

Eagle Concrete Roof Tile **Benefits, Warranty and FAQ Guide**



*A comprehensive guide to understanding
the benefits of your new concrete tile roof.*

Congratulations on Your New Tile Roof!

You have made an excellent decision on purchasing a concrete tile roof, the best roofing material on the market.

At Eagle, we are committed to ensuring the quality of your tile is upheld to the highest of industry standards. This brochure will help you become better acquainted with the outstanding benefits of owning a concrete tile roof, provide guidance on registering your Eagle warranty, and includes an in-depth FAQ guide to answer any and all questions you may have regarding your valuable investment.

Now that you have selected a concrete tile roof, you are acquiring a beautiful product that offers long-lasting durability, unparalleled curb appeal matched with extreme weather resistance, and provides enhanced sustainability benefits. Concrete is a time-honored, environmentally friendly material that possesses a high thermal mass and has inherent energy efficiency properties that benefit both the consumer and the environment.

Durability: A properly installed concrete tile roof can withstand the harshest of elements from rain and snow* to sustained winds of up to 180mph and hail events. Not to mention, that our roof tile is a Class A roof covering which is the highest rating available, offering maximum resistance to fire.



FIRE TESTED



HIGH WIND TESTED



HAIL IMPACT TESTED*



FREEZE/THAW
PROTECTION**

Curb Appeal: Your roof can account for up to 40% - 50% of your building's visual exterior. That makes your newly purchased Eagle concrete tile roof an integral focal point and gorgeous design element that will enhance your curb appeal. Whether you are residing in your forever home or completing your latest commercial structure, your tile roof plays an important role in increasing your property's overall value.

Roof Life Longevity: A study from the National Association of Home Builders states that the average life expectancy of concrete roof tile is 75 years. However, when properly installed and maintained, a concrete tile roof can last the life of the structure it is on as opposed to other more temporary roofing materials.

For more information on the features and benefits of concrete roof tile, visit: eagleroofting.com

*tiles from our Phoenix, Stockton and Sumterville Manufacturing Facilities are impact certified.

**Excludes our color bonded/slurry tiles—not recommended in locales subject to repeated freeze-thaw cycles.

Registering Your Eagle Warranty

Things to Know

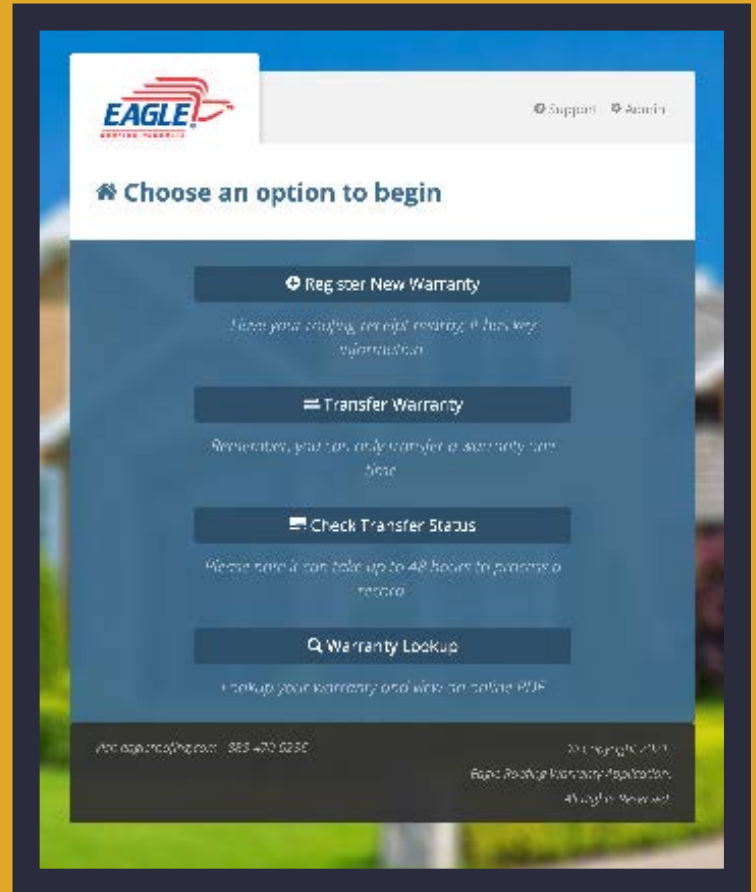
As the proud new owner of an Eagle concrete tile roof, you can rest assured that your roof is protected by a **Transferable Limited Lifetime Product and Limited 10 Year Replacement Cost Warranty**. To enjoy that added peace of mind, ***the original owner is required to register their Eagle warranty within 18 months of inception delivery of the roof tiles*** in order to ensure warranty coverage for the original and subsequent owners. If you live in a community where the property management team is responsible for the care of your roof, the management company is responsible for the warranty registration.

