

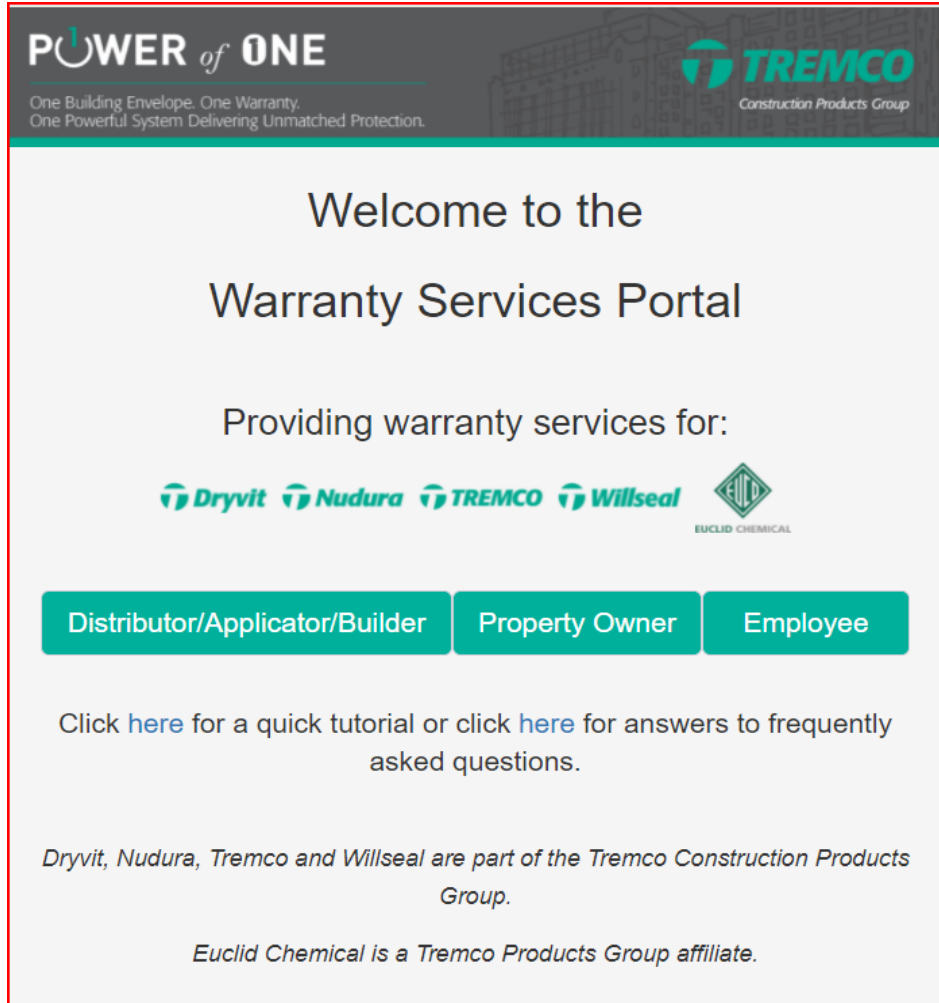
Tremco CPG Residential Warranty Services Portal Tutorial & User Guide

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

What is the Tremco CPG Warranty Services Portal?








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

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

TREMCO
Construction Products Group

Welcome to the Warranty Services Portal

Providing warranty services for:

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

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

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

Euclid Chemical is a Tremco Products Group affiliate.

Online System for All Tremco CPG Warranty Activities

For Customers:

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

For Property Owners:

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

Where to access

Tremco CSW website warranties page:

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

(This includes Securock ExoAir 430 system warranties/all other CPG Company Brand warranties can be filed here also.)



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

The screenshot shows the Tremco CSW website warranties page. The top section features the 'POWER of ONE' logo and the Tremco Construction Products Group logo. Below this is a red box highlighting the 'Click for Tremco CPG Warranty Services' link. The page text states: 'Use the Tremco Construction Products Group (CPG) Warranty Services Portal for all your warranty needs.' There are two sections: 'Contractors & Distributors' and 'Property Owners', each with a list of actions. Below these is another red box highlighting the 'Click for Tremco CPG Warranty Services' link. There are also buttons for 'Residential Warranty Transfer Request Form (for warranties issued prior to 11/17/2020)', 'View My Commercial Warranty Records (SWISE)', and 'View My Residential Warranty Records (WISE)'. The bottom section is titled 'Commercial Project Warranties' and lists various warranty types: 'Air & Water Resistive Barriers', 'Coatings', 'Firestopping', and 'Flashing Systems'.

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

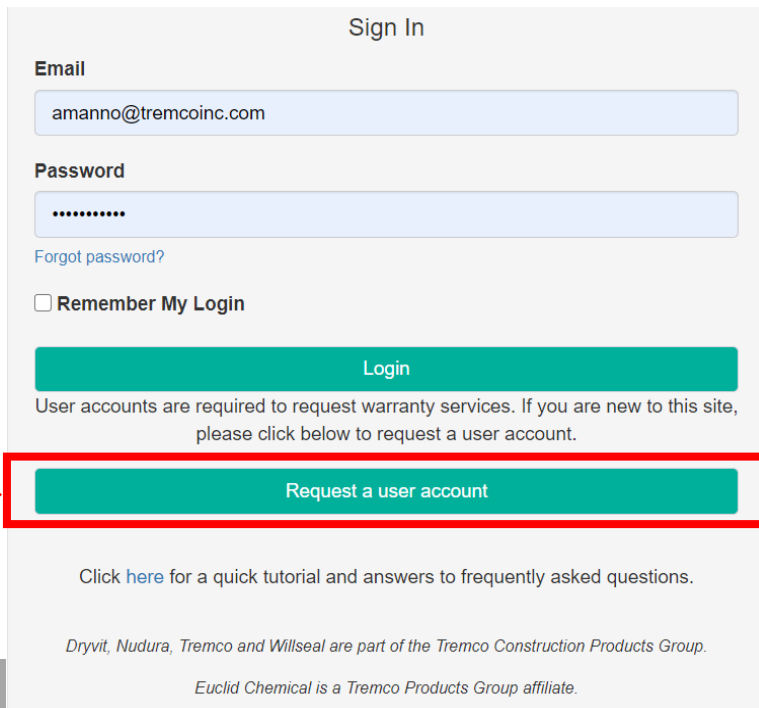
To log in:

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.

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

To request a user account: DISTRIBUTORS & APPLICATORS

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



Sign In

Email

amanno@tremcoinc.com

Password

.....

[Forgot password?](#)

Remember My Login

Login

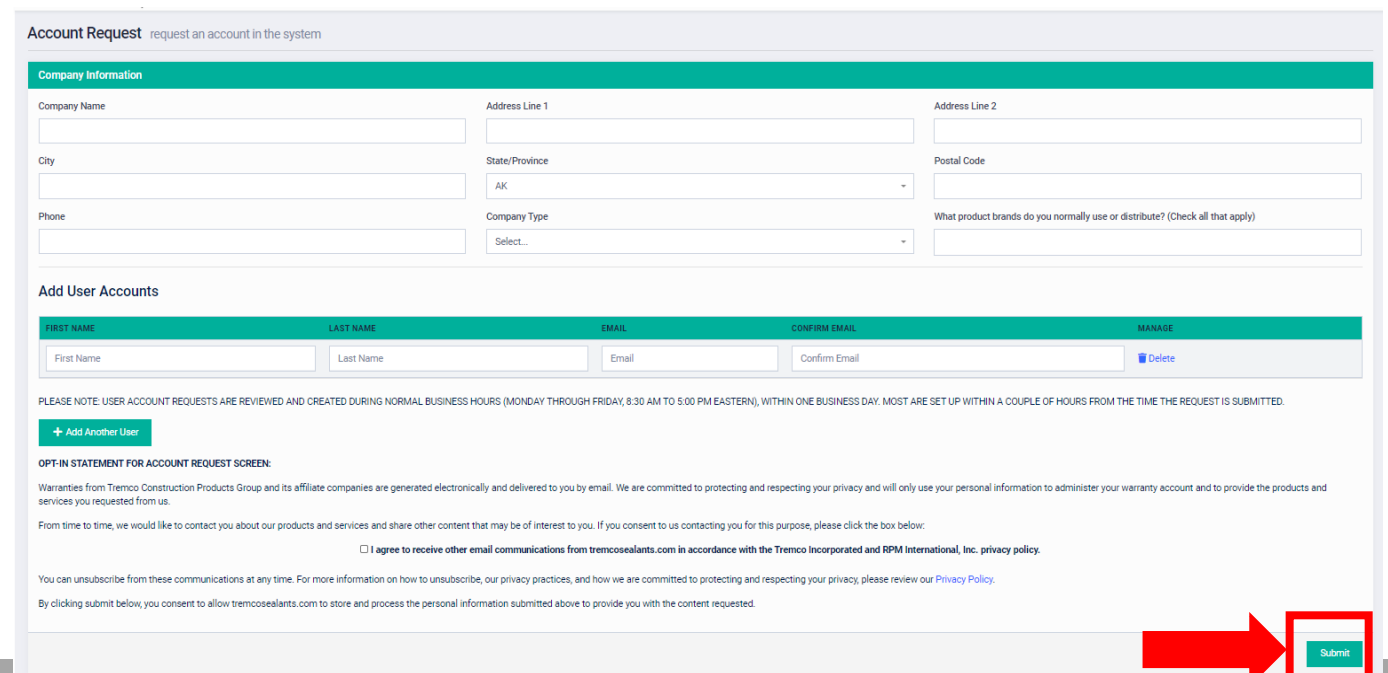
User accounts are required to request warranty services. If you are new to this site, please click below to request a user account.

