

*“The name trusted in roofing since 1906”*

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## **MULE - HIDE PRODUCTS CO., INC.**

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**Care and  
Maintenance**

**OVERVIEW**

### **Overview**

Following are some recommendations on how to care for your roof to help ensure a long useful service life.

### **Inspect your roof on a regular basis**

All roofs require periodic maintenance and inspections in order to perform as designed and to provide a long useful service life. Mule-Hide recommends that your roofing system be inspected at least twice a year, and after every major storm. These inspections should be performed by a Mule-Hide Warranty Eligible Applicator or by someone specially trained in single-ply roofing installations.

The inspection should concentrate on high-risk areas such as roof hatches, drains and around all rooftop equipment as well as general inspection of the entire roof. The inspector should be looking for membrane damage (cuts and tears), oil or Freon leaks, chemical spills, or water infiltration into the roofing System.

Such inspections are needed because problems stemming from neglect, abuse, contamination, accidents, or storm damage can result in extensive and costly repairs if not detected and repaired promptly.

Regular inspection and maintenance is also critical to sustaining the roof Warranty in force. Your Warranty could be compromised if the roof fails due to lack of basic maintenance on the part of the building owner. Therefore, it is critical that the owner understands and follows our maintenance requirements.

### **Drainage**

Ponding water is a source of potential damage for all roofing systems. A small puncture or cut in a well-drained roofing system may result in limited damage. However, a significant amount of damage may occur to the roof insulation, roof deck, and building interior, if the same puncture or cut occurs in an area of ponding water. Good roofing practice suggests that water not be allowed to remain on the roof for more than 48 hours after a rainfall. Roof drainage should be evaluated by the specifier in accordance with all applicable codes. In addition, the roof surface must be kept clean of debris that can impede drainage. This is especially important at drain areas to avoid clogging. Such areas include roof drains, wall scuppers, gutters and downspouts.

## Care and Maintenance Information Continued.....

### **Chemicals & Petroleum Products**

Even though our membranes provide outstanding resistance to natural weather, exposure to organic substances such as oils, fats, and organic solvents may affect their durability. How a membrane is affected depends upon the membrane's composition. An adverse reaction to a substance typically results in membrane splitting, cracking, and swelling.

Periodic inspections can help assure that such damage is quickly identified and addressed. If swelling occurs, contact Mule-Hide immediately.

Some common sources of potential problems include:

Air Conditioner Compressors - Oil may be spilled during maintenance of the compressor may leak oil.

Kitchen Exhaust Fans - Grease from cooking exhausts can accumulate on the roofing surface, especially if the units are not serviced frequently.

### **Animal Fats – EPDM & Self-Adhering Mod Bit Membranes**

EPDM and Self-Adhered Modified Bitumen Membranes are susceptible to damage from kitchen wastes (vegetable oils) or other animal fats that are vented directly onto the roof surface. If incidental contact is likely, contact Mule-Hide for recommendations on preventative measures.

### **Animal Fats – TPO & PVC Membranes**

The use of TPO and PVC membranes for restaurant rooftops will not void the Warranty. However, a rooftop maintenance program must be in-place to ensure that accumulations of animal fats/grease are regularly removed and the membrane surface cleaned with a mixture of warm soap and water and/or by other approved cleaning methods (see Cleaning below).

### **Cleaning**

General cleaning of the field membrane can be accomplished with detergent and water. Mule-Hide recommends a detergent such as Trisodium phosphate (TSP), a granular detergent that is available at most paint stores. Use of TSP is preferred as it does not leave a 'film' on the membrane that may inhibit seaming or patching.

Mix the TSP with water as per directions and brush wash the affected area by hand with a stiff bristled brush. Thoroughly rinse with clean water and repeat as necessary.

For more aggressive cleaning, a polypropylene scouring pad can be used in conjunction with the TSP detergent.

A light power wash can also be used, however, care must be taken to not damage the membrane, flashings, or field seams.

Before seaming or repairs are attempted, ensure that the surface of the field membrane is clean, has been thoroughly rinsed to remove all detergent and contaminants, and that the membrane has been allowed to dry completely.

To maximize reflectivity, white membrane(s) should be cleaned once every two years.

## **Care and Maintenance Information Continued.....**

### **Foot Traffic**

Mule-Hide membranes are designed to be part of a roofing system and are not a traffic-bearing component of the building. However, virtually all roofs are subjected to some amount of roof traffic, such as that required to service roof top units.

When it is necessary for workers to be on the roof to service rooftop equipment, e.g., HVAC units, antennas, etc., workers should be cautioned to use walkways and to exercise care with their tools and equipment to avoid puncturing the roofing membrane. Mule-Hide recommends that the building owner or property manager keep a "Roof-top Maintenance and Activity Log" to track dates and activities by personnel or other trades.

Walkways must be provided if regular rooftop traffic is required, such as servicing of rooftop equipment on a regular basis. Exercise caution when not walking on walkways, especially on white membranes (White-on-Black EPDM, Elastomeric Acrylic Coatings, TPO and PVC) since ice or frost build-up may not be visible. All membranes are slippery when wet.

### **Metal Work**

Moisture can enter your roofing system in many different ways. Not all leaks are the result of issues with the roofing system. Moisture can also enter the roofing system and building thru building walls, parapets, roof top units, skylight, and variety of other items. Maintaining these in a watertight condition will help to prevent damage to your roofing system. In addition, leaking that occurs from any of these items is not covered under the Mule-Hide warranty.

Keep roof maintenance items, such as counterflashings, metal curbs, metal ducts, etc. sealed watertight at all times.

### **Leaks – Standard & Premium Warranties**

If you have a leak, check for the obvious such as clogged roof drains, broken skylights, loose counterflashings, broken water pipes, leaking roof units, and storm damage. Note when the leaking occurs. Items such as heavy or light rain, wind direction, temperature and time of day are important clues for tracking suspected leaks. Does the leak start and stop with the rain, or does leaking continue after the rain has ceased?

Leaks resulting from the deterioration or failure of building components or physical damage are not covered by the Warranty. If you believe that the leak is related to the Mule-Hide Warranty, please notify Mule-Hide's Warranty Department at (800) 786-1492 as soon as possible and follow up with written notification. The building owner must pay the investigation and repair cost if the problem is found to be outside the scope of the Warranty.

### **Temporary Repairs**

If your roof becomes damaged, prompt action can limit damage to our roofing system. Small cuts and tears can be repaired with a one-part urethane sealant. Remember, these are only temporary repairs to the Mule-Hide membrane. Contact Mule-Hide for additional information.

## Care and Maintenance Information Continued.....

### **Roof Cement**

**Do not use Any Asphalt Product** to make repairs as it **WILL** degrade the membrane. If any asphalt product is used on the roofing membrane, that area will have to be removed and replaced at the Owner's expense.

### **Changes to Roof**

Notify Mule-Hide of any changes made to the roofing system. This includes replacement of existing roof top equipment, installation of new roof top equipment, TV Antennas, tie-ins to new roofing systems, etc. Contact Mule-Hide before any changes are made to the roofing system, so that the proper procedure can be followed and the change authorized by Mule-Hide. Unauthorized changes to your roofing system can compromise your Mule-Hide warranty.

This overview represents the applicable information available at the time of publication. Please visit the Mule-Hide website at [www.mulehide.com](http://www.mulehide.com), or contact either Mule-Hide or your Mule-Hide Representative for information that may be more current.