleveland Museum of Art	11150 East Blvd	Cleveland	OH	44106	10/29/2020	Issued	View PDF
CPG1137-1199	ABC Building	1000 Euclid Avenue	Cleveland	OH	44321	11/3/2020	Issued	View PDF
CPG1142-1207	State University - New Dormitory	55555 Campus Avenue	Columbus	OH	43222	11/3/2020	Registered	View PDF
CPG1137-1193	ABC Building	1000 Euclid Avenue	Cleveland	OH	44321	11/3/2020	Issued	View PDF
CPG1137-1200	ABC Building	1000 Euclid Avenue	Cleveland	OH	44321	11/3/2020	Issued	View PDF

Showing 1 to 10 of 46 entries

Previous 1 2 3 4 5 Next

Recent warranty requests from all users in your company



System dashboards

Owner dashboard

Navigation pane

Quick action:
Register your warranty

Messages and
account icons

Request service
or transfer

Download PDF

Previous
service
and
transfer
requests

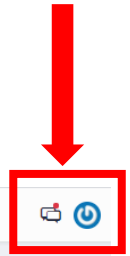
The screenshot shows the Tremco Property Owner Dashboard. The navigation pane on the left includes the Tremco logo, user profile (Jane Doe, Owner), and a main menu with a 'Dashboard' link. The main content area is titled 'Warranty info' and includes a 'Property Owner Dashboard' header with a 'Manage your warranties' link. A 'Quick action' button labeled 'Register Warranty' is highlighted. Below this is a table of 'MY WARRANTIES' with columns for Warranty Number, Project Name, Address, City, Zip, State, Issue Date, and Status. A 'Download PDF' button is highlighted for the first warranty record. To the right of the table is a 'MANAGE' section with '+ Request Service' and 'Request Transfer' buttons. Below the warranty table are sections for 'MY WARRANTY SERVICE REQUESTS' and 'MY TRANSFER REQUESTS', both showing 'No matching records found'. In the top right corner, there are icons for messages and account settings. The bottom right corner features the Tremco logo and 'Construction Products Group' text.

WARRANTY NUMBER	PROJECT NAME	ADDRESS	CITY	ZIP	STATE	ISSUE DATE	STATUS
CPG1023-1078	Tremco CPG Test Project	12222 Main Street	Chicago	IL	33333	10/16/2020	Registered

System dashboards

Tremco CPG company employee dashboard

Messages and account icons



Quick actions



Actions

- Warranties Requiring Approval 10 [More Info](#)
- Warranty Service Requests 0 [More Info](#)

Navigation pane



TREMCO
Construction Products Group

John Sullivan
Sales

MAIN MENU

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

RECENT WARRANTIES

Start Date: End Date:

10 items/page

CREATED	WARRANTY NUMBER	PROJECT NAME	ADDRESS	CITY	ZIP	STATE	ISSUE DATE	STATUS	MANAGE
11/11/2020 3:47:47 PM	S-CPG1173-1285	Stephanie Lengel	23150 Commerce Park	Beachwood	OH	44122		Submitted	View
11/11/2020 3:14:58 PM	CPG1172-1284	Stephanie Lengel	23150 Commerce Park	Beachwood	OH	44122		Submitted	View
11/11/2020 3:02:03 PM	CPG1172-1283	Stephanie Lengel	23150 Commerce Park	Beachwood	OH	44122		Submitted	View
11/11/2020 2:56:57 PM	CPG1172-1282	Stephanie Lengel	23150 Commerce Park	Beachwood	OH	44122		Submitted	View
11/11/2020 2:53:05 PM	CPG1172-1281	Stephanie Lengel	23150 Commerce Park	Beachwood	OH	44122		Submitted	View
11/10/2020 10:45:23 PM	CPG1041-1280	Key Tower	85 Public Square	Cleveland	OH	44106	11/11/2020	Issued	View PDF
11/10/2020 10:44:33 PM	CPG1041-1279	Key Tower	85 Public Square	Cleveland	OH	44106	11/11/2020	Issued	View PDF
11/10/2020 8:31:08 PM	CPG1041-1278	Key Tower	85 Public Square	Cleveland	OH	44106	11/11/2020	Issued	View PDF
11/10/2020 8:24:43 PM	CPG1041-1277	Key Tower	85 Public Square	Cleveland	OH	44106	11/11/2020	Issued	View PDF
11/10/2020 8:24:10 PM	CPG1041-1276	Key Tower	85 Public Square	Cleveland	OH	44106	11/11/2020	Issued	View PDF

Showing 1 to 10 of 234 entries

Previous 1 2 3 4 5 ... 24 Next

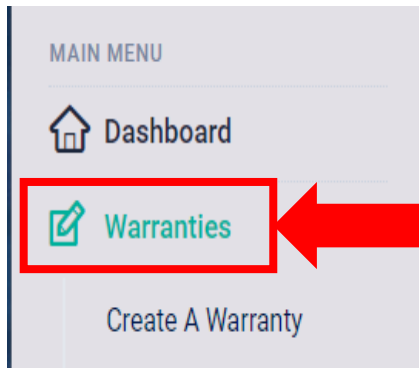
Recent warranty activity within the portal



Creating warranties: Commercial projects

Creating warranties

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



Create Project create a project HOME / PROJECTS / CREATE PROJECT

Project Information

*All fields in the Project Information section are required.

Basic Info

Name: ABC Building Project Type: New Date of Project Substantial Completion (For RESIDENTIAL: Date of Product Application): 09/30/2020

Project Location Info

Address: 1000 Euclid Avenue

City: Cleveland State/Province: OH Postal Code: 44321

Building Info

Lot Description, Parcel Number and/or Subdivision: Enter "N/A" if this does not apply. Building Elevation (Stories): 10

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 the 'Create Project' form with the following fields and values:

- Project Information**
 - Name: ABC Building (highlighted with a red box and arrow)
 - Project Type: New
 - Date of Project Substantial Completion (For Product Application): 09/30/2020
- Project Location Info**
 - Address: 1000 Euclid Avenue
 - City: Cleveland
 - State/Province: OH
 - Postal Code: 443
- Building Info**
 - Lot Description, Parcel Number and/or Subdivision: Enter "N/A" if this does not apply. (highlighted with a red box and arrow)
 - Building Elevation (Stories): 10
- Building Type**
 - Condo Unit
 - Commercial
 - Airport (highlighted with a red box and arrow)
 - Apartment/Condominium
 - Athletic Play Surface
 - Casino
 - Convention Center

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

Creating warranties

- 4. Enter additional information for commercial projects if applicable.
- 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

State/Province Zip/Postal Phone

Architect/Engineer

Name Address City

State/Province Zip/Postal Phone

Construction Manager

Name Address City

State/Province Zip/Postal Phone

Creating warranties

6. 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.
7. 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 automatically fills from project information. Edit as needed. NOTE: If you added to an existing project, project and owner information cannot be changed.

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="ABC Building"/>	<input type="text"/>
Address	City
<input type="text" value="1000 Euclid Avenue"/>	<input type="text" value="Cleveland"/>
State/Province	Postal Code
<input type="text" value="OH"/>	<input type="text" value="44321"/>

Creating warranties

11. Select product category and subcategory.

The image shows two screenshots of a software interface. The left screenshot, titled "Product Information", shows a "Product Category" dropdown menu with "Traffic Coatings" selected. The right screenshot, titled "Product Sub-Category", shows a dropdown menu with "xVehicular Systems" selected, and a list of subcategories including "Helipad System", "Pedestrian Systems", "Recoat - PUMA Technology Systems", "Recoat - Urethane Systems", "Under-Tile System", and "Vehicular Systems", with "Vehicular Systems" highlighted.

Can't find a product?

If you have 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
- 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

sq ft

Vulkem Urethane Systems

sq ft

Vulkem EWS PUMA Technology System

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 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 where the user should enter the amount.

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 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. At the top, there is a field labeled "Contractor/Trained Applicator*" with a dropdown menu currently showing "Select Contractor". Below it is a field labeled "Distributor*" with a dropdown menu showing "×TEST DISTRIBUTOR". A red arrow points from the "Select Contractor" dropdown to a second dropdown menu below. This second dropdown menu is titled "Type Of Use" and has a search bar containing the text "primc". Below the search bar is a list of contractor names: "Primo Construction - Cleveland, OH" (highlighted in green), "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. Click box(es) for other special requests. A 2-year applicator's agreement will be required for workmanship and J&S warranties.
23. Enter any special notes or requests in the text box.
24. Upload specifications and/or other documents as needed.

Special Requests – For COMMERCIAL PROJECT WARRANTIES ONLY

Consultant

Consultant (optional)

Consultant

Special Requests & Instructions (FOR COMMERCIAL PROJECT WARRANTIES ONLY)

Please use the space below to detail any special warranty requests (for example, joint & several warranties or extended terms). These will be reviewed by the warranty administrator and management, as appropriate, and you will be notified with a message through this Tremco CPG Warranty Services Portal if more information is required.

For NDJ warranties, specifications are REQUIRED. For Workmanship and Joint & Several warranties, specifications AND a 2-year workmanship warranty from the applicator are required. Click the Choose Files button below to upload specifications, applicator warranty and any other related documentation.

No Dollar Limit Warranty

Workmanship Warranty

Joint & Several Warranty

This is a note about the special request for this warranty.

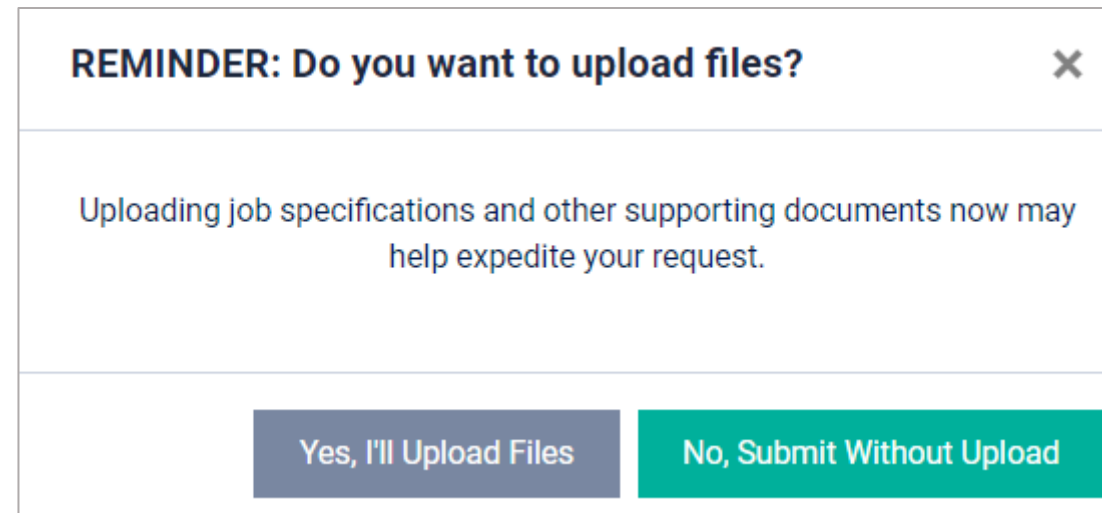
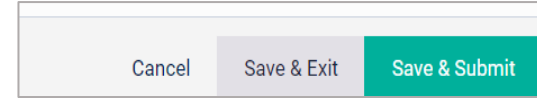
Specifications/File Upload

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.**

Choose Files No file chosen

Creating warranties

- 25. Click “Save and Exit” if you are not ready to submit the warranty request for processing. OR click “Save and Submit.” 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 the project management interface for '#1137) ABC Building'. A green success message 'Success: Warranty successfully added.' is highlighted with a red box and a red arrow pointing to it from the left. Below this, the 'Project Information' section shows a table with the following data:

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

A 'View Project Details' button is located below the table. To the right of the project information, a '+ Add A Warranty' button is highlighted with a red box and a red arrow pointing to it from the right. Below this, the 'Warranties' section shows a table with the following data:

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

The 'View' button in the 'MANAGE' column of the warranty table is highlighted with a red box and a red arrow pointing to it from the right. The interface also includes a search bar, a pagination control showing 'Showing 1 to 1 of 1 entries', and a 'Previous 1 Next' navigation bar.

