



Nov. 1, 2018

**Subject: Updates to warranty process**

Owens Corning Roofing Contractor Network Members,

Thank you for your business and loyalty, again in 2018, to Owens Corning.

We are updating a few of the details in our warranty\* process. Our goal is to continue to be your best partner and continuously make it easier to do business with us.

1. As of **January 1, 2019**, an Owens Corning® Underlayment (Deck Defense®, ProArmor®, Titanium®, RhinoRoof®, FIBERGLAS™ Reinforced Felt) must be used to qualify for both the Owens Corning Roofing Platinum and Preferred Protection Roofing System Limited Warranties.
  - You will have the flexibility to choose 2 of the remaining 3 products (for a total of 4 of the 5 categories) to meet the Component requirement with the extended warranty (H&R and UDL must be used).
  - Installing a quality roofing underlayment enhances the performance of a roof, and our wide range of products makes it easy for you to help the homeowner make the right choice.
2. As of **December 1, 2018**, any required repairs resulting from a routine Quality Assurance warranty inspection must be completed in 90 days.
  - Owens Corning Roofing and our entire network of contractors have a joint responsibility to the homeowner to ensure they are receiving the highest performing roof system installed in a timely manner by the experts.
  - If repairs have not been completed within 90 days, Owens Corning will enroll another Platinum Contractor to complete the repairs.
  - Those in violation will no longer be able to register any new extended warranties and will be removed from the Owens Corning Roofing contractor locator.
3. As of **January 1, 2019**, for non-single-family projects of 500 squares or more with an Owens Corning Roofing Platinum or Preferred Protection Roofing System Limited Warranty:
  - You may request a pre-job phone consultation with an Owens Corning Roofing field inspector.
  - In addition, you may request one on-site Quality Assurance inspection either at the start or the finish of the project prior to registering the warranty.
  - We believe this will help you to be competitive bidding Owens Corning, and therefore help grow your business. In addition, it should result in fewer callbacks and decreased repairs and claims.

Thank you for your business and continued support of Owens Corning. Please contact your Area Sales Manager with any questions.

Regards,

A handwritten signature in black ink, appearing to read "Bert Elliott".

Bert Elliott  
Director, Roofing Technical Services

\*See actual warranty for complete details, limitations and requirements.