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# Owens Corning International Limited Warranty on Roofing Shingles



WE KNOW HOMES.™

## OWENS CORNING WORLD HEADQUARTERS

ONE OWENS CORNING PARKWAY  
TOLEDO, OHIO, USA 43659

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ENHANCED WARRANTY  
COVERAGE EFFECTIVE  
NOV. 1, 2001



# International Limited Warranty on Roofing Shingles

## Introduction

Thank you for your recent purchase of Owens Corning shingles. We believe we manufacture the highest quality and most attractive shingles available anywhere, and that is why we stand behind them with one of the best warranties in the industry. We have attempted to write this warranty in clear, easy-to-understand terms, including the limitations and restrictions, so you will fully understand the warranty we are making to you. However, the terms contained herein are subject to change without notice. If anything in this warranty is not clear to you, please call us at 1-800-ROOFING. Or visit our Web site at [www.owenscorning.com](http://www.owenscorning.com).

## Who is Covered

If you live outside of the United States and Canada and you are the original consumer purchaser, (i.e., the homeowner, not the installer or contractor) of one of our shingle products listed below, you are entitled to the benefits of this warranty.

## Transferability of this Warranty

This Warranty is personal to you and may not be transferred to any subsequent purchasers of your home.

## How Long are You Covered

The duration of your warranty depends on the type of shingles you have purchased. See the chart at the end of the warranty for the specific warranty period that applies to your shingles.

## What is Covered

We warrant that your Owens Corning shingles are free from any manufacturing defects that materially affect their performance on your roof.

## What is Not Covered

Damage to the product due to any cause not expressly covered herein. After our shingles leave our manufacturing facility, they are subjected to conditions and handling beyond our control that could affect their performance. This warranty does not cover any problems with non-defective shingles caused by conditions or handling beyond our control. Some examples of conditions not covered by this warranty include:

1. Acts of God such as hail storms and winds in excess of 100 kilometers per hour;
2. Foot traffic on your roof or damage caused by objects (such as tree branches) falling on your roof;
3. Improper or faulty installation of your shingles - installation must be in accordance with our written installation instructions;
4. Discoloration caused by algae, fungi, lichens or cyanobacteria (unless covered under the section "What About Algae Resistance" that follows);
5. Inadequate ventilation or roof drainage;
6. Settlement of the structure of your home or buckling or cracking of the deck over which your shingles are installed;
7. Damage to the shingles caused by alterations made after completion of application, including structural changes, equipment installation, painting, or the application of cleaning solutions, coatings, or other modifications; and
8. Any costs that you incur which are not authorized in advance by Owens Corning.

## What is Your Remedy

1. **Manufacturing Defects** – If the performance of your shingles is ever materially affected during the term of this warranty by a manufacturing defect, we will pay you the cost (excluding labor) as reasonably determined by Owens Corning to repair, replace or recover the affected shingles, subject to certain limitations. Specifically we will not pay for any metalwork, flashings, or other related work, and we will not pay for the cost to remove or dispose of your shingles.
2. **Proration of Your Remedy** – If your shingles have been installed longer than twelve (12) months, we will take into account the number of months of use you have enjoyed through the date of your claim, and reduce the amount of our payment to you accordingly. That is, we will prorate the amount of your payment through the date of your claim. For example: If you have a 40-year warranty (480 months) and you make your claim in the last month of the 5th year of the warranty (i.e., the 60th month), we would pay you 420/480ths of the reasonable cost to repair, replace or recover your shingles.
3. **Alternative Remedy** – There may be certain circumstances where Owens Corning will elect to provide you with replacement shingles rather than providing you with the payment described above. Therefore, we reserve the right to provide such replacement shingles as an alternative remedy at our sole reasonable discretion.

## What About Wind Resistance

Your shingles contain strips of asphalt sealant that require direct warm sunlight for several days in order to seal properly. If your shingles are installed during a period of cool weather, they may not adequately seal until the season changes or the weather warms, and if your shingles never receive direct sunlight or are not exposed to adequate surface temperatures, they may never seal. Prior to sealing, your shingles are more vulnerable to blow-offs and wind damage. This is the fundamental nature of shingles and not a manufacturing defect, and we are not responsible for any blow-offs or wind damage that may occur prior to thermal sealing having occurred. After your shingles have sealed, however, they will be covered under this warranty if they experience blow-offs or wind damage in winds up to 100 kilometers per hour. However, for all shingles, the coverage against shingle blow-offs or wind damage is in effect for a period of five (5) years, following the date of installation, and not for the full warranty period OF THE SHINGLE.

