

5-STAR WARRANTY

The Best-Performing Warranty in the Industry



CertainTeed
SAINT-GOBAIN

Be Sure

SureStart PLUS[™] 5-STAR Warranty

The best-performing warranty
in the industry.



Some of the things you enjoy most about your home are integral combos – like the cream and sugar in your morning coffee, or a playtime break with peanut butter and jelly sandwiches.

That's why when CertainTeed wanted to create a roofing warranty that outperformed any other, we joined two of our best ingredients.

By combining the product quality of our
Integrity Roof System[™] and the skillsets
held by **SELECT ShingleMaster[™]**

credentialed contractors,
CertainTeed has the confidence to offer the
SureStart PLUS[™] 5-Star Warranty.



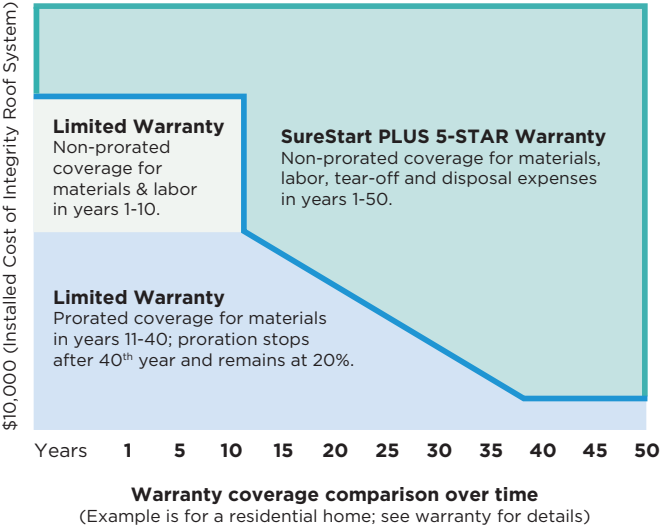
Five-Star Value

SureStart PLUS Coverage protects your investment

Example of approximate cost for an average residential reroofing project: Installed cost of an Integrity Roof System: \$10,000			
Projected Replacement Cost of an Integrity Roof System (assumes 2% Annual Inflation)		Value Provided by a Typical Limited Warranty	Value Provided by SureStart PLUS 5-STAR Coverage
Year	Projected Cost	Amount Provided	Amount Provided
1	\$10,200	\$6,120	\$10,200
5	\$11,041	\$6,625	\$11,041
10	\$12,190	\$7,314	\$12,190
11	\$12,434	\$3,233	\$12,434
20	\$14,859	\$2,972	\$14,859
30	\$18,114	\$2,415	\$18,114
40	\$22,080	\$1,472	\$22,080
50	\$26,916	\$1,794	\$26,916

This example is based on most shingle manufacturers limited warranties and is for illustrative purposes only. Actual costs will vary by region and roof type.

CertainTeed's SureStart PLUS 5-STAR Coverage versus Limited Lifetime Warranty



Five-Star Protection

The SureStart PLUS 5-STAR Warranty is the result of roofing products that are crafted with quality materials, advanced manufacturing methods and a standard of excellence that has no equal.

	5-STAR WARRANTY
Lifetime Shingles	50 years ¹
Non-Prorated Coverage	✓
Materials & Labor	✓
Tear-off	✓
Disposal	✓
Workmanship	✓ ²

- Non-prorated coverage throughout protection period.³
- Coverage of the cost of roof materials to repair or replace defective shingles.
- Coverage of the cost of labor to repair or apply new shingles to replace defective shingles, including tear-off (removal), metalwork, flashing and disposal.
- Fully transferable from the original property owner/consumer to the first subsequent owner for 15 years from the date of installation.
- Coverage of the cost of roofing materials and the labor to repair or replace defective workmanship in the application of the Integrity Roof System.

1 Applies to single-family detached houses. Duration for all other types of structures is limited to 30 years.
2 Workmanship is covered for 25 years.
3 A non-prorated warranty will not reduce the manufacturer's responsibility over time. The amount of coverage will remain constant for the full term of the warranty.

Five-Star Service

SELECT ShingleMaster™

Superior knowledge combined with superior products is what makes the SureStart PLUS 5-STAR Warranty possible. That's why only a CertainTeed Select ShingleMaster is authorized to offer a SureStart PLUS 5-STAR Warranty.

Earning our highest-level credential involves a rigorous process, including several significant educational and accreditation steps.

