

WARRANTY SERVICES PORTAL FREQUENTLY ASKED QUESTIONS

All Users:

1. Is the new system cell phone friendly?

Yes, the system is mobile responsive. You can enter warranty requests, respond to messages, review and approve requests on any device (e.g., cell phone, tablet, computer).

2. Are training materials available for the warranty services portal?

You may view recorded training webinars here:

<https://www.gotostage.com/channel/a055aca2e1ef433cbfda4f3faa4e9e91>

You can also view and download a tutorial from the system login page: <https://warranties.tremcocpg.com>

3. What Internet browser can I use?

The system supports all the main Internet browsers including Microsoft Edge, Google Chrome, Mozilla Firefox and Apple's Safari. We do NOT recommend Internet Explorer because Microsoft is no longer supporting or providing updates to this platform; users have reported some issues with the system when accessing it via Internet Explorer.

4. I received an email notification telling me I have a message, but when I log in, I cannot see any messages.

- First, consult the system Tutorial for information on how to view messages.
- If you get to the Messaging area and are unable to see any messages, try one of the following:
 - Enable pop-ups in your Internet browser settings for the warranty system URL (<https://warranties.tremcocpg.com>). See below for more info.
 - If the issue persists, it may be due to a small laptop screen: Zoom out by holding down the CONTROL key and clicking the “-” (minus sign) key simultaneously one or two times. The messages should now appear. (You may need to scroll down.)

For more information on how to enable pop-ups from select websites:

- Google Chrome: <https://support.google.com/chrome/answer/95472?co=GENIE.Platform%3DDesktop&hl=en>
- Mozilla: https://support.mozilla.org/en-US/kb/pop-blocker-settings-exceptions-troubleshooting#w_pop-up-blocker-settings
- Microsoft Edge: <https://answers.microsoft.com/en-us/edge/forum/all/block-or-allow-pop-ups-in-microsoft-edge-windows/353fd8f4-0998-40ee-a73f-f613ce59caa>
- Safari: <https://apple.stackexchange.com/questions/253769/with-safari-can-i-allow-pop-ups-for-specific-sites>

5. Who can I call if I have more questions or need assistance regarding a warranty?

The best way to request assistance is to send a message to the warranty administrator through the warranty services portal. See the SENDING MESSAGES section of the tutorial for more information about the messaging function. Otherwise, please contact us by phone at 216-292-5181.

Distributors & Contractors:

6. Who can request a warranty?

Warranties may be requested by an authorized Tremco, Dryvit, Nudura or Willseal distributor or contractor/applicator.

7. Can distributors request warranties for customers in any area?

An authorized distributor of Tremco CPG company products may submit warranty requests on behalf of any contractors who purchased material from them.

8. What Tremco CPG companies can we request warranties for?

Use this portal to request product warranties from Tremco Construction Products Group companies: Tremco Commercial Sealants & Waterproofing Division; Dryvit Systems, Inc.; Dryvit Systems Canada; Nudura Inc.; and Willseal. You may also request warranties for Securock® ExoAir® 430 systems (an all-in-one system from USG Corporation and Tremco Incorporated) and for approved products from The Euclid Chemical Company, a Tremco Construction Products Group affiliate.

9. Will this portal be utilized for commercial roofing warranties as well?

Not at this time. Contact your local Tremco sales representative if you have warranty questions regarding products from the Tremco Roofing & Building Maintenance Division.

10. If I already have a login for the old systems (Tremco's SWISE or WISE), can I use my old login credentials?

If you had an account in the old system, your account will automatically be set up in the new system. You will need to create a new password, however. Click "Forgot password?" and you will receive an email with instructions to reset your password. New passwords must be 10 characters minimum, and they may be any combination of letters, numbers and/or special characters.