## What About Algae Resistance

If the Shingles that you purchased were not specifically labeled as "Algae Resistant" ("AR"), then any discoloration caused by algae is not covered by this warranty as explained in the section above "What is Not Covered." However, if you did purchase AR shingles, they are covered under this warranty for a period of five (5) years commencing on the date of installation ("AR Warranty Period") against discoloration caused by algal, fungal, lichen, or cyanobacterial growth ("Algae Growth"). If such discoloration occurs during the AR Warranty Period, you will be entitled to the following remedy:

**Remedy for Algae Growth** – Should the AR Shingles exhibit discoloration due solely to algal, fungal, lichen, or cyanobacterial growth during the AR Warranty Period, your sole and exclusive remedy, and Owens Corning's sole obligation, shall be for Owens Corning to pay you an amount equal to the reasonable cost of cleaning such growth off of the affected AR Shingles.

## Replacement Shingle Variations

As a result of our ongoing efforts to improve and enhance our shingle product line, we must reserve the right to discontinue or modify our shingles, including their colors. We are not liable to you if you make a warranty claim in the future and any replacement shingles you receive vary in color either because of normal weathering or changes in our product line. You should understand that if we replace any of your shingles under this warranty, we reserve the right to provide you with substitute shingles that are comparable only in quality and price to your original shingles.

## Claims Process

To make a claim under this warranty, you need to do so within thirty (30) days after you discover the problem. Send us a letter addressed to Owens Corning, Customer Response Center, One Owens Corning Parkway, Toledo, Ohio, USA 43659. Explain the problem and include proof of purchase for the shingles and the date they were installed on your roof. Shortly after we receive your communication, we will contact you regarding your claim and will walk you through the entire process. To fully evaluate your claim, we may ask you to provide, at your expense, pictures of your shingles and/or shingle samples for us to test. If you have any questions, do not hesitate to write us at the address above or visit our Web site at [www.owenscorning.com](http://www.owenscorning.com).

## Limitations

ANY IMPLIED WARRANTY, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, IS LIMITED IN DURATION TO THE EXPRESS WARRANTY PROVIDED ABOVE UNLESS A SHORTER PERIOD IS PERMITTED BY LAW.

YOUR REMEDY FOR DEFECTIVE SHINGLES IS FULLY DESCRIBED IN THE PRECEDING SECTION "WHAT IS YOUR REMEDY". YOU ARE NOT ENTITLED TO ANYTHING MORE THAN WHAT IS DESCRIBED IN THAT SECTION. WE ARE NOT RESPONSIBLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES, INCLUDING DAMAGE TO YOUR HOME OR TO YOUR HOME'S CONTENTS.

Some countries may not allow limitations on how long an implied warranty lasts and/or do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other rights which vary from country to country.

## Type of Shingles: Check appropriate box.

Effective 11/1/01

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|--|----------------------------|
| <input type="checkbox"/> Oakridge® PRO 50™ Deep Shadow; Oakridge® 40 Deep Shadow | 50-Yr. Warranty (600 mos.) |
| <input type="checkbox"/> Oakridge® PRO 40™ Shadow; Oakridge® 30 Shadow           | 40-Yr. Warranty (480 mos.) |
| <input type="checkbox"/> Oakridge® PRO 30™; Oakridge® 25                         | 30-Yr. Warranty (360 mos.) |
| <input type="checkbox"/> Prominence®   | 30-Yr. Warranty (360 mos.) |
| <input type="checkbox"/> Supreme® 30   | 30-Yr. Warranty (360 mos.) |
| <input type="checkbox"/> Supreme®  | 25-Yr. Warranty (300 mos.) |
| <input type="checkbox"/> Glaslock®   | 25-Yr. Warranty (300 mos.) |
| <input type="checkbox"/> Classic®  | 20-Yr. Warranty (240 mos.) |

- AR Shingles – Please check if your shingles are algae resistant.

Name of Contractor or Dealer	Date of Installation
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\*See actual warranty for details, limitations and requirements.

Subject to change without notice



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