Request a user account

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

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

Euclid Chemical is a Tremco Products Group affiliate.



Account Request request an account in the system

Company Information

Company Name Address Line 1 Address Line 2

City State/Province Postal Code

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

Add User Accounts

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

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

[+ Add Another User](#)

OPT-IN STATEMENT FOR ACCOUNT REQUEST SCREEN:

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

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

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

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

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

Submit

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

New Field for User Account Requests: Tremco CPG product brands

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

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

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

Request password reset

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

To change password:

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

Change password:

Manage account

System dashboards by user type

System dashboards

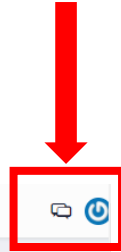
Dashboards vary by user type:

- Applicators/Contractors
- Property owners

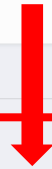
System dashboards

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

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	5555 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

Messages and account icons

The screenshot shows the Tremco Property Owner Dashboard. The top left features the Tremco logo and the user's name, Linda Wendel, with a profile icon. A red box highlights the 'MAIN MENU' containing a 'Dashboard' link, with a red arrow pointing to the text 'Navigation pane' below it. The top right has a red arrow pointing to a messaging icon and a profile icon, with the text 'Messages and account icons' above it. The main content area is titled 'Property Owner Dashboard' and includes instructions on how to register warranties and submit service requests. A red box highlights three buttons: 'Register Warranty', 'Submit Homeowner Service Request', and 'Submit Commercial Service Request', with a red arrow pointing to the text 'Quick actions' above them. At the bottom, there is a table titled 'MY WARRANTIES' with columns for WARRANTY NUMBER, PROJECT NAME, ADDRESS, CITY, ZIP, STATE, ISSUE DATE, STATUS, and MANAGE. The table is currently empty, showing 'No matching records found'.

Navigation pane

Quick actions

Messages and account icons

Property Owner Dashboard manage your warranties

HOME / PROPERTY OWNER DASHBOARD

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

Actions

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

MY WARRANTIES

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

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

How to create a Residential warranty

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

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

How to create a Residential warranty

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

Create Project create a project HOME / PROJECTS / CREATE PROJECT

Project Information

*All fields in the Project Information section are required.

Basic Info

Name Project Type Date of Project Substantial Completion

Project Location Info

Address

City State/Province Postal Code

Building Info

Lot Description, Parcel Number and/or Subdivision Building Elevation (Stories)

Building Type

For Commercial Projects Only

General Contractor

Name Address

State/Province Zip/Postal

Architect/Engineer

Name Address City

State/Province Zip Phone

Construction Manager

Name Address City

State/Province Zip/Postal Phone

How to create a Residential warranty

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

The screenshot displays the Tremco web application interface for 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' and includes a success message: '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. At the bottom right of the main content area, a '+ Add A Warranty' button is highlighted with a red box and a red arrow pointing to it. Below the main content is a 'Warranties' section with a search bar, a table with columns: WARRANTY NUMBER, CATEGORY, TYPE, STATUS, AREA, YEARS, EFFECTIVE DATE, and MANAGE. The table currently shows 'No data available in table' and 'Showing 0 to 0 of 0 entries'.

How to create a Residential warranty

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

Product Information

Product Category
Residential/Multi-family

Product Sub-Category
xTuff-N-Dri

Required products/categories *

Products *
xTUFF-N-DRI System 30 Year Warranty

Application Air Temperature 50 °F

Wall Type
xPoured Concrete

Membrane Gallons Used 50

Coated Area (SF) 450

Membrane Batch Number 459620

Check if yes:

Is there a Brick Ledge?

Is it block?

Is it open?

Drainage Type
xBoth

Drain Tile Connected To
xDaylight

Check if yes:

Foundation Penetrations Present at Time of Installation

Was it sealed?

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

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

How to create a Residential warranty

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

TUFF-N-DRI 15 Year Membrane Only Warranty Information

*Required fields

Warranty Years*

15

Type Of Use

Below Grade

Interior/Exterior

Exterior

Contractor/Trained Applicator*

[Redacted]

Builder*

xAndrew Forte

How to create a Residential warranty

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

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

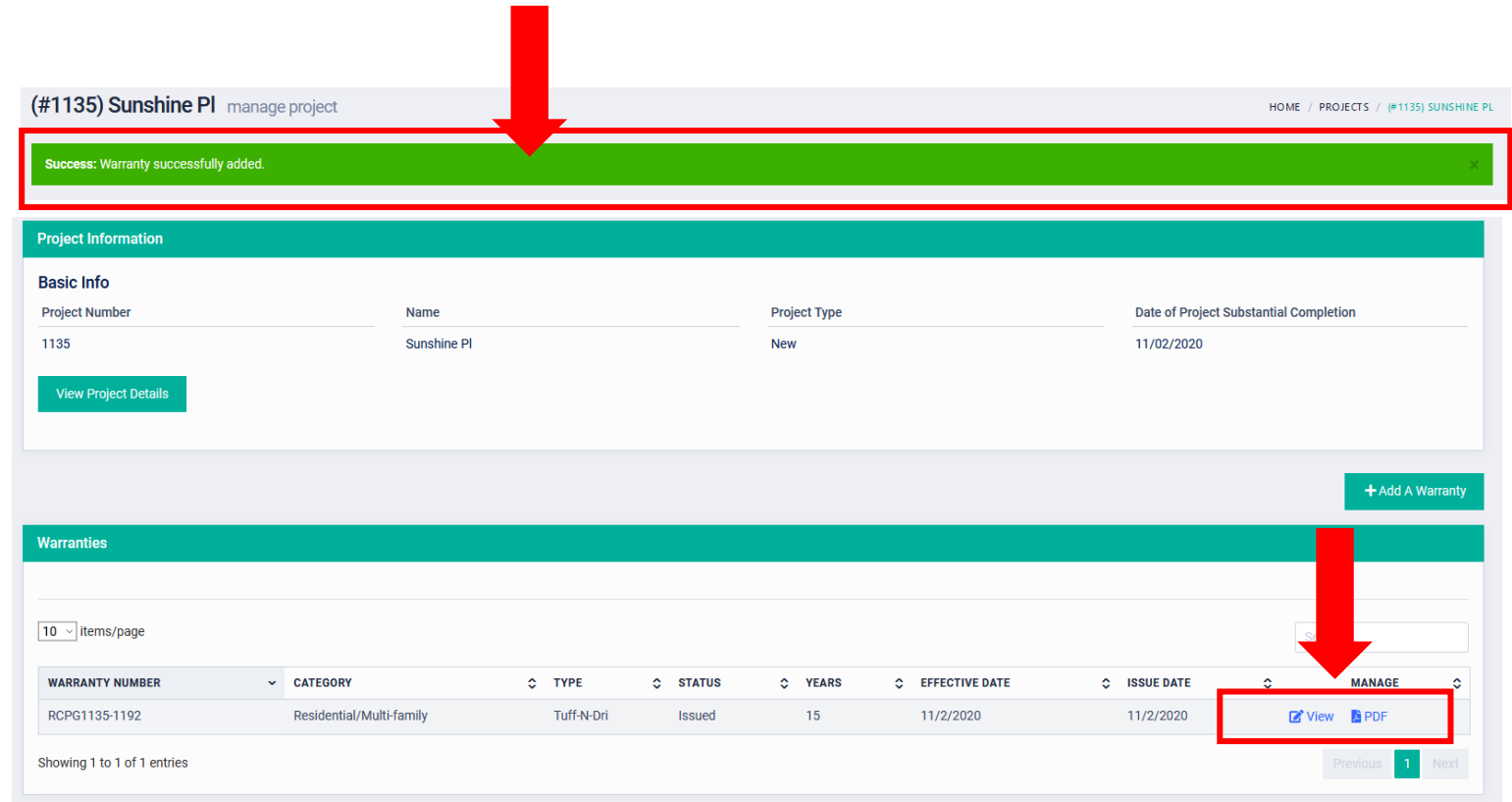
How to create a Residential warranty

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

The screenshot shows a web form titled "Special Requests - For COMMERCIAL PROJECTS ONLY". The form includes a "Consultant (optional)" section with a checkbox and a name 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 about uploading files. At the bottom right, there are three buttons: "Cancel", "Save & Exit", and "Save & Submit". A large red "X" is drawn over the entire form area, and a red arrow points from the right edge of the form towards the "Save & Submit" button.

