



# 'GUARDIAN' SYSTEM WARRANTY

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THE MOST COMPREHENSIVE  
**single source, transferable building**  
ENVELOPE SYSTEM  
**WARRANTY**

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EXCELLENCE IN TU  
MRC



**EXCELLENCE IN TOTAL BUILDING ENVELOPE SOLUTIONS**

## INTRODUCTION

***Welcome to the World of MRC Group – Africa’s Leading Refurbishment, Upgrading & New Build ‘Cradle to Grave’ Total Building Envelope Solutions Service.***

***The complete Inspection, Design, Specification, Delivery, Installation and Maintenance solution for the Total Building Envelope. Our service incorporates market leading and revolutionary solutions for the African market which is backed with an up to 20 year Warranty.***

MRC Group is an industry leading service provider that specialises in Metal Roofing & Cladding, Green & Renewable, Waterproofing, Firewall and Specialist Coating Systems. MRC Group proudly works with national and international clients in offering them holistic turn-key solutions that caters for the entire Building Envelope.

MRC Group with 4 strategically located regional offices, provides our clients with Design Freedom, Cost Efficiency, Sustainability and distinctive Individuality, from a single source provider.

### **MARKET SECTORS IN WHICH WE OPERATE**

Commercial, Industrial, Retail, Governmental, Education, Defence, Transportation and Mining

market sectors. MRC Group operates internationally & nationally through our regional operational supply chain, ensuring all our clients are provided with local support on framework agreements or individual projects.

### **TYPE OF CONTRACTS WE UNDERTAKE**

From Individual Contracts on bespoke Buildings, to International & National framework agreements on vast Property Portfolios.

**MRC’S TURN KEY ‘CRADLE TO GRAVE’ SERVICE! FROM DESIGN THROUGH TO MAINTENANCE FOR UP TO 20 YEARS!**

MRC Group provides a comprehensive turn-key service putting our clients at the heart of all the decisions whether its just one of our disciplines or the complete Building Envelope Solutions.

Our unique turn key offering, from ‘cradle to grave,’ provides all our clients with peace of mind, not just during the on-site works but throughout the life of the warranty, through our carefully formulated specialist maintenance support service, ensuring the performance of your building envelope.





# MRC SERVICES

A truly 'cradle to grave' Building Envelope Solutions Service where we partner with you in designing, delivering, installing and maintaining your entire Building Envelope and offering you an up to 20 year Warranty.



## METAL ROOFING AND CLADDING

MRC Group is revolutionising the metal roofing & cladding industry in Southern Africa, focused on the delivery of the highest quality, energy efficient metal roofing & cladding systems, complete from roof inspection, design, installation through to maintenance for the life of the warranty.



## GREEN & RENEWABLE TECHNOLOGIES

MRC Group's commitment to social, economic and environmental concerns is highlighted in our turnkey design, installation and maintenance of all the latest proven and most complete suite of Green Roof technologies with an international track record. These technologies are seamlessly integrated into our Metal Roofing and Flat Roofing Waterproofing Systems.



## 'COOL ROOF' WATERPROOFING

MRC Group specializes in internationally recognised, environmentally friendly 'Cool Roof' Waterproofing coatings for all types of existing roofs and gutters in the commercial, industrial, retail and mining sectors in Southern Africa.



## THERMAL & PROTECTIVE COATINGS

MRC Group's Thermal Coatings enable us to provide extensive solutions to areas that may fall outside of the normal Building Envelope, such as, pipework, silos, storage tanks and transportation vehicles to name but a few. The Thermal Coatings protect and vastly improve efficiency on the applied surface, whether it's to inhibit rust or temperature control.



## FIREWALL SYSTEMS

MRC Group's lightweight Firewall, Ceiling and Partitioning Systems deliver an optimised solution for a wide range of applications, offering the performance and versatility demanded by today's passive fire protection industry.



## MAINTENANCE

MRC Group offers a comprehensive maintenance service, where we take care of our clients Building Envelope. We will design and implement a schedule that will save our clients time and money.