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: Linda Wendel Phone: () - -

Address: 23150 Commerce Park City: Stow


State/Province: OH Postal Code: 44224

Product Information

Product Category: Air Barriers

Product Sub-Category: 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	View
CPG1137-1199	Joinery & Sealants	Expansion Joints + Urethane or Epoxy Traffic Coating System	Submitted	15	11/3/2020	TBD	View
CPG1137-1193	Traffic Coatings	Vehicular Systems	Submitted	5	11/2/2020	TBD	View

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 that the Vehicular Traffic Coating System (Common Applications: Drive lanes, parking areas, etc.) will not crack due to normal exposure or normal expansion/contraction 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 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

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.) will not crack due to normal exposure or normal expansion/contraction 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 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 CPB 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 CPB 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 CPB 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:
Residential projects &
brands (TUFF-N-DRI,
WATCHDOG, IMPAX,
ENFORCE)**

How to create a 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 includes a sidebar with navigation options: Dashboard, Warranties, Search Warr, Service Requests, and Companies. The main form is divided into sections: 'Project Information', 'Project Location Info', and 'Building Info'. The 'Basic Info' section is highlighted with a red box, and a red arrow points to the 'Name' field. The 'Project Location Info' section includes fields for Address, City, State/Province (set to AK), and Postal Code. The 'Building Info' section includes fields for Lot Description, Parcel Number and/or Subdivision, and Building Elevation (Stories). The 'Building Type' dropdown menu is open, showing 'Residential' and 'Commercial' categories. Under 'Residential', 'Single Family Home' is selected. Under 'Commercial', 'Condo Unit' is listed.

How to create a warranty

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

The screenshot shows a web form titled "Create Project" with a breadcrumb "HOME / PROJECTS / CREATE PROJECT". The form is divided into several sections: "Project Information", "Basic Info", "Project Location Info", "Building Info", and "For Commercial Projects Only". The "For Commercial Projects Only" section is highlighted with a red border and a large red "X" over it, indicating it should be skipped. A red arrow points from the text "Skip the 'For Commercial Projects Only' area." to this section. At the bottom right, another red arrow points to the "Continue" button.

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/Postal Phone

Construction Manager

Name Address City

State/Province Zip/Postal Phone

Cancel Continue

How to create a 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 managing a project. The left sidebar 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 at the top reads 'Success: Project successfully created.' Below this is a 'Project Information' section with a 'Basic Info' table:

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 '+ Add A Warranty' button highlighted with a red box and a red arrow pointing to it from the right. Below the button is a table with columns: WARRANTY NUMBER, CATEGORY, TYPE, STATUS, AREA, YEARS, EFFECTIVE DATE, and MANAGE. The table currently contains no data, with the message 'No data available in table' displayed. The page also includes a search bar, a dropdown for '10 items/page', and 'Previous' and 'Next' navigation buttons.

How to create a 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 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 warranty

- 17. Product Installation Completion Date will auto-fill from the date entered on the Project screen.
- 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.

Additional Warranty Info

Product Installation Completion Date*

11/02/2020

Email To*

amanda.helber@gmail.com

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

Consultant (optional)

Consultant

How to create a 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 for "Special Requests (FOR COMMERCIAL PROJECT WARRANTIES ONLY)" with instructions and a "Choose" button. There are three radio button options: "Dollar Limit Warranty", "Workmanship Warranty", and "Joint & Several Warranty". A "Specifications" section follows with a "Browse..." button and a note: "For all Euclid Chemical product warranties, a copy of the invoice must be uploaded. Click to upload a file." 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 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 displays a web application interface for managing projects. At the top, the breadcrumb navigation shows "(#1135) Sunshine PI" and "manage project". A green success message bar at the top reads "Success: Warranty successfully added." Below this, the "Project Information" section 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


A "View Project Details" button is located below the table. 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	View PDF

The "MANAGE" column for the first entry contains "View" and "PDF" links. A red arrow points to the "View" link. The page also includes a search bar, a "10 items/page" dropdown, and pagination controls showing "Showing 1 to 1 of 1 entries".

View your created warranty





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:



View your created 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

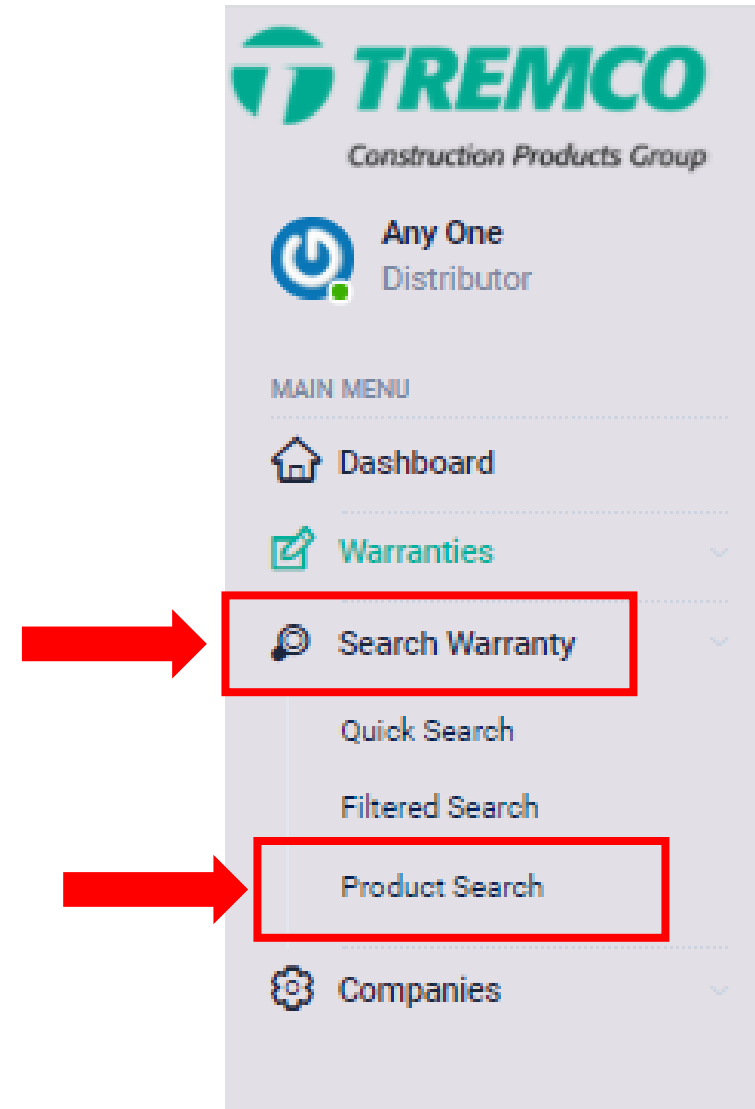
Product(s):	TUFF-N-DRI System 30 Year Warranty	Date of Product Installation:	10/27/2020
Square Footage:		Warranty Term:	30
Contractor/Applicator Name:	Zander Solutions, LLC	Warranty Expiration Date:	10/27/2050
Contractor/Applicator Address:	421 S. Nine Mound Road Verona, WI, 53593	Dollar per Square Foot/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



Product searches (for commercial warranties)

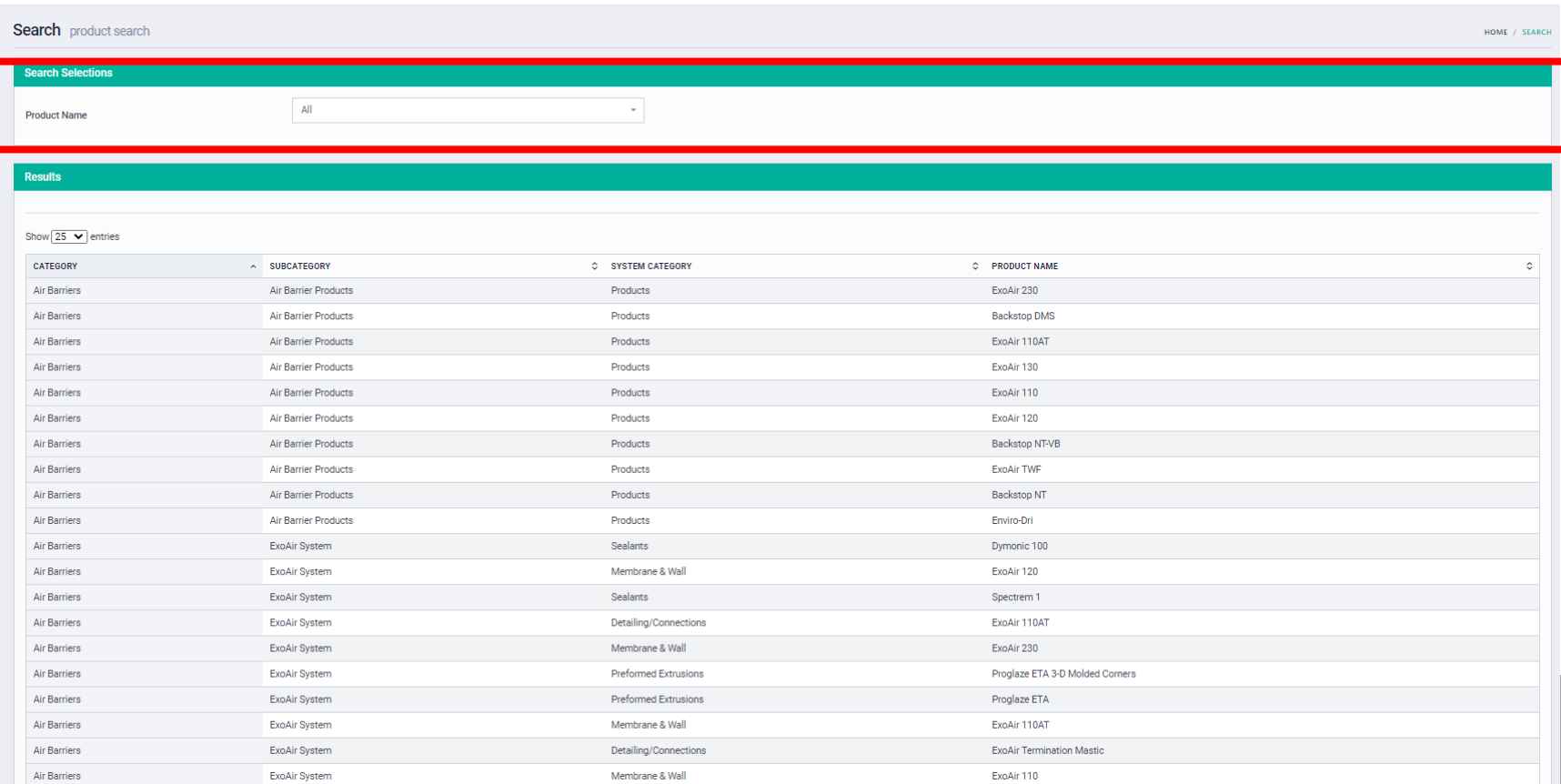
How to do a product search

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



How to do a product search

3. Type the product name in the search bar and hit the “Enter” key on your keyboard 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

