

- ✓ All permanent repairs must be carried out by an authorised ***hertalan*** trained and approved contractor to enable continuity of the warranty.
  
- ✓ Where alterations affect a ***hertalan*** roof already installed advice should be sought from ***hertalan*** or an approved contractor as to the best way to install ***hertalan*** to compliment other materials. A ***hertalan***-approved contractor in conjunction with the ***hertalan*** technical department should always complete such work.

## **Chapter 10** **Guidelines for Maintenance**

As a material ***hertalan*** does not require any maintenance, however it is good practice to observe the following guidelines:

- ✓ Always ensure that all rainwater outlets are clear, this will prevent a build up of water and imposed dead loads from "ponding".
- ✓ Oil and petroleum based products have an adverse affect on ***hertalan*** and could damage the material. Products such as oil, grease, solvents, petrol or other liquids with petrochemical ingredients should never be stored on ***hertalan*** materials.
- ✓ If ***hertalan*** is polluted with any of the above, chemical or other pollutant products, ***hertalan*** technical staff can advise of the likely effect (if any) to the membrane.
- ✓ Walking on ***hertalan*** should be kept to a minimum to prevent any mechanical damage. Where regular maintenance is required to plant etc on the roof then designated walkways should be installed, advice regarding design of walkways can be sought from ***hertalan*** technical department. **Always protect your roof from mechanical damage!!**
- ✓ When needed, ***hertalan*** can be cleaned using green soap, hot water and a medium to hard brush.
- ✓ It is recommended that all troughs, ducts, outlets and upstands are inspected once a year. Ideally this inspection should take place at the end of autumn, which will allow the clearing of fallen leaves.
- ✓ In the event of leakage, it should not automatically be assumed that the problem is associated with the ***hertalan*** membrane, you should first check all flashings for deterioration or damage, skylights and/or roof hatches for damage, all raised edges especially if they are too low and poorly/improperly connected rainwater goods. We recommend all of the above items are checked prior to calling out a roofing contractor.
- ✓ Where emergency/temporary repairs are executed these should be reported to ***hertalan*** and the contractor who fitted the roof within 8 days. To maintain the ***hertalan*** warranty only original ***hertalan*** materials can be used for repairs.