

Torguard™

INSURANCE BACKED GUARANTEE SCHEME



What is Torguard?

Torguard insurance-backed guarantees are designed to give clients and specifiers complete peace of mind when choosing to use Tor Coatings Systems.

Torguard guarantees are delivered by a combination of highly experienced coatings specification managers who will discuss your requirements and inspect your site prior to agreeing the required coating system.

It is necessary these systems are then installed by Tor-Partner™ contractors. These specialist companies have been fully trained in the application of Tor systems and their site personnel will carry Tor ID badges which will describe their skill sets.

Insurance cover is available for up to 10 years, dependant on the product / system chosen.

Torguard Options

IBG - Insurance Backed Guarantee

- This is a guarantee against the insolvency of the installing contractor.
- Contracts of any value are covered.

This insurance underwrites the installing contractor's written guarantee, which is usually for defective workmanship and faulty materials. If the contractor ceases to trade, the insurance will take the place of the guarantee for the remaining term of the cover.

Why is the insurance required?

The Tor Guarantees provide cover for up to 25 years depending on the system specified and used. The Torguard policy is provided free of charge by Tor to give the client an additional level of cover.

If a reported fault develops and is down to either application or product fault, then the client will have the issue remedied under the Tor guarantee. As protection against potential insolvency from the installer, the client is provided with an insurance policy that provides money to pay for an alternative installer to carry out remedial works and hence honour the contract warranty.

What is covered?

If a new fault is discovered in the original works which is due to defective workmanship or materials, the this should be attended to under your Tor Guarantee. In the event of the contractor ceasing to trade, we would lodge a claim with our insurers. A report will be prepared and if the fault(s) are covered by the terms of the guarantee, then the insurance will meet the reasonable costs of rectifying the defects up to the limit of the original contract price.

Key features of Insurance Backed Guarantees

1. Contract values from £1000 to £250,000. (For higher contract values, please contact Tor Coatings)
2. Covers written terms and conditions of contractor's guarantee.

3. All policies are subject to policy underwriting terms and conditions. Please discuss projects over 4 storeys high and above £250,000 with Tor prior to any discussions with client.
4. The policy covers faults which are discovered after contractor has ceased to trade for balance of guarantee / insurance period.
5. The policy is transferable to new owners if the written guarantee states so.
6. An independent technical audit may be required through Construction Auditing Services Ltd where a contract is over £100,000 in value. Please discuss this with Tor before any contract negotiations are begun.
7. Policy is issued on practical completion of contract.

How to arrange Torguard

1. Arrange an on-site assessment from your Tor-Coatings area manager and establish your requirements.
2. The client requests Torguard Cover for the works that are to be carried out.
3. A Tor area manager clearly marks the works specification with Torguard Cover.
4. The client tenders contract to Tor-Partner™ contractors only.
5. Successful contractor logs the project on the scheme intranet site.

6. Tor Coatings provide on site back-up and inspections.
7. At completion of contract and site monitoring, contractor inputs project as complete on IBG intranet site, policy is paid for by Tor and issued along with the contract guarantee.

Products covered by Torguard

All Tor Roofing / Cladding & Balcony Systems:

Elastadeck™
Elastaseal™
Unicover™

Further information

The Torguard Scheme is operated in conjunction with QANW Services Ltd.

Contact: Siobhan Low, QANW Services Ltd,
PO Box 24, Hassocks, BN6 9YF.

Contact: 01292 268020 Ext: 267

Email: siobhan.low@qanw.co.uk. www.qanw.co.uk.

This document is for guidance only. For full information contact QANW Services Ltd.