

## Quality management system

Protan works closely with its partner roofing contractors to guide them through a detailed project procedure as part of its quality management system, protecting value every step of the way.

### CONSULTATION

Early consultation with a Protan Business Development Manager – supported by the Protan Technical Services Department – allows us to provide design assistance and technical support, thus helping the specifier and/or Protan partner roofing contractor to choose the right Protan roof system for the job.

We provide a full NBS specification writing service for architects and other specifiers.



### DESIGN

For larger projects, Protan can create membrane layout drawings using its unique *ProPlan* design software, which illustrate the benefits of installing prefabricated Protan PVC single-ply membranes and estimate required material volumes.

Protan's Technical Services Department completes a wind load calculation for every commercial project, as well as providing continued technical support.



### DELIVERY

Protan's Customer Services Department manages material stocks in our warehouse, processes orders and coordinates deliveries to site.

The department works closely with the Technical Services Department to ensure that the correct materials and components are ordered in order to minimise disruption during installation.



### INSTALLATION

All Protan roof systems must be installed by partner roofing contractors whose operatives have completed the Protan Applicator Training Course and carry an Approved Installer card.

All Protan-approved operatives are trained by Protan's Technical Services Managers in the training room at our head office.



### SITE INSPECTIONS

Protan's Technical Services Managers complete regular site inspections of projects to ensure that the Protan roof system is being installed to Protan's specification. The number of site inspections varies with the size of the project.

Upon completion of each inspection, an inspection report is issued to the partner roofing contractor.



### APPROVAL FOR WARRANTY

Upon completion of the installation of the Protan roof system, it must be inspected by a Protan Technical Services Manager. Where no action points are found, a final inspection report is issued to the partner roofing contractor and the project is approved for warranty.

The warranty is issued upon request from the partner roofing contractor.

Protan 15 Year System Warranty  
For Commercial, Industrial and Public Buildings



Warranty Start Date	Protan Registration N°
Building Owner	Protan Partner Contractor
Address	Address
Post Code	Post Code
Building Use	Main Contractor
Protan Project Reference	Roof Area
Protan Roofing System	Protan Membrane

1. The Warranty covers product quality defects in the Protan Roofing System (PRS) for the period, as defined in the Project Specifications, commencing at the date of completion of the installation of the PRS. It does not cover consequential damage or loss of profit or business. For full terms and conditions, please refer to the Protan 15 Year System Warranty document.