



**M. Potteiger Inc.**

## ***Platinum Plus***

Roof Maintenance Program

*Your life is hectic enough.*

*The last thing you need to worry about is the roof over your head.*

*That's our job.*

## **Your Roof Is Your Building's First Line of Defense Against the Elements—And it's Vulnerable**

It's easy to forget about your building's roof as it quietly protects your business from the ravages of the weather. Easy, that is, until a problem develops and you're faced with damage to your building and its contents, costly repairs, perhaps even disruption of your business activities.

Even the best roofing systems are subject to a host of abuses that can cause premature failure, from the crash of a broken tree limb to accidental damage from tradesmen working on rooftop equipment. As your roof ages, some of its components may succumb to the damaging effects of weather, too: the relentless beating of the sun, the slash of sleet and hail, the freezing and thawing that accompany the changing of the seasons.

Over time, these abuses compromise your roof's performance. Drains and gutters become clogged with debris, flashing details wear out, aging membranes threaten to split. Left unattended, they can lead to premature roof failure and costly roof replacement.

### **Proper Roof Maintenance can...**

- Extend the life of your roof
- Reduce or eliminate leaks
- Minimize or eliminate costly emergency repairs
- Maintain current roof warranties
- Maintain the appearance of your roof system
- Enhance building safety for employees and visitors
- Help you plan for roof-related capital expenditures

## **Preventive Maintenance is the Solution**

As with any physical asset, the key to preventing problems and extending the life of your roof system is preventive maintenance. The nation's major roof manufacturers consider this activity so critical that their warranties do not cover roof failures resulting from improper or neglected maintenance.

You can protect your roof, and any current warranties, with M. Potteiger Inc.'s ***Platinum Plus*** Roof Maintenance Program. The ***Platinum Plus*** program institutionalizes the ongoing maintenance of your roof system by trained roofing professionals, freeing you to devote your time and energy to other responsibilities while ensuring you get the maximum life and performance from your roof. The cost is reasonable too, because it's tailored to your specific roof system. In fact, by extending the life of your roof, the program could pay for itself many times over. Look at all you get with the ***Platinum Plus*** Roof Maintenance Program.

# ***Platinum Plus* Program Features**

**Semi-Annual Service Inspections.** Twice each year, M. Potteiger Inc. service technicians inspect your roof to assess its overall condition and identify potential trouble spots, paying particular attention to those areas most susceptible to early failure, including flashing of roof penetrations, field seams and metal edgings. During each inspection, our technicians also perform the following services as part of the *Platinum Plus* program.

- Clean roof drains, scuppers and gutters of foreign items, such as leaves.
- Remove trash or other debris that has fallen onto the roof.
- Redistribute roof ballast as necessary.
- Perform any necessary repairs covered by your existing manufacturer's warranty, and bill the manufacturer directly for that work.
- Repair any minor imperfections in the roof system that can be completed during the course of the service inspection.
- Submit a written cost estimate for any major repairs required to keep your roof performing as designed. Upon your acceptance of our proposal, we promptly perform those repairs.

**Service Reports.** Following each service inspection, we submit a *Platinum Plus* Rooftop Report to you describing the overall condition of your building's roof system. This report, which includes a diagram of your roof, identifies any sections of your building where major roof repairs or reroofing may be required within the next three years—a valuable aid in helping you budget for future capital improvements. It also explains exactly what repair work, if any, was completed during our visit.

**24/7 Leak Service.** Emergency calls from *Platinum Plus* customers are given priority status by our service department, which is available to respond to leak calls 24 hours per day, 7 days per week. Emergency repairs are billed on a time-and-material basis at predetermined rates. *Platinum Plus* customers pay no charge for travel to or from the job. If permanent repairs cannot be completed during our initial response (i.e. during a rainstorm), our technicians will secure the problem temporarily and follow-up with permanent repairs when the roof is dry.

**Roof Alterations.** Should your building require new or modified roof penetrations, M. Potteiger Inc. will flash them in accordance with your roof manufacturer's specifications, working closely with the electrical or HVAC contractors you have hired to install the equipment. All such work performed by M. Potteiger Inc. is billed on a time-and-material basis at previously determined rates.

**One-Stop Service.** Leaks that appear to be the result of a roof failure sometimes prove to be caused by other factors: a malfunctioning air conditioning unit, a clogged drain, cracks in a masonry wall, deteriorated caulking around a window. Whatever the cause, you want the leak stopped—without playing contractor roulette. As a *Platinum Plus* customer, you can rely on M. Potteiger Inc. to resolve your leak with a single phone call. If the source of the leak is traced to a system other than the roof, we will find, hire and supervise a qualified subcontractor in that specialty on your behalf.

## **Customer Service You Can Count On**

A roof maintenance program is only as good as its execution. At M. Potteiger Inc., we've built our reputation by delivering on our promise to provide quality work at competitive prices. In keeping with our commitment to customer satisfaction, our maintenance technicians aren't just accomplished roofers, they're skilled customer service representatives who resolve your roofing problems with minimal disruption to your business activities.

As a *Platinum Plus* customer, you can be assured that:

- Our crews will show up when we say they will (weather permitting, of course).
- Our crews will meet with you or your designated representative at the outset of each service inspection to be sure that we address any concern you might have.
- Our crews will adhere to all government-prescribed safety regulations as well as M. Potteiger Inc.'s own high safety standards.
- Our crews will take care not to damage your property, including your building, landscaping, sidewalks and parking areas.
- If our crews do cause any accidental damage to your property, we will repair it.

## **A Contractor You Can Trust**

At M. Potteiger Inc., our number one goal is customer satisfaction. Since 1969, we've been meeting the roofing needs of commercial, industrial, and institutional building owners throughout Pennsylvania and northern Maryland by delivering on that goal. In a typical year, we install more than two million square feet of roofing on shopping malls, office buildings, warehouses, schools and manufacturing facilities. We use the highest quality products from the nation's premier roofing system suppliers, installed by professional crews that place a premium on craftsmanship.

As a full-service commercial roofing contractor, M. Potteiger Inc. is equipped to handle all your roofing needs, from emergency leak service to complete roof replacement. We are licensed installers of Carlisle and Firestone single-ply EPDM (rubber) roofing systems and specialize in all forms of metal roofing, including standing-seam systems.

## **Contact Us Today for More Information and a Free Quote**

Contact us today to learn more about the M. Potteiger Inc. *Platinum Plus* Roof Maintenance Program. We will be happy to meet with you at your building, survey your roof and provide you with a free quote.

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