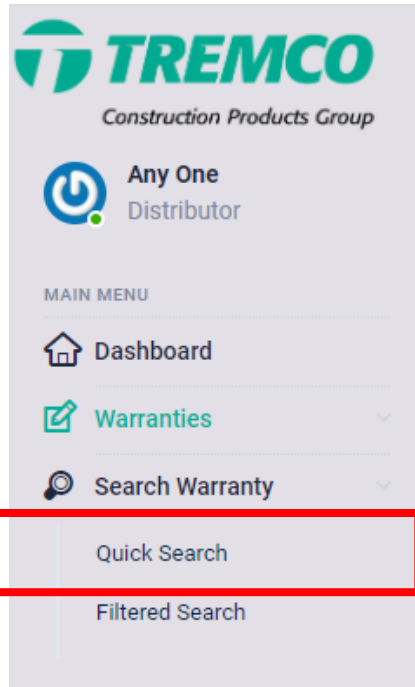
CATEGORY	SUBCATEGORY	SYSTEM CATEGORY	PRODUCT NAME
Waterproofing - Sheet Applied	Paraseal Systems	Membrane	Paraseal

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 page title is 'Quick Search quick warranty search'. The breadcrumb trail is 'HOME / PROJECTS / QUICK SEARCH'. The main content area is titled 'Warranty Search Selections' and contains a search input field. 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	View
CPG1137-1193	1137	ABC Building	1000 Euclid Avenue	Cleveland	OH	44321	11/2/2020 7:00:00 PM	Issued	View PDF
CPG1137-1199	1137	ABC Building	1000 Euclid Avenue	Cleveland	OH	44321	11/2/2020 7:00:00 PM	Issued	View PDF
CPG1137-1200	1137	ABC Building	1000 Euclid Avenue	Cleveland	OH	44321	11/2/2020 7:00:00 PM	Issued	View PDF

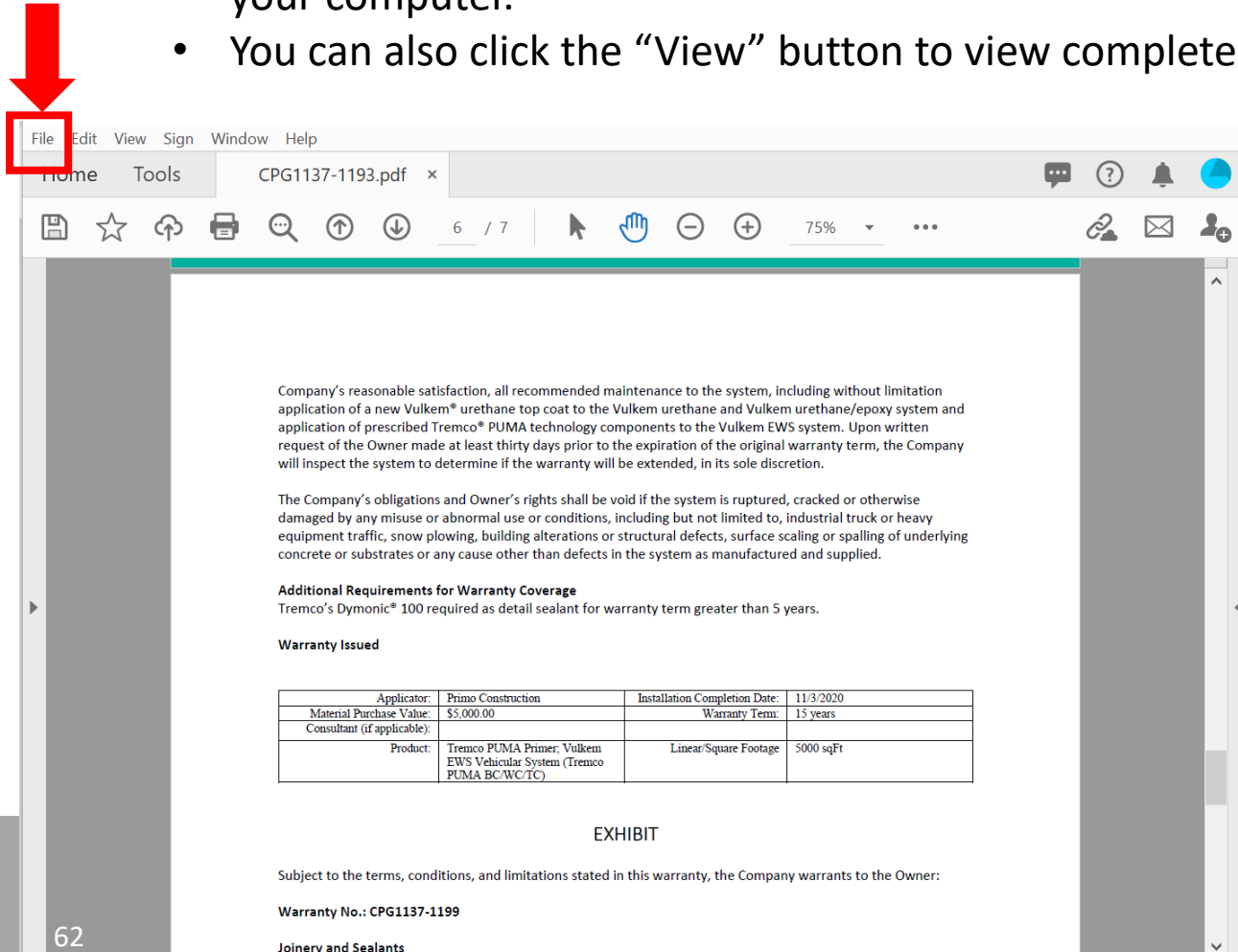
Showing 1 to 4 of 4 entries

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

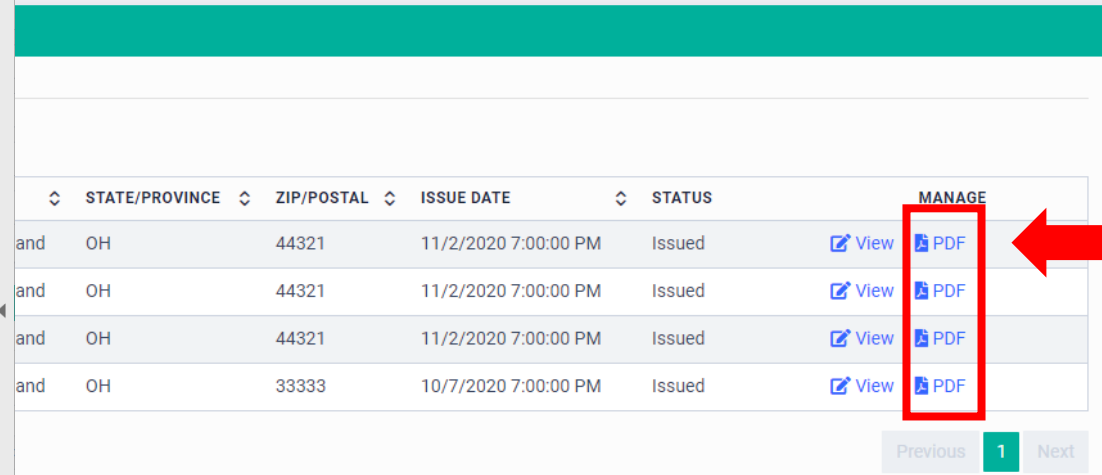
Applicator:	Primo Construction	Installation Completion Date:	11/3/2020
Material Purchase Value:	\$5,000.00	Warranty Term:	15 years
Consultant (if applicable):			
Product:	Tremco PUMA Primer, Vulkem EWS Vehicular System (Tremco PUMA BC/WC/TC)	Linear/Square Footage	5000 sqFt

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	View PDF
and OH	44321	11/2/2020 7:00:00 PM	Issued	View PDF
and OH	44321	11/2/2020 7:00:00 PM	Issued	View PDF
and OH	33333	10/7/2020 7:00:00 PM	Issued	View PDF

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.

Warranty - More Info Needed



website@mg.sancsoft.net on behalf of website@sancsoft.net
To mannoanne2@gmail.com

 If there are problems with how this message is displayed, click here to view it in a web browser.



Hello Joe,

Thank you for requesting a warranty from a Tremco Construction Products Group company. More information is needed in order to process your request. Please click the link below to view and respond to the message from the warranty administrator.

Please provide the correct square footage for this product. Thank you.

[View the Message](#)

Thank you for your business!

Regards,

Tremco Warranty Services
Serving Companies of the Tremco Construction Products Group



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.”)