Viewing a created Residential warranty

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



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

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


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

WARRANTY NUMBER	CATEGORY	TYPE	STATUS	YEARS	EFFECTIVE DATE	ISSUE DATE	MANAGE
RCPG1135-1192	Residential/Multi-family	Tuff-N-Dri	Issued	15	11/2/2020	11/2/2020	View PDF

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

View your created Residential warranty





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 Residential warranty

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

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

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

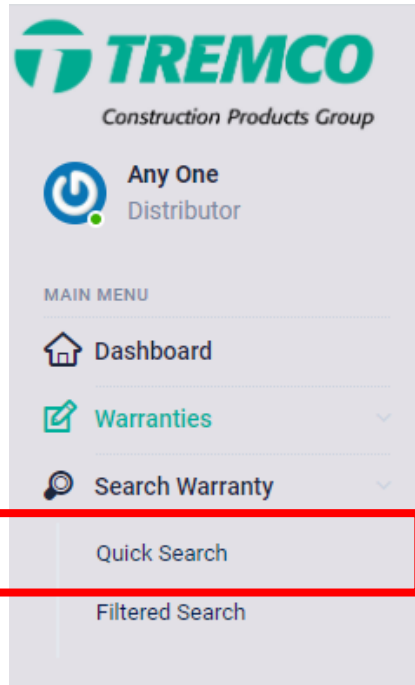
Product(s):	TUFF-N-DRI System 30 Year Warranty	Date of Product Installation:	10/27/2020
Square Footage:		Warranty Term:	30
Contractor/Applicator Name:	Zander Solutions, LLC	Warranty Expiration Date:	10/27/2050
Contractor/Applicator Address:	421 S. Nine Mound Road Verona, WI, 53593	Dollar per Square Foot/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



Warranty searches

Quick Search

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




QUICK SEARCH:

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

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

Filtered Search

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



Any One Distributor

MAIN MENU

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

Filtered Search advanced warranty search HOME / PROJECTS / FILTERED SEARCH

Warranty Search Selections

Project Name	<input type="text"/>	Warranty Number/Sample Number	<input type="text"/>
Project Address	<input type="text"/>	Contractor/Applicator Name	<input type="text"/>
Project City	<input type="text"/>	Contractor/Applicator Number	<input type="text"/>
Project State/Province	All <input type="text"/>	Contractor/Applicator City	<input type="text"/>
Lot Description, Parcel Number and/or Subdivision	<input type="text"/>	Contractor/Applicator State(s)	<input type="text"/>
Distributor Name	<input type="text"/>	Warranty Status	All <input type="text"/>
Distributor Number	<input type="text"/>	Expiration	All <input type="text"/>
Product Category	All <input type="text"/>	Assigned To	All <input type="text"/>
Product Sub-Category (Warranty Type)	All <input type="text"/>	Sample Warranty	All <input type="text"/>

Filtered Search

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

Filtered Search advanced warranty search HOME / PROJECTS / FILTERED SEARCH

Warranty Search Selections

Project Name	<input type="text"/>	Warranty Number/Sample Number	<input type="text" value="1137"/>
Project Address	<input type="text"/>	Contractor/Applicator Name	<input type="text"/>
Project City	<input type="text"/>	Contractor/Applicator Number	<input type="text"/>
Project State/Province	All	Contractor/Applicator City	<input type="text"/>
Lot Description, Parcel Number and/or Subdivision	<input type="text"/>	Contractor/Applicator State(s)	<input type="text"/>
Distributor Name	<input type="text"/>	Warranty Status	All
Distributor Number	<input type="text"/>	Expiration	All
Product Category	All	Assigned To	All
Product Sub-Category (Warranty Type)	All	Sample Warranty	All
GC/Architect/CM Firm Name	<input type="text"/>		

Warranty Results

Show entries

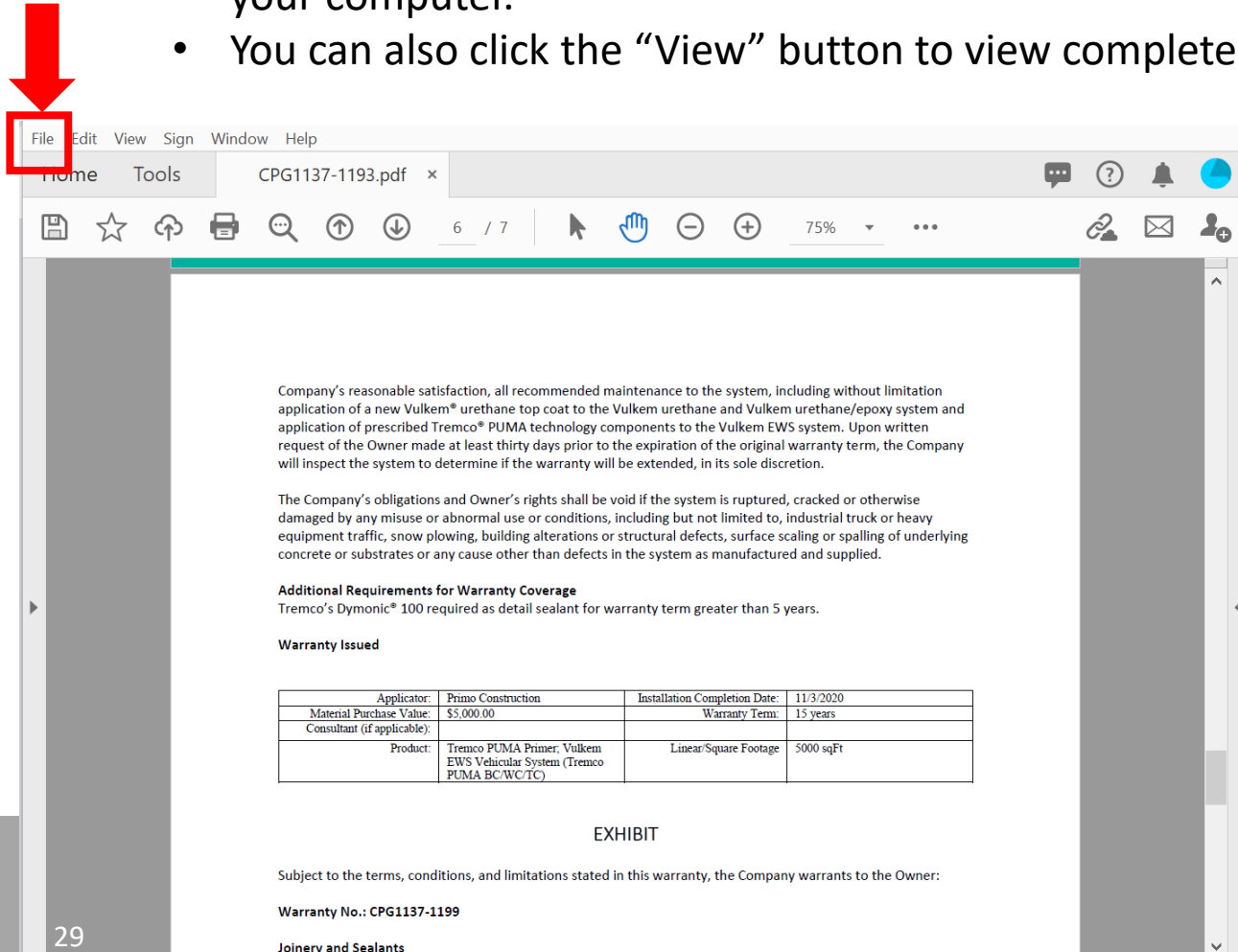
WARRANTY NO	PROJECT NO	PROJECT NAME	ADDRESS	CITY	STATE/PROVINCE	ZIP/POSTAL	ISSUE DATE	STATUS	MANAGE
CPG1050-1137	1050	Bellagio Hotel and Casino	3600 S Las Vegas Boulevard	Las Vegas	NV	89109		Pending Approval	View
CPG1137-1193	1137	ABC Building	1000 Euclid Avenue	Cleveland	OH	44321	11/2/2020 7:00:00 PM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

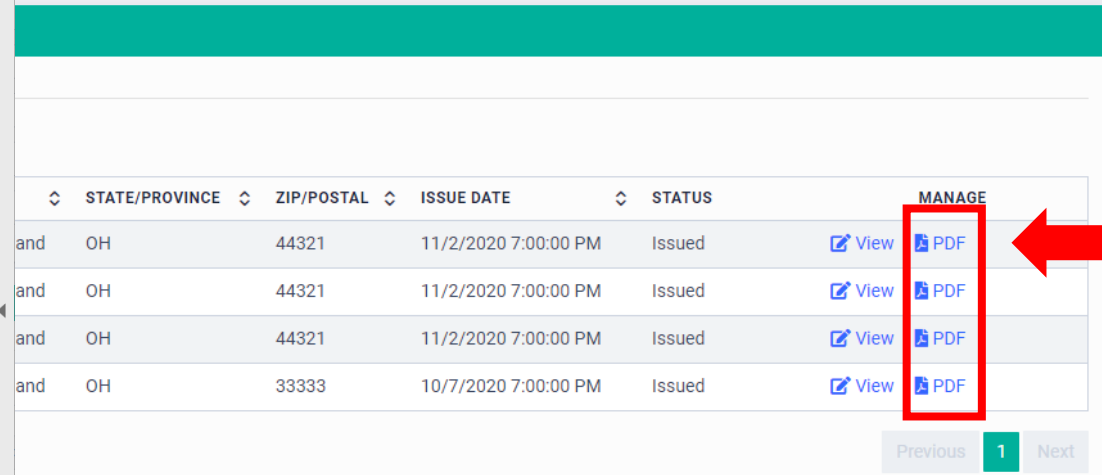
Applicator:	Primo Construction	Installation Completion Date:	11/3/2020
Material Purchase Value:	\$5,000.00	Warranty Term:	15 years
Consultant (if applicable):			
Product:	Tremco PUMA Primer, Vulkem EWS Vehicular System (Tremco PUMA BC/WC/TC)	Linear/Square Footage	5000 sqFt

