

Customer Bulletin

RE: TROUBLESHOOTING PROCESS FOR DI SEAMER PROBLEMS

Although rare, issues may arise when seaming AEP Span's Multi-lok and Span-Lok/SpanSeam panels. If this occurs, AEP Span strongly encourages our customers to have an open dialogue with DI Roof Seamers, our only AEP Span certified seamer supplier, to address this. In most cases seaming issues can be quickly resolved with a conversation with a DI representative. Below are 6 steps to follow to assist in the quick resolution of seaming issues.

1. STOP Seaming Panels if There Appears to be a Problem

Customer/installer should stop seaming panels if there is a problem. More than likely the installer will not be able to fix the seamer on their own and panels will be damaged if further seaming is attempted.

2. Contact DI Immediately

Contact DI at **888-343-0456** or email at sales@DImetalworks.com. Reference the seamer number (located on the seamer) and be prepared to provide the jobsite information.

3. Take Photos

Take photos of the problem. If there is a specific area of the seamer that appears to be malfunctioning, take a photo of it. Email photos to your DI representative.

4. Replacement Seamer

After speaking with the customer and making a determination, DI will send out a replacement seamer. If a replacement seamer is sent, it is important that our customers return the original seamer to DI within 2 days. If the original seamer is not in transit to DI within 2 days of receiving the replacement seamer, the customer will be charged additional rental fees.

5. Follow-Up with DI

If you are still experiencing seaming problems, call DI at **888-343-0456**. DI will send out a second seamer if they think it will fix the problem.

6. AEP Span Involvement

If the seaming problems can't be resolved over the phone and with up to (2) seamer replacements (as noted above), DI will contact an AEP Span representative to get AEP Span involved. AEP Span will assist in determining the cause of the problem and what further actions need to be taken. At this point a representative from AEP Span may need to visit the job site or request that sample panels be obtained for evaluation.

Costs and Reimbursements

AEP Span will work with DI and the customer to determine if a job site visit is warranted. If the seaming issues are due to installation errors, the customer will be charged for appropriate time and travel.