

# 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

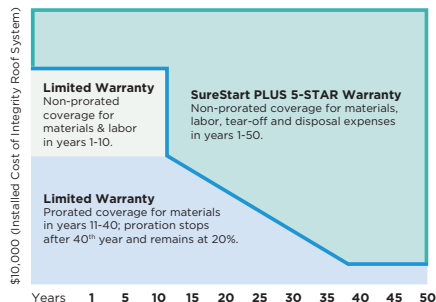
Example of approximate cost for an average residential reroofing project:

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



Warranty coverage comparison over time

(Example is for a residential home; see warranty for details)

# 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
<b>Lifetime Shingles</b>	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 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](https://certainteed.com/roofing)



## CertainTeed Corporation

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20 Moores Road Malvern, PA 19355 Professional: 800-233-8990 Consumer: 800-782-8777 [certainteed.com](https://certainteed.com)



# CertainTeed SureStart™

Strong protection in the early years

## Upgraded 130 mph Wind Warranty Available\* Extended Transferable Coverage‡

	3-STAR Coverage	4-STAR Coverage	5-STAR Coverage
<b>Lifetime Shingles</b>	20 years	50 years†	50 years‡
Non-Prorated Coverage	✓	✓	✓
Materials & Labor	✓	✓	✓
Tear-off	✓	✓	✓
Disposal		✓	✓
Workmanship			✓§

**NOTE:** XT™25, XT™30 and Patriot shingles carry 10 years with 3-STAR, 20 years with 4-STAR and 25 years with 5-STAR coverage including the features as indicated above.

*SureStart™ PLUS extends the duration and coverage of standard SureStart protection for the installed CertainTeed roofing products. For all other warranty features refer to CertainTeed's Limited Asphalt Shingle Warranty in place at the time your shingles were installed (obtain a copy by calling 800-782-8777 or visit [www.certainteed.com](http://www.certainteed.com))*

¥ **130 mph wind warranty** available on lifetime products when special application methods are used:

£ **Fully transferable** for 10 years with 3-STAR Coverage, 12 years with 4-STAR Coverage, and 15 years with 5-STAR Coverage; refer to CertainTeed's limited warranty for details on transfers.

† Applies to single-family detached houses. Duration for all other types of structures is limited to 25 years.

‡ Applies to single-family detached houses. Duration for all other types of structures is limited to 30 years.

§ Workmanship is covered for 25 years.

**Flat Roof Sections:** If a CertainTeed Flintlastic roof system is part of the job, up to 10 squares will be covered for 12, 15 or 20 years depending upon the specific system installed.

- Flintlastic SA 2-ply system (nailbase and cap sheet) for 12 years
  - Flintlastic SA 3-ply system (nailbase, plybase and cap sheet) for 15 years
  - Flintlastic SA 3-ply system (nailbase, midply and cap sheet) for 20 years
- Refer to the Commercial Systems Specifications Manual for all other Flintlastic systems.

## Why only CertainTeed gives you the confidence of SureStart and SureStart PLUS.

We can offer this extensive coverage because all CertainTeed roofing products are crafted with quality materials, advanced manufacturing methods and a standard of excellence. That means problems rarely occur.

But just in case a defect arises during the critical early years, CertainTeed protects you with SureStart or SureStart PLUS as follows:

- Coverage of 100% of the cost of shingles to repair or replace defective shingles.
- Coverage of the cost of labor to repair the defective shingles or apply new shingles to replace defective shingles.
- Non-prorated coverage throughout SureStart or SureStart PLUS protection periods.
- Transferable from the original property owner/consumer to the first subsequent owner.
- See the Limited Asphalt Shingle Warranty for details.

learn more at: [certainteed.com/roofing](http://certainteed.com/roofing)



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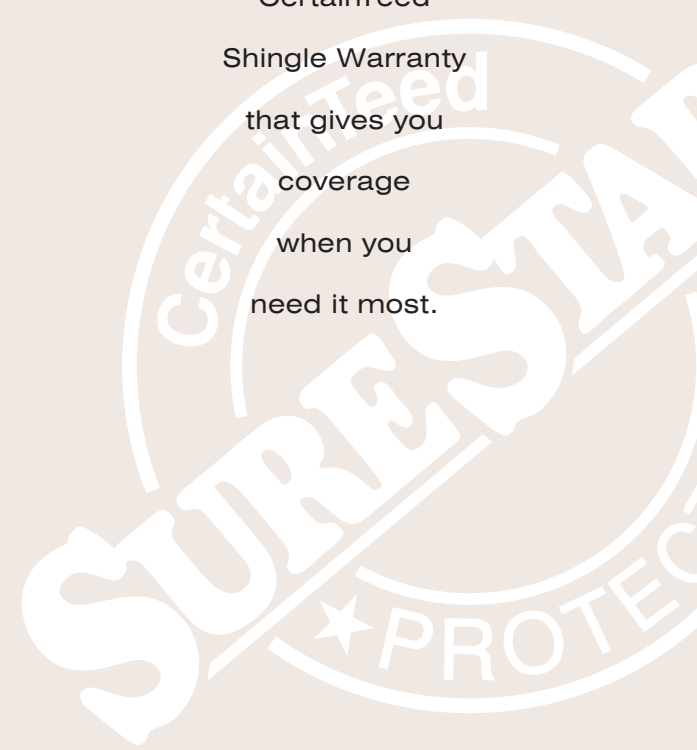
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The  
CertainTeed  
Shingle Warranty  
that gives you  
coverage  
when you  
need it most.



