



Repair Services Capabilities

In business since 1900, SR Products is one of the nation's largest and most innovative roofing designers, manufacturers and service providers. We perform work on all types of roofing systems including but not limited to:

- **Built Up Roofing (BUR)**
- **Single-Ply Roofing**
- **Metal Roofing**
- **Tile Roofing**
- **Shingles**

This flexibility allows us to meet our clients' needs no matter what their roofing situation may require. We are able to perform all types of roofing repairs, large or small. Some of our many capabilities include:

- Emergency leak response: our technician will find the source of the leak and repair it.
- Repairs to tears, blisters or gapping seams in the roof membrane
- Missing aggregate
- Expansion joints
- Detail around mechanical equipment
- Housekeeping to allow proper drainage
- Repairs to metal work such as: bar termination, counter flashing, gutters, downspouts, coping, metal edge and pitch pockets

No matter how large the repair, we restore the roof to a watertight condition on the first service call over 98 percent of the time.

In addition, with every service call, our technician will complete a 60-point inspection to identify any additional roof leaks or causes for concern, saving you money on future potential service calls. A report will be developed and delivered to you after the evaluation.

ISO 9001:2008 Certified Call Center

SR Products maintains a 24 hour ISO Certified Call Center for regular scheduled repairs and emergency response. The Call Center is staffed by our employees, not an answering service. The Call Center tracks the location of all our Service vehicles throughout the country through the use of GPS technology enabling the dispatcher to provide real time ETA's (Estimated Time of Arrival). Our Call Center ensures a 24-hour response time for Emergency Service calls and a three business day response time for Routine Service calls

Disaster Response Program

SR Products provides you with the people, equipment and experience to quickly and efficiently handle roof damage caused by any type of disaster—natural or otherwise—such as lightning strikes, hurricanes, tornados, heavy rain/flash flood, or heavy ice/snow.

With 24/7 mobilization of crews, you receive a quick response to roofing repairs, timely completion of projects and quality installation. We provide complete reports of the damage, including photos, drawings, critical path scheduling of repairs and pricing for the insurance company.