

# METAL ROOF SHINGLES

2020 Lifetime Limited Warranty

**CertainTeed**  
SAINT-GOBAIN



Congratulations...and thank you for your recent purchase of one of the fine products from CertainTeed Roofing. Since 1904, CertainTeed has been producing quality roofing products that provide long-lasting beauty and protection for homes of every size, style and age. For over 100 years, the basis for our name, "Quality made certain, satisfaction guaranteed," has been our ongoing philosophy.

Your CertainTeed roofing warranty fully explains how CertainTeed supports its products with the strongest warranty protection available. It is important that you read the warranty section of this brochure. The warranty lists the specific CertainTeed metal shingle products that are covered and the period of time for which they are covered. Take the time to understand how CertainTeed protects your purchase by standing behind our products.

## **Lifetime Limited Warranty**

### **What and Who are Covered for How Long**

The Limited Warranty is a Lifetime warranty, meaning that it is in effect for as long as the original homeowner owns the residence where CertainTeed metal shingles have been originally installed. CertainTeed warrants to the original homeowner that, when subject to normal and proper use, its painted metal roof shingles (a) will be free from manufacturing defects if used as intended (b) will not peel, flake, chip, or crack, (c) meet UL 2218 standard for impact resistance, (d) will resist wind and uplift damage for winds up to 130 miles per hour\*, and (e) after removal of foreign surface deposits, will not chalk more than eight (8) Hunter E units, and all paint colors which are contained on the surface will not fade in total under normal weathering more than five (5) Hunter E units. Color difference units are determined by ASTM D2244. Chalk erosion ratings are determined by standard methods for evaluating chalking under ASTM D4214 method A.

CertainTeed will, at its option, repair or replace the affected product or make a prorated refund of the initial purchase price for only the defective portion of the product. Costs related to tear-off, removal, or disposal of CertainTeed or other products and removal or abatement of asbestos are not included. If a refund is given to the property owner, the Limited Warranty will terminate. The maximum refund will be limited to the original purchase price of the product.

For non-residential installations (religious buildings, schools, condominiums, cooperative housing arrangements, apartment buildings, and any other type of building or premises not owned by individual homeowners), or for property not owned by an individual (e.g., corporation, partnership, group, homeowner association, trust, religious organizations, or governmental agency), the Limited Warranty remains in effect for 50 years, except for the chalk and fade protections that remain in effect for 30 years from the date of installation. Non-residential installations and property not owned by an individual will be deemed "Commercial" for purposes of this Limited Warranty.

\* This warranty for wind and uplift damage for winds up to 130 mph applies to tile products only, but is also applicable for slate or shake products if these products are installed with three (3) screws added centrally between the four (4) screws in the pre-punched holes required for installation of slate and shake products (a total of seven (7) screws). If slate or shake products are installed with only four (4) screws in the pre-punched holes, the warranty for wind and uplift damage is in effect for winds up to 110 mph.

If CertainTeed, in its sole discretion, determines to replace any defective portion of its product, and if the product as originally installed is no longer available,

CertainTeed will have the right to substitute product that, in its determination, is of equal or comparable quality. A color variance may occur between any new replacement product in comparison to the originally installed product due to weathering exposure and is not indicative of defective product. If, at CertainTeed's sole option, a refund is given to the property owner, the Limited Warranty will terminate.

## Limitations

This Limited Warranty does not cover any other costs, damages, defects, or failures caused by occurrences beyond CertainTeed's control, including but not limited to:

- Settlement or failure of the structure, including foundations and walls.
- Use of incompatible accessories; faulty or improper installation (including failure to comply with any CertainTeed written instructions); any re-installation of the products; faulty or improper building designs; improper ventilation; inadequate roof deck slope or drainage or inadequate underlayment.
- Normal weathering; use of harsh or abrasive chemicals, salt based chemicals (snow melt products), chemical pollutants, corrosive or finish-damaging or product-damaging materials, such as paints, aliphatic and aromatic solvents, chlorinated hydrocarbons, turpentine, oils, metals, or organic or inorganic materials.
- Mildew, moss, algae, fungus, overhanging trees, leaves, needles, branches or debris.
- Animals, animal feces or insects.
- Fire; flood; standing water; lightning; windblown objects; earthquake; hurricanes; non-covered hail; corrosive atmospheres such as those contaminated with chemical fumes, pollution, acid rain; or salt spray, either directly applied or in the atmosphere.
- Winds, including gusts, greater than 130 MPH\*; atmospheric conditions or weather of catastrophic nature as defined by the U.S. Weather Bureau; other acts of God; war; or vandalism.
- Intentional or negligent acts; roof traffic; unreasonable use or misuse; or uses other than normal roof applications.
- Improper handling, shipment, or storage.
- Installation, maintenance, attachment or use of equipment on the roof, such as snow guards, air conditioners, heating units, solar panel systems, satellite equipment, antennas, power lines, or tools.
- Salt water, salt spray, or salt fog (within 1500 feet of a salt-water coastline).
- Installation next to treated lumber or use with dissimilar metals.
- Damage from any cause other than inherent manufacturing defects.

