

## Roofing Technical Services 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 LLC Technical Services Department at 800-345-1145 (Hours: Monday-Friday 8:30am to 5:00pm EST) or [rpg.t.services@saint-gobain.com](mailto:rpg.t.services@saint-gobain.com). 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, home phone number, and email.

### Q. What is included in the Claim Processing Kit that CertainTeed will send me?

- A.
1. A claim form (to be filled out).
  2. Instructions on how to remove a full shingle sample and ship to CertainTeed's Technical Service Department Lab.
  3. A description of what photographs will be required to be submitted with your claim.

### Q. What am I required to submit for a claim?

- A.
1. Completed claim form.
  2. One full-size shingle (English size - 12"x36") or (Metric - 13 ¼"x 38 ¾").
  3. Photographs as described in the Claims Processing Kit.

### Q. Why is it necessary to submit a Full Shingle for my claim?

A. The full shingle is required to: (1) identify the shingle as a CertainTeed product; (2) assess the nature of the problem you are experiencing; and (3) conduct laboratory tests, if needed, 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 a shingle sample to CertainTeed?

A. CertainTeed LLC does not have field representatives 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 sample for analysis is the most efficient and fastest route to resolving the homeowners' issues.

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

A. Homeowners that are physically capable of removing a shingle sample 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 LLC 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 a full shingle to submit for lab analysis?**

A. It is important that the shingle removed from your roof to submit with your claim be immediately replaced with a similar shingle to prevent leaks.

**Q. Which full shingle sample should be removed and sent in with my claim?**

A. You or your roofer must select the full shingle that best represent the concern 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 concern you are trying to report.

**Q. How do I ship the sample?**

A. The sample should be shipped flat in a box. Do not roll the shingle sample. See the instructions on the Claims Processing Kit for further details.

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

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 unapplied full shingles from this bundle?**

A. No, since shingles from the bundle will probably not show the concern you may be experiencing with your installed shingles.

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

A. No, any materials submitted become the property of CertainTeed LLC and will not be returned.

**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 LLC.

**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 sample submitted for evaluation was removed.

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

A. Yes, your claim remains active for a period of 1 year from the date the claim was opened.

**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 Processing Kit 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 1 - y e a r o l d 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 to three weeks of our receipt of all the materials required for processing. Missing information, insufficient sample 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 sample was suffering from a manufacturing defect you will be reimbursed according to the terms of the CertainTeed (Celotex, Bird or GS) Asphalt Shingle Products Limited 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 Asphalt Shingle Products Limited 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 or [rpg.t.services@saint-gobain.com](mailto:rpg.t.services@saint-gobain.com).

**Q. Does the warranty cover misapplication?**

A. CertainTeed's Asphalt Shingle Products Limited Warranty covers manufacturing defects in the shingle itself, 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 Asphalt Products 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 Algae staining covered by my warranty?**

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