How to Register

You can easily register your warranty online at erwarranty.com. Once your warranty has been properly registered, you will receive a PDF copy of your Eagle Warranty, via email, which you can print and/or save for your records. You can also go to our warranty website, anytime, to download a copy as well. If you do not have Internet access or need assistance in registering your warranty, please call **1-888-470-0236**.

To correctly register, you must include the following information which can be found on your **Roofing Contract/Spec Sheet**:

To register your warranty, visit: **erwarranty.com**



Contractor/Company Name:

Date Roof Tile Delivered To Property:

Tile Profile:

Tile Color:

Understanding Your Warranty

Eagle Roofing Products Lifetime Transferable Limited Product Warranty covers structural integrity and specific manufacturing defects of individual roof tiles only, as described. Eagle Roofing Products and Eagle Roofing Products Florida LLC does not warrant installation methods, materials or labor provided by others. One added benefit of our warranty is that it is fully transferable up to one time, a great feature if you ever decide to sell your home.

****NOT AN ACTIVE WARRANTY****



EAGLE ROOFING PRODUCTS TRANSFERABLE LIMITED LIFETIME PRODUCT AND LIMITED 10 YEAR REPLACEMENT COST WARRANTY

Warranty Number: {WARRANTY NUMBER}
Issued To: {OWNER NAME}
Address: {ADDRESS}



Warranty Department
3546 N. Riverside Ave.
Rialto, CA 92377
www.eagleroofting.com

THIS LIMITED WARRANTY COVERS THE STRUCTURAL INTEGRITY AND SPECIFIC MANUFACTURING DEFECTS OF INDIVIDUAL ROOF TILES ONLY, AS DESCRIBED BELOW. EAGLE ROOFING PRODUCTS DOES NOT WARRANT INSTALLATION METHODS, MATERIALS OR LABOR PROVIDED BY OTHERS. THIS LIMITED WARRANTY COVERS THE ORIGINAL INSTALLATION ONLY. COMPLETE "LIFT AND RE-LAY" INSTALLATIONS (GREATER THAN 3 SQUARES) RENDERS LIMITED LIFETIME WARRANTY NULL AND VOID.

EAGLE Roofing Products ("Manufacturer"), subject to the terms of this entire instrument, warrants to the original owner of the structure for which EAGLE Roofing tiles were purchased and installed, and the subsequent owners of the structure (provided that the initial installation of roof tiles on the original structure was properly completed within the perimeters of the prevailing building code, and the warranty was properly registered within 18 months of the inception delivery of roof tiles to the original structure) for the duration of their ownership (the "Warranty Holder"), that the EAGLE Roofing Tiles installed on the structure listed above shall not allow the passage of water through the body of the tile due to:

- Structural deterioration of the tile caused by normal exposure to the elements, or
- Latent or concealed manufacturing defects in the tile

Manufacturer's tiles shall be assessed in reference to ASTM C 1492 (standard Specification for Concrete Roof Tile), specifically, 7.4 (Transverse Strength) and/or 7.5 (Permeability). Manufacturer will furnish the remedies specified below, for the applicable time periods, for defective tiles that do not pass either of these tests when conducted according to the specification and methods listed in ASTM C 1492, in effect on the date of original installation. This test shall be conducted and evaluated by EAGLE Roofing Products at the Manufacturer's expense, or by an IAPMO ES recognized, certified testing agency at the structure owner's expense.