## GUARDIAN SYSTEM WARRANTY

MRC Group's commitment to excellence doesn't end after completing the works on-site, with our 'Guardian' Warranty, we take responsibility throughout the whole construction process from design, delivery, and installation and continues through to maintenance for up to 20 years, providing our clients with real peace of mind.







## DO YOU REALLY HAVE A BUILDING ENVELOPE WARRANTY?

### LIFE EXPECTANCY

Quality control of the Total Building Envelope system design, perimeter detail construction, high quality workmanship and maintenance exerts the most impact upon the life expectancy of any building and therefore the value of any investment in that property.

### MATERIAL GUARANTEES & WORKMANSHIP WARRANTIES

Guarantees and warranties are a key part of any Building Envelope System, with the individual manufacturers of the Building Envelope, each providing a material guarantee and the 'approved' contractor undertaking the installation, offering a workmanship warranty. In most cases the material guarantees exceed the term of the workmanship warranty.

In modern building construction, a large range of differing materials and systems, are used to construct the Building Envelope. Each of the

installed systems will be supplied with their individual guarantees and associated small print in the T's and C's, leaving you, the client, to manage the risk of these individual parts that make up the building envelope.

### MANY OF THE GUARANTEES AND WARRANTIES AVAILABLE DO NOT COVER IMPORTANT AREAS SUCH AS:

1. The material guarantee matching the term of the workmanship warranty.
2. Perimeter Detailing & Construction.
3. Junction points between dissimilar materials.
4. Water ponding & Debris build up.
5. Thermal, Structural and Acoustic Performance.
6. Installation of associated Building Envelope Technologies such as Solar Panels, Walkways & Fall Arrest Systems.



Most manufacturers are not able to cover the important workmanship or the ongoing maintenance of the Building Envelope. This creates a weak link in the construction supply chain, because most problems that occur are usually as a direct result of bad design, poor workmanship and a lack of understanding of dissimilar material junctions that lead to leaks to Building Envelope.

#### **MAINTENANCE OF THE BUILDING ENVELOPE**

After completion of the works and the building has been handed across to the client, maintenance is now the responsibility of the property owner. If correct scheduled maintenance is not completed and signed off, to each of the differing elements that make up the Building Envelope, or if additional works are completed such as installation of Solar Panels, or forming penetrations, most material warranties are invalidated, leaving you bearing the risk of Building Envelope failure. Each material /

system that make up the Building Envelope will have a different maintenance schedule depending on its location and environment.

#### **BUILDING ENVELOPE FAILURE**

At the point of Building Envelope failure, the weak link in the construction supply chain can be exposed between the small print in the material / system guarantees and installation warranties resulting in difficulties in apportioning responsibilities, leaving you holding the bill.

If Building Envelope failure occurs, and there is no signed off maintenance schedule, or additional works have been undertaken without prior authorisation from the Building Envelope supplier, or it is outside the term of the 'approved contractor,' then the cost of any remedial works are generally at the building owners cost, or a commercial decision from the supplier / contractor.



## WHAT IS THE 'GUARDIAN' SYSTEM WARRANTY?

'Guardian' System Warranty is an 'up to' 20 year single source, transferable Building Envelope Warranty covering:

- Design
- Materials
- Workmanship
- Maintenance

The 'Guardian' System Warranty is offered for exclusive use by the MRC Group and it's growing range of Total Building Envelope Solutions that have been independently audited and used throughout the world.

MRC's commitment to excellence in Building Envelope Solutions doesn't end after completing the works on-site. We take responsibility throughout the whole construction process from design, materials, delivery, installation and continues through to maintenance for 'up to' 20 years.

### **SINGLE SOURCE**

Instead of receiving a large amount of individual material / system guarantees, MRC Group issues you with one single source warranty that covers all the Building Envelope Systems that have been installed by us.

