



# CENTRAL COATING C O M P A N Y

## SERVICE DEPARTMENT AGREEMENT

Client: \_\_\_\_\_ CCC Job #: \_\_\_\_\_ Completion Date: \_\_\_\_\_

Address: \_\_\_\_\_

Contact: \_\_\_\_\_ Phone #: \_\_\_\_\_

Job Name/Location: \_\_\_\_\_

Warranty Number: \_\_\_\_\_ Warranty Type: \_\_\_\_\_

Please review the following CCC Service Department Agreement, which states the services, terms and policies of the service department. **We ask that you sign and return this document for our records.** CCC's Service Department Coordinator will be contacting you annually to schedule a roof inspection or other service at your discretion. You will not receive any billing unless you order a specific service. If at any time in the future the contact information for this building changes please forward that information to CCC's Service Department Coordinator.

CCC's Service Department provides the following services:

- I. **Roof Inspection**
- II. **Sealing New Penetrations and Making General Repairs**
- III. **Leak Investigation**

CCC's Service Department policies for each of these services are as follows:

- I. **Roof Inspection:**
  - A. **Annual Roof Inspection:** You will be contacted annually prior to the inspection for authorization. If we do not receive a Request for Service form, the roof will not be inspected. The roof inspection will include the following:
    1. An experienced inspector will walk the roof checking for defects, problem areas, or incidental damage.
    2. Minor repairs to the roof system will be completed by the inspector during the walk thru.
    3. Any major repairs will be indicated in an inspection report which will be forwarded to the client.
      - i. Repairs covered by the Warranty will be made at no expense to the client.
      - ii. Those repairs not covered by the warranty will be indicated in a written report. An estimate for those repairs will be provided on request. The client is encouraged to have those repairs not covered by the warranty made promptly. Central Coating company holds no liability for further damage caused by failure to act on recommended repairs.
  - B. **Special Roof Inspection:** The client may call for a special inspection at any time if it is felt that special conditions, such as an earthquake, may have caused damage to the systems. The procedure will be the same as that followed for any annual inspection.
  - C. **Roof Inspection Costs:** Roof inspections are completed on a time and materials basis at CCC's standard rates. Depending on the size and complexity of the roof, inspections require from 2 to 8 hours to complete. One way travel time will also be billed.



**II. Sealing New Penetrations and Making General Repairs:**

- A. Small penetration sealing and/or general repair services can be requested by completing CCC’s Request for Service form. In this case the sealing or repair will be completed on a time and materials basis, at CCC’s standard rates.
- B. For large penetrations sealing and/or repair projects please contact CCC’s Service Department. A sales representative will review the project and will submit a proposal for the work.

**III. Leak Investigation:**

- A. In the event of a leak please contact CCC’s Service Department immediately. You will need to submit a Request for Service form in order to have a leak investigation performed.
- B. A service technician will be dispatched as soon as possible.
- C. If a leak is found which is being caused by a problem with the sprayed foam roof system the leak will be repaired under the terms and conditions of the project warranty, if present. Note that repairs made during rain or when the roof is wet will be temporary repairs. CCC will need to return at a later date to make the permanent repairs.
- D. If a leak is found which is being caused by a problem with a building component other than the roof system the cause of the leak will be immediately brought to the client’s attention. The client will be given the following options and will need to instruct CCC on how to proceed.
  - i. Option #1: The Central Coating Company service technician will make no repairs but will provide a verbal, written and photographic description of the observed condition so that the facilities contact person can bring in the appropriate vendor to deal with the issue.
  - ii. Option #2: The Central Coating Company service technician will complete temporary repairs depending on weather conditions and the nature of the problem. If option 2 is selected the client agrees to the following conditions: Quality materials and skilled workmanship will be used to make the repairs but the repairs will not be added to or covered by Central Coating Company’s roof warranty and no guaranty of performance regarding these repairs is expressed or implied.

Note #1: Travel time is charged from our dispatch point, i.e. San Jose or Madera (whichever is closest) to our location or from our previous work location to your location (whichever is the lesser cost). Whenever possible, jobs will be coordinated to minimize travel time.

Note #2: Termination of the annual inspections may be made by the owner upon written notice to Central Coating Company; otherwise the client will be contacted annually to authorize and schedule that year’s annual inspection.

Client: \_\_\_\_\_

Central Coating Company, Inc.

By: \_\_\_\_\_  
(Signature)

By: \_\_\_\_\_  
(Signature)

Name: \_\_\_\_\_  
(Print or Type)

Name: \_\_\_\_\_  
(Print or Type)

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_