



TOP PARTNER NDL:

CERTIFIED CONTRACTOR WARRANTY GUIDE

A simple guide to what the Kool Coats No Dollar Limit (NDL) warranty path is and explains the process for participating in Kool Coats NDL-qualified projects.



WHAT THE KOOL COATS NDL IS

The **Kool Coats No Dollar Limit Warranty** is a manufacturer-administered warranty option that may be available for qualified roof restoration projects. This guide explains the process for participating in NDL-qualified projects. NDL eligibility, approval, and issuance are project-specific and determined solely by Kool Coats based on pre-install review, approved system requirements, installation compliance, inspection results, closeout documentation, and written acceptance.

- ✓ **SUPPORTS A DOCUMENTED WARRANTY REVIEW PATH**
- ✓ **REQUIRES TECHNICAL REVIEW**
- ✓ **REQUIRES APPROVED SYSTEM SPECS**
- ✓ **CLEARER PATH TO LONG-TERM ADMINISTRATION**

ⓘ The Kool Coats NDL is a direct contract agreement between Kool Coats and the building owner. The contractor signs as the approved installer and workmanship party.

⚠ *NDL coverage is not included automatically with any coating order or project request. Projects must meet Kool Coats qualification, installation, documentation, inspection, and written acceptance requirements before any NDL coverage is issued.*

WHY CONTRACTORS USE IT

When a commercial opportunity requires a credible long-term protection story, the NDL path gives Certified Top Partner contractors a disciplined framework for project review, specification, documentation, inspection, and owner communication. When accepted in writing by Kool Coats, the project may qualify for manufacturer-administered NDL coverage.



OWNER CONFIDENCE

Support building owner confidence with a manufacturer-administered warranty path for projects that qualify and are accepted in writing by Kool Coats.



STRONGER PROPOSALS

Strengthen serious restoration proposals with a clearly defined warranty review and acceptance path.



PROPER SPECIFICATION

Reinforce that the roof is being reviewed, specified, and documented according to Kool Coats requirements.



LONG-TERM PROTECTION

Position qualified projects with a more disciplined long-term protection path, subject to Kool Coats review, inspection, and written acceptance.

THE NDL APPROVAL PROCESS

1. PROJECT INFO & NDL REQUEST

Contractor submits project and roof information and requests NDL review from Kool Coats. Requesting review does not guarantee project approval or warranty issuance.

** See page 6 for required items*

3. KC PRE-INSTALL REVIEW

Kool Coats conducts pre-install roof review and evaluates submitted field testing, roof conditions, and proposed system requirements.

5. OWNER NDL ELECTION & QUOTE

Owner may elect the NDL option and receive an upfront NDL quote. NDL fees are billed directly by Kool Coats to the building owner after final inspection and written acceptance, if issued.

7. CLOSEOUT PACKAGE

After installation, the contractor submits the required closeout package:

*Installation photos
Product usage
Batch/lot info
Detail photos & records*

2. CONTRACTOR FIELD TEST PACKAGE

Contractor completes and submits Kool Coats required pre-install field testing, including:

*Adhesion Tests
Core Samples
Moisture Scan
Roof Photos
Condition Documentation*

4. CONDITIONAL NDL APPROVAL

Kool Coats confirms or adjusts the project specification and may conditionally approve the project for the NDL review path.

Conditional approval does not guarantee final warranty issuance.

6. APPROVED INSTALLATION

Contractor installs the approved Kool Coats system according to:

*Approved project spec
Application standards
Detail requirements
Documentation requirements*

8. POST-INSTALL INSPECTION

Kool Coats conducts post-install inspection, typically within one week of roof access and closeout readiness. NDL coverage is issued only if Kool Coats confirms final written acceptance.

WHAT TO EXPECT

Contractors who understand what to expect upfront can plan accordingly, set accurate timelines with owners, and avoid surprises at closeout. The following checklist covers the key expectations for any project moving through the Kool Coats NDL path.



