



July 10, 2018

Re: Black lines on roof

Hello Sir/Ma'am,

Dear Alpha System's Customer:

Discoloration of the Alpha Roof Membrane has been reported to occasionally occur along the seams of the wood underlayment of some units. We have found that it is the waterproofing spray that is applied to the cut edges of the wood used for decking that causes this issue. For some reason, this spray interacts with the membrane occasionally causing the roof membrane to discolor in the areas where that spray is underneath the membrane; this is why you only see the lines where the seams of the decking meet underneath.

Upon further inspection, we have found that the underside of the membrane is still completely white – therefore, this issue is only a surface issue. We have had our laboratory test pieces of membrane that this has happened to, found that the membrane is not compromised in any way; this is just a cosmetic issue, and will not affect the ability of the membrane to keep water out and perform as intended.

With a lot of experimentation, we have figured out a way that will clean most, if not all, of the stains off the roof – a copy of the instruction is included in this email. Most of the time after leaving the bleach set on the roof the black will wipe right off with a rag but in some cases, it does take some extra scrubbing.

The Alpha System's Warranty will remain in effect for any functional issues that may occur with the Alpha roof membrane as outlined in Alpha's Limited 12-year warranty.

Sincerely,

Alpha Systems, LLC.