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

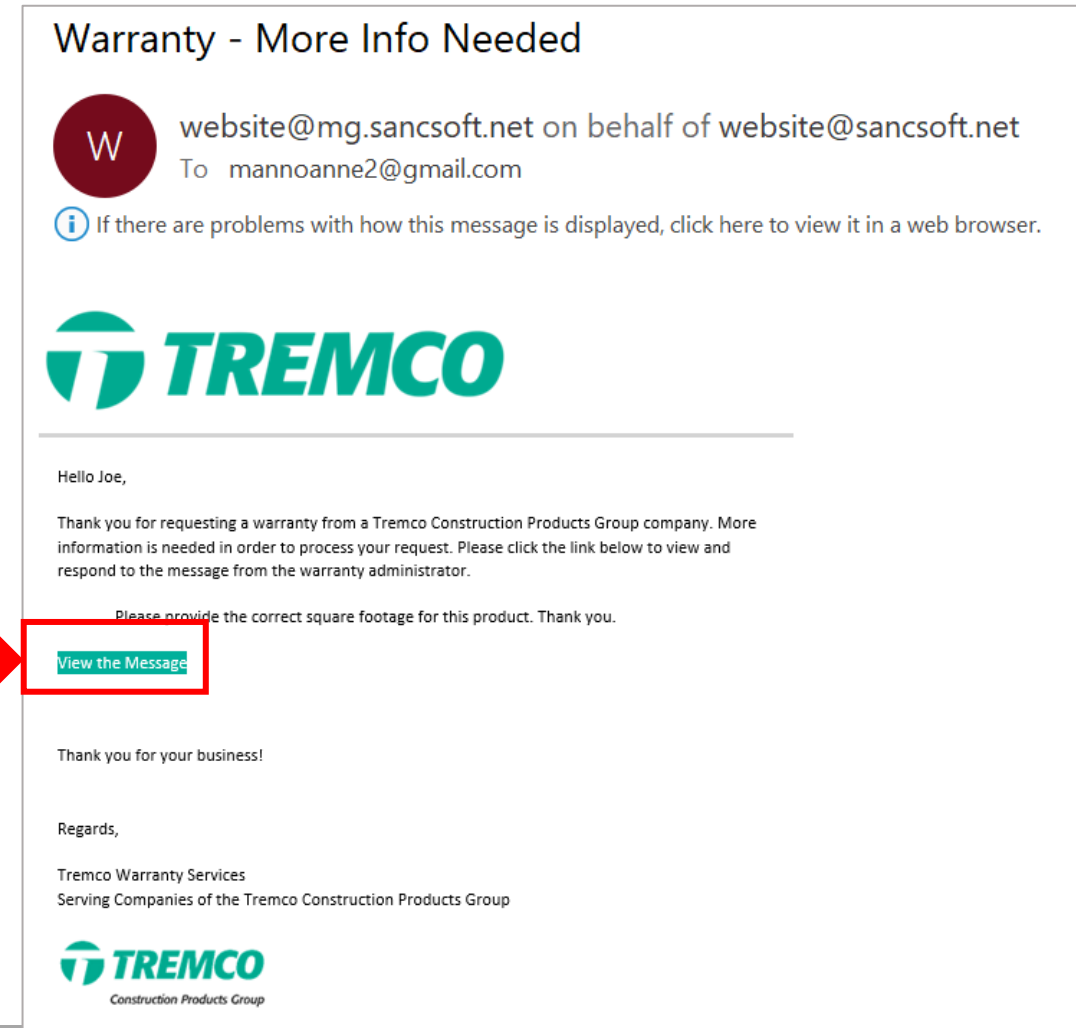
Responding to info requests

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.
4. Complete request and hit “Save & Submit” to put it back into submitted state to be processed.



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

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

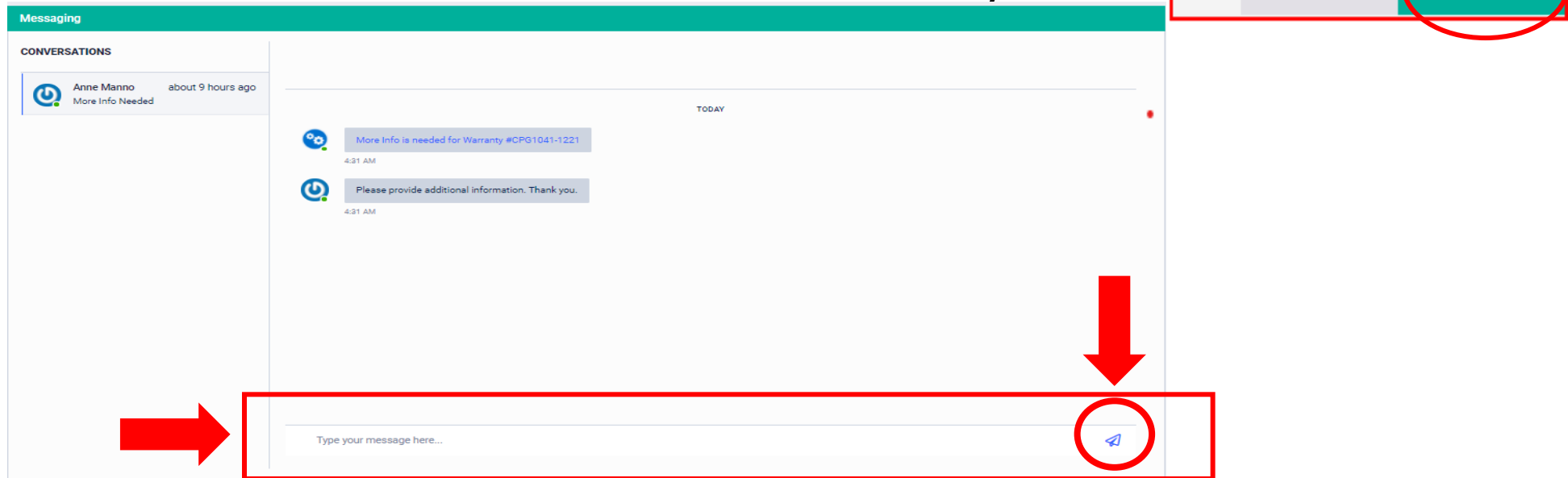
The screenshot displays a web interface for a warranty detail page. The page title is "#CPG1041-1221 Warranty Detail" with a "manage warranty" link. The breadcrumb trail is "HOME / PROJECTS / (#1041)KEY TOWER / #CPG1041-1221 WARRANTY DETAIL". The main content area is titled "Project Information" and 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 lines 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.
7. Updated information needs to be submitted for review, to complete hit the Save and Submit button in the warranty details.



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

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 products/categories *	Product *	sq ft
	=Permaquik 200	123

Permaquik 200 Information

*Required fields

Warranty Years*	5
Type Of Use	/ / Barrier

Warranty Output

Additional Attachments

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

Activity Log

Pending Approvals

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

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

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

The screenshot displays the warranty management system interface. The top section shows the breadcrumb path: HOME / PROJECTS / (#1013)TEST / #CPG1013-1043 WARRANTY DETAIL. Below this is the 'Project Information' section for '#CPG1013-1043 Warranty Detail', which includes fields for Name (Test), Project Type (New), Address (12222 Main Street), City (City), State/Province (OH), and Postal Code (34334). A red arrow points to a 'View Project' button in the left sidebar.

The middle section shows the breadcrumb path: HOME / PROJECTS / (#1013) TES. Below this is the 'Project Information' section for '#1013) Test', which includes fields for Project Number (1013), Name (Test), Project Type (New), and Date of Project Substantial Completion (09/25/2020). A red arrow points to a 'View Project Details' button.

The bottom section shows the 'Warranties' section. It includes a table with the following columns: WARRANTY NUMBER, CATEGORY, TYPE, STATUS, AREA, YEARS, EFFECTIVE DATE, and MANAGE. The table contains two entries:

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 'View' link for the CPG1013-1043 warranty. A red circle highlights the 'STATUS' column in the table. The interface also includes a search bar, a pagination control (10 items/page), and a 'Showing 1 to 2 of 2 entries' indicator.

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 by 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 Postal Code, with some sections also including a Phone field.

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	Phone	
	OH	(216) 292-5181	

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

Construction Manager		Address	City
Name			
State/Province		Phone	

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

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*
»Becker Equipment & Materials

Additional Warranty Info

Product Installation Completion Date*
10/27/2020

Email To*
amanno@tremcoinc.com

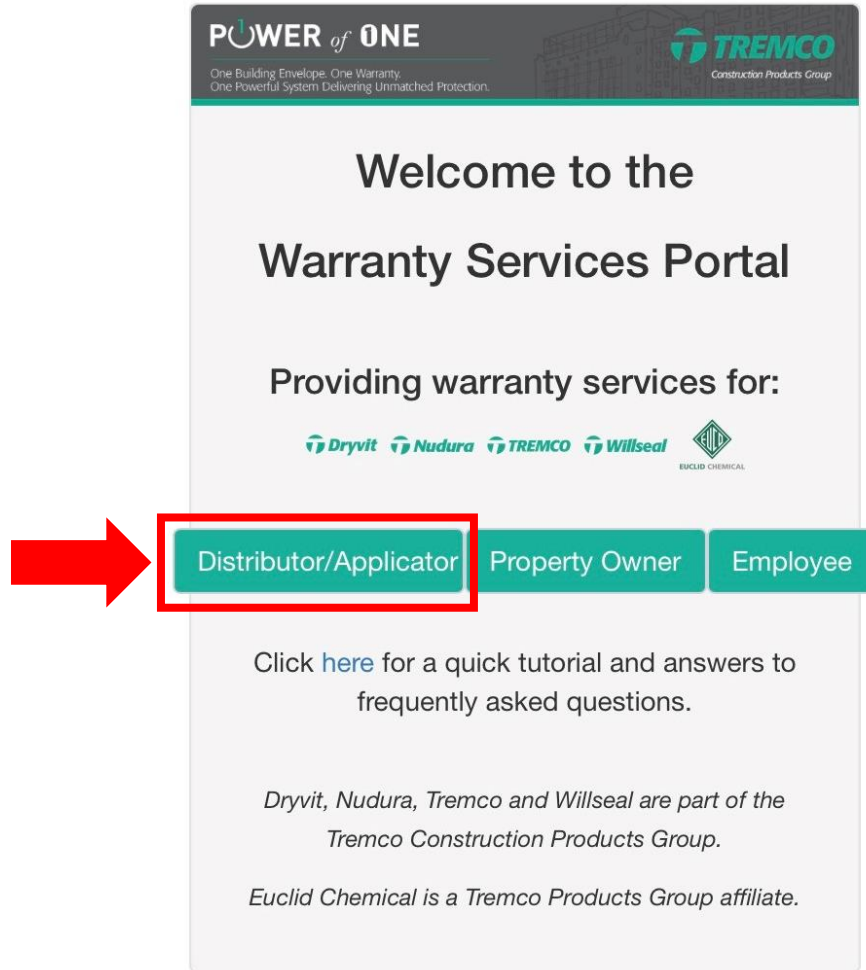
Enter any email recipients separated by a comma. The issued warranty will automatically be emailed to all recipients.

