

# SureStart™ PLUS 5-STAR Warranty

The Best Warranty Protection  
in the Industry

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# Be Sure

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

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 ShingleMaster PREMIER 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. A 5-STAR Warranty also includes Workmanship coverage!



# 5-STAR Service

## ShingleMaster™ PREMIER

By choosing a CertainTeed ShingleMaster PREMIER you are selecting a contractor in the top 1% of their 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 ShingleMaster PREMIER is authorized to offer a SureStart PLUS 5-STAR Warranty.

Earning our highest-level credential involves several significant educational and accreditation steps.

### ShingleMaster PREMIER requirements:

#### Well Qualified and Knowledgeable

- Through testing and regular re-accreditation, all SureStart PLUS 5-STAR Warranty supervisors and at least 75 percent of the company's installers are Master Craftsman® Roofing Contractor.
- To become a Master Craftsman Roofing Contractor or a Master Craftsman SELECT Roofing Contractor, an individual must successfully pass an exam based off of information contained in the Master Craftsman Shingle Applicator's Manual ("SAM"). The SAM is an educational tool that contains installation best practices for all individual CertainTeed residential roofing products, the Integrity Roof System, Flintlastic SA modified-bitumen rolled roofing as well as other topics important to the success of roofing contractors.
- Two or more company employees have earned the Master Craftsman® Shingle Quality Specialist™ designation after passing a test on the CertainTeed Shingle Technology Manual, which strengthens their knowledge of shingle products, quality standards and satisfying customer objectives.
- Company has completed two or more continuing education credits, demonstrating their commitment to staying current with industry standards and best practices.
- Owner of the company has passed the Business Fiscal Responsibility™ exam, demonstrating their knowledge of sound financial practices and commitment to responsible business management.

#### Insured and Established

- The ShingleMaster PREMIER 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 held the ShingleMaster™ PRO credential for at least one year, or have prior industry experience that CertainTeed considers a comparable qualification.

#### Ethical and Customer-Focused

- The ShingleMaster PREMIER agrees to abide by a Code of Ethics and Professional Practices that covers compliance with applicable laws, standards of workmanship, customer service and business administration.
- CertainTeed sends a Customer TrackRecord™ survey to measure the ShingleMaster PREMIER's performance on SureStart PLUS roofing projects. The company must maintain a customer satisfaction rating of 4 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 ShingleMaster PREMIERs are providing service that satisfies your needs.



# 5-STAR System

## Integrity Roof System®



PERFORMANCE ENGINEERED FOR COMPLETE PROTECTION, STRONG RESILIENCE AND LASTING BEAUTY

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. The CertainTeed Integrity Roof System was established in 1998 and continues to be the roofing contractor's complete roofing system of choice.

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. Shingle Starter

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. 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.

### 6. Hip & Ridge

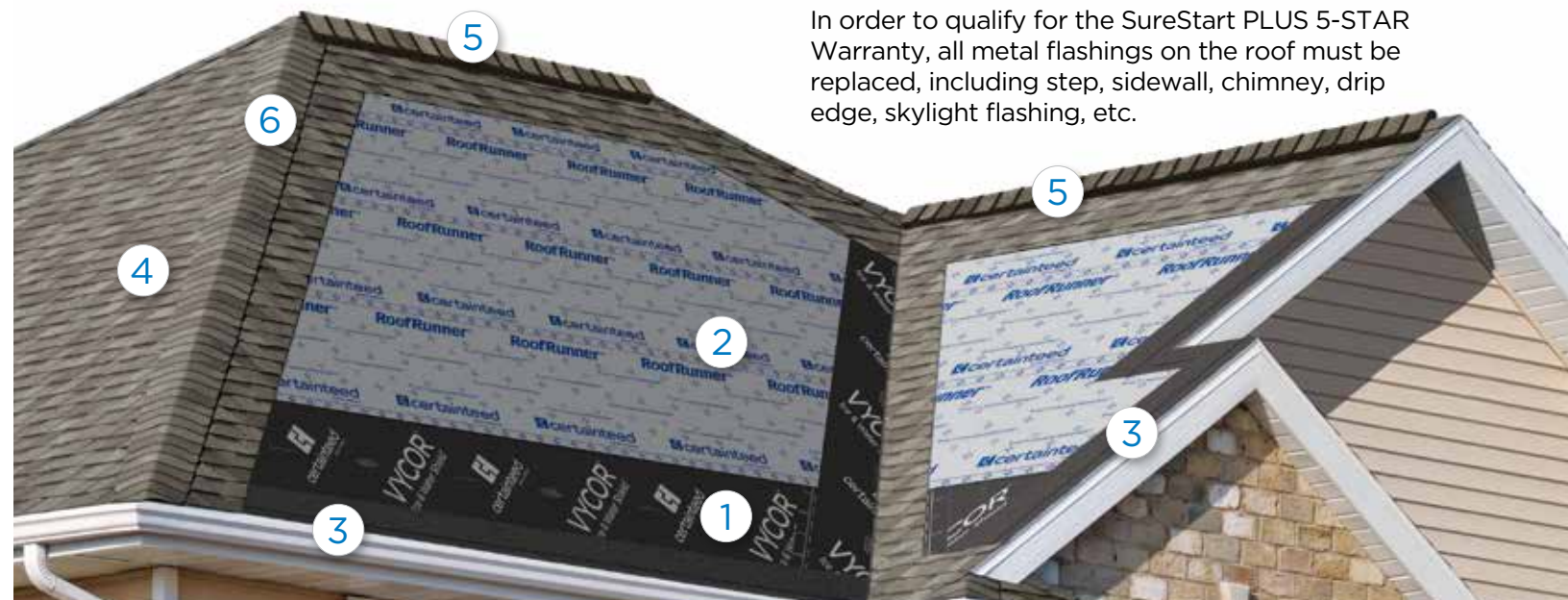
Available in numerous profiles, these accessories are used on the roof's hip and ridge lines for a distinctive finishing touch to your new roof.