Crazing or slight cracking that occurs on tightly roll formed edges or break bends of severe embossing is accepted as standard, and does not constitute a defect.

Normal weathering, ordinary wear-and-tear, and the natural aging process may cause the colored surface to uniformly fade, darken, chalk, or acquire a surface accumulation of dirt and stains, or to lift, warp, surface crack, or acquire other minor imperfections that do not jeopardize the building's structural integrity or

cause leakage, so these conditions are not covered. Crazeing, slight cracking that occurs on tightly roll-formed edges or break bends of severe embossing are accepted as standard, and do not constitute a defect.

Non-uniform fading and color change, shading, discoloration, or damage resulting from unequal exposure of the building products to the sun, elements, or other things outside CertainTeed's control are not covered. Damage from repairs or attempts to repair by anyone other than CertainTeed or an authorized company representative is also not covered. Painting or coating over the special coating of the metal shingles will void this Limited Warranty.

CertainTeed reserves the right to discontinue or modify any of its products, including the color of its shingles, and shall not be liable as a result of such discontinuance or modification, nor shall CertainTeed be liable in the event replacement material varies in color in comparison to the original product as a result of normal weathering. If CertainTeed replaces any material under this warranty, it may substitute products designated by CertainTeed to be of comparable quality or price range in the event the product initially installed has been discontinued or modified.

### **Transferability**

A one-time transfer is allowed from an original property owner to a subsequent owner as long as CertainTeed is notified in writing within 60 days of the property sale, including notice of the transfer from the original Commercial property owner to a subsequent owner. Notice must be sent to:

**CertainTeed, 20 Moores Road, Malvern, PA 19355**

In the case of a transfer from the original residential property owner to the subsequent owner, lifetime warranty coverage terminates and warranty coverage is subject to proration as described in the Proration Coverage section.

### **Proration Coverage (For Transferred Installations)**

The following proration applies when the Limited Warranty is properly transferred once: Should the metal shingles fade or chalk during the first ten (10) years after installation, CertainTeed will cover 100% of the cost of replacement metal shingles and the labor to re-install the replacement metal shingles. From year eleven (11) through thirty (30), CertainTeed will cover 50% of both the cost of replacement metal shingles and the labor to re-install the replacement metal shingles. After thirty (30) years, there is no coverage for fade or chalk. For all other warranty coverage provided under the What and Who are Covered and How Long section, for the first ten (10) years after installation, CertainTeed will provide 100% of the cost of replacement metal shingles and the labor to re-install the replacement metal shingles. From year eleven (11) through fifty (50), CertainTeed will cover 50% of both the cost of replacement metal shingles and the labor to re-install the replacement metal shingles. Costs related to tear-off, removal, or disposal of CertainTeed or other products and removal or abatement of asbestos are not included.

## What the Customer Must Do

If you believe your metal shingles exhibit a defect covered by the Limited Warranty, the property owner must make a claim in writing by registered or certified mail, within the warranty period and within thirty (30) days following discovery of the defect, to:

CertainTeed LLC, 20 Moores Road, Malvern, PA 19355,  
Attn: CertainTeed Roofing Technical Services Department.  
Telephone number: 800-345-1145.

The claim must describe the defect and provide the owner's name, property address, installation date, and purchase date. As a condition to any claim under this Limited Warranty, CertainTeed may also request photographs, questionnaire, estimates, or samples of the product; and its representatives must be provided access to the products for inspection, testing, repair and/or replacement, if requested. Failure to provide the appropriate notice, or failure to provide reasonable access or imposing unreasonable conditions on access, will constitute an absolute waiver and release of all claims the property owner may have, and CertainTeed will have no liability, under this Limited Warranty or otherwise, for that claimed defect. Reasonable time should be allowed for inspection, repair, or replacement purposes expected.

