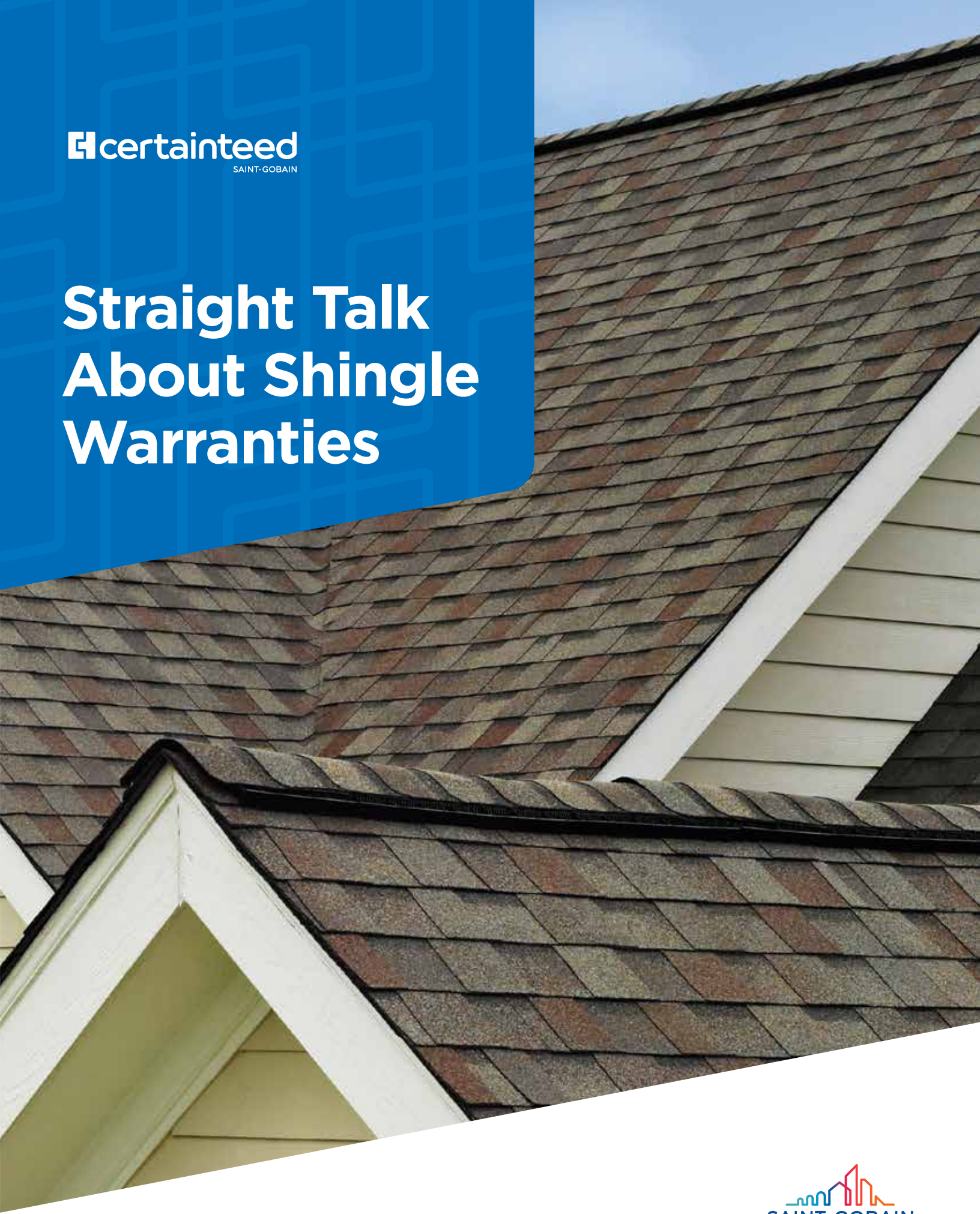
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Straight Talk About Shingle Warranties



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What you should know...

Replacing a roof is no easy task. You need to hire a contractor, select a manufacturer's roof system and choose colors. It's a lot. Before making the investment to improve your home, one thing you should also pay close attention to is the shingle warranty, because warranties are not all created equal.

There are many common misconceptions about shingle warranties and what they cover. CertainTeed, which offers the most comprehensive warranty options in the industry, wants to give it to you straight and answer your most common questions clearly and simply. Because, if you have a better understanding of how warranties work and the available options, then you can make a more informed decision and have greater confidence in your roofing choice.

1. I'm looking into buying a new roof and want to understand what Manufacturer's warranty protection means.

In a nutshell, CertainTeed Roofing product warranties cover you if there is a problem with your shingles due to an issue that occurred during the manufacturing process. This issue is commonly referred to as a manufacturing defect.

It is important to understand that CertainTeed's shingle warranty is a commitment to stand behind our shingles against manufacturing defects for a specified amount of time.