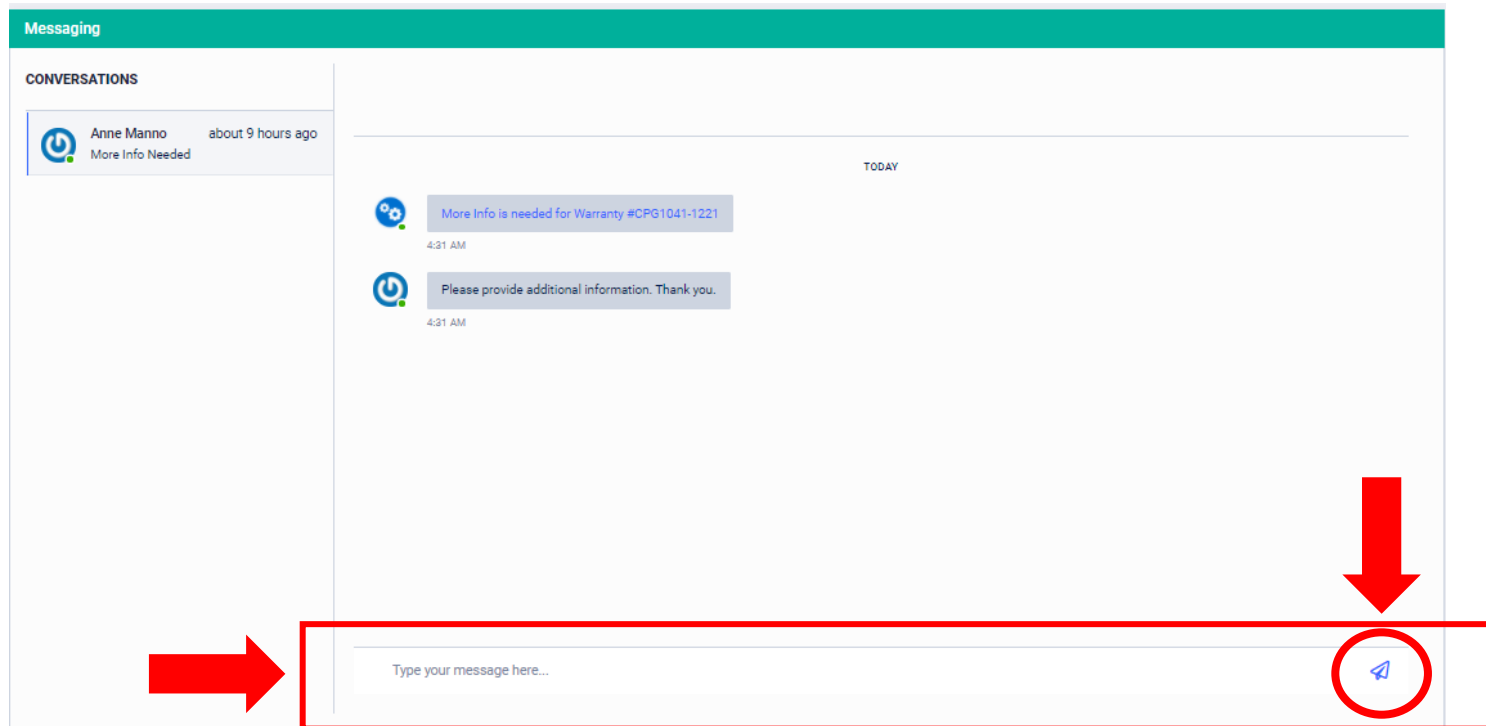
The screenshot displays a web interface for a warranty detail page. The page title is "#CPG1041-1221 Warranty Detail" with a "manage warranty" link. The breadcrumb trail is "HOME / PROJECTS / (#1041)KEY TOWER / #CPG1041-1221 WARRANTY DETAIL". The main content area is titled "Project Information" and contains a table with the following data:

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		

Below the table is a green button labeled "View Project". At the bottom of the page, a green banner with diagonal stripes and the text "More Info Needed" is highlighted with a red border.

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.



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.
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.




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 *	
	=Permaquik 200	123 sq ft

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 a web application interface for managing warranties. The top section, titled "#CPG1013-1043 Warranty Detail", shows project information including Name (Test), Project Type (New), Address (12222 Main Street), City, State/Province (OH), and Postal Code (34334). A red arrow points to a "View Project" button in the left sidebar.

The middle section, titled "(#1013) Test", shows basic project information: Project Number (1013), Name (Test), Project Type (New), and Date of Project Substantial Completion (09/25/2020). A "View Project Details" button is visible.

The bottom section, titled "Warranties", contains a table with the following data:

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

A red arrow points to the "Status" column in the table, which is circled in red. The table also includes a search bar and pagination controls (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 project #1013. The left panel shows a summary of project information, including a 'View Project Details' button highlighted with a red box and a red arrow. The right panel provides a detailed view of the project information, organized into sections: Location, Building, Owner, General Contractor, Architect/Engineer, and Construction Manager. Each section contains fields for Name, Address, City, State/Province, and Phone.

Location		City	State/Province
Address	12222 Main Street	City	OH
Postal Code	34334		

Building		Lot Description, Parcel Number and/or Subdivision	Building Elevation (Stories)
Building Type	Convention Center	Corner of 1st and Main	5

Owner		Address	Postal Code
Name	Test	12222 Main Street	34334
City	City	OH	

General Contractor		Address	City
Name	Linda Wendel	23150 Commerce Park	Beachwood
State/Province	Beachwood	OH	
Postal Code		Phone	(216) 292-5181

Architect/Engineer		Address	City
Name	Anne Manno	3735 Green Road	Beachwood
State/Province	Beachwood	OH	
Postal Code		Phone	(216) 514-7783

Construction Manager		Address	City
Name			
State/Province			
Postal Code		Phone	

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	View
CPG1013-1043	Crystalline Waterproofing	Crystalline Waterproofing	Pending Approval	TBD	5	9/25/2020	View

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*
»Baker 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 displays a web interface for approving a warranty. At the top, a green bar contains the text "Approve Warranty", which is highlighted by a red rectangular box. Below this, a modal dialog box is centered on the screen. The dialog has a title "Approve Warranty" and a close button (X). The main text of the dialog asks, "Are you sure you wish to approve this warranty?". At the bottom right of the dialog, there are two buttons: "No" (grey) and "Yes" (green). The "Yes" button is highlighted by a red rectangular box, and a red arrow points to it from the right. The background form is partially visible, showing sections for "Product Information", "ExoAir 230 Information", and "Additional Warranty Info".

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 paper plane icon, which is used to send the message.

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.

Approval Required Conversation - New Message Posted

website@mg.sancsoft.net on behalf of website@sancsof
To jsullivan@test.com Sun 6:34 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.

ATTENTION: Anne Manno has posted in your *Approval Required* conversation.
Click the link to view and respond to the new message.

[View New Message](#)

Regards,
Tremco Warranty Services
Serving Companies of the Tremco Construction Products Group

CONVERSATIONS

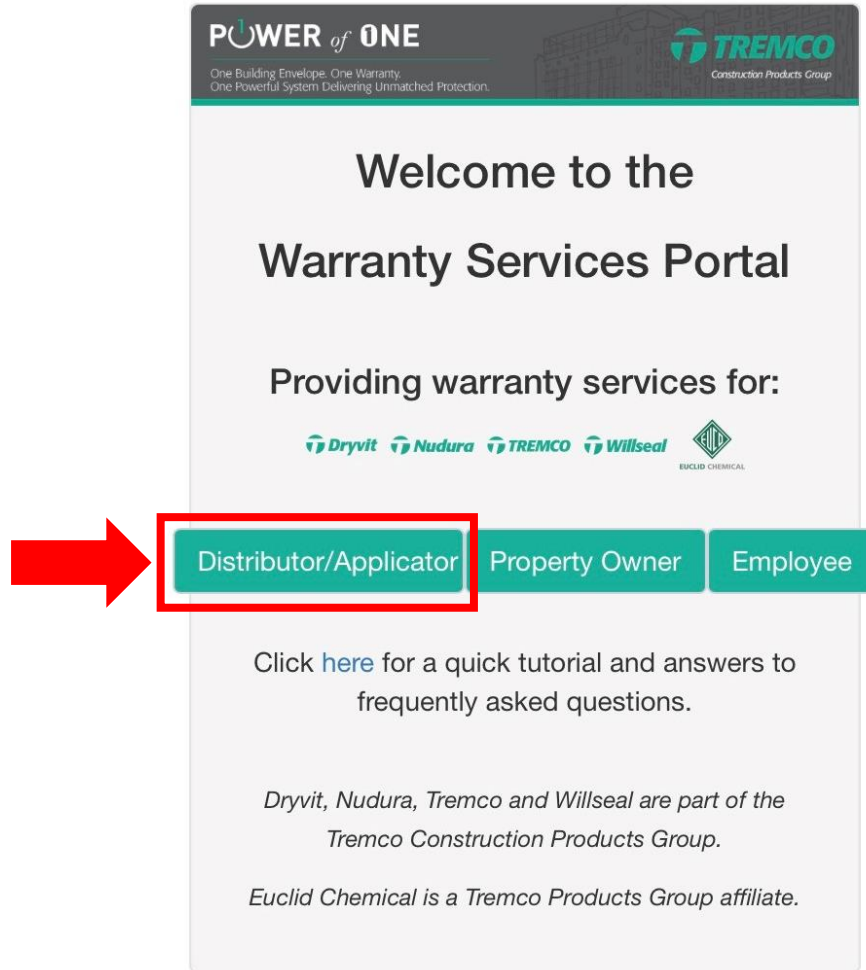
- Anne Manno about 10 hours ago
Approval Required
- Anne Manno, Joe Sarkauskas about 11 hours ago
Approval Required
- Joe Sarkauskas, Anne Manno about 11 hours ago
Approval Required

YESTERDAY

You have an approval required for Warranty #CPG1013-1043
10:29 PM

John - Please review specifications and let me know if this special request is approved.
10:34 PM

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 distributor dashboard. The left sidebar contains the logo and navigation menu. The main content area features a header with the distributor name and a breadcrumb trail. Below the header, there is an 'Actions' section with three cards: 'More Info Needed' (0), 'Warranties Saved' (0), and 'Warranties Requiring Approval' (0). Red arrows point to the 'More Info Needed' and 'Warranties Requiring Approval' cards. Below the actions is a 'RECENT WARRANTIES' table with search and filter options.