### Warranty Registration (not required)

You may register your product warranty on CertainTeed's website: [www.certainteed.com/warrantyreg](http://www.certainteed.com/warrantyreg). Each registrant receives a registration confirmation number by return e-mail that can be printed and kept with this Limited Warranty and your proof of purchase. If you do not have internet access, you can register your shingles by sending:

- (1) your name, address, and telephone number;
- (2) the name and contact information of the contractor who installed your shingles and the original date of installation; and,
- (3) the type, color and number of squares of your shingles to:

**CertainTeed LLC, 20 Moores Road, Malvern, PA 19355**  
**Attn: CertainTeed Roofing Technical Services Department.**

CertainTeed will register your information and mail you a confirmation number. Failure to register this warranty does NOT void the warranty or any of its terms.

## For Your Records

Product Purchased: \_\_\_\_\_

Date of Installation: \_\_\_\_\_

Roofing Contractor: \_\_\_\_\_

Contractor's Telephone No. \_\_\_\_\_

This warranty applies to CertainTeed metal shingles installed after January 1st, 2020.

## **Limited Warranty and Limitation of Remedies**

THIS DOCUMENT CONSTITUTES THE EXCLUSIVE WARRANTY AND SOLE REMEDIES PROVIDED BY CERTAINTEED. THE WARRANTY AND REMEDIES CONTAINED IN THIS DOCUMENT ARE EXPRESSLY IN LIEU OF ANY AND ALL OTHER OBLIGATIONS, GUARANTEES, WARRANTIES AND REPRESENTATIONS, WHETHER WRITTEN, ORAL, IMPLIED BY STATUTE, AT LAW OR IN EQUITY, INCLUDING WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR USE AND FITNESS FOR A PARTICULAR PURPOSE. SOME STATES OR JURISDICTIONS MAY NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES OR MAY DETERMINE THE PERIOD OF TIME FOLLOWING THE SALE THAT A PURCHASER MAY SEEK A REMEDY UNDER IMPLIED WARRANTIES, SO THE ABOVE EXCLUSION MAY NOT APPLY TO YOU.

CERTAINTEED'S OBLIGATIONS, RESPONSIBILITIES, AND LIABILITY SHALL BE LIMITED TO REPAIRING OR REPLACING THE DEFECTIVE PRODUCT OR PROVIDING A PRO RATA REFUND. IN NO EVENT SHALL CERTAINTEED BE LIABLE FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, INCLUDING ANY DAMAGE TO THE PROPERTY, THE BUILDING OR ITS CONTENTS, OR FOR INJURY TO ANY PERSONS, THAT MAY OCCUR AS A RESULT OF THE USE OF CERTAINTEED'S PRODUCTS OR AS A RESULT OF THE BREACH OF THIS WARRANTY. IF YOUR STATE OR PROVINCE DOES NOT ALLOW EXCLUSIONS OR LIMITATIONS OF SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

IN NO EVENT SHALL CERTAINTEED'S TOTAL LIABILITY ARISING OUT OF OR RELATED TO THE PRODUCT OR THIS LIMITED WARRANTY EXCEED THE ORIGINAL PURCHASE PRICE OF THE PRODUCT AND LABOR COSTS, AS AVAILABLE UNDER THIS LIMITED WARRANTY.

This Limited Warranty may not be modified, altered or expanded by anyone, including product distributors, dealers, sellers and/or CertainTeed field representatives.

This Limited Warranty gives you specific legal rights, and you may also have other rights which vary from State to State, or Province to Province.

## **Roofing Plants and Regional Sales Office**

CertainTeed roofing products are sold by CertainTeed Roofing in nine sales regions. They are manufactured in ten residential roofing plants and one commercial roofing plant. Since the early 1900s, CertainTeed has been an innovator in the building materials industry and today is a leading manufacturer of building materials including residential and commercial roofing, vinyl siding and fence, composite decking and railing and fiber glass insulation. The company is headquartered in Malvern, Pennsylvania, and employs more than 7,000 employees at approximately 50 manufacturing facilities throughout North America. Continuing the 100-year commitment of "Quality made certain, Satisfaction guaranteed™," CertainTeed remains one of the most trusted names in the industry. More information is available at [www.certainteed.com](http://www.certainteed.com).

**This document is also available in Spanish and French.**

**Call 1-800-782-8777 or go to [www.certainteed.com](http://www.certainteed.com).**

**Se puede obtener este documento en español.**

**Favor de llamar 1-800-782-8777.**



**CertainTeed**

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