11. How do we search for past warranties?

Over the next month, all warranty records created in SWISE and WISE will be migrated to the new system. In the meantime, you will still have access to these systems in order to view and download existing warranties. However, you will not be able to create NEW warranties in SWISE and WISE after November 13, 2020. Access the links for the SWISE and WISE systems at <https://www.tremcosealants.com/warranties/>.

12. How many account users can we have? Is there a maximum?

If multiple people at your company will be requesting warranties, they can each have a separate user account. There is no maximum.

13. If company has multiple people entering warranty requests, will everyone see all the requests for the company or only what the individual has entered?

Employees will see all warranty activity for their company, not only the requests that they personally submitted.

14. When creating warranty requests, will email addresses self-populate or do you have to type the entire email every time?

The email address of the person submitting the request will automatically populate the “Email To” field. You may add additional email addresses in this field, separated by commas. Every email address entered here will receive a copy of the warranty document when it is issued.

15. Can warranties for products for the same project be requested by different applicators or distributors?

Yes. The distributor who sold the materials or the applicator who installed them should request the warranty. If the project was already created in the system, regardless of who created it, subsequent product warranty requests for that project should be added to it. The system will alert you if a project matches one already in the system, and you will have the option to add to it or create a new project.

16. If multiple warranties are issued for the same job, will each have a different date?

No, all warranties issued for the same project will have the same Date of Substantial Completion. This is the effective date for all warranties on the project. (This is different from material application date.)

17. Is the material cost field required?

Yes, this is a required field. If you need assistance determining the correct amount, contact your local Tremco, Dryvit, Nudura or Willseal sales representative for assistance.

18. How do you add a new builder or contractor to the database?

Distributors can add new contractors, and contractors can add new builders to the database by clicking “Companies” in the left navigation pane and then “Contractors” or “Distributors.” From there, you can search contractors or builders and, if the company you need is not already set up in the system, click the “+Create” button to add it. NOTE: Tremco CPG company products require installation by a trained, qualified, approved and/or listed applicator. To ensure compliance with specific product requirements, the warranty administrator will review all new contractor records prior to warranty issuance. You will be notified via system message if there is a question regarding a contractor record that you created.

19. What if the distributor we purchased product(s) from does not appear in the Distributor Name dropdown?

This is a required field. If the distributor you purchased from is not in the dropdown, choose a different distributor. In the Special Requests area text box, add a note to the warranty administrator with the name, city and state/province of the correct distributor. The warranty administrator will review and add it to the database after confirming that it is a Tremco CPG company authorized distributor.

20. When selecting the applicator or distributor for a warranty request, do we have to scroll through all companies in the system?

No. Simply type a few characters of the company you need, and the system will jump to that part of the list. Click on the name to select it.

21. Can distributors view all listed/trained applicators in the system?

Yes, distributor users can view all applicator records in the system. If you need to request a warranty for an applicator that is not in the system, you may create a record for that company. See previous question regarding creating contractor and builder records.

22. Is a warranty request form available that distributors can send customers to complete?

Yes. A form will be available soon and will be accessible in the Dryvit Distributor Tool Box and Nudura Distributor Tool Box. You may also contact the warranty administrator at warrantyadmin@tremcoinc.com or your local sales representative for a copy of the form. All information on the form MUST be submitted online via the Tremco CPG Warranty Services Portal. We will not issue warranties from forms emailed, faxed or mailed to us.

23. How do I know what category the product I need is in?

Products are organized based on use or application. If you are unsure about the application, you can do a quick search: On the left navigation pane, click “Search Warranty” and then “Product Search.” Enter the name of the product in the search bar and hit the “Enter” key. You will see one or more categories in which that product appears. If it appears in more than one, and you are uncertain which category applies to your project, contact your local sales representative for assistance.

24. If I sell the Outsulation system but do not carry the Tremco sealant, can I still request an extended warranty?

Yes. Simply indicate on the form which Tremco sealant was used. A Dryvit sales representative will confirm and approve the extended warranty request. The distributor or applicator of the Tremco sealant should submit an additional warranty request to cover the sealant product.

