



**Use this form for reporting on problems with:**

- Built-up membrane roof systems
- Modified bitumen membrane roof systems
- Single-ply membrane roof systems

**Problem Job Information—Low-slope Membrane Roof Systems**

**Instructions for completing a Problem Job Information survey form:**

Information about completed projects that are experiencing problems can be reported on this survey form. Please submit one survey form for each problem job in which you are reporting information. You need not have been involved in the installation of the problem roof; only firsthand knowledge of the particular roof assembly is necessary.

NRCA defines a "problem job" as any project that is experiencing premature failure of a roof assembly (i.e., deck, vapor retarder, insulation, roof membrane, surfacing). The roof membrane need not be leaking for the roof assembly to be experiencing premature failure. A roof assembly that has naturally reached the end of its service life is not considered a problem job.

Please provide as complete and detailed information as possible regarding problem job projects, including manufacturer and product names, if known, where applicable.

<p><b>Individual completing form:</b>          Name: _____          Company: _____          Address: _____          City, State ZIP _____          Telephone number: _____          NRCA member (check one): <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p><b>Project information (i.e., Problem job):</b>          Building name: _____          City: _____          State: _____          Building age (years): _____          Roof age (years): _____          Roof size (square feet): _____</p>
<p><b>Information release</b> (check one): <input type="checkbox"/> Yes <input type="checkbox"/> No          NRCA is hereby authorized to provide my company's name to NRCA contractor members in connection with the data provided in this report.</p>	

- 1. Building usage** (check one):
- Industrial (e.g., factory, warehouse)
  - Commercial (e.g., office store)
  - Public (e.g., school, hospital, church)
  - Residential (e.g., single family, condo, apartment)

- 2. Roofing project type** (check one):
- New construction
  - Reroof with tear-off
  - Reroof without tear-off
  - Repair or recoating

- 3. Roof slope** (check one):
- Deal level (i.e., flat)
  - Less than 1/4:12
  - 1/4:12 to 1:12
  - Greater than 1:12
  - Slope varies

- 4. Roof deck type** (check one):
- Concrete (i.e., structural concrete)
  - Lightweight concrete (i.e., not structural concrete)
  - Gypsum
  - Metal
  - Wood or plywood
  - OSB or waferboard
  - Other: \_\_\_\_\_

- 5. Vapor retarder** (check one):
- None
  - Kraft paper
  - Plastic film
  - Bituminous membrane
  - Other: \_\_\_\_\_

- 6. Insulation (i.e., above the roof deck only):**  
**6A. Primary insulation layer (e.g., bottom layer):**

- 6A1. -- Insulation type** (check one):
- None [Go to Question 7 next]
  - Expanded polystyrene (EPS)
  - Extruded polystyrene (XPS)
  - Fiber glass board
  - Perlite
  - Phenolic
  - Polyisocyanurate
  - Polyurethane
  - Wood fiberboard
  - Composite
  - Other: \_\_\_\_\_

- 6A2. -- Insulation manufacturer** (e.g., Johns Manville):  
 \_\_\_\_\_

**6A3. -- Insulation brand name/product** (e.g., UltraGard):

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**6A4. -- Insulation thickness:**

- ½ inch
- ¾ inch
- 1 inch
- 1 to 2 inches
- More than 2 inches
- Tapered

**6A5. -- Insulation layers:** (check one):

- None
- One
- Two
- Three or more

**6A6. -- Insulation attachment:** (check one):

- Fasteners
- Hot bitumen
- Fasteners and hot bitumen
- Adhesive
- Loose laid
- Other: -----

**6B. Cover board insulation layer** (e.g., top layer):

**6B1. -- Insulation type** (check one):

- None [Go to Question 7 next]
- Expanded polystyrene (EPS)
- Extruded polystyrene (XPS)
- Fiber glass board
- Perlite
- Phenolic
- Polyisocyanurate
- Polyurethane
- Wood fiberboard
- Other: -----

**6B2. -- Insulation manufacturer** (e.g., Johns Manville):

-----

**6B3. --Insulation brand name/product** (e.g., Fesco):

-----

**6B4. --Insulation thickness:**

- ½ inch
- ¾ inch
- 1 inch
- Tapered

**6B5. -- Insulation attachment:** (check one):

- Fasteners
- Hot bitumen
- Fasteners and hot bitumen
- Adhesive
- Loose laid
- Other: -----

**7. Roof membrane:**

**7A. Membrane manufacturer** (e.g., Johns Manville):

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**7B. Membrane brand name/product** (e.g., Glas Ply IV, DynaKap FR, 45 mil FR):

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**7C. Roof membrane type** (check one):