Manufacturer has the right to inspect the premises and/or receive tiles from the structure to evaluate the applicability of this warranty, and provided a verifiable manufacturing defect for which warranty protection is provided hereunder is established, then within 90 days from the date of inspection and/or testing of the tiles, EAGLE Roofing Products will coordinate with a local roofing material supplier and/or roofing contractor to provide to the Warranty Holder (at Manufacturer's sole election) either (i) replacement tile, matching color, shape and texture as close to the original as is currently available, or (ii) the refund at the current Manufacturer's distributor cost for replacement tile, matching color, shape and texture as close to the original as is currently available, with respect to the tile that exhibits a verifiable manufacturing defect for which warranty protection is provided here under.

Manufacturer further agrees that, during the first ten (10) years following original installation (but only for that period), this limited product warranty will also include all reasonable costs associated with the labor to remove any defective tiles, loading and installation and installation of replacement tiles, and freight, underlayment, nails and other components materials required by local building codes in connection with the replacement, but only when and to the extent verified manufacturing defects cause intrusion of water into the structure and the defective condition of the tile was not obvious prior to installation. (This additional warranty does not obligate Manufacturer to provide replacement tiles; per the preceding paragraph, it may still provide a refund for tile at the current Manufacturer's distributor cost.)

Manufacturer's warranty, as provided herein, only applies to the specific tiles for which a verifiable manufacturing defect covered hereby is established; this warranty does not provide for the replacement or the cost to replace adjacent tiles.

This warranty is automatically transferred to the subsequent owners through the sale or transfer of the individual structure provided that the original warranty was properly registered within 18 months of the inception delivery of the roof tiles to the structure.

NO IMPLIED WARRANTIES

EXCEPT FOR THE LIMITED WARRANTY EXPRESSED ABOVE, MANUFACTURER MAKES NO REPRESENTATION OR WARRANTY OF ANY KIND, WHATSOEVER, EXPRESS OR IMPLIED, AND ALL WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND OTHER EXPRESS OR IMPLIED WARRANTIES OF WHATEVER KIND, ARE HEREBY EXPRESSLY DISCLAIMED AND EXCLUDED TO THE MAXIMUM EXTENT PERMITTED BY LAW. Specific exclusions include any representation or warranty relating to color, surface cracking, chipping, topical slurry coating delamination, efflorescence, carbonation, oxidation or failure of other materials used as components of the roof or structure. Installation of tiles in accordance with TRI (Tile Roofing Institute) Installation Manuals or local

For more information or to download a full copy of our Eagle warranty, visit our website.

Disclaimer

Concrete Roof Tile Warranty is provided by Eagle Roofing Products and Eagle Roofing Products Florida LLC, which are both separate legal entities of Burlingame Industries.

In addition, Eagle Roofing Products and Eagle Roofing Products Florida LLC are also two separate legal entities with their own warranty details, conditions and registration requirements as provided in the document received after registering your concrete tile roof warranty on erwarranty.com.

Maintain the beauty of your concrete tile roof with periodic maintenance.

Although the tile itself is known to last the life of the structure, it is important to have a licensed, bonded and insured roofer inspect the roof deck, underlayment and flashings every couple of years as there is a shelf life on those components—similar to appliances, air conditioning units, water heaters, and other items that make up a home. It also provides the roofer the ability to check and replace any broken tile. Roof inspection and maintenance are precautionary measures to ensure that your roof performs optimally.

