



TOP PARTNER NDL:

CERTIFIED CONTRACTOR WARRANTY GUIDE

A simple guide to what the Kool Coats No Dollar Limit (NDL) warranty program is, how it works, and what to expect on qualified projects.



WHAT THE KOOL COATS NDL IS

The **Kool Coats No Dollar Limit Warranty Program** is a manufacturer-administered warranty option for qualified roof restoration projects. It helps Certified Top Partner contractors offer building owners and property managers added confidence on qualified projects while supporting more consistent project planning, installation standards, and closeout documentation.

- ✓ **PROVIDES STRONG, CREDIBLE, AND DOCUMENT SUPPORTED WARRANTY**
- ✓ **BACKED BY TECHNICAL REVIEW**
- ✓ **HAS APPROVED SYSTEM REQUIREMENTS**
- ✓ **CLEANER PATH TO LONG-TERM ADMINISTRATION**

i 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.

⚠ *This program is not included automatically with every coating order. Projects must meet Kool Coats' qualification, installation, and documentation requirements*

WHY CONTRACTORS USE IT

When a commercial opportunity is serious enough to require a credible, long-term protection story, the NDL path gives Kool Coats Certified Top Partner contractors a disciplined framework to bring to the table. It demonstrates the project has been reviewed, specified, and documented properly.



OWNER CONFIDENCE

Support building owner confidence with a manufacturer-backed warranty on qualified projects.



STRONGER PROPOSALS

Strengthen serious restoration proposals with a clearly defined warranty path.



PROPER SPECIFICATION

Reinforce that the roof is being reviewed, specified, and documented correctly.



LONG-TERM PROTECTION

Position the project with a more disciplined long-term protection story for larger opportunities.

THE NDL APPROVAL PROCESS

1. PROJECT INFO & NDL REQUEST

Contractor submits project and roof information and requests NDL review from Kool Coats.

** See page 6 for required items*

3. KC PRE-INSTALL REVIEW

Kool Coats conducts pre-install roof review:

Verify submitted field test against review

5. OWNER NDL ELECTION & QUOTE

Owner elects the NDL option and receives the upfront NDL quote.

6. 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 finalizes and confirms the project spec to be and satisfactory and starts conditional NDL issuing path.

6. APPROVED INSTALLATION

Contractor installs the approved Kool Coats system according to:

Approved project spec
Application standards
Detail requirements
Documentation requirements

5. POST-INSTALL INSPECTION

KC conducts and completes post-install inspection within 1 week. NDL issued after acceptance of inspection.

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.

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



INSTALLATION DOCUMENTATION

Thorough documentation of the installation is **required** as part of the closeout package.



FULL SYSTEM QUOTE

The material quote must reflect the **full warrantable system**, not just the field coating.



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.



WORKMANSHIP RESPONSIBILITY

For **36 months**, the contractor **remains responsible for workmanship-related issues**. Afterwards, when follow-up inspection and required corrections are complete, Kool Coats confirms that it assumes full NDL responsibility for the remaining warranty term.

RESPONSIBILITIES

The Kool Coats NDL Program is built on three clearly defined roles: **Contractor, Owner, and Kool Coats**. Each party has specific responsibilities that contribute to a successful project outcome and a properly administered warranty.



CONTRACTOR

- Request NDL
- Properly install approved KC system
- Submit work documents
- Own 3-year workmanship issues

** In addition, contractor may assign fees for their warranty support services*




OWNER

- Elect NDL option
- Pay NDL fee to KC
- Inspect roof every 6 months and after major weather event
- Maintain drainage
- Prevent unauthorized roof traffic
- Report leaks in 10 days



KOOL COATS

- Review job and inspect roof before install
- Finalize project system
- Review work submittals
- Accept and supply NDL

 This presentation is a general understanding guide only. It is not the full policy or binding warranty document. Always refer to the official Kool Coats NDL Warranty Agreement for complete terms and conditions.

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 info and field testing
- Install approved system to spec
- Submit closeout package
- Correct inspection deficiencies
- Own 3-year workmanship-related issues

** In addition, contractor may assign fees for their warranty support services*



OWNER

- Elect NDL option after conditional approval
- Receive upfront NDL quote
- Pay NDL fee after inspection acceptance
- 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
- Finalize and confirm project specification
- Provide upfront NDL quote
- Review closeout package
- Complete post-install inspection within 1 week
- Issue NDL after inspection acceptance

WANT TO REQUEST AN NDL?

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 INFO**
- **ROOF SIZE**
- **SUBSTRATE TYPE**
- **PHOTOS OF ROOF**
- **LEAK HISTORY**
- **DRAINAGE & PONDING**
- **WARRANTY LEVEL REQUEST**

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?

Contact us for guidance:

info@koolcoatsusa.com

877.397.1496 www.koolcoats.com