INSTALLATION DOCUMENTATION

Required installation documentation must be submitted as part of the closeout package. Incomplete documentation may delay or prevent warranty issuance.



NDL PROGRAM FEE POLICY

Kool Coats issues and bills the NDL warranty directly to the building owner to preserve clear manufacturer accountability.

Contractors may separately charge for inspection, documentation, coordination, maintenance, and service-response work related to the project.



FULL SYSTEM QUOTE

The material quote must reflect the full Kool Coats-approved system required for warranty review, not just the field coating.



WORKMANSHIP RESPONSIBILITY

For **36 months**, the contractor **remains responsible for workmanship-related issues**. Kool Coats does not assume any NDL warranty responsibility unless and until required documentation, inspection, corrections, and written acceptance are completed and issued by Kool Coats. Any warranty coverage is limited to the terms of the official NDL Warranty Agreement

Warranty Term	Rate
10-Year NDL	\$0.10 / sq. ft.
15-Year NDL	\$0.15 / sq. ft.
20-Year NDL	\$0.20 / sq. ft.

** Pricing shown is for general reference only and applies only to eligible projects up to 100,000 sq. ft., unless otherwise approved in writing.*

RESPONSIBILITIES

CONTRACTOR • OWNER • KOOL COATS

Each party has specific responsibilities that contribute to a successful project outcome and a properly administered NDL warranty.



CONTRACTOR

- Request NDL review
- Submit project information and required field testing
- Install approved Kool Coats system specs
- Maintain required installation documentation
- Submit complete closeout package
- Correct deficiencies identified by Kool Coats
- Remain responsible for workmanship-related issues during the initial 36-months
- Clearly separate any contractor service fees from Kool Coats NDL warranty fees



OWNER

- Elect NDL option after conditional approval
- Receive upfront NDL quote from Kool Coats
- Pay NDL fee directly to Kool Coats after inspection and written acceptance, if issued
- Inspect roof every 6 months and after major weather events
- Maintain drainage
- Prevent unauthorized roof traffic
- Report leaks within 10 days



KOOL COATS

- Review project information and field test package
- Conduct pre-install roof review
- Confirm or adjust project spec
- Provide upfront NDL quote
- Review closeout package
- Conduct post-install inspection, typically within one week of roof access and closeout readiness
- Issue NDL coverage only after written acceptance, if approved

Warranty coverage exists only if explicitly confirmed in writing by Kool Coats and is subject to the official NDL Warranty Agreement.

WANT TO REQUEST AN NDL?

You can use this form to supply the necessary information to begin this process or access the NDL agreement document by contacting us or viewing the link online.

QUESTIONS?

info@koolcoatsusa.com

877.397.1496 www.koolcoats.com

If you have a project that may be a candidate for an NDL, you'll need to provide the appropriate items for review by Kool Coats:

- **Project Address**
- **Building Owner Information**
- **Roof Size**
- **Substrate Type**
- **Adhesion test results**
- **Core sample information**
- **Moisture scan results**
- **Roof condition documentation**
- **Detail photos:**
flashings, seams, penetrations, equipment bases, ponding areas, drains, transitions, and prior repairs

- ⓘ This guide is a general process overview only. Not the official Kool Coats NDL Warranty Agreement, project specifications, written approvals, or project-specific requirements. NDL eligibility, approval, and issuance are determined solely by Kool Coats based on pre-install review, approved system requirements, installation compliance, inspection results, required documentation, and written acceptance. Contractors must not guarantee warranty approval, promise coverage outcomes, or represent Kool Coats decisions as predetermined. NDL coverage exists only if explicitly confirmed in writing by Kool Coats. Noncompliance with Kool Coats specifications, documentation requirements, payment requirements, or warranty communication standards may result in suspension, removal from authorization, loss of NDL review access, or denial of warranty issuance.