Lengthen the curb appeal of your concrete tile roof by resealing with a coat of clear sealer. We recommend the use of 100% clear acrylic sealer after a pressure cleaning is performed and it should only be applied by an experienced roofing professional. Recoating concrete tile roofs is not required; however, it is recommended to be done from time to time to rejuvenate the concrete tile's color. If you would like to change the color of your tile roof in the future, you can discuss repainting the surface with your roofing contractor, ensuring that a good quality 100% acrylic paint is used after pressure cleaning and priming are completed and dried.

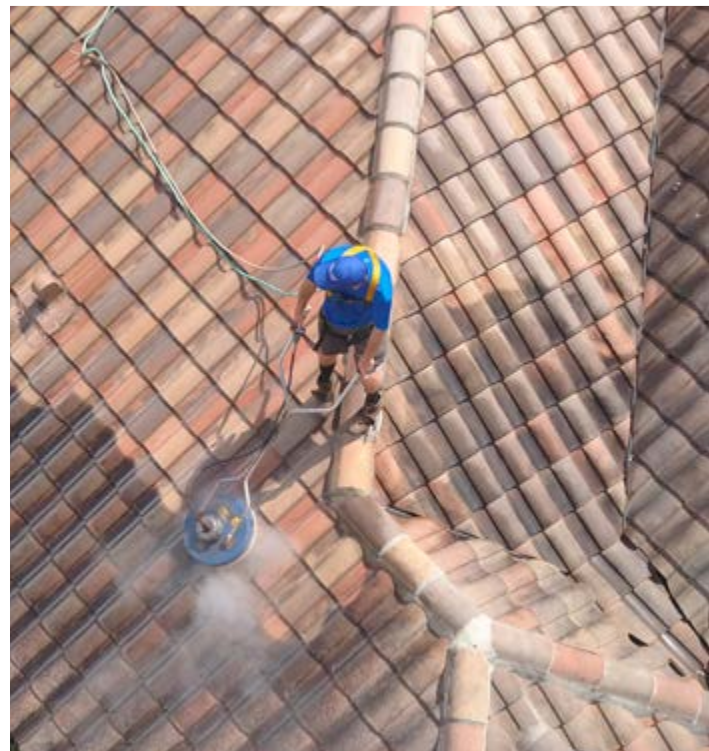
Under typical conditions, tile roofs need limited upkeep. To extend the life of your roofscape, check your gutters for any debris that may have fallen in, remove leaves from the roof, and trim nearby trees to limit mold and algae growth. With these simple maintenance solutions, you are guaranteed to enjoy your stunning new concrete tile roof for years to come!

Enhance Your Knowledge Further with the Tile Roofing Industry Alliance

The Tile Roofing Industry Alliance, or TRIA, has been advocating for nearly 50 years the superior quality and benefits of using concrete roof tile as the premier roofing material for residential and commercial structures. As the leading experts in the industry, the TRIA's purpose is to educate and guide building and roofing professionals, as well as homeowners, while raising awareness for tile roofing. Visit their website to locate a licensed and insured roofing professional to keep your roofscape in its best shape, as well as to stay up-to-date with the latest industry trends and news.



TRI Alliance
p: 206-209-5300
tileroofing.org



Frequently Asked Questions

Can I walk on my concrete tile roof?

To avoid the danger associated with walking on a roof, we always recommend that a **licensed, bonded and insured professional roofing contractor** navigate roofs. Caution should be exercised to ensure personal safety and prevent damage to roof tiles that may void the warranty. In the event that concrete roof tiles are broken, this may cause problems by allowing water and UV rays to penetrate through to the underlayment and damage it. Remember that activities such as gutter cleaning and holiday light hanging can be accomplished from a ladder rather than walking on a roof.

What is the proper way to clean my concrete tile roof?

It is suggested that a **licensed, bonded and insured roofing professional or cleaning company** be used to clean your roof that specializes in this type of work. To remove dirt, algae or mildew from the roof surface, a high-pressure power washer sprayer can be used. The spraying application must be done in a specific way as not to damage the surface of the tile. In some cases, it may require the use of chemicals. Keep in mind that any dirt, algae, or moss growth on the surface of the roof tile **DOES NOT** affect their integrity or ability to protect the structure.