SELECT ShingleMaster requirements:

Well Qualified and Knowledgeable

- Through testing and regular re-accreditation, all SureStart PLUS 5-STAR Warranty supervisors and at least 50 percent of the company's installers are Master Shingle Applicators™ (MSAs).
- Information from the CertainTeed Shingle Applicator's Manual provides instruction to MSAs, making them some of the most knowledgeable roofing installers in the industry.
- One or more company employees have earned the Shingle Quality Specialist™ designation after passing a test on the CertainTeed Shingle Technology Manual, which proves their knowledge of shingle products, quality standards and satisfying customer objectives.



Insured and Established

- The SELECT ShingleMaster must carry worker's compensation insurance, as required by law, and liability insurance covering roofing. This coverage is critical for the customer protection we insist on.
- The company must have been in business for a minimum of five years or have held another CertainTeed credential for at least one year, or have prior industry experience that CertainTeed considers a comparable qualification.

Non-Prorated Protection and Transferable

- Replacement coverage of material and labor is not prorated or otherwise reduced. This means the coverage remains constant for the full term of the 5-STAR Warranty.
- The workmanship of the SELECT ShingleMaster is warranted for 25 years of non-prorated coverage.
- This unparalleled coverage is transferable to the first subsequent owner for 15 years from the installation date – 5 years longer than a typical warranty.

Ethical and Customer-Focused

- The SELECT ShingleMaster agrees to abide by a code of ethics that covers compliance with applicable laws, standards of workmanship, customer service and business administration.
- CertainTeed sends a Customer TrackRecord™ survey to measure the Select ShingleMaster's performance on SureStart PLUS roofing projects. The company must maintain a customer satisfaction rating of four or higher on a five-point scale.
- Contractors are rated on communication skills, professionalism, timeliness, responsiveness, workmanship, care put into the work and the overall satisfaction of you, the customer.
- By evaluating the contractor's performance, we can ensure SELECT ShingleMasters maintain the necessary skills to install the Integrity Roof System and satisfy their customers.

- This commitment to quality is what makes the SureStart PLUS 5-STAR Warranty possible.

“ A SELECT ShingleMaster™ is in the top 1% of his profession. ”

Five-Star System

INTEGRITY ROOFING FROM
INTEGRAL PRODUCTS

Integrity Roof System™

A roof is only as strong as the sum of its parts. That's why our Integrity Roof System requires CertainTeed products. Add underlayment and accessory products to high-quality shingles, and you've got a complete roof system.

When you choose an Integrity Roof System, you gain the advantage of having CertainTeed as your single manufacturing source to stand behind its roof system components.



1. WinterGuard®

Waterproofing shingle underlayment prevents leaks from wind-driven rain and ice dams in vulnerable areas, such as pipe penetration, chimneys, vertical walls, roof-to-wall junctions and eaves.



2. Roofers' Select®, Diamond Deck® or RoofRunner™

High-performance underlayment provides a protective water-resistant layer over the roof deck and a secondary barrier against leaks.



3. Starter Shingles

Starter shingles are designed to work specifically with each different type of CertainTeed shingle for maximum performance. These shingles are installed along the roof eaves. Although not required, it is best practice to also install starter shingles at the rake edges of the roof.



4. CertainTeed Shingles

High-quality shingles available in a wide variety of styles and colors, covered by the strongest warranty in the business.

Flintlastic® roll roofing products are also available for flat roof areas.



5. CertainTeed Ridge Vents

Ridge Vents combined with sufficient intake vents, such as CertainTeed Intake Vents, are the most effective ventilation system.



6. Hip & Ridge Accessories

Accessory shingles are used to finish the hips and ridges of the roof and are designed to complement the appearance of CertainTeed shingles.

Metal Flashings

In order to qualify for the SureStart PLUS 5-STAR Warranty, all metal flashings on the roof must be replaced, including step, sidewall, chimney, skylight flashing, etc.



CertainTeed
SAINT-GOBAIN

CERTAINTEED ROOFING

The best
formula under
one roof.

We start with the highest-quality raw materials and add state-of-the-art technology to monitor our manufacturing process and test our finished products. The result is superior performance from beginning to end.



learn more at: certainteed.com/roofing



CertaInteed Corporation

ROOFING • SIDING • TRIM • DECKING • RAILING • FENCE • GYPSUM • CEILINGS • INSULATION

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