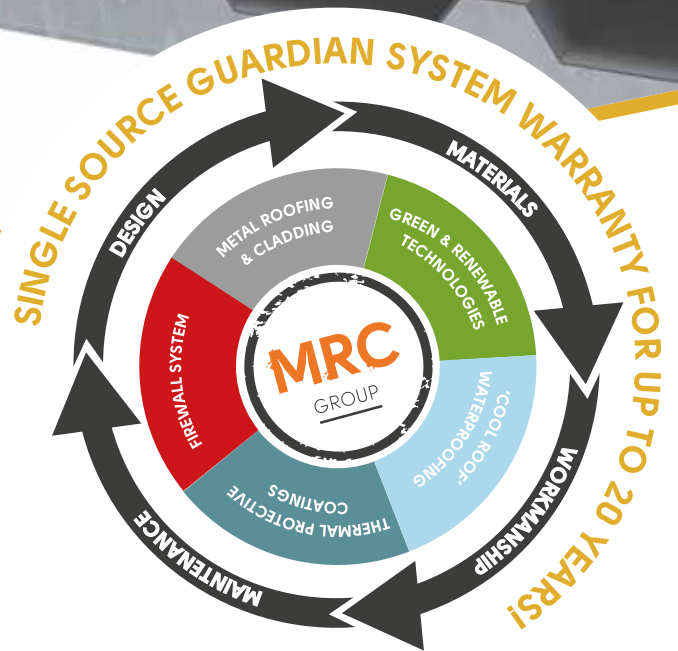
### **TRANSFERABLE**

If the Building Owner wishes to sell the property to another party, then the 'Guardian' System Warranty can be transferred to the new owner subject to agreement of the 'Guardian' System Warranty Terms and Conditions.

### **THE TERM OF THE WARRANTY**

The length of term of the warranty is determined by the supplier material / system guarantee, and the location of the building. If the guarantee on the installed system is 20 years, then the 'Guardian' System Warranty will mirror the same length of term.





Involving MRC Group & our Guardian Warranty at an early stage of design or on-site inspection of an existing property ensures that the highest standards of design, system selection and detailed specification, sustainable materials, workmanship and maintenance are adhered to, meeting all the necessary building regulations and standards, and that all the vital interacting details are not neglected.

An ISO accredited recording system, including detailed digital photography are used to support easy to check on-site inspection forms that are provided to the client which manage a project's weekly progress and detail any and all aspects of the Building Envelope construction, even after the snagging stage.

**THE 'GUARDIAN' SYSTEM WARRANTY ENSURES THE FOLLOWING:**

- Systems will remain fit for purpose for up to 20 Years all backed with a full maintenance package.
- Systems will achieve the published structural, thermal and acoustic performances.
- Systems are manufactured and supplied in accordance with the appropriate company standards applicable at the date of it's manufacture or supply in respect of quality, temper, gauge, shape, physical, and geometric properties, colour and strength.

The Guardian System Warranty removes your liabilities and guarantees your Building Envelope Investment for up to 20 years.



### DESIGN

The design element of any Total Building Envelope is key to ensure its ability to withstand water ingress, provide the correct thermal and acoustic performance for the operational life of the Building.

Whilst many focus on the actual individual materials that make up the Total Building Envelope, the ability of the Building Envelope to perform is based on the individual details, all of which have to be designed to the latest Building & Construction regulations, as follows:

1. Designing Building Envelope Systems to suit performance
2. Designed structure and Building Envelope tolerances
3. Tried and Tested Perimeter Detailing
4. Correct understanding of Thermal Expansion
5. Design of Penetrations & Associated Building Envelope Accessories

6. Thermal & Acoustic Calculations
7. Junctions of dissimilar materials
8. Water management

### MATERIALS

There are many choices of materials and systems that can be used to construct a Total Building Envelope Solution, correct understanding of the brief and choice of system will directly affect the long term performance of the building.

The environment and location of the building will dictate the type of coatings on the materials to be considered on the Building Envelope, to withstand the impact of a highly industrial area, or coastal environment to ensure longevity. Although such coatings may cost more at the construction stage, over the life cycle of the operation of the building, savings will be generated.





### WORKMANSHIP

One of the most important keys to the long term operational life of the Total Building Envelope Solution, is in its installation on site. All components of any Building Envelope System need to be installed correctly to ensure the performance of the solution. The 'Guardian' System Warranty is backed with a full set of reports with digital photographs, that show stage by stage how the Building Envelope has been installed.