Special Requests

Consultant (optional)
 Consultant

Special Requests & Instructions (FOR COMMERCIAL PROJECT WARRANTIES ONLY)

How to respond to a request – Method 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”.

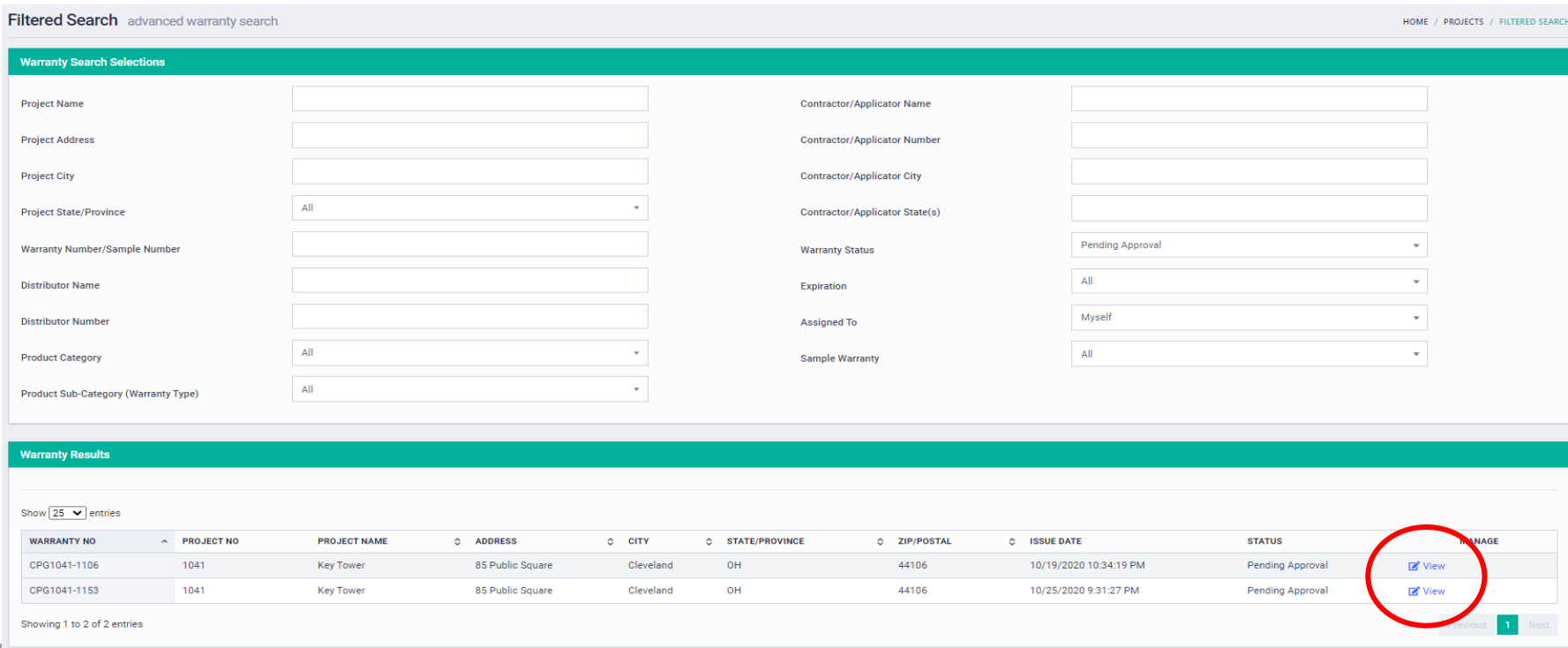
The screenshot shows the TREMCO distributor dashboard. The left sidebar contains the TREMCO logo and navigation menu items: Dashboard, Warranties, Search Warranty, and Service Requests. The main content area is titled 'Distributor' and includes a breadcrumb 'HOME / DISTRIBUTOR'. Under the 'Actions' section, three cards are displayed: 'More Info Needed' (highlighted with a red box and a red arrow pointing to it), 'Warranties Saved', and 'Warranties Requiring Approval'. Each card shows a count of 0 and a 'More Info' link. Below the actions is a 'RECENT WARRANTIES' table with search filters for Start Date and End Date, a search bar, and a table with columns for Warranty Number, Project Name, Address, City, Zip, State, Issue Date, Status, and Manage. The table contains one entry for warranty CPG1133-1191 at the Cleveland Convention Center. The bottom of the table shows 'Showing 1 to 1 of 1 entries' and pagination controls.

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

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

The screenshot displays the TREMCO distributor dashboard. On the left, a sidebar menu is visible with the 'Search Warranty' option highlighted in a red box. 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 and a table of warranty records. The table has columns for Warranty Number, Project Name, Address, City, ZIP, State, Issue Date, and Status. A 'MANAGE' column contains 'View' and 'PDF' links for each record. A red box highlights the 'View' link for the first 'Issued' warranty (CPG1137-1199), with a red arrow pointing to it.

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 warranty administrator will receive your message and respond within one business day.

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

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

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

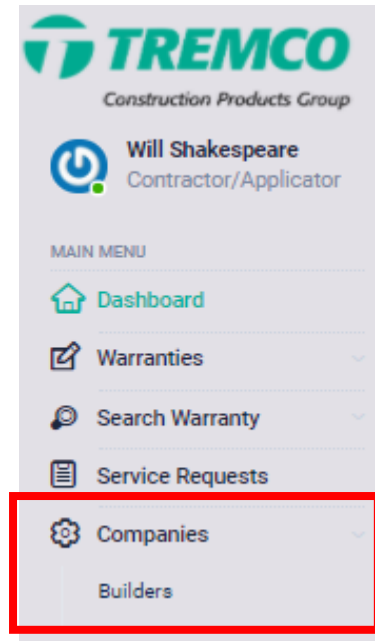
**Companies:
search & create
contractor &
builder records**

Company 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



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' form with the following fields and annotations:

- Contractor Information** header.
- Basic Info** section: Name (Wendel Construction), Brands (dropdown with 'Tremco - Commercial' selected and highlighted by a red box and arrow).
- Contact Info** section: Phone ((919) 852-2660), Address Line 1 (5413 Hillsborough Street), Address Line 2 (empty), City (Raleigh), State/Province (NC), Postal Code (27606).
- Details** section: Notes (Add any addition customer notes here).
- Buttons: Cancel and Submit (highlighted by a red box and arrow).
- A dropdown menu for Brands is open on the right, showing options: Dryvit (highlighted), Euclid Chemical, Nudura, Watchdog, Tremco - Commercial, and Willseal.

Creating companies

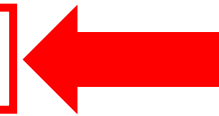
5. Message confirms that the company record was successfully created. You will now be able to include this contractor or builder on your warranty requests.

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)

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 several sections:

- Location Information:** A table with two columns. The first column lists items like 'Exterior Wall Construction', 'Poured', 'Grade Slopes Away From House', 'Dehumidifier', and 'Downspout Termination'. The second column lists items like 'Basement Finishing', 'Grade Level Above Waterproofing', and 'Sump Pump'. Each item has a corresponding 'Yes' or 'N/A' status.
- Damage Assessment:** A table with three columns: 'Moisture Location', 'Wall Condition', and 'Standing Water'. It includes rows for 'On the vertical wall', 'Crack In Wall', and 'Crack at Utility Penetration'. A 'Comments' field at the bottom contains the text 'HELP ME!!!!'.
- Activity Log:** A section with a teal header. It contains a message: 'Hi, the h/o is really concerned since it is expected to rain all week. Thanks.' Below this is an 'In Process' section with a user profile for 'Javase Grissom (Warranty Admin)' and a timestamp '11/3/2020 8:45 PM'. A 'Note' section repeats the message.
- Damage Documentation:** A section with a teal header. It features an 'Upload Documents' area with a 'Browse...' button and the text 'No files selected.' An 'Upload' button is located to the right.
- Attached Documents:** A section with a teal header, currently empty.

