

## **CertainTeed Roofing Enhanced Lifetime Limited Warranty**

Since the beginning of the year multiple announcements have been made by roofing manufacturers raising the warranty levels for laminated shingles.

After having surveyed a cross section of contractors and distributors we have decided to demonstrate the strong confidence we have in the quality of our products. **All CertainTeed laminated shingles installed since 1/1/11 will bear a Lifetime Limited Warranty.** In addition all ten of CertainTeed's Luxury shingles still benefit from extra warranty features unique in the industry, such as tear-off and disposal reimbursement during the SureStart™ period. **Also unique to CertainTeed, our warranty provides coverage against all manufacturing defects, which include aesthetic defects.**

In the last two weeks we have heard skepticism about warranties. To many roofing contractors it appears that warranties are now just another marketing tool, and no longer an indicator of the underlying durability and quality of a shingle.

At CertainTeed, we think the words written on a warranty document alone are not the most important point of assurance. We make it our goal, not only to offer the best warranty, but to ensure that a property owner will not have to use it. Here are a few concrete reasons why we believe our shingles are superior:

- **Raw material selection:** our internal requirements on glass mat, granules and shingles are among the toughest in the industry. Often we will refuse a raw material which is used by other roofing manufacturers.
- **Zero compromise on quality:** redesigning shingles to take cost out is always tempting. We refuse to do that when the data suggests it could put long term quality at risk. Compared to competition, our shingles weight and composition has remained exceptionally stable.
- **Third party tests:** CertainTeed shingles pass the most difficult third party tests. Underwriters Laboratory independently verifies that ALL CertainTeed fiberglass shingles meet the quality standard of ASTM D3462 (tear strength, nail pull resistance, and wind uplift), and meet ASTM D7158 Class H 150 MPH wind resistance.
- **Quality organization:** we apply statistical analysis and Six Sigma principles in all of our plants to ensure that we achieve targeted product design parameters. Our claims rate on fiberglass shingles are at world class quality levels, which reflects the consistency of our manufacturing process.

As a result of the above, our products are regularly recognized by third parties, for example a leading Consumer Magazine rated Landmark™ with their top rating, "Best Buy" for the second consecutive time.

An updated 2011 product warranty can be found at <http://www.certainteed.com/products/roofing>. In addition, a warranty certificate is posted to cover products installed since January 1st and existing inventory in the market.

Our Territory Sales Managers look forward to reviewing our new Lifetime Limited Warranty with you further.

Thank you for your continued support.  
CertainTeed Roofing

2/3/2011