The following method is recommended and should be discussed with your roofing professional PRIOR to cleaning. Alternate methods may be required depending on whether your roof tile is surface coated or through-color.

- In most applications, a pressure cleaner set at a maximum of 1200 psi should be used.
- The tip of the nozzle on the pressure cleaner should be kept approximately 12 to 24 inches from the surface of the tile.
- Limiting the pressure and maintaining a safe distance from the surface of the tile is intended to prevent damaging the surface.
- The addition of a mildew inhibiting solution should be limited to a 90% water, 10% solution ratio.



Frequently Asked Questions

Do concrete roof tiles age?

Yes, concrete tiles may show an aging appearance due to weathering from the outside elements, such as sun and rain. However, despite the color softening overtime, this process **DOES NOT** affect the tile's inherent ability to protect your structure or its beautiful characteristics. Please note that Eagle Roofing Products' warranty **DOES NOT** cover color softening/warrant color.

What is Efflorescence?

Efflorescence is a temporary surface condition which is common in **ANY** product that contains cement. The process is caused by the chemical nature of cement itself. It is superficial and **IN NO WAY** affects the quality, functional properties, or the structural integrity of the roof tile.

Manufactured cement contains free lime, and when water is added, a series of chemical reactions take place. As moisture migrates up to the surface of the concrete, it carries along with it calcium salts from within the concrete. When the salts reach the surface, they react with CO₂ in the air and form a white chalky crystalline salt deposit left behind when water evaporates. This reaction can appear as an overall chalky white softening of color in concentrated patches. It is difficult to predict how long the effects of efflorescence will last as it depends on the type and amount of deposit, as well as on local weather conditions. **However, it will disappear over time.** The action of carbon dioxide and rainwater will gradually remove the deposit, in most cases, leaving the original color of the roof intact without further efflorescence occurring.

Can you replace broken concrete roof tiles?

Yes, concrete roof tiles can be replaced if damaged or broken. Improper foot traffic or severe impacts or forces, such as a tree branch, can crack or break roof tiles. The good news is that you don't need to replace your whole roof to replace a few tiles. To ensure your tile roof system is not compromised, it's best to replace the broken tiles as soon as possible. **The Tile Roofing Industry Alliance (tileroofing.org)** highly recommends that you contact a professional roofing contractor to perform any repairs to your roof as the process of replacing broken or damaged tiles in some circumstances can be a laborious task. Plus, having an experienced contractor perform the task not only prevents you from jeopardizing your safety, but it also reduces the likelihood of more tiles being damaged.

For our full list of FAQs, visit our website at:

eagleroofting.com/resources/faqs/

About Eagle Roofing Products

When you choose Eagle, you are choosing beauty, quality, durability, and sustainability. More importantly, you are picking a company that takes the needs of their customers seriously and is always here to help. As America's #1 manufacturer of concrete roof tile, we strive to provide our customers with superior roofing products while building long-lasting relationships. That's what inspires us to be your company of choice. That's what makes us different.



To register your warranty, visit: erwarranty.com

Have questions or need help registering?

Contact our Warranty Specialist by calling 1-888-470-0236.

Customer Service

*Southern California/
Intermountain*

Phone: 800-300-3245

Fax: 909-854-7181

*Northern California/Hawaii
Northwest/Western Canada*

Phone: 800-998-3245

Fax: 209-234-4366

Las Vegas

Phone: 800-300-3245

Southwest/Great Plains

Phone: 800-346-5260

Fax: 602-442-8841

*Florida/East Coast/
Midwest/Eastern Canada*

Phone: 877-300-3245

Fax: 877-300-3248

South Florida

Phone: 945-420-5721

Connect with us!



eagleroofting.com

Corporate Offices

3546 N Riverside Ave
Rialto, CA 92377