25. How will a contractor know if there is a warranty service request that requires a response?

If we receive a service request from a property owner for a project that requires a site visit, the contractor will receive an email notification. Click the button in the email to access the request in the system, review the details and enter your response. This may be done from your phone, tablet or computer. Also, any time you log in to the portal, it’s a good idea to check “Warranty Service Requests” in the Quick Actions section to see if any requests require your attention.

26. If I make a mistake on a warranty request, can I edit it?

Once a commercial warranty request has been submitted or a residential warranty issued, you cannot edit it. Send the warranty administrator a message regarding the required correction. To do this, search for the warranty from your dashboard, click “View” and scroll down to the Messages area.

27. How do we handle pre-approved extended warranties?

When submitting the final warranty request, attach any pre-approvals (emails, sample warranties or other documentation) to the request.

28. If a project has several buildings with different dates of substantial completion, will these be tied together on the same warranty?

No, the start date of all warranties for the same project will have the same Date of Substantial Completion. The other buildings will be covered by separate warranties.

29. In the new system, if I am the main user and I add users for our company will it be easy to remove/add users?

Any new users should simply click the “Request a User Account” button and provide their company and contact information to be added to your company record. If an employee leaves your company, email the warranty administrator to have the user account deactivated.

30. If job specifications require a longer warranty coverage period than the system allows, how do we request this?

There is a text box in the Special Requests area where you can enter this information. You should also upload the specifications before submitting the warranty form to help expedite the approval process.

31. Whom do we contact for warranty support and how?

The best way to request support regarding a warranty is to add a message to the warranty record in the system. Perform a quick search if needed to locate the warranty record. Click “View,” then scroll down to the Messages area. Your message will be attached to the warranty in question, which will expedite a response from the warranty administrator. If you have a general question, unrelated to a specific warranty, simply log in to the system, click the Messages icon in the upper right corner of the screen, and click the “+”

sign to start a new conversation. You may also contact the warranty administrator by email at warrantyadmin@tremcoinc.com or by phone at 216-292-5181.

Residential Contractors:

32. How long will the old WISE system be available for accessing historical records:

WISE will be available for legacy warranty research until we are able to finalize migration of these warranties over to the new portal. Once these records are migrated, you will be able to access older warranties via the new portal.

33. Is the membrane batch number a required field?

No, the batch number is not required; however, we encourage you to enter it if you know it.

34. Do we need to enter the builder's email on each request, or will it pull up automatically?

For now, you will need to enter the builder's email address. This functionality will be included on our phase two update.

35. Can warranties be re-downloaded and mailed to homeowners and builders 6 months after they are created?

Yes. Warranties created by you in the new portal can be accessed and downloaded at any time.

36. If a mistake is made on a warranty, can it be edited?

A warranty can be edited by the person who is entering it until it is submitted. You may save an in-progress warranty by clicking "Save and Exit." After the warranty has been submitted (issued), you must ask the Warranty Administrator to make the change. To do this, open the warranty record, and add a message requesting the change.

37. After the Warranty Administrator makes an edit, we will be able to resend the warranty to the builder?

Yes. The old warranty will be archived, and the new edited warranty will replace it in the PDF download area. From there you can download and resend the edited PDF.

38. Does the portal assign the project number?

Yes.

39. Will the builders saved in WISE be carried over to the new portal?

Yes, the builders associated with you will carry over to the new portal

40. How will we know a service request has been assigned to us?

When you have been assigned a Warranty Service Request you will be notified two ways: 1. The number of requests will appear in number form next to the quick links at the top of the dashboard. 2. You will receive an email notification. Click the button in the email to take you directly to the service request in the portal.

41. If a company has more than one person entering warranties, will all the warranties be visible to everyone in the company?

Yes. Every warranty tied to a single company will be visible to all users from that company.