# SureStart™ and SureStart™ PLUS are 100% coverage...even labor

## Only CertainTeed enhances your shingle warranty with the total assurance of SureStart™

CertainTeed offers a full line of shingles with warranty durations ranging from 20 years to lifetime limited for your assurance over the long term. Yet CertainTeed's exclusive SureStart™ protection offers even more. SureStart provides the best coverage you can get in the vital early years after your new roof has been installed. Here's how SureStart is different from any other coverage. In case of manufacturing defects in CertainTeed shingles during the applicable period, SureStart protection covers...

### 100% of materials

All shingles required to repair or replace the defective product will be provided free. No exceptions.

### 100% of labor

All labor required to repair defective shingles or apply new shingles to replace the defective shingles will be paid by CertainTeed, based on local fair market value for labor.

Costs of flashings, metal work, tear-off and disposal are included for Grand Manor®, Carriage House®, Belmont®, Belmont® (Impact Resistant), Arcadia Shake®, Presidential Shake® TL (& AR), Landmark® TL (& AR), Presidential Shake® (& AR), Presidential Shake® (Impact Resistant), Presidential Solaris®, Highland Slate®, Highland Slate® (Impact Resistant), Landmark® Premium, NorthGate®, Landmark® Pro and Landmark Solaris®

### Without prorating the cost

Replacement coverage of material and labor is not prorated or otherwise reduced during the applicable SureStart period. The SureStart terms are effective for 3, 5 or 10 years based on the shingle (see SureStart chart).

### And SureStart protection can be transferred!

The CertainTeed warranty with SureStart protection can be transferred from the original consumer to the subsequent property owner during the SureStart period for the remaining duration of the warranty.

## SureStart PLUS Extended Warranty Protection for added peace of mind

When you choose an Integrity Roof System™ installed by a contractor who holds advanced credentials from CertainTeed, you have the opportunity to obtain additional levels of SureStart coverage. The chart on the back shows the benefits of each warranty extension option.

## How can we help?

For additional information or to locate a contractor with CertainTeed credentials, call CertainTeed at 800-782-8777 or visit our website at [www.certainteed.com](http://www.certainteed.com).

## SureStart coverage details

Product	Warranty Period	SureStart Period
Grand Manor®	Lifetime <sup>A</sup>	10 years
Carriage House®	Lifetime <sup>A</sup>	10 years
Arcadia Shake®	Lifetime <sup>A</sup>	10 years
Presidential Shake® TL (& AR)	Lifetime <sup>A</sup>	10 years
Presidential Solaris®	Lifetime <sup>A</sup>	10 years
Presidential Shake® (& AR) (& Impact Resistant)*	Lifetime <sup>A</sup>	10 years
Belmont® (& Impact Resistant)*	Lifetime <sup>A</sup>	10 years
Landmark® TL (& AR)	Lifetime <sup>A</sup>	10 years
Landmark® Premium (& AR)	Lifetime <sup>A</sup>	10 years
NorthGate®	Lifetime <sup>A</sup>	10 years
Landmark® Pro/Architect 80	Lifetime <sup>A</sup>	10 years
Highland Slate® (& Impact Resistant)*	Lifetime <sup>A</sup>	10 years
Landmark Solaris®	Lifetime <sup>A</sup>	10 years
Landmark® (& AR)	Lifetime <sup>B</sup>	10 years
Landmark® (& Impact Resistant)*	Lifetime <sup>B</sup>	10 years
Patriot	30 years	8 years
XT™30 Impact Resistant*	30 years	5 years
XT™25 (& AR)	25 years	5 years
CT™20	20 years	3 years

A. The Lifetime Warranty period is only available to individual homeowners. The warranty period for these shingles installed on premises not used by individual homeowners as their residence is limited to 50 years and the SureStart period is 10 years following the installation of the shingles. Roof tear-off, metal work, flashing and disposal expense, incurred during repair or replacement are covered or reimbursed by this Limited Warranty. Limited Warranty transferees during the SureStart period are limited to a 50-year warranty period (see section titled "Transfers During the SureStart Period" for details).

B. The Lifetime Warranty period is only available to individual homeowners. The warranty period for these shingles installed on premises not used by individual homeowners as their residence is limited to 40 years and the SureStart period is 5 years following the installation of the shingles. Limited Warranty transferees during the SureStart period are limited to a 40-year warranty period (see section titled "Transfers During the SureStart Period" for details).

\* CertainTeed's Landmark® Impact Resistant and Impact Resistant (IR) versions of Presidential Shake®, Belmont®, Highland Slate®, and XT™30 shingles comply with UL 2218 Impact Resistance of Prepared Roof Covering Materials test criteria at time of manufacture.