### Low-Slope Sections

CertainTeed Flintlastic® and SMARTCOAT™ roofing products are also available for low-slope roof areas.

### 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, drip edge, skylight flashing, etc.



# 5-STAR Protection

Now that you've selected your contractor and your Integrity Roof System components, 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 up to 30 years should there be a defect in your contractor's workmanship!

Warranty Type	Standard*	5-STAR
Coverage	Manufacturing Defects	Manufacturing Defects
SureStart - Single Family (Non-prorated)	10 years	50 years*
Materials & Labor	✓	✓
Tear-Off		✓
Disposal		✓
Workmanship		30 years

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

For Patriot® and Patriot® XL shingles the manufacturing defect must cause leaks.

Fully transferable from the original property owner/consumer to the first subsequent owner for 20 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.

**Low-Slope Roof Sections:** If a project being roofed with CertainTeed shingles has a low-slope section that will be roofed with our Flintlastic® SA, or our SMARTCOAT™ systems, SureStart PLUS extends FULL coverage for the duration of the low-slope warranted period, depending on the level of protection you choose. Residential shingles must be a minimum of one and a half times (1.5X) the amount of flat roof submitted (low-slope square maximum may apply). See Low-Slope Residential Limited Warranty for system requirements and warranty durations.

See CertainTeed's Asphalt Shingle Residential 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: \$15,000

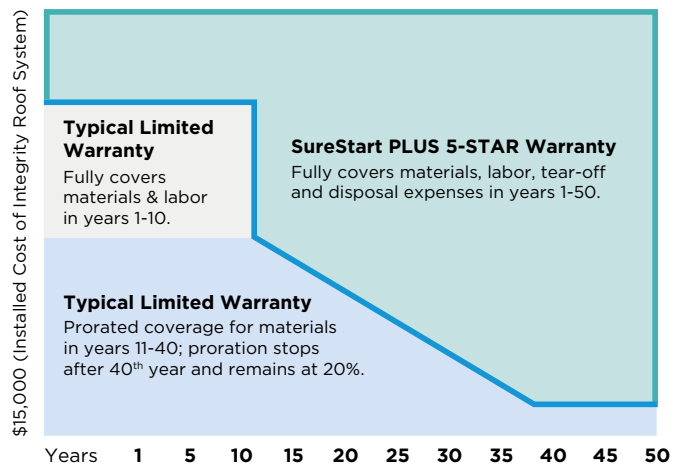
Projected Replacement Cost of an Integrity Roof System (assumes 2% Annual Inflation)		Value Provided by a Typical Limited Warranty	Value Provided by SureStart PLUS 5-STAR Coverage
Year	Projected Cost	Amount Provided	Amount Provided
1	\$15,300	\$9,180	\$15,300
5	\$16,561	\$9,937	\$16,561
10	\$18,285	\$10,971	\$18,285
11	\$18,651	\$4,849	\$18,651
20	\$22,289	\$4,458	\$22,289
30	\$27,170	\$3,532	\$27,170
40	\$33,121	\$2,318	\$33,121
50	\$40,374	\$2,826	\$40,374

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.**

**Note: Numbers do not include labor.**

## 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.

# CERTAINTEED ROOFING



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



## CertainTeed

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