42. Is there a way we can see pending and completed warranties in the system?

Yes, all of the unsubmitted warranties will be viewable in the "Warranties Saved" section, and your full warranty list can be seen in the "Projects" screen.

43. Will physical warranties be mailed to the builder or will they only be emailed going forward?

With the new system, the warranties will all be in electronic form. However, if your builder requires printed warranties, you can download a PDF and print it in your office.

44. Who do we contact for warranty support and how?

If you are inquiring or commenting on a specific warranty, please use the system messaging feature so we can track all information pertaining to the warranty. For general warranty questions, you may email WarrantyAdmin@tremcoinc.com.

45. Are we required to create a project even if the warranty is for a residential property?

Yes, residential contractors are required to create a project first before they add a warranty to it. This information will be copied over to the owner name and address fields so you will not need to enter it twice.

46. Residential projects don't typically have names, just addresses. What do we put in this field?

If you do not know the homeowner's name you will need to enter the builder's name instead.

47. With residential properties we don't typically know the number of stories. What do we enter there? Since this is a required field, if you don't know the elevation, you may enter "1."

48. Will we receive the residential warranties immediately as we do now via email?

Yes, as soon as you submit a warranty, it will appear as a download on the dashboard and be emailed immediately to any address you entered in the "Email To" field.

Property Owners:

49. Why do I need to register my warranty?

Registering your warranty makes it easier for you to retrieve a copy of the warranty document at any time. Also, once your warranty is registered, requesting a transfer or warranty service if needed is quick and easy. **NOTE:** Only warranties issued on Nov. 17, 2020 or later can be registered until warranty records from our old WISE system are migrated to the new Warranty Services Portal. Target completion date for this process is Feb. 1, 2021.

50. How do I register my warranty?

Registering your warranty takes just a few minutes. On the Warranty Services Portal login screen, click the "Property Owner" button and then "Click Here to Begin." Follow the on-screen prompts to complete the process. **NOTE:** Only warranties issued on Nov. 17, 2020 or later can be registered until warranty records from our old WISE system are migrated to the new Warranty Services Portal. Target completion date for this process is Feb. 1, 2021.

51. How can I request warranty service?

If your warranty was issued on Nov. 17, 2020 or later, first register your warranty if you have not done so already (see two preceding questions). Log in to the system and click the "Request Warranty Service" link. Follow the on-screen prompts to complete the request, including a description of the issue.

If your warranty was issued prior to Nov. 17, 2020, create a user account in the system and click the "SUBMIT HOMEOWNER SERVICE REQUEST" or "SUBMIT COMMERCIAL SERVICE REQUEST" button. Follow the on-screen prompts to complete the request.

52. How can I request a warranty transfer if I sell my property?

If your warranty was issued on Nov. 17, 2020 or later, log in to the system and click the “Request a Transfer” link. Follow the on-screen prompts to complete the request. Note that a warranty must be registered before it can be transferred.

If your RESIDENTIAL warranty was issued PRIOR to Nov. 17, 2020, click the below link to access and submit our online form:

https://www.tremcosealants.com/filesshare/literature/Tremco_Warranty_Transfer_Form.pdf

If your COMMERCIAL warranty was issued PRIOR to Nov. 17, 2020, email the warranty administrator at warrantyadmin@tremcoinc.com to request a transfer.

53. How can I get a copy of my warranty?

If your warranty was issued on Nov. 17, 2020 or later, log in to the new Tremco CPG Warranty Services portal and click the PDF icon to view, download and print a copy of your warranty. For warranties issued prior to Nov. 17, 2020, on the portal login screen, click the “REQUEST COURTESY WARRANTY SEARCH” button. Once all warranties issued prior to Nov. 17 are migrated to the new site, you will be able to register and access these warranties online as well.

54. I believe I have a warranty, but I cannot locate it. How can I find out?

On the system login screen, click “Request a courtesy warranty search.”