ROOF WARRANTIES: WHAT DURO-LAST COVERS AND WHAT IT DOESN'T

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DURO-LAST®
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DURO-LAST ROOFING WARRANTIES: A SIDE-BY-SIDE COMPARISON

When you invest in a commercial roof, the warranty matters just as much as the product. Duro-Last—via Amrize Building Envelope LLC—offers different versions of its No-Dollar Limit (NDL) Warranty, which vary by coverage duration and details. Let's break them down and compare.

WARRANTY VERSIONS

Original 15-Year NDL Warranty	1–15	Covers defects & workmanship, plus up to $2M in incidental/consequential interior damages
Updated 20-Year Warranty w/ Extended Material Coverage	1–20	1–15: Defects + workmanship + $2M interior coverage 16–20: Only material & accessories; no interior damage theft
Simplified 20-Year Combined Warranty	1–20	Covers both defects and workmanship for full 20 years, including labor and up to $2M in damage—but with exclusions after Year 15

Common Key Requirements for All Warranty Versions

Across every warranty version, the Owner must:

- Pay in full for materials, installation, and any post-installation invoices
- Obtain Duro-Last QA inspection and approval, with the warranty signed by a QA Manager and approved Contractor
- Follow roof maintenance practices as outlined in Duro-Last's Care and Maintenance Guide
- Provide notice of any leak or defect within 7 days (some earlier versions said 72 hours) via phone, email, or certified mail
- Grant full roof access to Duro-Last or its authorized representatives, including removal of rooftop obstacles at Owner's cost
- Use only Duro-Last-authorized personnel for warranty-related repairs

Exclusions & Limitations — Consistent Across All Versions

None of these warranties cover:

- Single-family residential projects
- Building or roofing design defects, including poor drainage or condensation
- Damages from Acts of God (e.g. fire, hail, winds above 55 mph, floods, earthquakes)
- Vandalism, negligence, unauthorized alterations, rooftop installations, or unapproved chemicals
- Tie-ins to other roofing systems or metal outside the membrane boundary
- Aesthetic changes (fading, color changes, surface imperfections)
- Mold, bacteria, asbestos, or environmental hazards
- Liability for building contents, lost profits, loss of use, or punitive damages

Transfers & Legal Provisions

- Most versions allow transfer of the warranty with Duro-Last's written consent
- Typically requires an inspection, settlement of all invoices, and a transfer fee (e.g., $500)
- All disputes are governed by Tennessee law, handled via mediation in Davidson County
- Claims must be filed within one year of issue discovery
- By default, no implied warranties of merchantability or fitness for a purpose
- Any alteration to the terms must be in writing and signed by Duro-Last's QA Manager

What Are the Differences?

- Coverage duration: Original warranty only covered 15 years for workmanship; newer versions extend materials coverage longer
- Interior damage protection: Only included in the first 15 years across all warranty types
- Workmanship coverage after Year 15: Some warranties cover it for full 20 years, others limit to first 15

How This Impacts You — A Few Tips

- If your system is still in its first 15 years, you can rely on full coverage—including repairs, replacements, labor, and up to $2M in interior damage protection
- Post-Year 15, agree on which version you have: Some only cover materials, not workmanship or interior losses
- Always keep documentation: payments, inspection approvals, notifications, and maintenance logs
- When purchasing a used building or transferring ownership, confirm the warranty version, inspect the system, and ensure the proper transfer process is followed

The Duro-Last NDL Warranty is a solid offering, especially in the early years, but it's only as good as the version you have and how well you follow its terms. Understanding whether you have a 15-year scope or full 20-year coverage, which years include workmanship, and how interior damage claims are handled, can make a big difference in managing claims and protecting your investment.

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