Actions

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

RECENT WARRANTIES

Start Date: End Date:

10 items/page

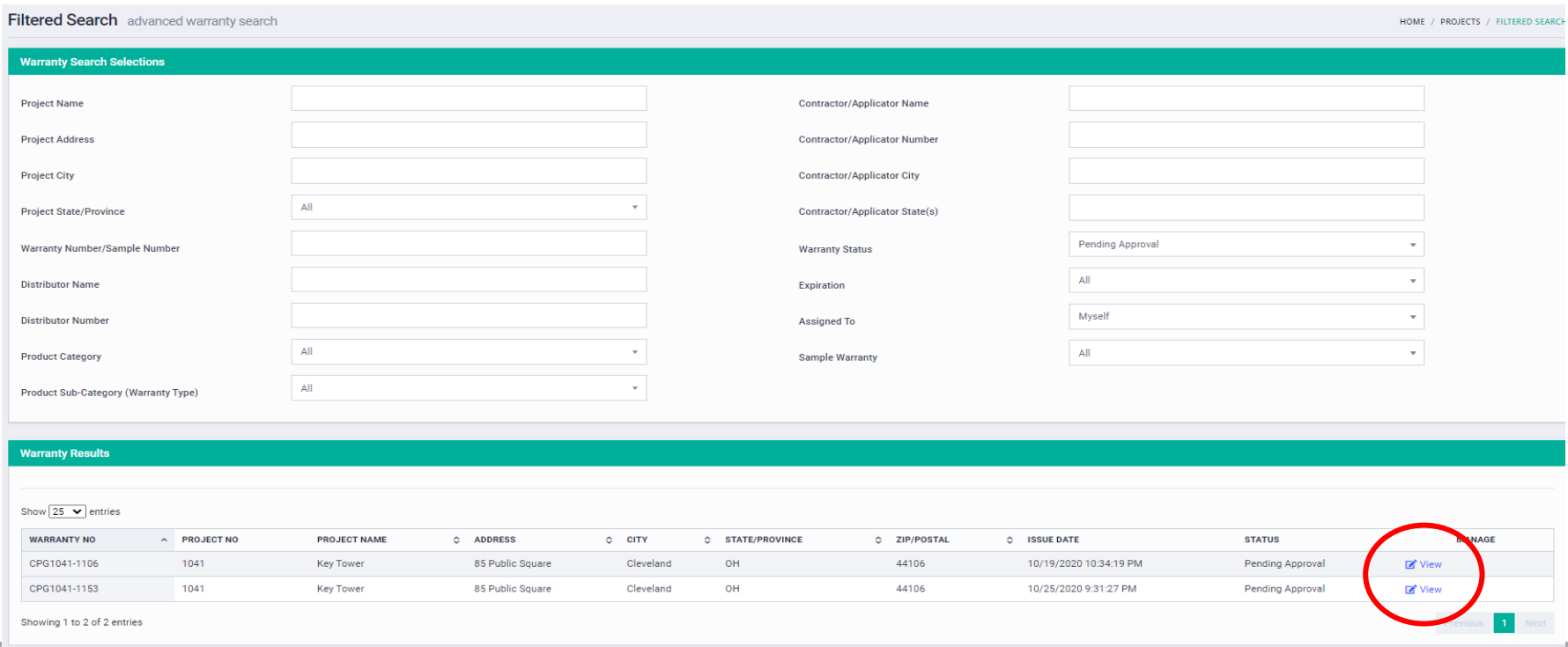
WARRANTY NUMBER	PROJECT NAME	ADDRESS	CITY	ZIP	STATE	ISSUE DATE	STATUS	MANAGE
CPG1133-1191	Cleveland Convention Center	10 Public Square	Cleveland	OH	44222		Submitted	View

Showing 1 to 1 of 1 entries Previous 1 Next

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	View
CPG1041-1153	1041	Key Tower	85 Public Square	Cleveland	OH	44106	10/25/2020 9:31:27 PM	Pending Approval	View

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'. Below this is an 'Actions' section with three 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 the icon is hovered. The tooltip contains the text 'Approval Required' and the timestamp '10/26/2020 12:53 PM'.

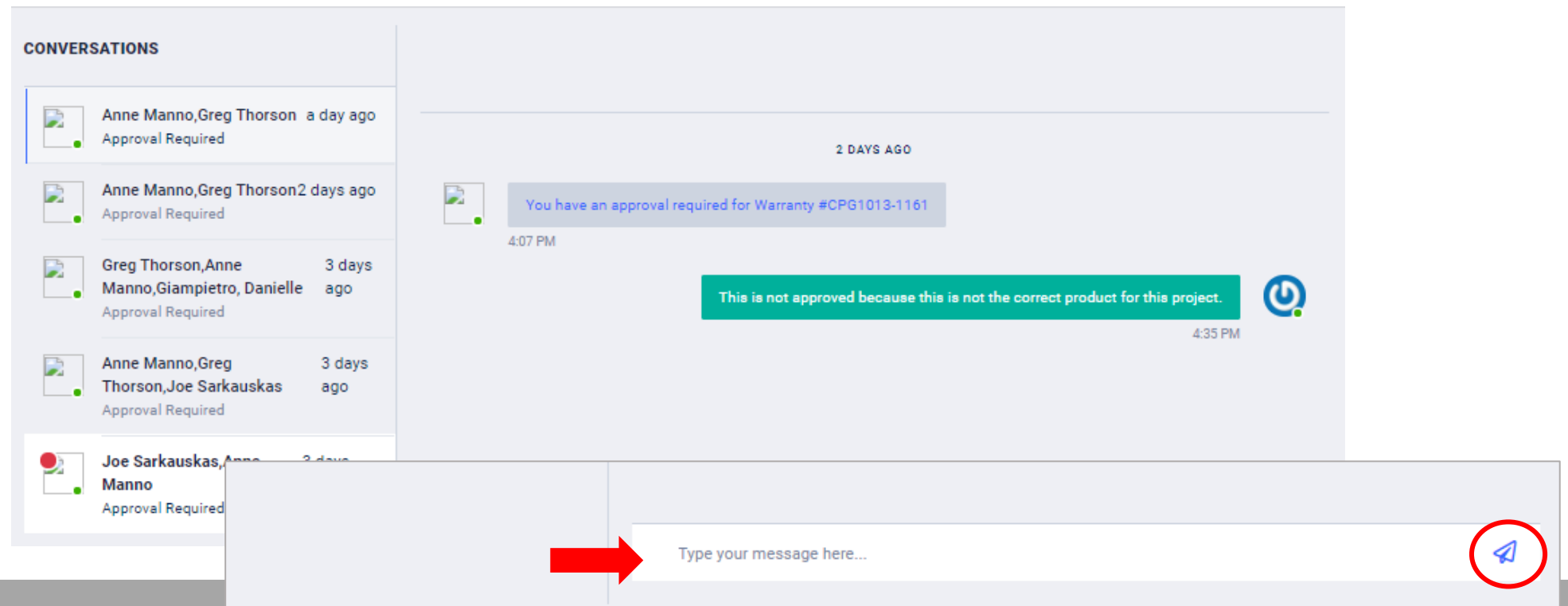
Responding to messages from the warranty administrator

- 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 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 profile picture, sender names, and 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. It includes a timestamp "2 DAYS AGO", a profile picture, and the text "You have an approval required for Warranty #CPG1013-1161" with a time of "4:07 PM". Below this is a green response box with the text "This is not approved because this is not the correct product for this project." and a circular refresh icon, dated "4:35 PM". 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.

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 can respond.



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.

The screenshot displays the TREMCO distributor dashboard. On the left sidebar, the 'Search Warranty' option is highlighted with a red box and a red arrow pointing to it. 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 search filters for 'Start Date' and 'End Date', and a table listing warranties. The table has columns for Warranty Number, Project Name, Address, City, ZIP, State, Issue Date, and Status. A 'MANAGE' column is highlighted with a red box and a red arrow, containing 'View' and 'PDF' links for each warranty entry.

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	View
CPG1137-1199	ABC Building	1000 Euclid Avenue	Cleveland	OH	44321	11/3/2020	Issued	View PDF
CPG1137-1193	ABC Building	1000 Euclid Avenue	Cleveland	OH	44321	11/3/2020	Issued	View PDF
CPG1137-1200	ABC Building	1000 Euclid Avenue	Cleveland	OH	44321	11/3/2020	Issued	View PDF

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 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 a square box. A modal dialog box titled 'Create a New Conversation' is open, containing the following fields:

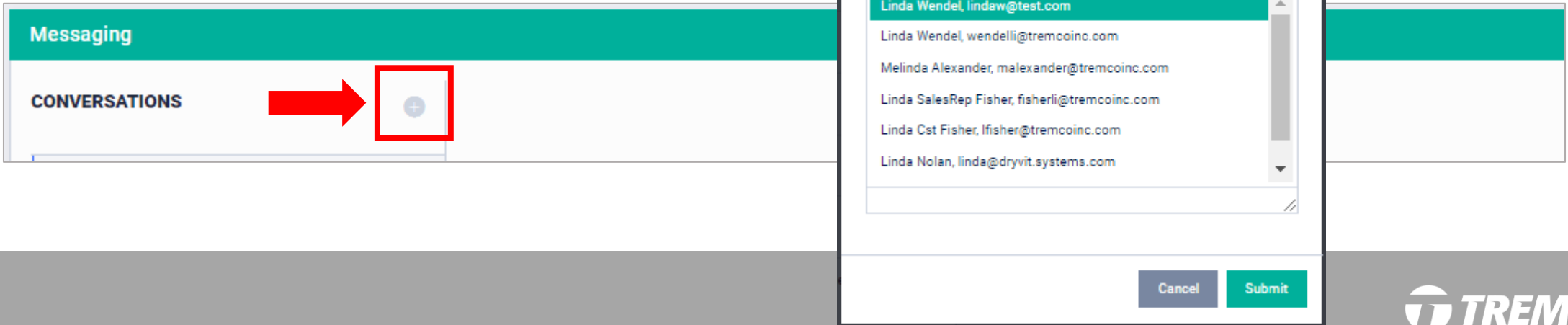
- To:** Tremco CPG Warranty Administrator
- Conversation Subject:** Correction needed
- Conversation Message:** I entered incorrect street address for this project. Could you please change it to 2000 NW Avenue? Thank you.

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**

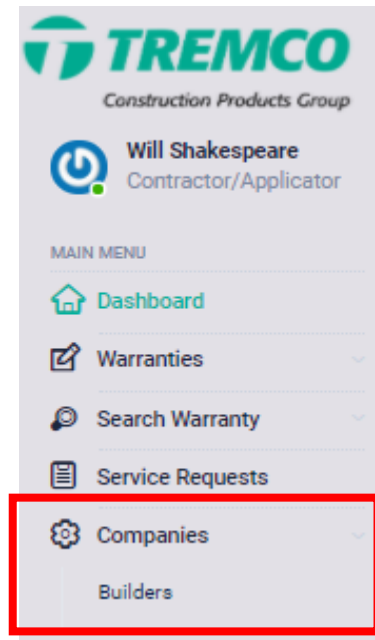
Company records

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

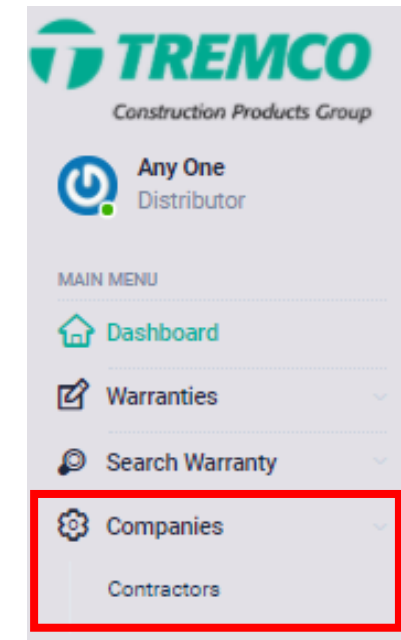
Contractors and Tremco CPG internal users can search and create new builder records.

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

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

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' web form. The form is titled 'Create Contractor' and has a breadcrumb trail: 'HOME / CONTRACTORS / CREATE CONTRACTOR'. The form is divided into several sections: 'Contractor Information', 'Basic Info', 'Contact Info', and 'Details'. The 'Basic Info' section includes a 'Name' field with 'Wendel Construction' and a 'Brands' dropdown menu. The 'Contact Info' section includes 'Phone', 'Address Line 1', 'Address Line 2', 'City', 'State/Province', and 'Postal Code' fields. The 'Details' section includes a 'Notes' field. A red box highlights the 'Brands' dropdown menu, which is open and shows a list of brands: 'Dryvit', 'Euclid Chemical', 'Nudura', 'Watchdog', 'Tremco - Commercial', and 'Willseal'. A red arrow points from the 'Brands' dropdown to the 'Submit' button at the bottom right of the form. The 'Submit' button is also highlighted with a red box.