Throughout this key process, MRC Group closely liaises with our chosen supply chain of the Building Envelope System, ensuring the following:-

1. Installation of the designed roof system
2. Installation of the perimeter details including all the tapes, sealants and fixings.
3. Forming of the penetrations.

4. Installation of associated Building Envelope accessories such as Fall Arrest Systems, Walkways, Solar Panels, Green Roofs, Living Walls etc.

### MAINTENANCE

One of the biggest dangers of maintenance is inexperienced contractors accessing the roof without the knowledge of how the Building Envelope was constructed and how to safely traverse the property. As per the Occupational and Safety Act and the Construction Regulations, you the client are responsible in hiring a competent person/company to do the works.

A key component of the 'Guardian' System Warranty is maintenance of all the installed systems ensuring that all scheduled maintenance is completed and signed off by the supplier of the system. The frequency and manner of such maintenance is determined by the location of the site and the materials / systems installed.



## PROTECTING YOUR INVESTMENT

### PROTECT AND ENHANCE THE VALUE OF YOUR INVESTMENT WITH 'GUARDIAN' SYSTEM WARRANTY

Protecting and maximising returns for any developer or client is of primary concern whether it is the initial cost of the building, vacancy level or the rental yield. The MRC Group recognises that ensuring the operational life and value of the building stock commences at the earliest stages of design and runs all the way through to the maintenance of the Building Envelope.

### OPERATIONAL ENERGY USAGE

Building Envelope thermal design and robust perimeter detailing are the key parts of ensuring minimised running costs, energy usage, and reduced carbon footprint, all of which has the potential to lower vacancy levels within a commercial or industrial space, due to the lower requirements of energy usage, which directly reduces the total spend for the tenant per month.

The 'Guardian' System Warranty compliance during the design, construction and maintenance phases ensuring thermal performance.

### MAINTENANCE

The main function of MRC Group's scheduled maintenance as outlined in our Guardian Guarantee, is proactive in nature, thereby minimising or eliminating the negative effects of materials or workmanship failure. Our ongoing maintenance works as a 'health chart' for our client's property, whereby critical decisions such as budgeting and shut-downs can be planned in an effective and streamlined manner.

As an experienced and competent company with professional staff, MRC Group's maintenance management serves to protect our clients by adhering to, material warranties, statutory regulations, health and safety regulations and construction regulations.



# 'GUARDIAN' SYSTEM WARRANTY COMPARISON INFORMATION

'Guardian' is a single source system warranty that includes design, system materials, workmanship & maintenance. The length of term is determined by the installed product / material / system and its environment.

(Please fill in to compare)

QUESTIONS TO ANALYSE ANY WARRANTY	Guardian	Other Warranty
Does the building owner apply for the warranty?	✓	
Does the warranty include the following:	<b>System</b>	
Design	✓	
System Materials	✓	
Installation / Workmanship	✓	
Maintenance	✓	
Do ALL the above aspects in the warranty provide the same length of term? i.e. is the product and workmanship warranty the same?	✓	
Is the warranty a library of individual guarantees or a single source all encompassing warranty?	<b>Single Source</b>	
Is the warranty a component, a material, paint finish / coating or system warranty?	<b>System</b>	
Does the warranty cover ALL aspects of the contractor installed Building Envelope System?	✓	
Does the warranty include the junctions between the different Building Envelope Systems on the building?	✓	
<b>AFTER THE PROJECT HAS BEEN SIGNED OFF.</b>		
Is the warranty transferable if the building is sold?	✓	
Is the warranty still valid if maintenance is refused by the client?	✗	
Is the warranty still valid if another contractor maintains the Building Envelope?	✗	
Is the warranty still valid if another contractor installs any associated technology on the roof?	✗	
Does the client contact the warranty provider if there is any claim during the period of the cover?	✓	
Can the warranty be renewed at the end of the term?	✓	
Does the client contact the warranty provider if there is any claim during the period of the cover?	✓	





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