

Technical Service Department: Warranty/ Claim FAQs

Q. How do I begin to process a claim?

A. For information and the forms necessary to begin the claims process, you may select the Claim Processing Kit link in this website. You may also start a claim by contacting CertainTeed Corporation's Technical Service Department at 800-345-1145. If you are a distributor or roofer calling on behalf of one of your customers, please be prepared to provide the homeowners' names, full address and home phone number.

Q. What is included in the Claim Kit?

- A.
1. A claim form (to be filled out)
 2. Instructions on how to remove samples and ship them to CertainTeed's Technical Service Department.
 3. A description of what pictures will be required to be submitted with your claim.

Q. Why is it necessary to submit two full shingles for my claim?

A. The two full shingles that are required are necessary to: (1) identify the shingle as a CertainTeed product; (2) assess the nature of the problem you are experiencing; and (3) conduct laboratory tests that will be used to determine if your shingles are suffering from a manufacturing defect.

Q. Why can't CertainTeed send someone out to look at my roof rather than have me send shingle samples to CertainTeed?

A. CertainTeed Corporation does not have field representatives trained to conduct routine inspections of roofs for homeowners who believe they may be experiencing a problem with their shingles. The Territory Managers assigned to a geographical area are sales personnel who may not be experienced in diagnosing manufacturing defects nor possess the technical skills and equipment to conduct an analysis of the shingles. It has been the experience of CertainTeed's Technical Service Department that having the homeowners submit shingle samples for analysis is the most efficient and fastest route to resolving the homeowners' issues.

Q. As the homeowner am I expected to remove the shingles from my roof?

A. Homeowners that are physically capable of removing the shingles samples, and are well aware of the safety issues associated with roofing-related activities and have knowledge of roofing practices are most welcome to remove the two shingles themselves if they so desire. Otherwise, the homeowner should contact a roofing professional who can perform this service. CertainTeed Corporation will gladly reimburse the homeowner up to \$50.00 for the expenses incurred in having a roofing professional perform this service. It is only necessary for the homeowner to submit an invoice or some other documentation for services that a roofing professional was hired to perform.

Q. Won't my roof leak if I remove two full shingles to submit for lab analysis?

A. It is important that the shingles removed from your roof to submit with your claim be immediately replaced with two similar shingles to prevent serious leaking.

Q. Which two shingle samples should be removed and sent in with my claim?

A. You or your roofer must select the two full shingles that best represent the problem you are trying to call to CertainTeed's attention. The closest shingles or those that are the easiest to obtain may not always represent the problem you are trying to report.

Q. How do I ship the samples? Can I fold them?

A. The samples should be shipped flat in a box. Do not roll or cut the shingle samples. See the instructions on the claim packet for further details.

Q. What happens if I submit only pieces of shingles as opposed to two full shingles?

A. If CertainTeed's Technical Service Laboratory is unable to verify that the shingle pieces submitted are a CertainTeed product, or if the shingle pieces do not adequately illustrate a problem or if the sample pieces submitted are insufficient for laboratory testing and analysis, then the processing of your claim will be delayed.

Q. When my roof was installed I retained an extra bundle of shingles in my garage/shed. Can I send two full shingles from this bundle?

A. No, since two shingles from the bundle will probably not show the problem you may be experiencing.

Q. Will the shingle samples that I submit be returned to me?

A. No, any materials submitted become the property of CertainTeed Corporation.

Q. Aren't the photographs that I submit sufficient documentation of my problem?

A. Not always. Because many roofing companies manufacture "look-alike" products, we cannot be 100% certain from photographs alone that the product was manufactured by CertainTeed Corporation.

Q. How many photographs do I need to send?

A. You should submit as many photos as you feel necessary for us to evaluate the extent and severity of your claim. At least one of the photos should be a full picture of the front of your home, including the roof. Another photo should be taken in the area where the samples submitted for evaluation were removed.

Q. My roof is covered with snow. Can I wait until spring to take the pictures and get the samples?

A. Yes, your claim remains active for a period of 1 year.

Q. How do I find the number of squares applied to my roof? What is a square?

A. One square of roofing shingles covers 100 square feet of roof area. Measure the area of your roof in square feet and then divide that area by 100 to calculate the number of roofing squares. If necessary, a roofing contractor will be able to assist you with this calculation.

Q. I have an old claim number and claims packet that I never filed. Can I still use it?

A. You may use your original claim number and paperwork when filing your claim. However, if the claim is more than one year old and we have not received anything from you, the Technical Service Department will issue a new number upon receipt of your materials.

Q. How long will it take to evaluate my claim?

A. You can expect a written response to your claim within two weeks of our receipt of all the materials required for processing. Missing information, insufficient samples and/or lack of photos could result in a processing delay.

Q. If a manufacturing defect is discovered how will I be compensated?

A. If our analysis indicates that your shingle samples were suffering from a manufacturing defect you will be reimbursed according to the terms of the CertainTeed (Celotex, Bird or GS) Limited Asphalt Shingle Warranty that was in effect when the shingles were applied to your roof.

Q. I'm not familiar with the terms of the limited warranty. Where can I find it?

A. CertainTeed's Limited Asphalt Shingle warranty for recent years has been posted on the CertainTeed website. If the limited warranty for the application year/product you need is not on-line, you may request a copy by contacting CertainTeed's Technical Service Department at 800-345-1145.

Q. Does the warranty cover misapplication?

A. CertainTeed's Limited Asphalt Shingle Warranty covers manufacturing defects, not workmanship-related problems.

Q. I'm in the process of selling my home. Is my shingle warranty transferable to another homeowner?

A. The transferability terms of CertainTeed's Limited Warranty vary by year of application and product type. Please check the appropriate limited warranty for your product and the year in which it was installed (see published warranties for full details).

Q. Is my shingle covered against blow off?

A. All CertainTeed residential roofing shingles come with a limited wind warranty. Please refer to the "Limited Wind Warranty" section of the appropriate limited warranty for your product and the year in which it was installed (see published list of warranties for specific details).

Q. Is Fungus/Algae staining covered by my warranty?

A. CertainTeed's Limited Asphalt Shingle Warranty covers fungus/algae staining only if the shingles on your roof were marketed and sold as a fungus or algae resistant product.