2. What do you mean by a manufacturing defect?

A manufacturing defect means that the shingle was not manufactured to product specifications or does not meet CertainTeed's standards. Utilizing state-of-the-art technology and quality control measures, CertainTeed goes to great lengths to ensure that its shingles are made to well-proven specifications so that the occurrence of a manufacturing defect is avoided.

3. What should I do if I think my shingles have a manufacturing defect?

If you suspect that your issue is manufacturing-related and your roof is less than one year old, you should ask your contractor to contact a local CertainTeed representative. If your roof is over a year old, you can go to www.ctroof.com to submit a claim to CertainTeed.

4. If it is determined that my issue is a manufacturing defect, what exactly am I covered for?

This is where it helps to understand the warranty coverage that comes with your shingles.

Referring to our Asphalt Shingle Residential Products Limited Warranty, let's use CertainTeed's **Landmark® PRO**, installed on a single-family, detached home, as an example. Landmark® PRO carries a lifetime, limited warranty with 10 years of SureStart™ protection.

A "lifetime, limited warranty" means coverage for as long as you, as an individual homeowner, own your home — NOT for the life of the home. This also does not mean the shingles will last a lifetime. The shingles' life span can be diminished due to the impact and severity of weather conditions, freeze/thaw cycles, UV rays, etc.

"SureStart™ protection" provides full replacement coverage within years 1-10 in the event of a manufacturing defect. CertainTeed will pay to tear off the old roof, dispose of the material, replace with new shingles and metal flashings, and pay for the labor to install them. This is referred to as the "non-prorated" period/coverage.

Landmark® PRO also carries 15 years of limited coverage against shingle blow off for winds up to 110 miles per hour and 30 years against the growth of blue-green algae.

5. How are CertainTeed's warranties different from those offered by other companies?

Other companies will only cover you if the manufacturing defect affects the shingles' performance or results in the roof leaking! Keeping with Landmark PRO as the example for the shingle installed on your residence, if you have a manufacturing defect you will be covered whether your roof is leaking or not during the entire warranty coverage period.

6. What happens if there is a manufacturing defect with my Landmark® PRO shingles after 10 years?

Starting at year 11 and as long as you live in that home, you are covered for the shingles only. You will receive a percentage of the original purchase price of the shingles — a number that gradually decreases each month as the roof gets older. This is referred to as "prorated coverage."

You would be responsible for paying to tear off the roof, dispose of it, and install the new shingles.

7. If I sell my home, is the warranty coverage for my Landmark® PRO roof transferable?

Yes, it can fully transfer once. If the transfer occurs during the SureStart™ period, the lifetime warranty is reduced to a 50-year warranty for the subsequent owner.

If you sell your home and transfer the warranty to the new owner after the SureStart™ period has expired, the warranty period is two years.

8. Do all CertainTeed roofing products come with a lifetime warranty?

No, warranties vary by product. Most CertainTeed shingles carry the same type of warranty coverage as Landmark® PRO, while several others have less coverage. Please refer to the CertainTeed Asphalt Shingle Residential Products Limited Warranty for specific shingles and coverage details.

9. Do you offer any type of enhanced warranty protection?

I want my roof installed and not have to worry about it.

Certainly. After investing money in a new roof, the last thing you want to worry about is buying another one.

CertainTeed offers SureStart PLUS enhanced warranty protection, which, simply put, is an extension of SureStart.

For a mere fraction of the roof cost, you can take SureStart protection and extend it for up to an additional 50 years to include materials, labor, tear-off and disposal, depending on the product and coverage chosen, should there be a manufacturing defect. That's inexpensive, yet valuable insurance for complete peace of mind for as long as you live in your home.

10. How can I take advantage of this?

By hiring a roofing contractor that participates in CertainTeed's Contractor's EDGE® credentialing program and having them install a CertainTeed Integrity Roof System®!

11. Why can't just any contractor offer these extended warranties?

CertainTeed's Contractor's EDGE credentialing program includes both individual credentials and company credentials. The best part? This program is not fee based like some competition. It is 100% education based ensuring both individuals and companies have passed a series of installation and business oriented testing before they are able to offer you SureStart PLUS warranty coverage.

12. Can CertainTeed shingles only be installed by a CertainTeed Credentialed Contractor?

Any roofing contractor can install CertainTeed shingles. However, if they don't carry one of these CertainTeed company credentials —ShingleMaster, ShingleMaster PRO, or ShingleMaster PREMIER—, you won't be able to take advantage of SureStart PLUS enhanced warranty options.

13. Where can I learn more about CertainTeed's Contractor's EDGE®, the Integrity Roof System® and warranties?

CertainTeed.com/roofing

Read about
My Roof Warranty:
What it is and
What it Covers.

Learn About the
Integrity Roof System®.

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