

# 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 two 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.**



**WEDGE**  
ROOFING  
EST. 1998

# 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.*

# Five-Star Protection

The SureStart PLUS 5-STAR Warranty is the result of roofing products that are manufactured with quality materials and installed by skilled craftsmen.

## 5-STAR WARRANTY

Lifetime Shingles	50 years <sup>1</sup>
Non-Prorated Coverage	✓
Materials & Labor	✓
Tear-off	✓
Disposal	✓
Workmanship	✓ <sup>2</sup>

- Non-prorated coverage throughout protection period.<sup>3</sup>
- Coverage of the cost of roof materials and the labor to repair or replace defective shingles, including tear-off (removal), metalwork, flashing and disposal.
- Coverage of the cost of roofing materials and the labor to repair or replace defective workmanship in the application of the Integrity Roof System.
- Fully transferable from the original property owner/consumer to the first subsequent owner for 15 years from the date of installation.
- 130 MPH wind warranty available on lifetime shingles when special application methods are used.

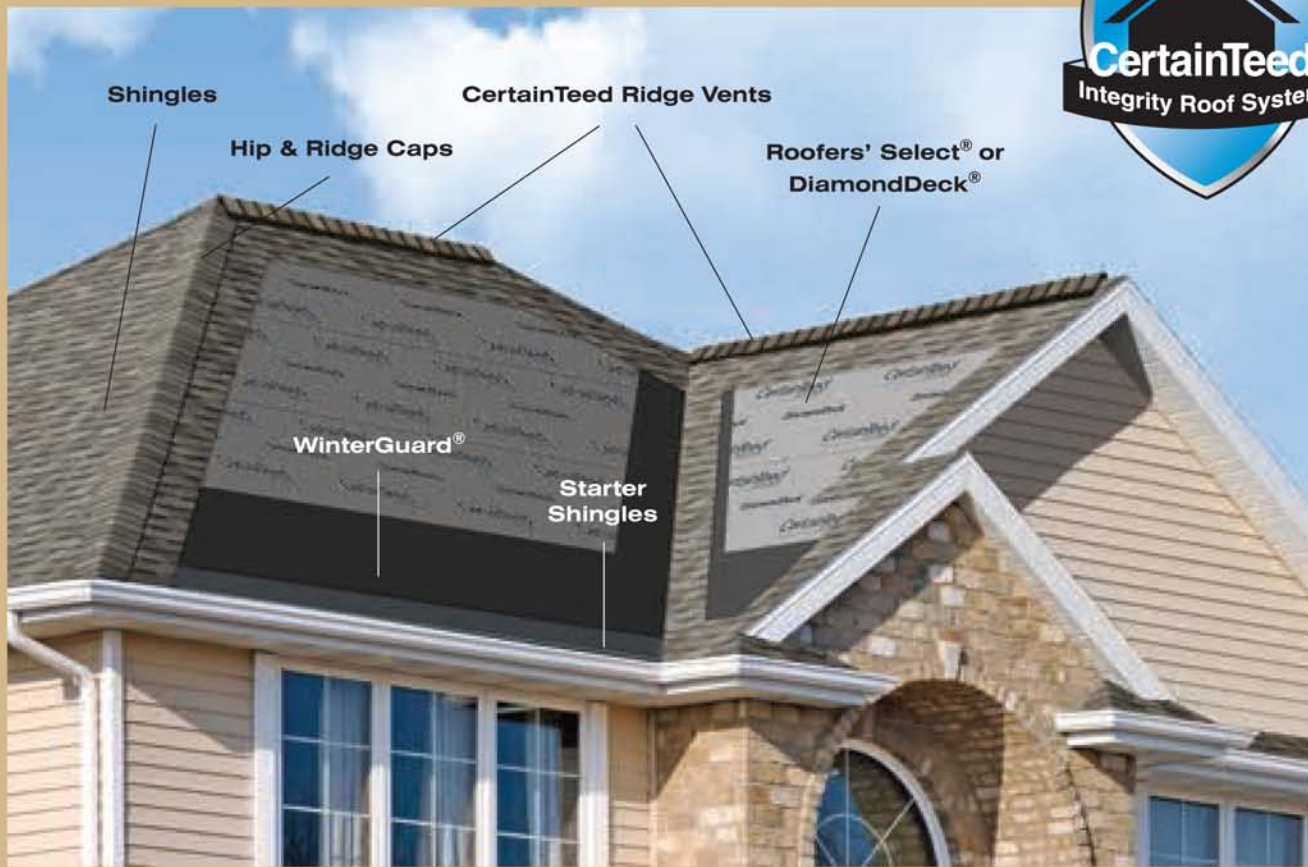
<sup>1</sup> Applies to single-family detached houses. Duration for all other types of structures is limited to 30 years.

<sup>2</sup> Workmanship is covered for 25 years.

<sup>3</sup> 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 System



## 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.

If different brands of products are installed on your roof, then you do not gain the full value of a complete roof system.



# 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 and that is why CertainTeed is able to warrant the workmanship of a SELECT ShingleMaster.

## **SELECT ShingleMaster requirements:**

### **Well-qualified and Knowledgeable**

- Through testing and regular re-accreditation, all 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.



### **Ethical**

- 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.

### **Customer-Focused**

- 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.

### **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.

- By evaluating the contractor's performance, we can ensure that SELECT ShingleMasters are satisfying their customers.

### **Non-Prorated Protection**

Warranty coverage of material and labor is not prorated or otherwise reduced for the duration of the 5-STAR Warranty. This means the amount of coverage will remain constant for the full term of the warranty. Defective workmanship is covered for 25 years. This unparalleled coverage is transferable to the first subsequent owner for 15 years from the date of installation.