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


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


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


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

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

Actions

 **More Info Needed**
More Info 0

 **Warranties Saved**
More Info 0

 **Warranty Service Requests**
More Info 1

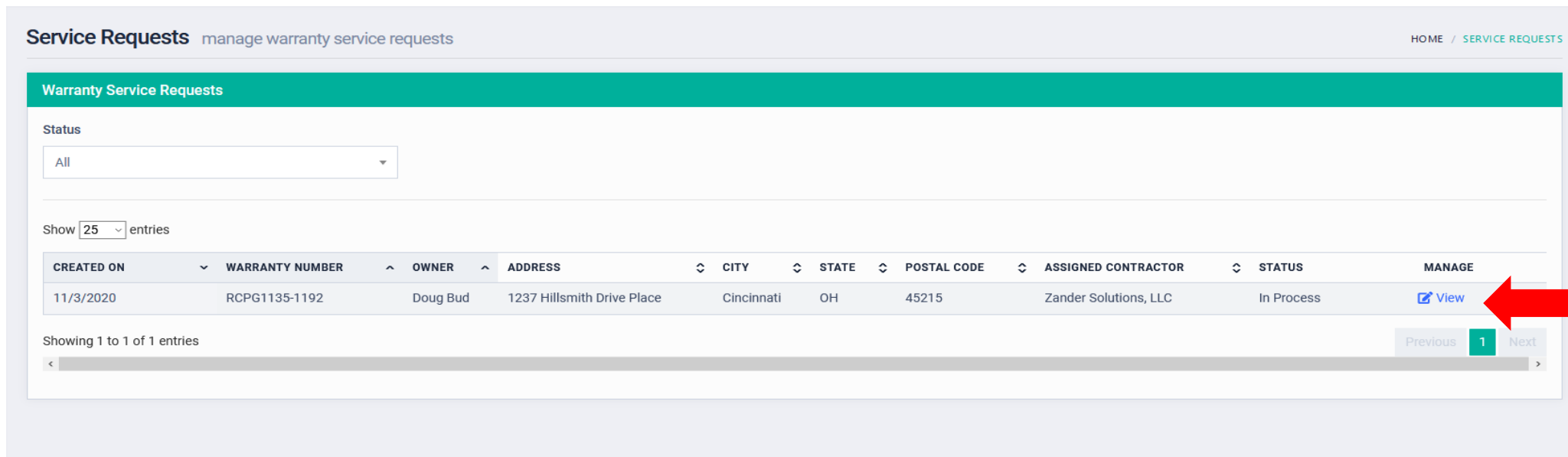
RECENT WARRANTIES Start Date End Date

10 items/page Search...

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

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

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



The screenshot displays the 'Service Requests' interface. At the top, there is a breadcrumb trail: 'HOME / SERVICE REQUESTS'. Below this is a teal header for 'Warranty Service Requests'. A 'Status' dropdown menu is set to 'All'. Below the dropdown, it says 'Show 25 entries'. The main content is a table with the following columns: CREATED ON, WARRANTY NUMBER, OWNER, ADDRESS, CITY, STATE, POSTAL CODE, ASSIGNED CONTRACTOR, STATUS, and MANAGE. The table contains one entry with the following details: CREATED ON: 11/3/2020, WARRANTY NUMBER: RCPG1135-1192, OWNER: Doug Bud, ADDRESS: 1237 Hillsmith Drive Place, CITY: Cincinnati, STATE: OH, POSTAL CODE: 45215, ASSIGNED CONTRACTOR: Zander Solutions, LLC, STATUS: In Process. In the MANAGE column for this entry, there is a blue 'View' button with a magnifying glass 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 navigation buttons: '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

- 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

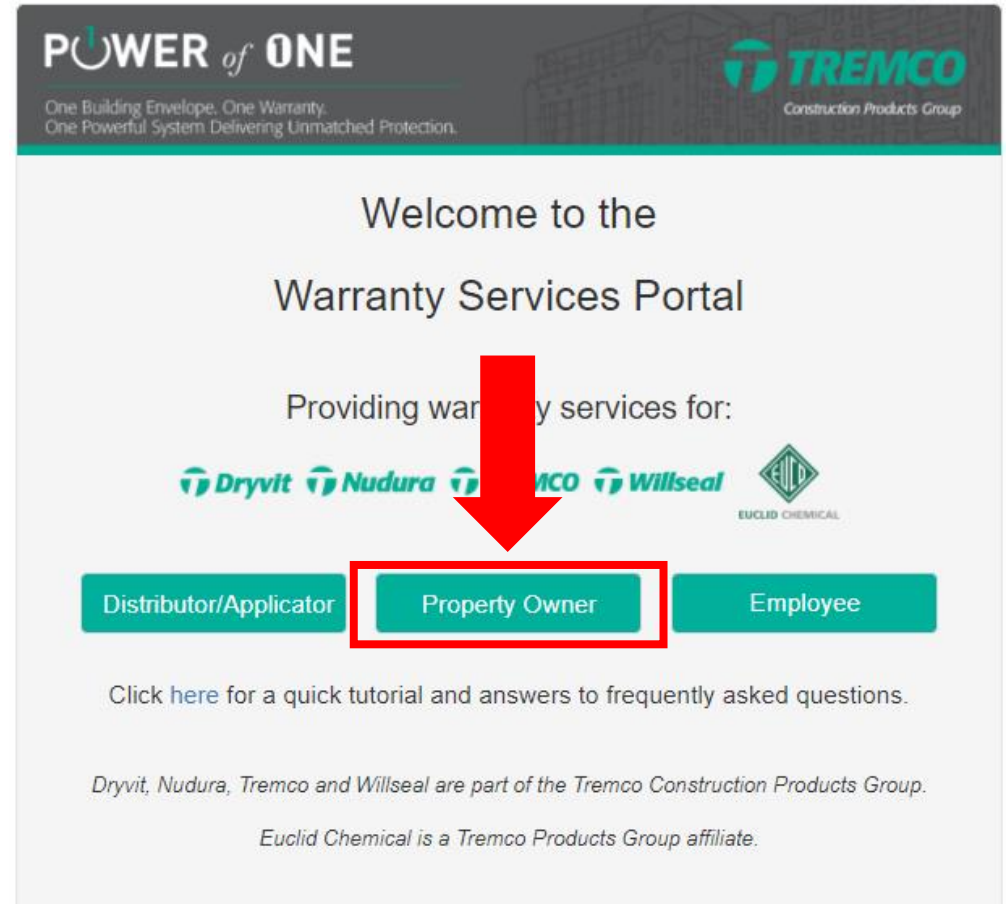
Resolve Claim 

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

**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

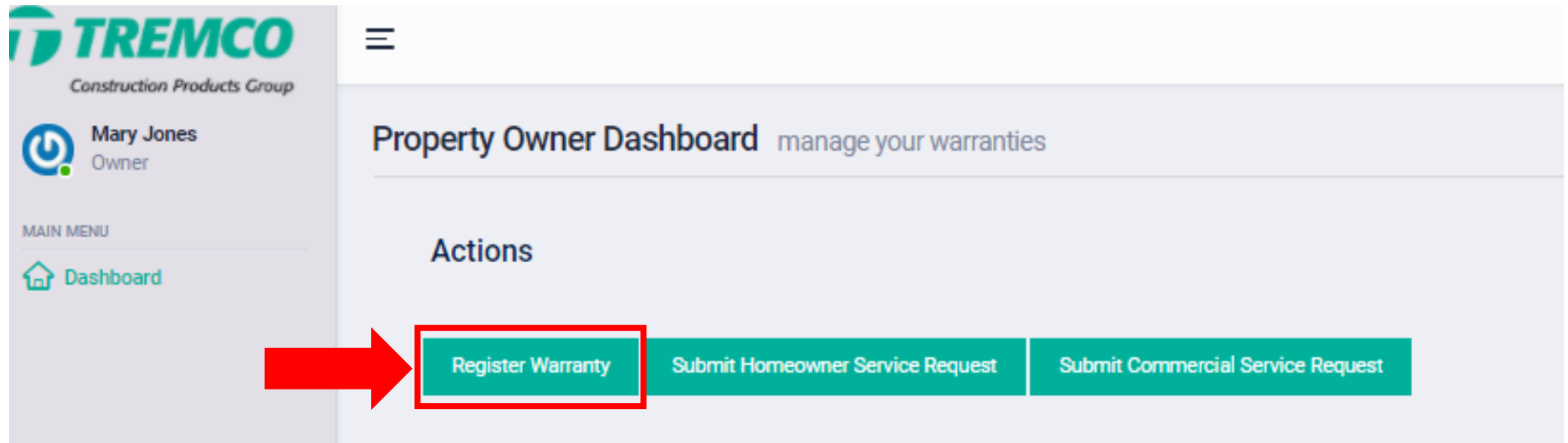
Password:

Confirm Password:

