

TECHNICAL ADVISORY BULLETIN

To: GAF Commercial Sales, GAF Contractors, GAF Field Services

From: Technical Services Department

Subject: Repairing Hail Damage to Granule Surfaced Membranes



Quality You Can Trust...
From North America's
Largest Roofing Manufacturer!™

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What Is The Concern?

Impact damage from hailstones can scour a roof surface by displacing the protective granules on granule surfaced membranes. Knowing what to look for, what to do and how to repair minor impact damage can save time and money.

What If This Happens To My Roof?

GAF recommends property owners document all storm related damage, collect local weather service data and notify their respective insurance carrier as appropriate. Additional steps include:

- **Visual Inspection:** Check the appearance of the roof for damage.
- **Document Damage:** Take photographs of any visible damage as soon as practical.

What Can Be Done To Repair Minor Hailstorm Damage?

Coating the damaged roof membrane... is an acceptable solution when there is visible granule loss but **no other obvious damage** to the roof membrane or underlying substrate. This type of repair is considered to be an owner maintenance item.

Do not... repair the membrane using a coating if impact damages are severe enough to cause leaks or allow moisture entry into the roofing membrane and building envelope. This type of repair is not appropriate if any of the following are present:

- Cuts
- Punctures
- Tears
- Cracks

For more information about appropriate repairs for these types of conditions, refer to **Technical Advisory Bulletin TAB-C-2013-21**.

Can Latent Damage Be Present?

Yes... latent damage can be present even when visual examination does not reveal significant observable impact evidence.

- Latent hail damage may become evident after the roof is coated and as the roof ages. GAF typically does not take field cut tests or perform laboratory analysis on hail damaged roofs.
- Where a more detailed sampling and analysis of roof system damage is needed, GAF will recommend field sampling by the contractor for testing at an accredited lab and will provide technical support for review of the results.

How Do I Make The Repair Using An Acceptable GAF Coating?

Repairs should be completed as soon as possible in order to reduce the potential for further damage. A GAF Certified Contractor should be enlisted to make all roofing repairs. Refer to GAF's *TOPCOAT® Application & Specifications Manual* for more detailed information.

- Identify roof areas where hail has caused excessive granule loss.
- Prepare the surface for appropriate coating application.
- Apply approved TOPCOAT® liquid-applied roof coating to damaged area.
- If desired, colored roofing granules can be broadcast into the wet coating to match existing roof color and texture of the existing roof.

Does The GAF Diamond Pledge™ Roof System Guarantee Cover Hail Damage?

No... leaks, defects or deficiencies in the roof deck or roof system caused by unusual weather conditions or natural disasters, including hail, are specifically excluded from guarantee coverage.

***Where Can I Get More
Information?***

GAF Technical Services Can Assist You... with these and other questions you may have regarding your new roof installation. GAF Technical Services can be contacted **at 800-ROOF-411** (800-766-3411). Also, the GAF website is a great resource for just about any question you may have or for additional information you may require. Please visit www.gaf.com to find the latest information on our products and their installation.

Important: This document supersedes any prior GAF Technical Advisory Bulletins on this topic. Please always check www.gaf.com to make sure you have the most up to date information.