

FAQs

How much confidence can I have in a Viking Full System warranty?

Viking Roofspec is part of the New Zealand-owned Tiri Group Ltd of companies. Tiri Group Ltd has annual turnover exceeding NZ\$150m and shareholder funds of NZ\$12m. With its commitment to investing and growing its businesses, the Tiri Group Ltd can be relied on to back its warranties over the long term.

How does the Viking Full System Warranty differ from other Viking Roofspec warranties?

Viking Roofspec offers standard 5-50 year product warranties, while the Approved Applicator issues a separate workmanship warranty. Despite these warranties being offered from two separate entities, they can still be relied on as substantial warranties for your job. They just don't come from one source nor include the comprehensive inspection programme.

Why is the Viking Full System Warranty for 20 years?

Under the New Zealand Building Code, materials that make up part of the exterior envelope of the building, must last for a minimum of 15 years. All products eligible for the FSW have a minimum life expectancy of 20 years (in some cases 50 years).

Are all jobs over the minimum size threshold automatically covered by the Full System Warranty?

No. To qualify, the Viking FSW must be applied for and accepted by Viking Roofspec. The size of the job is only one criteria. The level of risk and complexity are taken into account as well.

Why are jobs under the minimum size threshold not eligible for the Viking Full System Warranty?

The resources required to fulfill the FSW steps for every sized project would be too large to support both administratively and financially. However, projects below FSW size thresholds are still covered by a Viking product warranty and the corresponding workmanship warranty.

What is an Approved Applicator? How do I find one?

An Approved Applicator is an installation company with installers who have completed, or are in the process of completing Viking Roofspec's licensing programme. An applicator in your area can be found by clicking on 'Find an Applicator' on our website home page or by phoning Viking Roofspec on 0800 729 799. If they are not listed on our website, they are not an Approved Applicator and have no access to our products. Installers for FSW projects must be licensed to a minimum of stage two.

What if my job is in a remote site, many kilometres away from main centres?

There may be additional charges for some remote sites. For sites located further than 100km from Auckland, Hamilton, Tauranga, Wellington, Christchurch or Dunedin, a quote will be required.

What do I do in the event of a claim?

Keep a record of your warranty document and make contact with the Approved Applicator who installed the product or contact Viking Roofspec Customer Services.

What Quality Control processes are in place for my job?

An Approved Applicator who proposes a FSW will have undergone an initial company audit and then ongoing audits from Viking Roofspec to ensure its capability and capacity to undertake this work.

On completion of the job itself, there is a three-stage process with independent inspections from a Viking Roofspec Technical Representative and the Approved Applicator. Quality Control documentation is recorded by Viking Roofspec and then shared with the customer when the warranty is finalised.

Can a Viking Full System Warranty be transferred to another building owner?

Yes; however a roof inspection by Viking Roofspec needs to be undertaken before documents can be transferred. This will incur a small cost and a warranty transfer fee. If any non-warranty repairs are required, they must be carried out by an Approved Applicator.

Please note, payment of costs associated with the transfer are the responsibility of the new owner.



Materials and workmanship covered under one robust 20 year warranty



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Features and Benefits

- Product, and workmanship covered in one document
- Backed by a substantial, New Zealand owned and operated company – Tiri Group Ltd
- Installed only by Viking Licensed Installers
- Comprehensive inspection, sign-off and Quality Control regime
- Regular maintenance reviews throughout the warranty period
- Regular applicator audits to ensure laying standards maintained

Viking Full System Warranty

Materials and workmanship covered under one robust warranty

The Viking Full System Warranty (FSW) is a 20-year warranty for the complete installed waterproofing system from Viking Roofspec – i.e. one document covering the materials, installation and workmanship.

The conventional warranty method in the construction sector, involves the installation company issuing a certificate of workmanship, while the materials supply company issues a separate product warranty. This method works well most of the time, but on rare occasions has not proven helpful when problems have occurred and the culpability for these cannot be agreed upon – leaving the building owner with headaches he/she hadn't anticipated. However, for specific projects, Viking Roofspec will cover both the installation and workmanship under the one document – taking the building owner's headaches away.

FSW Qualification

Any commercial or residential project within New Zealand that exceeds the minimum area required (as outlined in the table) can apply for the Viking FSW. If Viking Roofspec accepts a project as eligible, we will take responsibility for it as per the terms outlined in the warranty form (T&C's apply – eligibility is not guaranteed).

The Process

The FSW application can be initiated online. Go to www.vikingroofspec.co.nz and follow the links to the registration form. For assistance you can contact Viking Roofspec Customer Services on 0800 729 799.

Submitting the registration doesn't commit you to any costs, but will help us give you the relevant assistance with your project:

1. Register your job (including size per m2)
2. Eligibility to apply for a FSW can then be confirmed by Viking
3. Submit project drawings for Viking to check for compatibility with Viking Specifications
4. If compatible, drawings are signed off
5. Substrate inspection booked to ensure compatibility with Viking Specifications
6. Installation takes place by a Viking Licensed Installers
7. Post installation inspection and sign-off by a Viking Representative
8. FSW issued to the Applicator to present to the building owner
9. Roof inspections will take place by a Viking representative every 1, 2, 5, 10 and 15 years

Warranty Comparisons

Low Slope Roof Systems		Viking Full System Warranty		Product Warranty
<ul style="list-style-type: none"> • Butylclad • Epiclad and Epiclad FBS • Enviroclad and Enviroclad FBS • Torch-On • WarmRoof/WarmSpan • Roof Garden (only if Electronic Leak Detection is installed) 	Warranty Period	20 Years		20 Years
	Minimum Job Size	300m ²		Unlimited
	Pricing*	300–1000m ²	\$750	No Charge
	1000–2000m ²	\$1000		
	2000m ² +	POA		
<ul style="list-style-type: none"> • Dec-K-ing 	Warranty Period	20 Years		20 Years
	Minimum Job Size	80m ²		Unlimited
	Pricing*	80–1000m ²	\$750	No Charge
Shingle and Tile Roof Systems		Viking Full System Warranty		Product Warranty
<ul style="list-style-type: none"> • CertainTeed Landmark 	Warranty Period	20 Years		30 Years
	Minimum Job Size	200m ²		None
	Pricing*	200–1000m ²	\$750	No Charge
	1000–2000m ²	\$1000		
	2000m ² +	POA		
<ul style="list-style-type: none"> • CertainTeed Highland Slate • CertainTeed Presidential Shake • Ecostar Tiles 	Warranty Period	20 Years		50 Years
	Minimum Job Size	200m ²		None
	Pricing*	200-1000m ²	\$750	No Charge
	1000-2000m ²	\$1000		
	2000m ² +	POA		

* Remote sites may incur additional charges to cover inspection costs. For job sites located further than 100km from Auckland, Wellington or Christchurch a quote will be required.

** An Applicator's workmanship warranty period may vary from what is outlined in this table. Viking Roofspec has no responsibility for the Applicator warranty. What is shown in this table is a guideline only based on warranties available at the time of print. Details should be checked with the individual Approved Applicator.