

CertainTeed Roofing Issue

Frequently Asked Questions

What roofing product is impacted?

CertainTeed Presidential Shake 50 year asphalt roofing shingles manufactured in 2004 and 2005. At the time, the manufacturer was Celotek, who was later acquired by CertainTeed. Beginning with Plat 2, this product was one of the approved roofing materials specified in the Blackthorne Estates Declaration of Restrictions and the preferred product for Duggan Homes, Inc. As a result, most of the homes in the neighborhood that completed construction between mid 2004 and early 2007 are potentially impacted.

What is the specific problem with the product?

The asphalt adhesive that holds the two pieces of shingle layers together (giving the shingle its three-dimensional look) was mixed too thin. The formula was not adjusted to compensate for the differences in viscosity and chemical composition between the Venezuelan crude oil normally used and the alternative supply that was available during Hugo Chavez's embargo against oil sales to the US.

While not initially visible from the ground, later stages of deterioration result in a melting of the asphalt that makes the roof appear as if it is "bleeding" black tears. Though most common on south and west facing roof slopes, this defect can cause damage to the entire roof, resulting in shingle breakage, loose shingles more susceptible to wind damage, visual defects/deformities and overall deterioration of the structure of your roof.

Are all houses with CertainTeed Presidential Shake 50 year asphalt shingles impacted?

No. Only certain production lots from certain production facilities were impacted during the shortage of the Venezuelan crude oil base materials for the shingle adhesive. While several homes in the neighborhood have been inspected by both a roofing company and by representatives from CertainTeed and found to have had this problem, it is entirely possible that the materials used on your roof were not subject to this specific defect.

Do I have to choose a roofing contractor before I apply for my warranty replacement voucher?

No. You can start your warranty claim process yourself by calling the CertainTeed Roofing Warranty Claim line at 800-345-1145 or by going to the CertainTeed Roofing Warranty Claim website at www.ctroof.com. However, there is a significant amount of work involved in preparing the claim form documentation, collecting roof measurements and taking photographs and roofing samples to fulfill the proof of claim requirements. It will be easier for you if you are working with a roofing company to do the inspection and help you determine if you should submit a claim.

How long does it take to find out if my roof is going to be replaced?

The start to finish time can vary depending on how fast you are able to get a CertainTeed warranty inspection, complete the warranty claim request and roof measurements and provide proof of claim. Generally, it takes two to three weeks from the time you submit your completed application to CertainTeed and the time you receive your confirmation packet and roof replacement voucher.

Is the warranty replacement voucher issued to the homeowner or to the roofing company?

The warranty replacement voucher is issued to the homeowner. Once you have that voucher, you can use any roofing company you choose to do the roof replacement. You simply have to endorse the voucher over to that roofing company.

Is the warranty replacement voucher transferrable?

Yes. If you are the original homeowner and are getting ready to sell your home and you have applied for and been issued a warranty replacement voucher, you can transfer that voucher to the buyer. The voucher must have been issued by CertainTeed before you close on the sale, but the roof replacement work does not need to be completed before you transfer ownership.

Have my neighbors recommended any particular roofing contractors?

Modern Residential Concepts
2001 Grand Blvd
Kansas City, MO 64108
www.TrustMRC.com
Sean Jegen
office (913) 491-1300 ext 125
mobile (913) 706-7157
SJegen@TrustMRC.com

Pyramid Roofing Company, Inc.
4120 Dr. Greaves Rd
Grandview, MO 64030
www.PyramidRoofingKC.com
Sam Moore
office (816) 913-1101
mobile (816) 935-0057
SMoore@PyramidRoofingKC.com

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Next Steps for Homeowners

Step 1: Determine if your roof is impacted by the problem.

You can try to visually inspect your roof to see if you can observe the symptoms of the problem. You'll want to look at the south or west facing roof slopes for what looks like black tears from 1 to 5 inches in length (almost looks like your roof is crying). If the damage is far enough along, you can see it from the ground. If you believe you can see the issue on your roof or if you'd like to consult a professional roofer for your own piece of mind, move on to Step 2.

Step 2: Have your roof professionally inspected to verify the problem.

There is a significant amount of work involved in preparing the claim form documentation, collecting roof measurements and taking photographs and roofing samples to fulfill the proof of claim requirements. A visual inspection of your roof by a professional roofer can quickly verify that your roof has this issue before you spend a significant amount of time and effort to complete your roof replacement application. Your neighbors that have already gone through this process have chosen one of the two roofing companies listed on the reverse page. You are in no way obligated to use either of these referred contractors.

Step 3: Submit your claim to CertainTeed.

Your warranty claim process gets started when you, the homeowner, contacts CertainTeed to initiate your claim. You can do this by either calling the CertainTeed Roofing Warranty Claim line at 800-345-1145 or by going to the CertainTeed Roofing Warranty Claim website at www.ctroof.com.

When talking to the claims representative or filling out the online information, you want to make sure that you provide several specific pieces of information:

1. You have CertainTeed Presidential Shake asphalt roof shingles
2. The shingles appear to be "bleeding" black streaks of asphalt adhesive
3. The defect is visible from the ground

You will be issued a Claim number and put into the queue for a technical inspection by a CertainTeed warranty inspector. The Blackthorne Estates ARC is tracking CertainTeed and the various roofing contractors' performance in resolving this issue for our neighbors, so if you send you claim information to Robert Urbanek (rurbanek@sbcglobal.net), we will track your claim processing along with your neighbors.

Step 4: Have your CertainTeed warranty inspection

Don't be afraid to be persistent with CertainTeed in getting on the inspection schedule. Since they fly the inspector in from one of various factory locations they generally try to schedule several inspections in the same area for the same trip. There are enough homes in our neighborhood impacted by this problem to warrant an inspection trip at least every month or two.

There are three possible results of your CertainTeed warranty inspection:

1. Your roof shows no signs of the defect. Congratulations! You're one of the lucky ones.
2. Your roof shows signs of the defect, but either the damage does not cover enough of your total roofing area or the defect has not progressed enough to qualify for replacement at this time, CertainTeed should put your house on a "watch list" and schedule a follow-up inspection in 6 to 12 months.
3. Your roof has damage covering at least 50 to 60% of your total roofing area and the defect has progressed enough that the black streaks are clearly visible from the ground (usually requires them to be about 3" in length). Continue on with Step 5.

Step 5: Work with your roofing contractor to complete the warranty claim submission forms.

Remember, there is a significant amount of work involved in preparing the claim form documentation, collecting roof measurements, taking photographs and roofing samples to fulfill the proof of claim requirements. All required documentation of the issue must be included in your claim submission to insure prompt consideration and approval of your request. When your claim has been approved, CertainTeed will send you a warranty packet and roof replacement voucher.

Step 6: Submit your Blackthorne Estates Architecture Review Committee request form.

All work performed on the exterior of your home or property must be reviewed and approved by the Blackthorne Estates ARC. An expedited approval process has been put in place to handle roof replacement approvals as long as you are replacing the roof with like materials. Approval should only take 1 or 2 days.

Step 7: Schedule your roof replacement with your roofing contractor.

The roof replacement voucher is issued to the home owner, not the roofing contractor. Once you have received your voucher, you are free to select any roofing contractor you choose. You will need to sign over the voucher and whatever other contract and terms you have agreed to with your selected contractor.