Back **Submit**

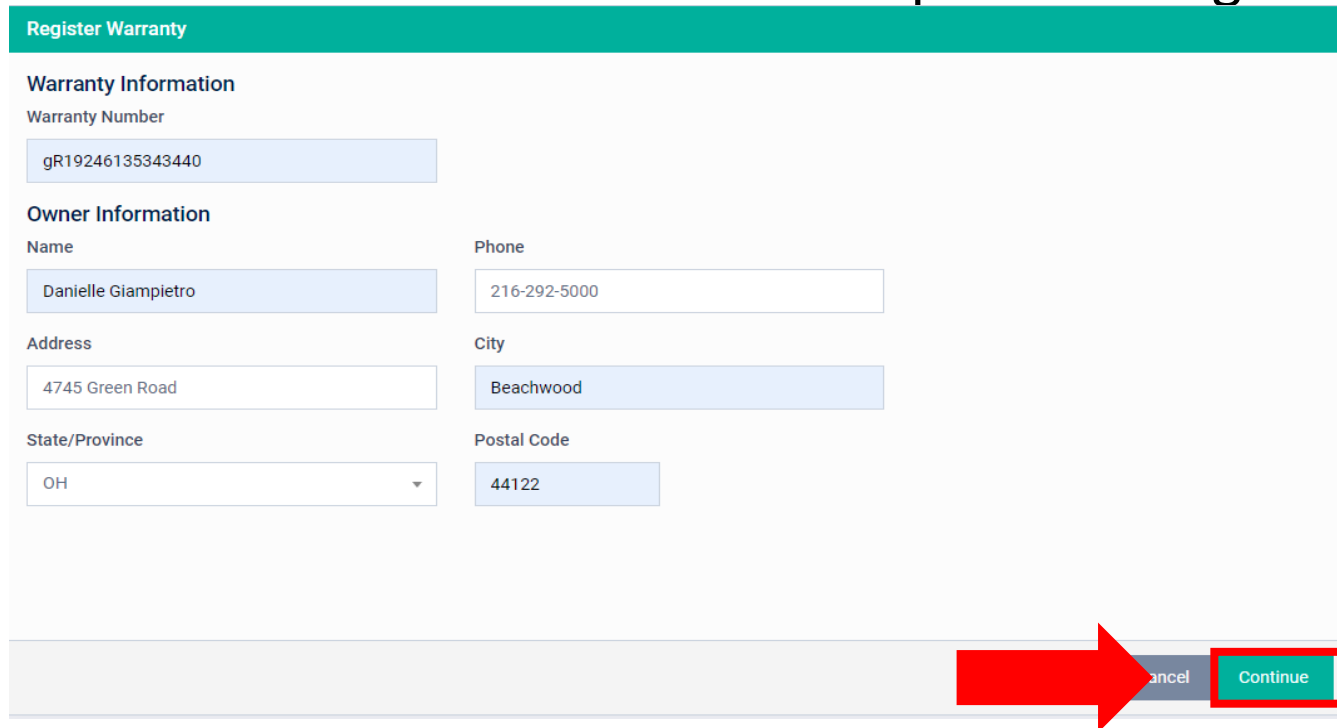
How to register your warranty

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.



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

Warranty Information
Warranty Number: gR19246135343440

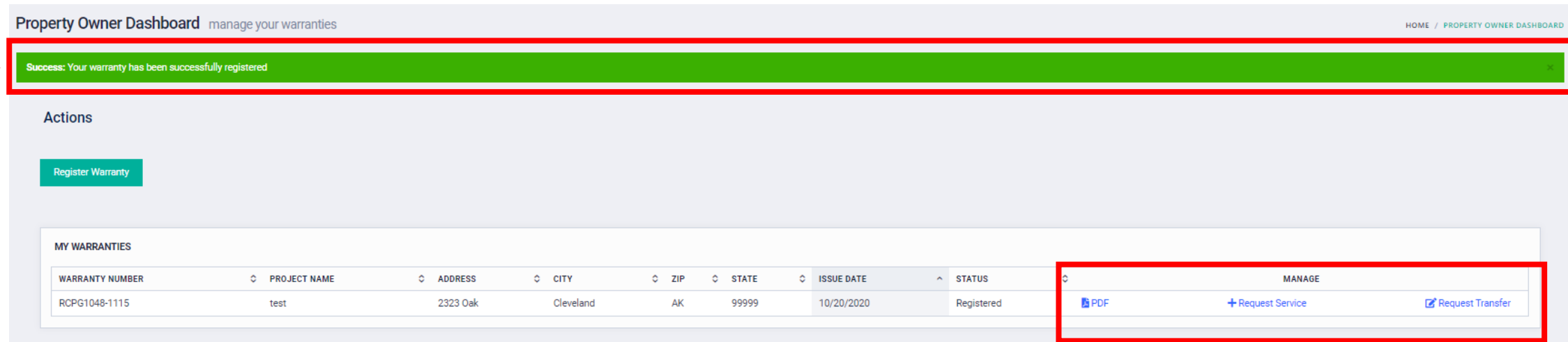
Owner Information

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

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

How to register your warranty

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



Property Owner Dashboard manage your warranties HOME / PROPERTY OWNER DASHBOARD

Success: Your warranty has been successfully registered

Actions

Register Warranty

MY WARRANTIES

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

How to register your Residential warranty past 2 years

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

Request Registration Exception ×

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

Optional Message

Document Upload

No file chosen

How to submit a service request - Homeowners

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

The screenshot displays the Tremco Property Owner Dashboard. A green success message at the top states: "Success: Your warranty has been successfully registered". Below this, the "Actions" section contains three buttons: "Register Warranty", "Submit Homeowner Service Request", and "Submit Commercial Service Request". A red arrow labeled "2b)" points to the "Submit Homeowner Service Request" button. The "MY WARRANTIES" section features a table with the following data:

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

A red arrow labeled "2a)" points to the "+ Request Service" link in the "MANAGE" column of the table.

How to submit a service request - Homeowners

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

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

Contact Information

Name: Address:

City: State: Zip/Postal Code:

Daytime Phone: Alternate Phone: Email:

Warranty Information

Warranty Number:

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

Location Information

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

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

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

Do you have an operating dehumidifier? Yes No

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

Is there standing water on the floor? Yes No

Is the leak below a window? Yes No

Is the leak at a utility pipe? Yes No

Comments or Additional Information:

Type of Damage:

Estimated Time how long will help expedite the claim process:

Upload Files:

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

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

How to submit a service request - Homeowners

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

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

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

Warranty Information	
Warranty Number	First Owner
RCPG1048-1115	Yes

Under Review

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

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

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

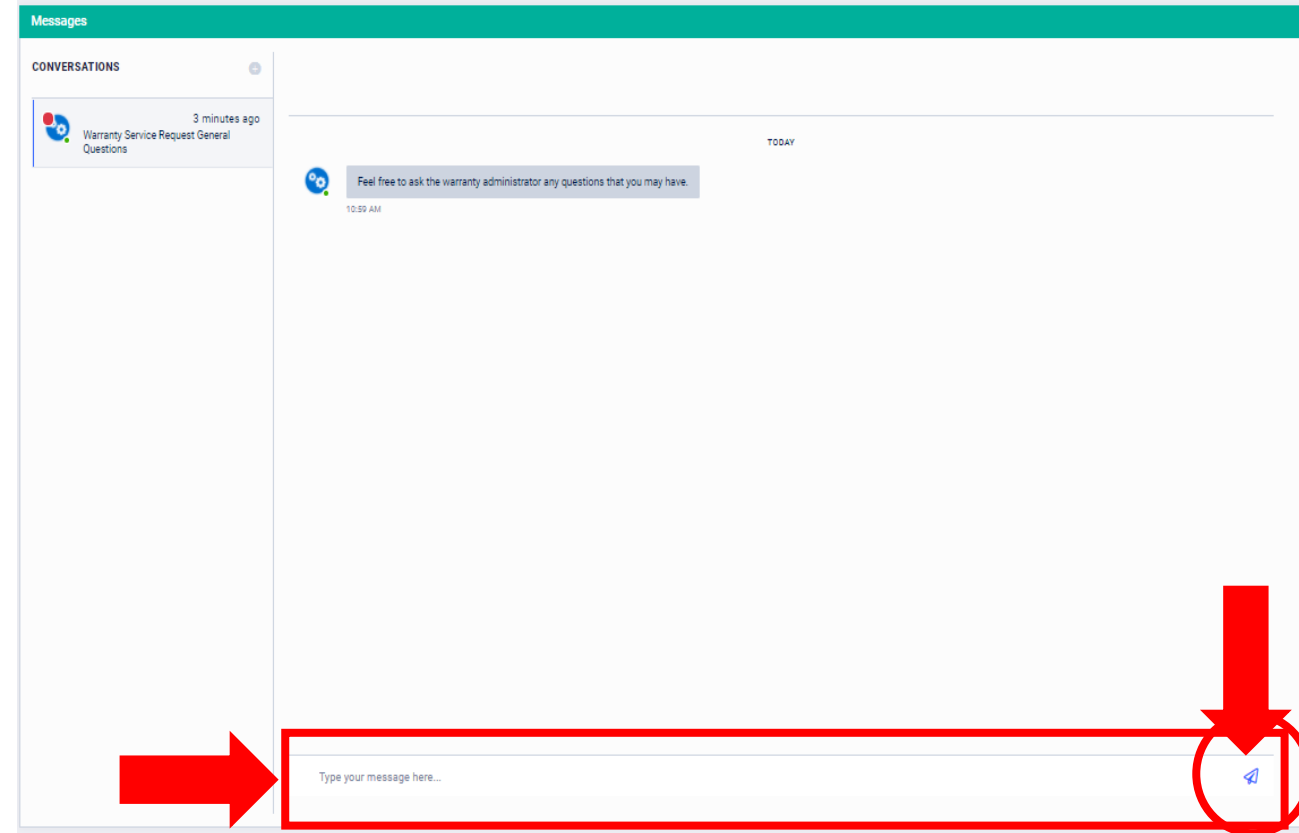
Damage Documentation	
Upload Documents	
<input type="button" value="Choose Files"/> No file chosen	<input type="button" value="Upload"/>

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



How to submit a service request - Homeowners

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



How to submit a service request – Commercial property owners

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 Address

City State Zip/Postal Code

Daytime Phone Alternate Phone Email

Warranty Information

Warranty Number


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 transfer request

- For residential warranties issued prior to Nov. 17, 2020: Click this button to submit your transfer request: 
- For warranties issued on Nov. 17, 2020 or later: On the property owner dashboard, click “Request Transfer.” (Note: Your warranty must be registered before you can submit a transfer request.)

