



Watertight
guarantees that
give you confidence



garlanduk.com



Garland UK is a high-performance waterproofing systems supplier for the commercial, residential, industrial and public sectors.

We work with building surveyors, architects and facilities managers, to deliver industry-leading technical expertise that raises the standard in the construction industry.

Our highly trained roofing experts take every step to successfully deliver our client's projects, with dependable and informed advice that helps them to make the best decision for their asset.



Your building envelope, protected by the industry experts

We believe that working with you for the life of your building ensures the best return on your investment. We deliver on our promises and design every roof to outlast the guarantee period.

Our Technical Managers work tirelessly to raise standards in the industry by championing system innovation and technical advancement and challenging industry issues.

The Technical Manager is your dedicated, single point of contact, providing expert advice that mitigates risk in your assets.

PartnerCare

As a partner for the life of your building, Garland UK offers the complete PartnerCare service at no additional cost to you.

Our PartnerCare delivers market-leading support and solutions through your expert local Technical Manager, giving you long-term confidence in a Garland system.



4,500

Customers
Nationwide

Over 20 years, our dedicated technical experts have built quality relationships with over 4,500 customers nationwide. Our in-house experts will help you make the best decision for your asset and keep your projects moving forward. Attending monthly master-class training sessions, our experts ensure that they remain at the cutting edge of the roofing and building envelope industry.

What makes our Single-Point Guarantee the market leader?

Our Single-Point Guarantee gives you peace of mind, with no hidden surprises. **Garland UK is a 100% employee-owned subsidiary of Garland Industries** where we are one of the oldest and most financially stable manufacturers in the construction industry.

We believe that the best guarantee for your roof is not just the certificate, but the process that ensures its performance for the future. Unlike other roofing manufacturers, a single call to your dedicated Technical Manager is all you need and we take care of the rest.

If an issue arises, all too often the building owner is left in a situation where the product manufacturer and installer are in disagreement about who is at fault. Neither is willing to accept responsibility and therefore the building owner is left to foot the bill, often within the system's supposed guarantee period.

In the unlikely event of a fault, we will rectify any issue quickly and effectively, without charge.

Garland UK accept the liability for the design, material and the quality of installation workmanship by our Approved Contractors.



+18,000

Projects Completed



+2,500,000m²

Installed & Guaranteed



4,500

Long-term Partners





Benefits

- ✓ Design, system and installation liability covered
- ✓ Garland UK take 100% ownership of the issue
- ✓ Quick and straightforward process to arrange a repair if a fault arises
- ✓ Complete customer peace of mind

How financially secure is Garland UK?



Global turnover
in excess of
\$1B



5A D&B Rating
with net worth of
£35,000,000+
Risk Factor of 1



Started in the UK
in 2001



£0 Long-term debt



View our financial strength statement from JPMorgan Chase [here](#)



Our business is built to last, just like our roofs. It enables us to say, with **100% confidence** and commitment to you, that **we will be here as your partners for the life of your building.**

Single-Point Guarantee Length

Garland Waterproofing System	System Type	Single-Point Guarantee Length
StressPly Signature	Bituminous Membrane	30 Years
R-MER LOC (Aluminium)	Standing Seam Metal	30 Years
StressPly Flex Plus	Bituminous Membrane	25+5 Years
White-Knight	Cold Applied Liquid	25 Years*
StressPly Flex	Bituminous Membrane	25 Years
StressPly Defender Plus	Bituminous Membrane	25+5 Years
R-MER TILE ST	Metal Tile	20+20 Years**
R-MER CLAD (Steel)	Metal Cladding	20 Years
StressPly Evolution	Bituminous Membrane	20 Years
R-MER LOC (Steel)	Standing Seam Metal	20 Years
Dura-Coat	Cold Applied Liquid	20 Years
R-MER COMP	Metal Composite	20 Years
StressPly SA	Bituminous Membrane	20 Years
Dura-Walk	Cold Applied Liquid	15 Years

*maximum guarantee

**R-MER TILE ST 20 year Single-Point Guarantee, followed by an additional 20 year diminishing guarantee.

Understanding Insurance Backed Guarantees

There are several manufacturers that claim to offer up to 30-year Insurance Backed Guarantees (IBG), it is important to be aware that, in our experience:

- Many guarantees are subject to significant limitations of liability, conditions, excesses and exclusions. **The actual cover you get may be very limited.**
- IBG provides protection in the event the contractor has ceased trading **Typically, these policies only offer 2-10 years of cover.**
- IBG policies require either the contractor or building owner to **pay a premium for the cover.**
- **No 20+ year IBGs are available** from UK based insurers currently.
- **Only 10-15 year latent defect warranties are available** and are often underwritten by an offshore insurer.
- IBG policies need to be taken out on a named project-by-project basis **and are not umbrella policies.**
- If a manufacturer claims that they offer an umbrella IBG as part of their standard insurance arrangements, **this policy may become invalid or expire if the manufacturer ceases to exist.** Typically such policies will only cover claims notified within the period of insurance.





Our customers choose Garland for the complete peace of mind we offer, knowing they are fully protected for the life of their building.

Tim Jones, Managing Director,
Garland UK

Garland Single-Point Guarantee vs. IBG

In the event of a fault:	Garland UK Single-Point Guarantee	Alternative Manufacturer IBG	Notes
Do you work with a roof expert who understands your roof in detail?	Yes	No	A Garland Technical Manager is your dedicated roofing expert who has worked on your project from start to end. They provide informed and dependable advice at every stage.
Is it clear who to contact?	Yes	No	Single-Point means that your Technical Manager is the first and only call you need to make in the event of a fault
Is it clear who is responsible for the repair?	Yes	No	Garland UK cover the design, system and installation liability, in line with our Terms & Conditions
How quickly will a technical roofing expert be onsite to support you?	1 working day	Unknown	Your dedicated Technical Manager is on hand to support all aspects of your roofing project, aftercare and maintenance
If a fault occurs will you be left waiting for an insurance company to evaluate?	No	Potentially Yes	Garland UK take ownership of the fault and do not require an external insurance provider or 3rd party to evaluate an issue.
Does the insurer have any interest in the long-term commercial relationship with you?	Yes	No	Garland is the Guarantee provider. As a 100% employee owned business our Technical Managers are evaluated on customer satisfaction, where installing high quality roofing and rectifying customer issues quickly is an essential criteria for evaluation.
What are the standard lengths of the guarantees offered?	15-30 Years depending on the system	10-12 years IBG's	IBG policies have a standard length of 10 years, which falls in line with new build warranty insurance. Manufacturers offering 20+ guarantees typically have to do so at their own risk and cannot use their umbrella insurance policy as cover.





Frequently Asked Questions

How do I apply for a Single-Point Guarantee?

Once your project has completed on-site and has been signed off by your dedicated Technical Manager, they will personally arrange all paperwork to produce your guarantee certificate.

You will receive your Guarantee certificate via email and a copy will be digitally stored in your RAMP account for future reference.

Does the Single-Point Guarantee cover design liability?

Yes. Garland UK produces bespoke specifications for each and every project, so in the unlikely event of a roof system failure due to improper design, Garland UK will accept full responsibility and rectify the issue immediately.

Does the Single-Point Guarantee cover labour and materials?

Yes. The guarantee includes labour, materials and all associated costs. If the original Approved Contractor who carried out the work is no longer trading, then we will commission another Garland Approved Contractor to carry out the works.

If a complete roof system needs to be replaced, then we will ensure to use a Garland UK waterproofing system of equal or improved performance.

Is the Single-Point Guarantee backed by Garland UK or Garland Industries?

Garland UK is a 100% owned subsidiary of Garland Industries, therefore all liabilities are the responsibility of Garland Industries.

Does the Single-Point Guarantee cover against consequential loss?

Yes. All Garland UK Guarantees, no matter on their duration, protect against consequential loss. This includes damage incurred to the building and contents as a result of failure of products supplied by Garland UK, up to a value of £200,000.

Additionally, financial consequential loss as a result of business interruption is also covered, up to a value of £200,000.

I've discovered a problem with my roof, what do I do?

In the unlikely event of a fault, all you need to do is reach out to your dedicated Technical Manager and notify them of the issue. They will handle all processes for you and resolve the problem as quickly as possible.

Our guarantees are issued based on the system being installed by one of our Approved Contractors. Therefore works carried out by a non-approved contractor may void your warranty.





Your roof, guaranteed by the industry experts.

Find your local Garland Technical Manager today at
[garlanduk.com/find-your-expert](https://www.garlanduk.com/find-your-expert)



info@garlanduk.com



01174 401 050



www.garlanduk.com