Contractor Information

Basic Info

Name: Wendel Construction

Brands: **Tremco - Commercial**

Contact Info

Phone: (919) 852-2660

Address Line 1: 5413 Hillsborough Street

Address Line 2:

City: Raleigh

State/Province: NC

Postal Code: 27606

Details

Notes: Add any addition customer notes here.

Cancel **Submit**

Creating companies

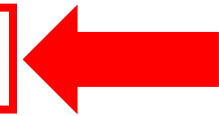
5. Message confirms that the company record was successfully created. You will now be able to include this contractor or builder on your warranty requests.

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




**Warranty
service requests
(contractors only)**


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 

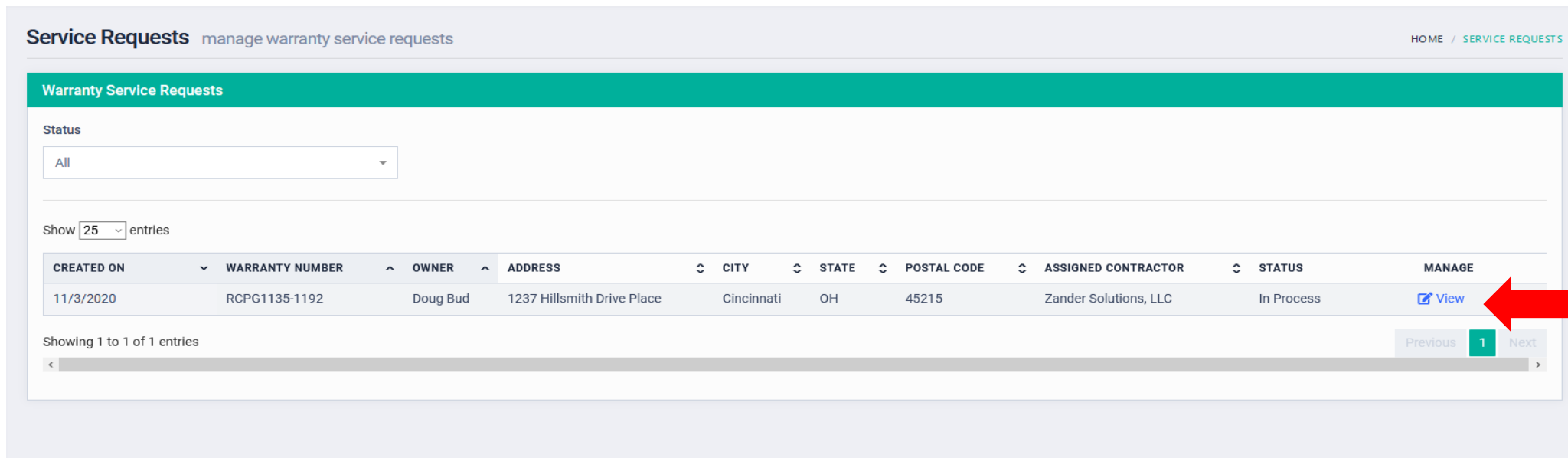
RECENT WARRANTIES Start Date End Date

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	View PDF

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'. A table lists the service requests with columns: CREATED ON, WARRANTY NUMBER, OWNER, ADDRESS, CITY, STATE, POSTAL CODE, ASSIGNED CONTRACTOR, STATUS, and MANAGE. The first entry is for '11/3/2020' with warranty number 'RCPG1135-1192', owner 'Doug Bud', address '1237 Hillsmith Drive Place', city 'Cincinnati', state 'OH', postal code '45215', and contractor 'Zander Solutions, LLC'. The status is 'In Process'. In the 'MANAGE' column, there is a blue 'View' button with an external link icon. A red arrow points to this button. Below the table, it says 'Showing 1 to 1 of 1 entries'. At the bottom right of the table area, there are pagination controls: 'Previous', '1' (highlighted), 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	View

RESIDENTIAL CONTRACTORS: How to process a warranty service request

The screenshot shows a web interface for processing a warranty service request. It is divided into two main sections: 'Location Information' and 'Damage Assessment'. The 'Location Information' section contains a table with two columns of property details. The 'Damage Assessment' section contains a table with three columns of damage-related details. Two callout boxes are overlaid on the right side of the form, highlighting the 'Activity Log' and 'Damage Documentation' sections. The 'Activity Log' callout shows a message from a warranty admin and an 'In Process' status. The 'Damage Documentation' callout shows an 'Upload Documents' section with a 'Browse...' button and an 'Upload' button.

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 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]

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

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.

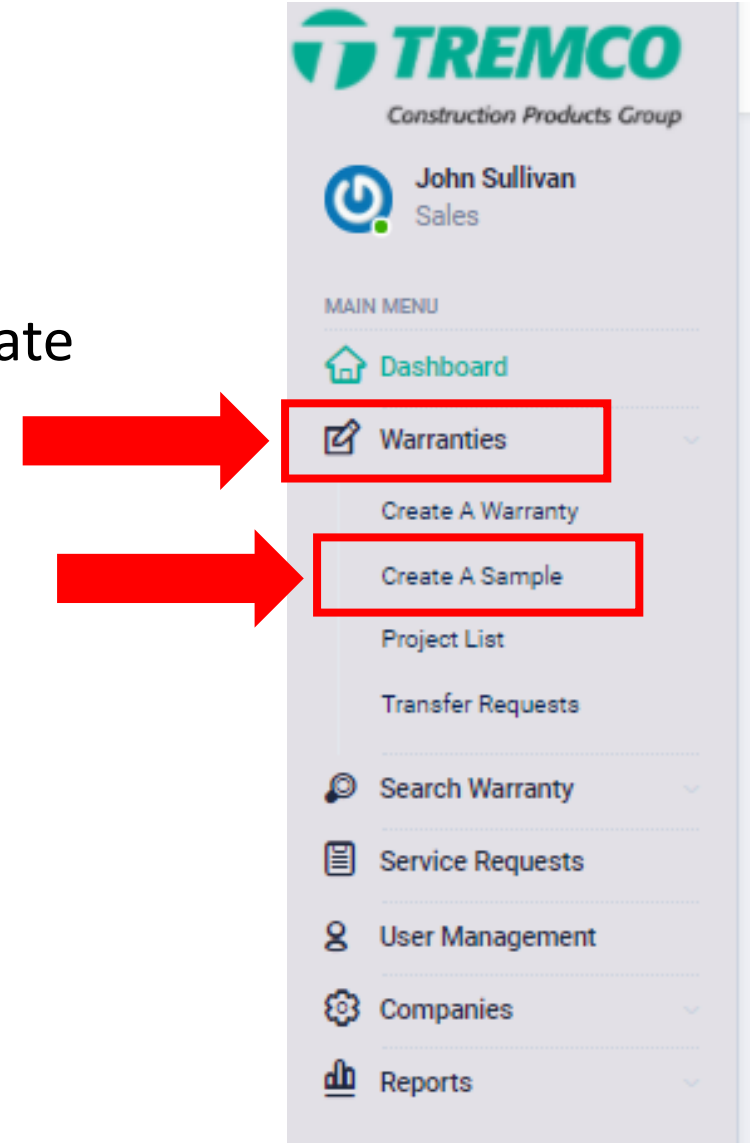


Project-specific sample warranties

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.

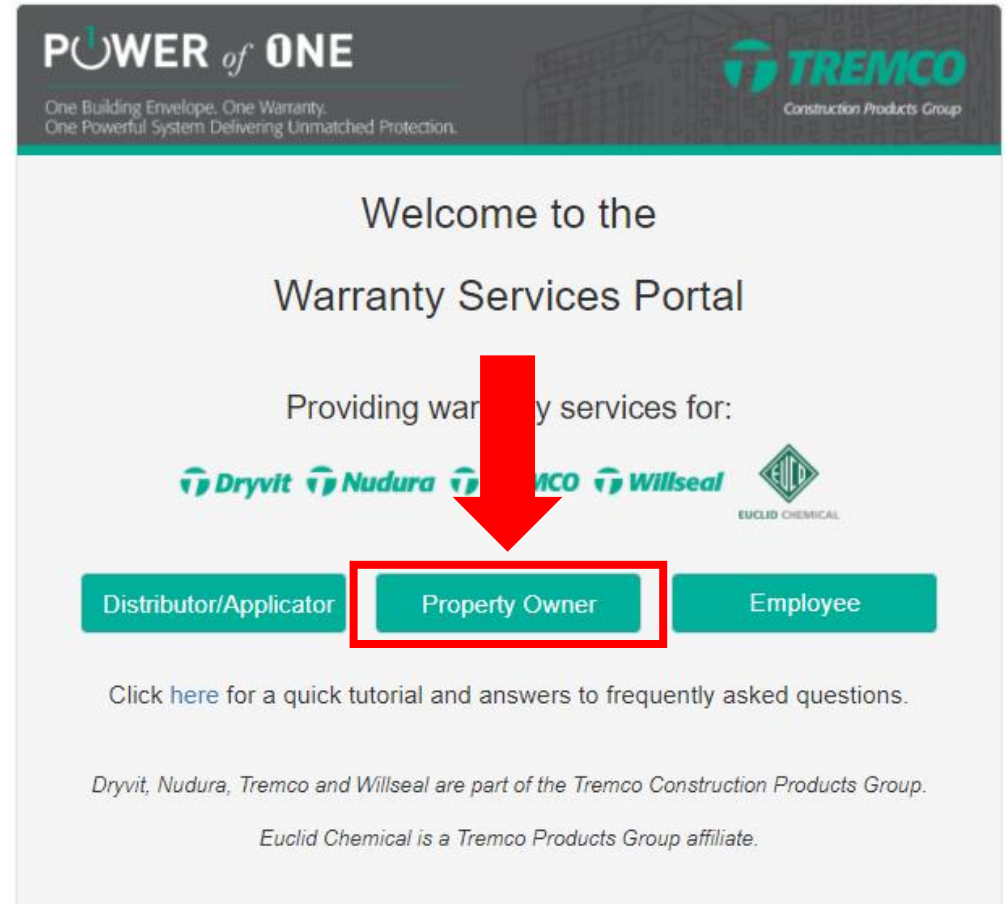
NOTE: Samples are assigned a project number with an “S” prefix. When the project is complete, the sample can be converted to a finished project warranty.