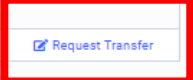
Property Owner Dashboard manage your warranties HOME / PROPERTY OWNER DASHBOARD

Actions

[Register Warranty](#)

MY WARRANTIES

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

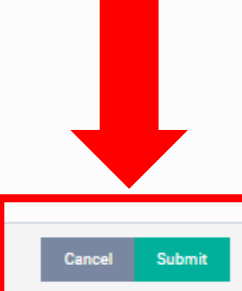
Name: Phone:

Address: City:

State/Province: Postal Code:

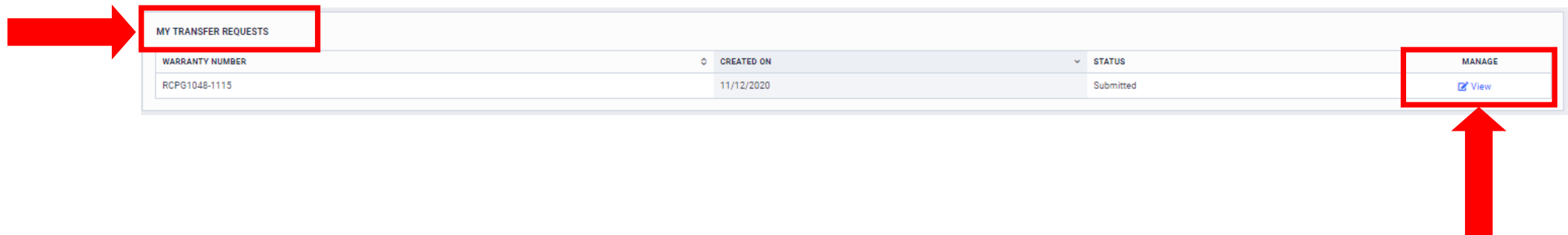
Notes

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](#)

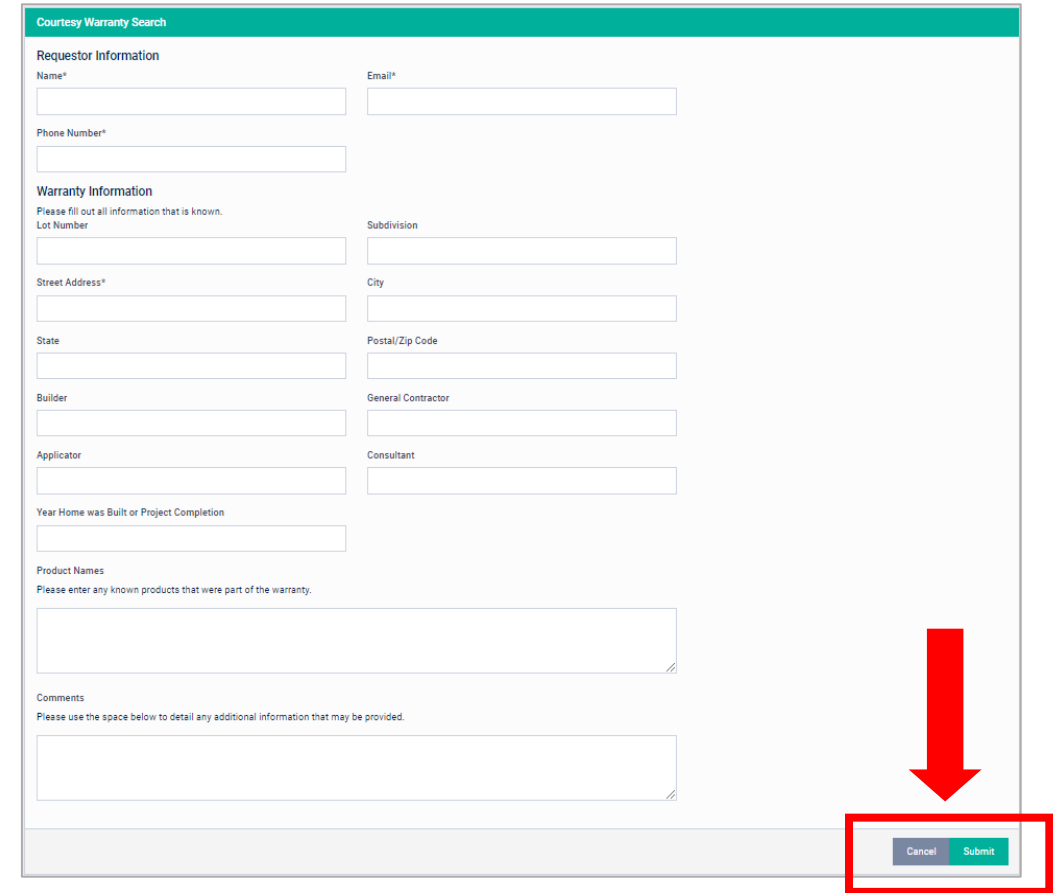
[Request courtesy warranty search](#)

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

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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

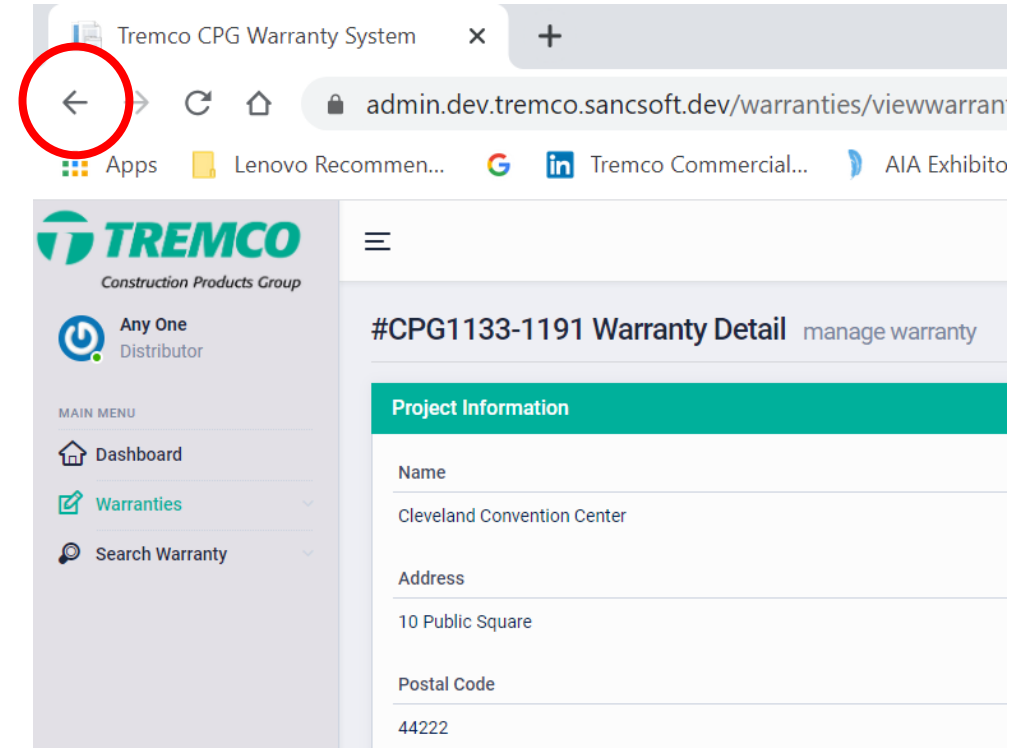
We have received your request for a Courtesy Warranty Search. Please note that while we will make every effort to find your warranty, it is possible that no warranty will be uncovered for your address. The Warranty Administrator will contact you within 3 business days with either your warranty number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

[Login](#)

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

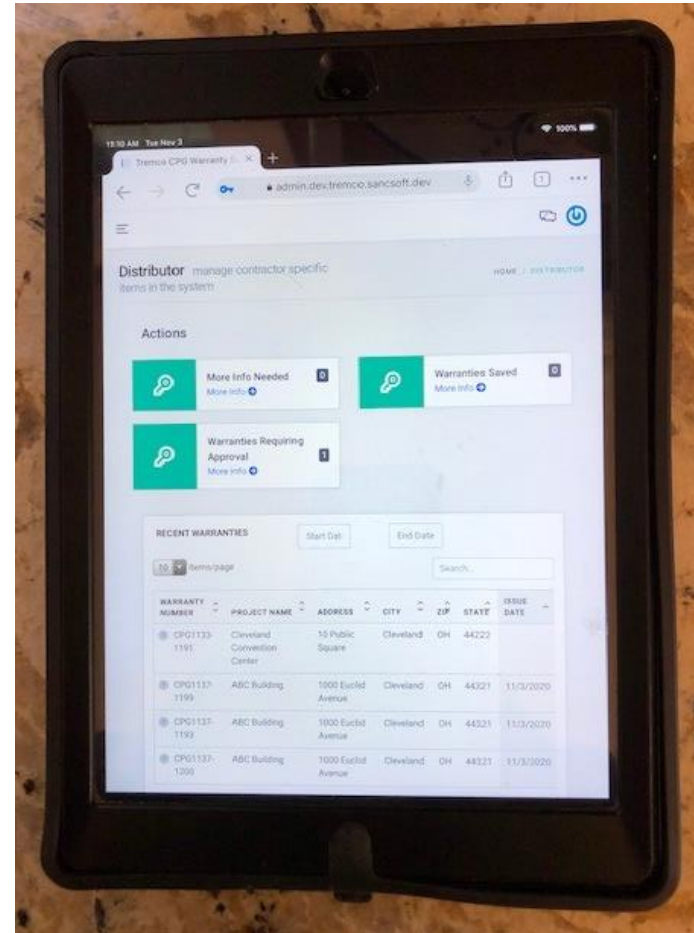
Keyboard and searches

- 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.



Welcome to the Warranty Services Portal

Providing warranty services for:



Distributor/Applicator

Property Owner

Employee

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

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QUESTIONS?

Contact Us:

warrantyadmin@tremcoinc.com