GRAYCO

the GRAYCO METHOD

GENERAL PROCEDURAL GUIDELINES FOR THE INSPECTION OF HAIL DAMAGE TO ROOF SYSTEMS

Upon receiving request for service:

- Inquire as to the nature of the problem and/or loss, e.g., hail or wind.
- Inquire about existing conditions, e.g., building size, roof configuration and type, number of stories and access to roof.
- Request date of storm event.
- Usually one can perform an initial review of weather research records and data of the storm date in question for eyewitness accounts, locations and recorded hailstone sizes.
- View other properties in the vicinity of the claimed property in route near the property in question to see if collateral damages to other properties are evident or if roof replacements are being performed in the vicinity of the property in question.
- Upon arrival to the property, view other attached building finishes and furnishings, e.g., siding, windows, screens, sheet metal accessories, vegetation, and auto finishes for evidence of collateral damages.
- If possible, acquire first hand witness reports of the event.
- Upon arriving on the roof, view areas, sections and natural roof divisions for start and finish points. Perform a step-by-step and sometimes hand-and-knee visual inspection(s) of the roof's surface(s) for evidence of hail impact markers, wind damages and/or pre-existing detrimental conditions.
- Perform visual inspection and analysis of other rooftop accessories and finishes for possible collateral and corresponding damages, e.g., HVAC cooling fins, heat flue caps, flashing materials and other sheet metal surfaces, as well as damages to other exposed finished systems such as EIFS.
- If hail impact markers are identified, they are usually photographed, measured and documented.
- Next, according to general industry methods and practices, 10' x 10' (100 sq. ft.) test areas can be marked off at random to evaluate the frequency of the hail impact markers per the 100 sq. ft. Usually one "random" test area per roof section is sufficient. As a rule of thumb, and on most roof systems, if 10 or more damaging impacts per 100 sq. ft. are identified, removal and replacement of the roofing may be warranted. If less than 10 damaging impacts per 100 sq. ft. are identified in the test area, then repairing of existing system can be recommended. Other existing conditions can modify the repair options, e.g., if the existing roof is old, worn and/or dilapidated, repairing may be unfeasible.
- In some cases, core-cuts and test-cuts can be taken to evaluate sub-roof and substrate conditions and compositions.
- Measurements and take-offs of existing conditions are typically performed and photographed.
- Office analysis of all the gathered information is reviewed and analyzed. Recommendations can be given by way of replacement and/or repairs, options and specifications.