**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.
Euclid Chemical is a Tremco Products Group affiliate.

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

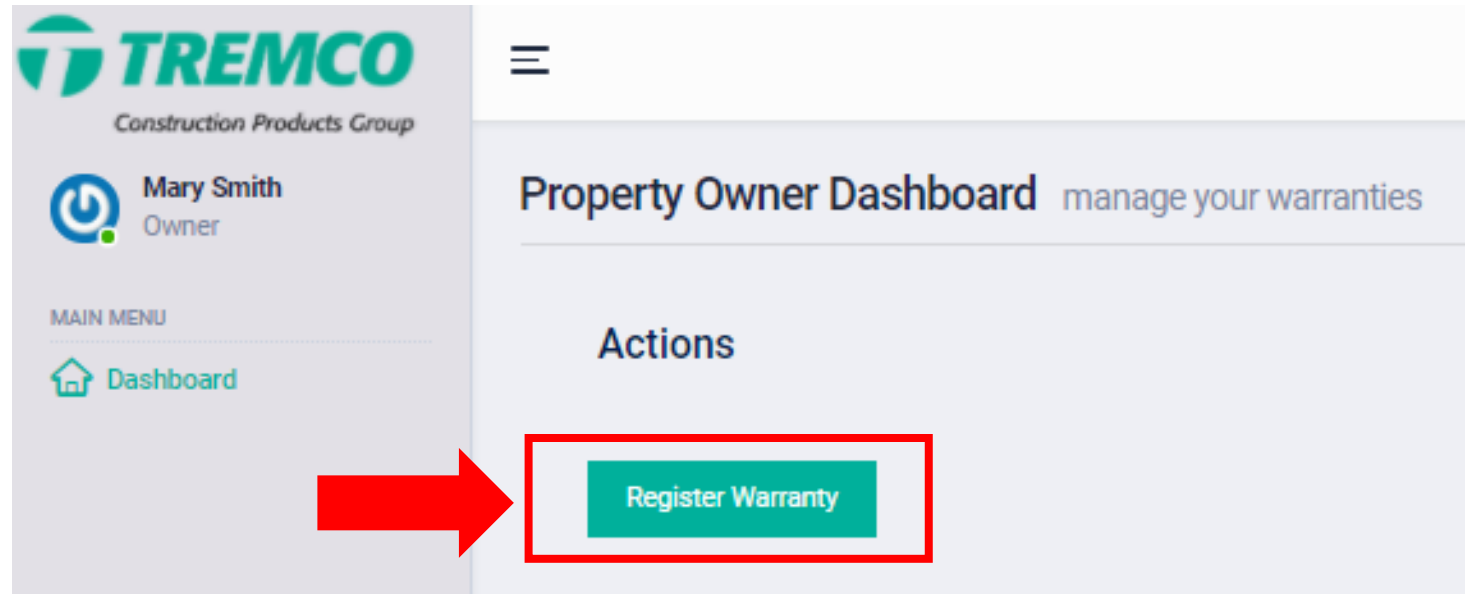
Password:

Confirm Password:

Back **Submit**

How to register your warranty

4. 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.

Register Warranty [register a warranty](#)

Register Warranty

Warranty Information

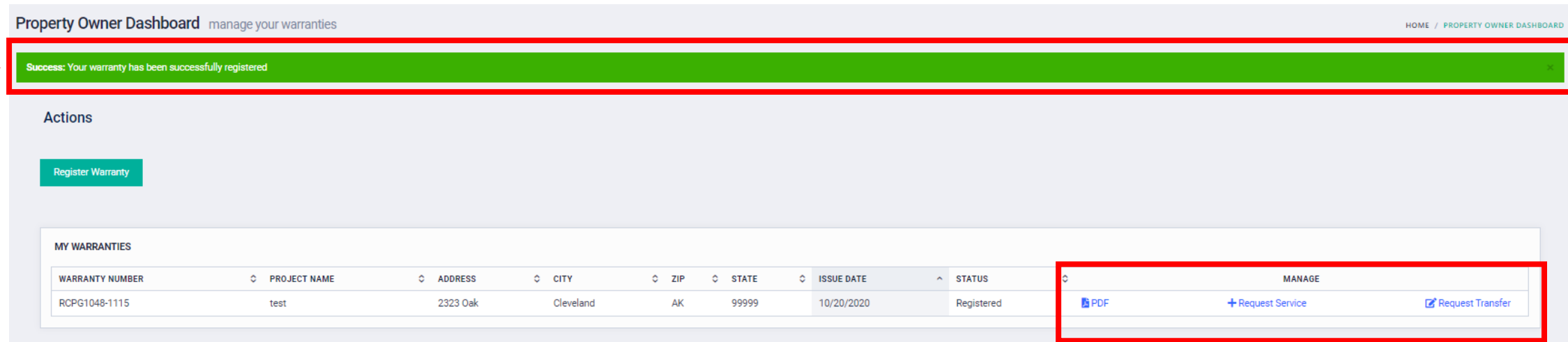
Warranty Number

Owner Information

Name <input type="text" value="Mary Smith"/>	Phone <input type="text" value="222-222-2222"/>
Address <input type="text" value="2323 Oak Street"/>	City <input type="text" value="Cleveland"/>
State/Province <input type="text" value="AK"/>	Postal Code <input type="text" value="99999"/>

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	PDF + Request Service Request Transfer

How to submit a service request - Homeowners

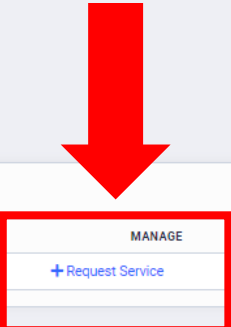
1. If you require service related to an issue covered by your warranty, log into the warranty services portal.
2. From the owner dashboard, click “Request Service.” (NOTE: If you did not previously register your warranty, you must first register.)

Actions

Register Warranty

MY WARRANTIES

WARRANTY NUMBER	PROJECT NAME	ADDRESS	CITY	ZIP	STATE	ISSUE DATE	STATUS		MANAGE
ROPG1048-1115	test	2323 Oak	Cleveland	AK	99999	10/20/2020	Registered	PDF	+ Request Service Request Transfer



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 Mary Smith	Address 2222 Oak Street	State Alaska	Zip/Postal Code 99500
City Cleveland	Alternate Phone	Email msmith@tremco.com	
Daytime Phone 2222222222			

Warranty Information

Warranty Number
RDP01542-1118

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

Location Information

Is the exterior of your basement wall... Poured	Do you have an operating sump pump? <input checked="" type="radio"/> Yes <input type="radio"/> No
Is your basement finished? Yes	Does the grade (ground) on the outside of your basement slope away from the house? <input checked="" type="radio"/> Yes <input type="radio"/> No
Do the gutters and downspouts... Extend into the lawn (away from the foundation)	Is the waterproofing visible above the grade (ground) level? <input type="radio"/> Yes <input checked="" type="radio"/> No
Do you have an operating dehumidifier? <input checked="" type="radio"/> Yes <input type="radio"/> 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.

Are there any signs of standing water on the floor?
 Yes No

Comments or Additional Information

Photos of Damage
Uploading files now will help expedite the claim process.

Choose Files

Service Request will be processed in the order in which it was received. Once we receive your fully completed service request, please allow 9-8 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.


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			Warranty Information	
Name	Address	City	Warranty Number	First Owner
Mary Smith	2323 Oak Street	Cleveland	RCPG1048-1115	Yes
State	Postal Code	Daytime Phone		
AK	99999	222222222		
Alternate Phone	Email			
N/A	msmith@test.com			

Under Review

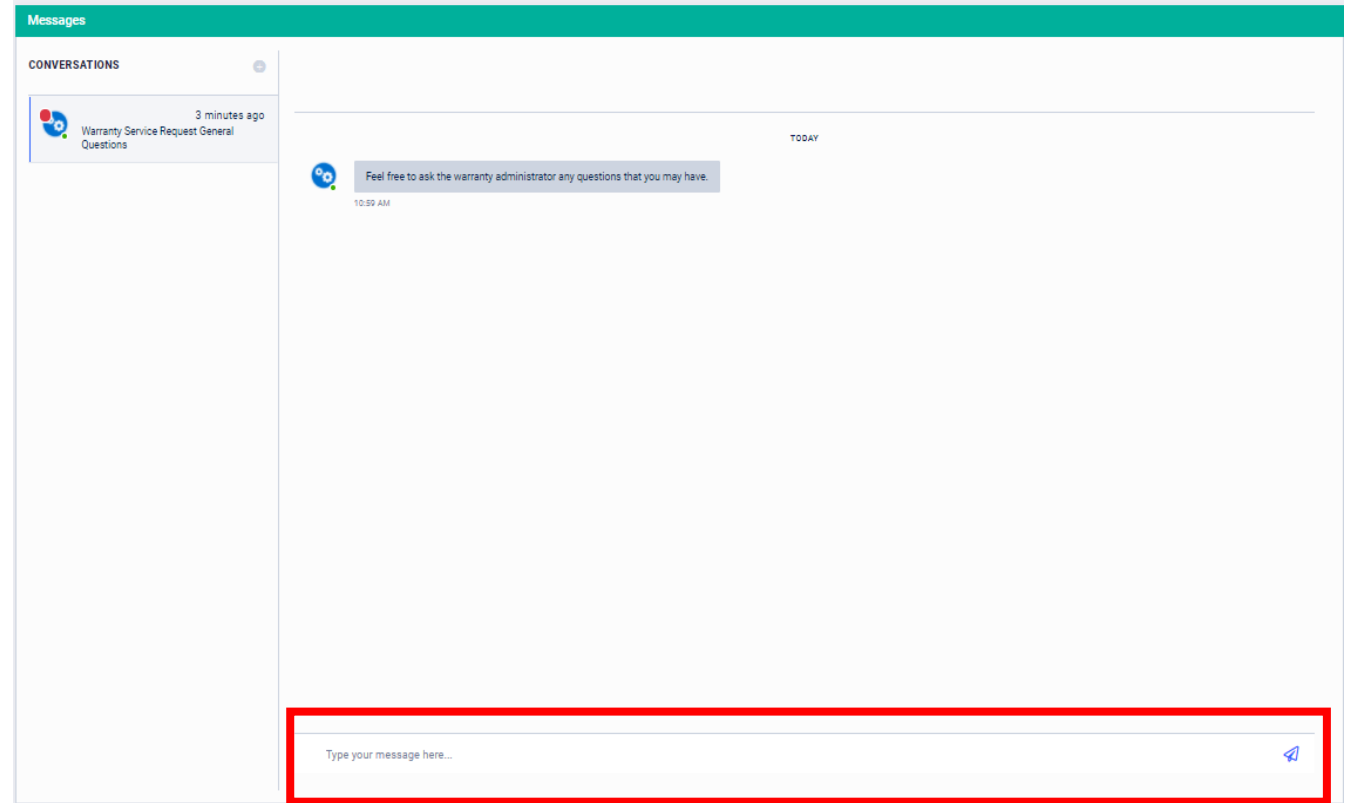
Location Information			Activity Log	
Exterior Wall Construction	Basement Finishing		Submitted	
Poured	Yes		 Mary Smith (Owner)	11/12/2020 10:59 AM
Grade Slopes Away From House	Grade Level Above Waterproofing			
Yes	No			
Dehumidifier	Sump Pump			
Yes	Yes			
Downspout Termination				
Extend into the lawn (away from the foundation)				

Damage Assessment			Damage Documentation	
Moisture Location	Wall Condition	Standing Water	Upload Documents	
On the vertical wall	Damp	No	<input type="button" value="Choose Files"/> No file chosen	<input type="button" value="Upload"/>
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				

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 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

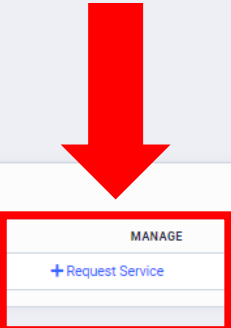
1. If you require service related to an issue covered by your warranty, log into the warranty services portal.
2. From the owner dashboard, view your registered warranties, and click “Request Service” for the applicable warranty. (NOTE: If you did not previously register your warranty, you must first register.)

