

# 5-STAR WARRANTY

The Best Warranty Protection in the Industry



**CertainTeed**  
SAINT-GOBAIN

# Five-Star Service

## SELECT ShingleMaster™

By choosing a CertainTeed SELECT ShingleMaster you are selecting a contractor in the top 1% of his profession who has met the most stringent credentialing requirements in the roofing industry.

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 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.

#### 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 satisfy their customers.



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

# Five-Star System

## Integrity Roof System™



A COMPLETE APPROACH TO LONG  
LASTING BEAUTY AND PERFORMANCE

With as much care as you take in selecting the right contractor, choosing the right roof system is equally as important. A CertainTeed Integrity Roof System combines key elements that help ensure you have a well-built roof for long-lasting performance.

It all starts with CertainTeed's broad line of shingles, featuring brilliant color blends, dramatic styles and shadow lines, and the strongest warranties in the industry. The right shingle can mean the difference between an average, everyday look or a beautiful roof that's the talk of the neighborhood.

Shingles are just the beginning – to keep your new roof performing and looking great for years to come it takes a complete CertainTeed Integrity Roof System approach.

### 1. Waterproofing Underlayment

The first step in your defense against the elements. Self-adhering underlayment is installed at vulnerable areas of your roof to help prevent leaks from wind-driven rain and ice dams.

### 2. Water-Resistant Underlayment

Provides a protective layer over the roof deck and acts as a secondary barrier against leaks.

### 3. Starter Shingles

Starter Shingles are the first course of shingles that are installed and designed to work in tandem with the roof shingles above for optimal shingle sealing and performance.

### 4. Shingles

Choose from a variety of Good-Better-Best styles to complement any roof design and fit your budget.

### 5. Hip & Ridge Caps

Available in numerous profiles, these accessories are used on the roof's hip and ridge lines for a distinctive finishing touch to your new roof.

### 6. Ventilation

A roof that breathes is shown to perform better and last longer. Ridge Vents, in combination with Intake Vents, allow air to flow on the underside of your roof deck, keeping the attic cooler in the summer and drier in the winter.

### 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.



# Five-Star Protection

Now that you've selected your contractor and your shingles, it's time to protect your investment.



SureStart PLUS 5-Star protection covers you for up to 50 years for the cost of materials and labor, tear-off, and disposal in the event of a manufacturing defect. And, we cover you for 25 years should there be a defect in your contractor's workmanship!

## Lifetime Limited Warranty Shingles

## 5-STAR PROTECTION

Coverage	50 years*
Materials & Labor	✓
Tear-off	✓
Disposal	✓
Workmanship	✓**

**NOTE:** XT™25 shingles carry 25 years with 5-STAR coverage, including the features as indicated above.

Fully transferable from the original property owner/consumer to the first subsequent owner for 15 years from the date of installation—five years longer than the typical warranty.

\*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 self-adhered 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. Refer to the Commercial Systems Specifications Manual for all other Flintlastic systems.

See CertainTeed's Asphalt Shingle Products Limited Warranty for complete details, conditions, limitations and exclusions. For a copy, go to [www.certainteed.com](http://www.certainteed.com) or call 800-782-8777.

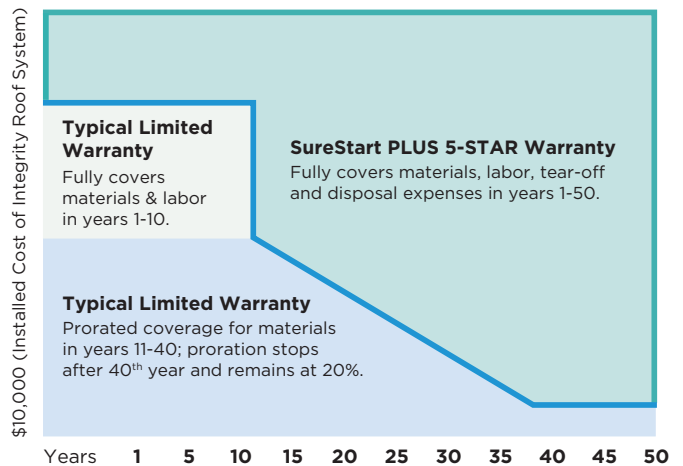
## SureStart PLUS Protection for Your Investment

**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 Protection versus Limited Lifetime Warranty



**Warranty coverage comparison over time**  
(Example is for a residential home; see warranty for details)

With SureStart PLUS protection, the amount of coverage remains constant for the full term of the warranty.

# Be Sure

You've selected a CertainTeed SELECT ShingleMaster™ and you're choosing the right shingles and roof system. Why not add that extra layer of protection with SureStart™ PLUS 5-Star Protection?

All CertainTeed shingles carry standard SureStart protection which fully covers your shingles during the early years following installation in the event of a manufacturing defect. Once the SureStart period ends, typically after 10 years, you are covered for shingles only and at a reduced rate as the roof ages.

Your CertainTeed SELECT ShingleMaster is exclusively authorized to offer you SureStart PLUS 5-Star protection—the absolute best—which takes CertainTeed's traditional SureStart protection and extends coverage for up to 50 years. That means, in the event of a manufacturing defect, you are fully covered.



CertainTeed  
Credentialed  
Contractor



Integrity  
Roof  
System



Extended  
Warranty  
Protection



PEACE  
OF  
MIND



# CERTAINTEED ROOFING



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



## CertainTeed

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

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