

Technical Bulletin

Understanding Your Eagle Tile Roof Warranty

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Dear Valued Customer,

Thank you for choosing Eagle Roofing Products. Your roof is a long-term investment, and we are committed to providing durable, high-quality concrete roof tiles designed to perform for decades.

This letter is intended to clearly explain—in simple terms—what your Eagle warranty covers, what it does not cover, and how you can protect your investment.

What Your Warranty Covers

Your Eagle warranty is designed to protect against **true manufacturing defects in the roof tile itself.**

Specifically, your warranty covers:

- **Structural integrity of the tile**
- Protection against **water passing through the body of the tile**

If a covered defect is confirmed, Eagle will provide (at our option):

- Replacement tiles of similar type and color, or
- A refund for the defective tiles

Additional Coverage (First 10 Years Only)

For the first 10 years after installation, if a manufacturing defect causes water intrusion:

- Labor to remove and replace defective tiles may be covered
- Associated materials (underlayment, fasteners, etc.) required by code may be included

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What Your Warranty Does NOT Cover

Your warranty does **not** cover:

- Installation workmanship or contractor errors
- Roof system components other than the tile (underlayment, flashing, etc.)
- Damage from:
 - Foot traffic or other trades
 - Falling objects or debris
 - Severe weather (hurricanes, hail, tornadoes, etc.)
- Normal or expected conditions such as:
 - Loose or missing tile
 - Cracked or broken tile
 - Color variation
 - Efflorescence (temporary surface whitening)
 - Minor surface cracking or chipping
- Improper installation or failure to follow building codes
- Repairs involving large “lift and re-lay” areas
- Interior damage or other property damage

Additionally:

- After 10 years, coverage is limited to **tile only (no labor or related costs)**
- Coverage applies only to **tiles proven to have a manufacturing defect**
- Adjacent or surrounding tiles are not included unless defective

How to Protect Your Warranty

Following these simple guidelines will help protect your roof and maintain warranty coverage:

- **Limit foot traffic** on your roof—this is one of the most common causes of damage
- Always use **licensed, qualified roofing professionals** for inspections or repairs
- Avoid using your roof as a **work platform or staging area**
- Promptly replace any broken tiles to prevent secondary damage
- Ensure any work on your roof (solar, HVAC, etc.) is done carefully and professionally
- Keep documentation, including:
 - Warranty registration
 - Roofing contract (if available)

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Top 5 Things to Know

1. This is a tile product warranty—not a full roof system warranty.

Your contractor is responsible for installation and system performance.

2. The first 10 years provide the strongest coverage.

After that, coverage continues—but is limited to tile replacement only.

3. A defect must be verified.

Tiles are tested to industry standards before coverage is approved.

4. Your warranty is transferable.

It automatically transfers to future owners of the property, provided it was properly registered.

5. Not all roof issues are tile-related.

Many leaks are caused by flashing, underlayment, or improper installation – **not the tile.**

Just like any part of your home, roofing components naturally age and wear down. A professional maintenance schedule is essential to catch issues early and ensure timely replacements, which will protect your roof and keep your home safe.

Our Commitment

We stand behind the quality of our products and are committed to supporting you throughout the life of your roof. At the same time, we believe clear expectations are key to a positive experience.

Thank you again for choosing Eagle Roofing Products.

For additional assistance, visit erwarranty.com/warranty/support to submit a support ticket.

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