Actions

Register Warranty

MY WARRANTIES

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



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..."/>	Zip/Postal Code <input type="text"/>
Daytime Phone <input type="text"/>	Alternate Phone <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	

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

Messages	
CONVERSATIONS	
less than a minute ago Warranty Service Request General Questions	
Feel free to ask the warranty administrator any questions that you may have.	TODAY 11:17 AM

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

Attached Documents	

How to submit a transfer request

1. 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](#)

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



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

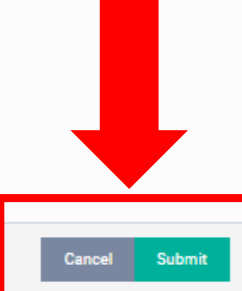
City

State/Province

Postal Code

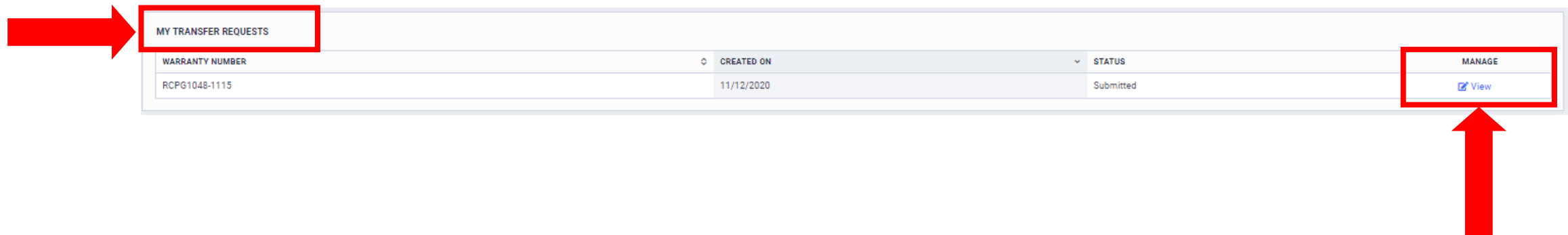
Notes

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](#)

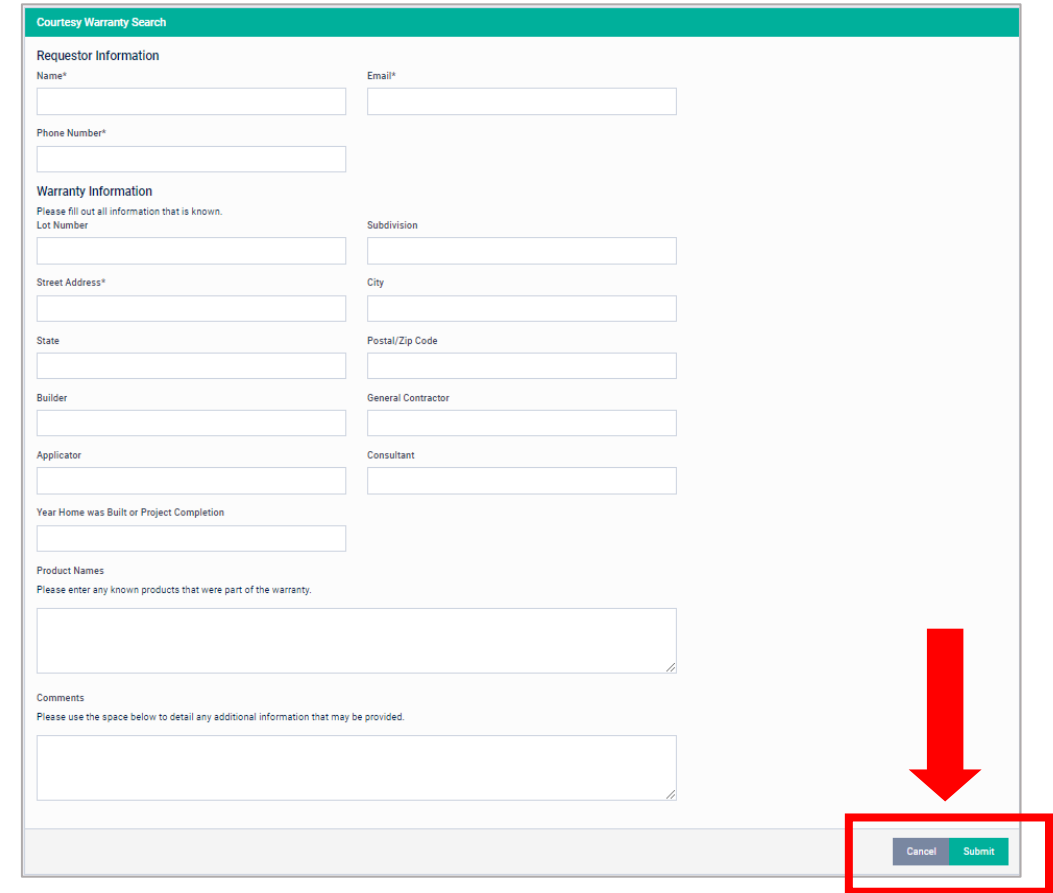
[Request courtesy warranty search](#)

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

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

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

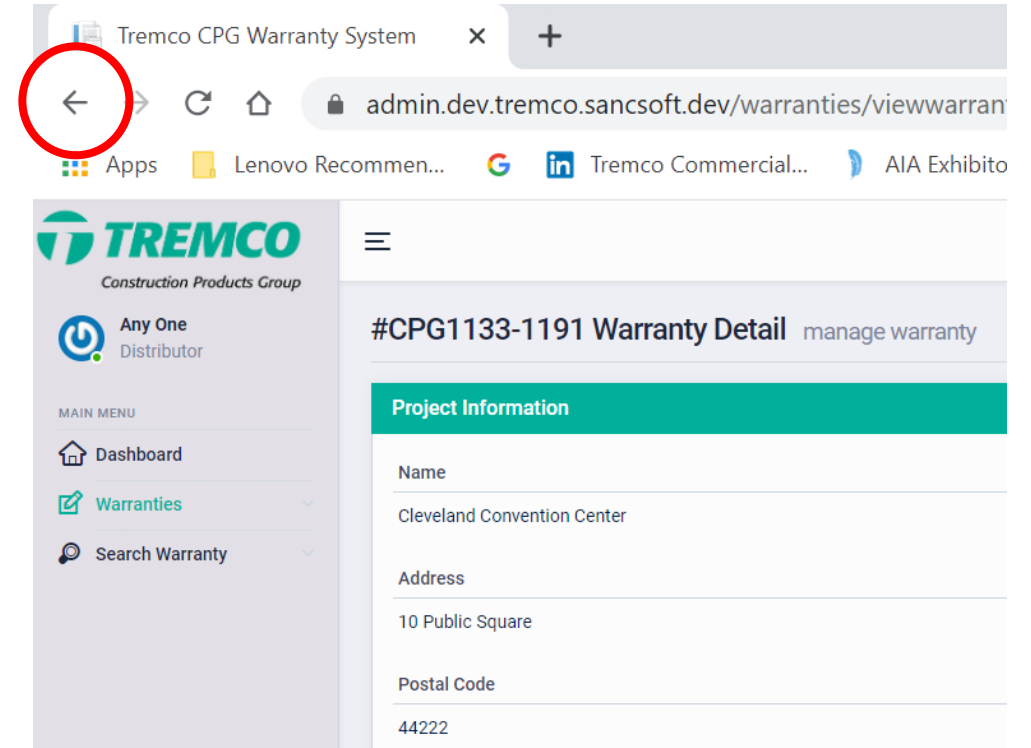
We have received your request for a Courtesy Warranty Search. Please note that while we will make every effort to find your warranty, it is possible that no warranty will be uncovered for your address. The Warranty Administrator will contact you within 3 business days with either your warranty number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

[Login](#)

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

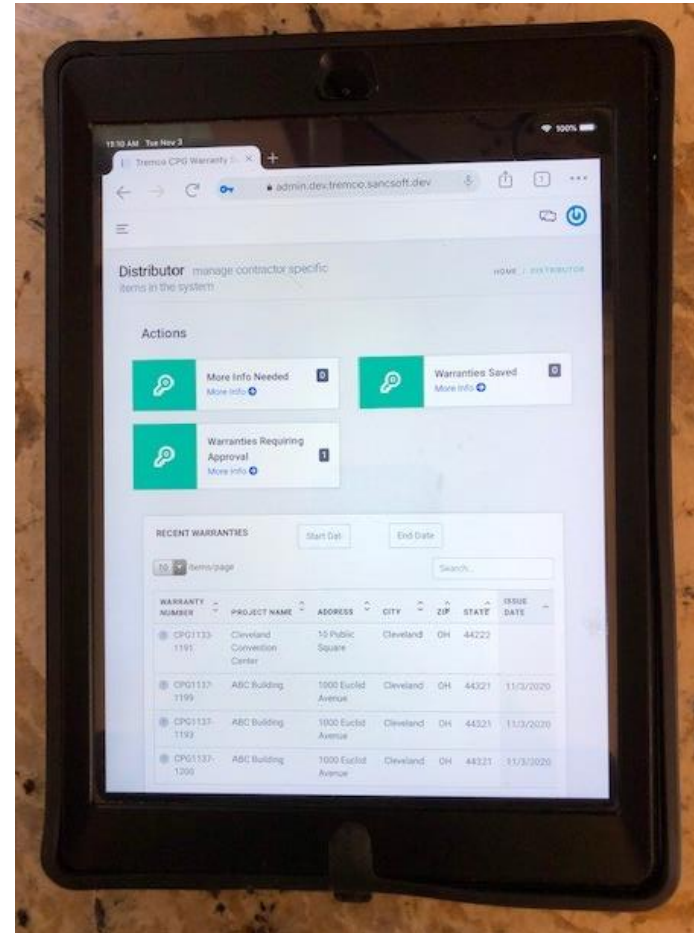
Keyboard and searches

- 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.



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Property Owner

Employee

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QUESTIONS?

Contact Us:

warrantyadmin@tremcoinc.com