



NRCIA Service Glossary

For internal use only

Appointments:

- **Annual Maintenance Inspection:** a visual, nondestructive 2-zone inspection (perimeter and rooftop) performed annually on a certified roof that is conducted for the sole purpose of identifying any necessary and acute roof maintenance activities to decrease the likelihood of future roof leaks, resulting in a consultative report and proposal package if there are actionable items.

Prerequisite: LeakFREE Certification issued.

Cost: \$99; actionable items must be completed within 30 days, otherwise, certification is void.

- **Diagnostic Inspection:** a visual, nondestructive 3-zone inspection (interior, attic, and rooftop; the interior and attic is included only at inspector's discernment) performed on a certified roof or warranted repair that is conducted for the purpose of identifying the proximate cause of the current roof damage and determining if the damage is covered by the certification or warranty, resulting in a consultative report and proposal package if the damage is not covered.

Prerequisite: LeakFREE Certification issued; customer must notify company within 10 days of the discovery of roof damage.

Cost: \$250; refundable if the damage is covered by a certification or warranty.

- **Deck Inspection:** a visual, nondestructive inspection of decks, balconies, porches, stairways, walkways, and entry structures conducted for the sole purpose of evaluating if the area(s) meets the certification criteria, resulting in either 1. a certification, or 2. a thorough report with complete photographs and a proposal package.

Cost: varies.

- **Forensic Roof Inspection:** a visual, nondestructive 5-zone inspection (interior, perimeter, attic, attached garage, rooftop) that is limited to comprehensively evaluating a select attribute of the roofing system, that may include, but is not limited to, building code compliance, manufacturer's installation specification compliance, workmanship evaluation, third-party damage responsibility evaluation, or referral to a specialist, resulting in a thorough consultative report with complete photographs and proposal package, if appropriate.

Cost: varies; a specialist's (structural engineer, environmental inspector, etc..) inspection and testing may be an additional cost.



- **Insurance Claim Inspection:** a visual, nondestructive 5-zone inspection (interior, perimeter, attic, attached garage, rooftop) that is conducted for the sole purpose of evaluating all roof damages related to an insurance claim in order to determine the proximate cause of the damages, resulting in a thorough consultative report with complete photographs and proposal package, if appropriate.

Prerequisite: insurance claim has been submitted.

Cost: varies, paid by the insurance company.

- **Leak Investigation:** a visual, nondestructive 3-zone inspection (interior, attic, and rooftop; the interior and attic is included only at inspector's discernment) that is conducted for the purpose of identifying the proximate cause of the current roof damage and determining the optimal restoration options, resulting in a proposal package.

Cost: \$99. Can upgrade to include a consultative report (\$50). *The leak investigation and upgrade to a consultative report only cover the leak, not the whole property.*

- **LeakFREE Roof Inspection:** a visual, nondestructive 5-zone inspection (interior, perimeter, attic, attached garage, rooftop) that is conducted for the sole purpose of evaluating if the roof meets the LeakFREE Roof Certification criteria, resulting in a thorough consultative report with complete photographs and proposal package.

Cost: varies.

- **Limited Inspection:** a catch-all inspection type for any non-roof, non-deck (or related structure) building attribute (e.g., chimney), resulting in a thorough consultative report with complete photographs and proposal package.

Cost: varies.

- **Replacement Proposal:** a visual, nondestructive 2-zone inspection (perimeter and rooftop) that is conducted for the sole purpose of determining the optimal roof replacement options, resulting in a proposal package.

Cost: \$99.

Jobs:

- **Deck Repair:** targeted restoration services of decks, balconies, porches, stairways, walkways, and entry structures based on the analysis from a Deck Inspection and the recommendations found in its corresponding report.

Cost: varies.

- **Emergency Service:** broad or targeted rooftop safeguarding services to temporarily mitigate further damage by locating the point of current water entry and covering or securing it.



Cost: varies; waived/refundable if the damage is covered by a certification or warranty.

- **Roof Maintenance:** targeted rooftop maintenance activities based on the analysis from an Annual Maintenance Inspection and the recommendations found in its corresponding report.

Cost: varies.

- **Roof Repair:** targeted rooftop and perimeter restoration services based on the analysis from an inspection and the recommendations found in its corresponding report.

Cost: varies.

- **Roof Replacement:** broad rooftop replacement services based on the analysis from an inspection and the recommendations found in its corresponding report.

Cost: varies.

- **Service-Call:** targeted rooftop restoration services based on the analysis from a Diagnostic Inspection and the recommendations found in its corresponding report.

Cost: varies; waived if the damage is covered by a certification or warranty.

- **Structural Repair:** targeted building and attic restoration services based on the analysis from a Forensic Roof Inspection or a specialist's inspection and the recommendations found in either corresponding report.

Cost: varies.

Documents:

- **Deck Certification:** a document certifying that the structure is currently structurally sound.

Prerequisite: Deck Inspection.

Cost: included with inspection, if the area(s) meet the certification criteria.

- **LeakFREE Roof Certification:** a limited-service agreement for a specified period issued on an entire roof that has met the certification criteria* upon a LeakFREE Roof Inspection, covering specific causes of damage and excluding specific causes of damage. *Criteria includes: the roof is not currently leaking, does not have the likelihood of leaking during the certification period, and is in sufficient condition to be repaired if a leak does occur.

Prerequisite: LeakFREE Roof Inspection.

Cost: varies.



- **Transfer of Certification:** a transfer notification indicating that a LeakFREE Certification is being or has been transferred to the property's successor owner(s).

Prerequisite: LeakFREE Certification issued; after the first successor owner, the roof must be re-inspected for all further transfers.

Cost: \$50; must be transferred through escrow.

- **Transfer of Warranty:** a transfer notification indicating that a repair warranty is being or has been transferred to the property's successor owner(s).

Prerequisite: Repair Warranty issued; after the first successor owner, the roof must be re-inspected for all further transfers.

Cost: \$50; must be transferred through escrow.