- Built-up membrane [Go to Question 7D next]
- Modified bitumen membrane [Go to Question 7E next]
- Single-ply membrane [Go to Question 7F next]

**7D. Built-up membrane:**

**7D1. – Bitumen type** (check one):

- Asphalt, type unknown
- Asphalt, Type I (Dead level)
- Asphalt, Type II (Flat)
- Asphalt, Type III (Steep)
- Asphalt, Type IV (Special Steep)
- Coal tar pitch (Type I)
- Coal tar bitumen (Type III)
- Cold-applied
- Modified mopping asphalt
- Other: -----

**7D2. – Membrane reinforcement** (check one):

- Fiber glass (Type IV)
- Fiber glass (Type VI)
- Organic
- Asbestos
- Polyester
- Other: -----

**7D3. – Number of plies** (check one):

- One
- Two
- Three
- Four
- Five or more

**7D4. – Base flashing type** (check one):

- Built-up
- Metal
- Modified bitumen, APP
- Modified bitumen, SBS
- Other: -----

**7D5. – Membrane surfacing** (check one):

- Unsurfaced
- Aggregate
- Mineral-surfaced cap sheet
- Smooth, hot bitumen
- Liquid-applied coating
- Other: -----

[Go to Question 8 next]

[Continue on Page 3]

**7E. Modified bitumen membrane:**

**7E1. – Cap sheet** (check one):

- APP modified bitumen sheet
- SBS modified bitumen sheet
- Other: \_\_\_\_\_

**7E2. – Reinforcing (i.e., MB sheet)** (check one):

- Fiber glass
- Polyester
- Composite (e.g., dual carrier)
- Other: \_\_\_\_\_

**7E3. – Base ply/membrane** (check one):

- None
- Fiber glass (Type IV)
- Fiber glass (Type VI)
- Fiber glass (No. 28)
- Modified bitumen sheet
- Organic
- Other: \_\_\_\_\_

**7E4. – Number of base plies** (check one):

- One
- Two
- Three
- Four or more

**7E5. – Base flashing type** (check one):

- Built-up
- Metal
- Modified bitumen, APP
- Modified bitumen, SBS
- Other: \_\_\_\_\_

**7E6. – Membrane surfacing** (check one):

- Unsurfaced
- Aggregate
- Mineral-surfaced cap sheet
- Smooth, hot bitumen
- Liquid-applied coating
- Other: \_\_\_\_\_

[Go to Question 8 next]

**7F. Single-ply membrane:**

**7F1. – Membrane type** (check one):

- PVC
- EPDM
- CPE
- PIB
- CSPE
- TPO
- Other: \_\_\_\_\_

**7F2. – Membrane reinforcing type** (check one):

- None (unreinforced)
- Fiber glass
- Polyester
- Combination
- Other: \_\_\_\_\_

**7F3. – Membrane lap seam type** (check one):

- Adhesive
- Tape
- Heat weld
- Other: \_\_\_\_\_

**7F4. – Membrane attachment** (check one):

- Loose laid
- Mechanically attached
- Partially attached/adhered
- Fully adhered

**7F5. – Membrane surfacing** (check one):

- None (i.e., unsurfaced)
- Ballast, aggregate
- Ballast, pavers
- Liquid-applied coating
- Other: \_\_\_\_\_

[Go to Question 8 next]

**8. Problems** (check all that apply):

Membrane problems:

- Blistering
- Shrinkage
- Splitting
- Wrinkling
- Slippage
- Flashing
- Wind damage
- Ridging/buckling
- Laps/seams
- Embrittlement
- Fastener backout/corrosion
- Puncturing/tearing
- Other (describe): \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Insulation/substrate problems:

- Shrinkage
- Insulation cupping/bowing
- Insulation facer delamination
- Wind damage
- Ridging/buckling
- Fastener backout/corrosion
- Deck corrosion
- Other (describe): \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

**9. Leakage from the problem(s) reported** (check one):

- Yes
- No

[Continue on Page 4]

**10. Problem severity** (check one):

- Minor
- Moderate
- Severe

**11. Problem area, % of total roof area** (check one):

- Less than 10%
- 10% to 50%
- 50% or more

**12. Problem repairable without reroofing** (check one):

- Yes
- No

**13. Litigation** (check one):

- Ongoing
- Anticipated
- Not anticipated
- Not known

[End of survey questions]

Thank you for completing this Project Pinpoint Problem Job Information form.

Return completed forms via mail to:

Project Pinpoint  
National Roofing Contractors Association  
10255 West Higgins Road, Suite 600  
Rosemont, Illinois 60018-5607