

CertainTeed  
2015 Limited Warranty  
Symphony™



ASK ABOUT ALL OF OUR OTHER CERTAINTEED® PRODUCTS AND SYSTEMS:

ROOFING • SIDING • TRIM • DECKING • RAILING • FENCE  
GYPSUM • CEILINGS • INSULATION

[www.certainteed.com](http://www.certainteed.com) <http://blog.certainteed.com>

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Valley Forge, PA 19482

Professional: 800-233-8990  
Consumer: 800-782-8777

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**CertainTeed**  
SAINT-GOBAIN



*Symphony*™

*Where old-world elegance meets  
new-world technology...in perfect harmony*



## What the Customer Must Do

If you believe your shingles have a manufacturing defect, you must provide prompt written notification to CertainTeed with proof of the date of purchase and date of shingle application. CertainTeed will investigate each properly reported claim and will repair, replace or reimburse the homeowner for the shingles determined to be defective, in accordance with the terms of this Limited Warranty, within a reasonable amount of time if its inspection of the shingles confirms a manufacturing defect.

### Please send all notifications and correspondence to:

**CertainTeed Corporation, 1508 Delp Drive, Harleysville, PA 19438**

**Attn: CertainTeed Roofing Technical Services Department, Telephone number: 800-345-1145**

### Warranty Registration (not required)

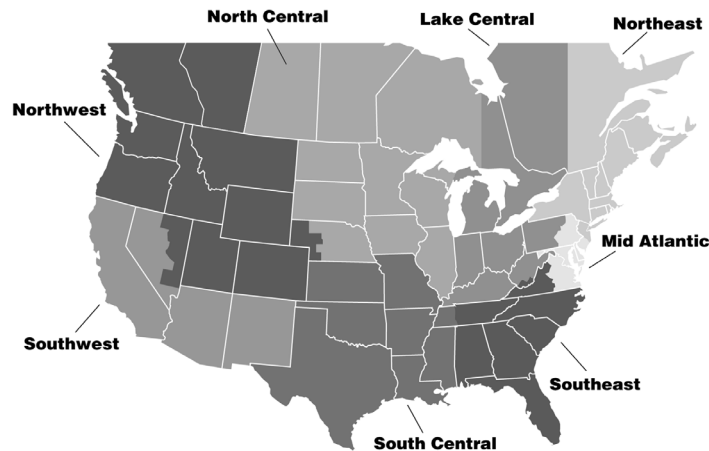
You may register your product warranty on CertainTeed's website: [www.certainteed.com/warrantyreg](http://www.certainteed.com/warrantyreg). Each registrant receives a registration confirmation number by return e-mail that can be printed and kept with this Limited Warranty and your proof of purchase. If you do not have internet access, you can register your shingles by sending: (1) your name, address, and telephone number; (2) the name and contact information of the contractor who installed your shingles and the original date of installation; and (3) the type, color and number of squares of your shingles to:

**CertainTeed Corporation, CertainTeed Roofing, P.O. Box 860, Valley Forge, PA 19482**

CertainTeed will register your information and mail you a confirmation number. Failure to register this warranty does NOT void the warranty or any of its terms.

### Roofing Plants and Regional Sales Offices

CertainTeed roofing products are sold by the CertainTeed Corporation in eight sales regions. They are manufactured in ten residential roofing plants and two commercial roofing plants.



Through innovation and creative product design, CertainTeed has helped shape the building products industry for more than 100 years. Founded in 1904 as General Roofing Manufacturing Company, the firm made its slogan "*Quality made certain. Satisfaction guaranteed.*" which quickly inspired the name CertainTeed. Today, CertainTeed is North America's leading brand of exterior and interior building products, including roofing, siding, windows, fence, decking, railing, trim, foundations, pipe, insulation, walls, ceilings and access covers. Headquarter in Valley Forge, PA, CertainTeed and its affiliates have approximately 9,000 employees and 70 manufacturing facilities throughout the United States and Canada. More information is available at [www.certainteed.com](http://www.certainteed.com).

**CONGRATULATIONS!** ...and thank you for your recent purchase of one of the fine products produced by CertainTeed Roofing. Since 1904, CertainTeed has been producing quality roofing products that provide long-lasting beauty and protection for homes of every size, style and age. For the past 100 years, the basis for our name, "*Quality made certain, satisfaction guaranteed.*" has been our ongoing philosophy.

Your CertainTeed roofing warranty fully explains how CertainTeed supports its products with the strongest warranty protection available. It is important that you read the warranty section of this brochure.

Take the time to understand how CertainTeed protects your purchase by standing behind our products.

## LIMITED, PRORATED, AND TRANSFERABLE WARRANTY

**This warranty covers Symphony™ sold only in the United States of America, its territories and Canada.**

### What and Who is Covered and for How Long

CertainTeed warrants to the original property owner/consumer that, when subject to normal and proper use, Symphony shingles will be free from manufacturing defects that cause leaks for fifty (50) years from the date of original installation and that CertainTeed will pay to repair or replace, at its option, any shingles CertainTeed determines to be defective under the terms of this Limited Warranty.

In the event of repair or replacement pursuant to the terms of this Limited Warranty, the original warranty applicable at the time of original installation shall apply to the replacement shingles or the repaired shingles.

### SureStart™ Protection

All of CertainTeed's shingle products are covered by SureStart protection. Under this warranty feature, CertainTeed, at no charge, will pay to repair or replace, at its option, any shingles CertainTeed determines to be defective and that cause leaks during the applicable SureStart period. For Symphony shingles, the SureStart period begins when the original shingle installation has been completed and terminates at the completion of its seventh (7th) year of service following original installation. CertainTeed's maximum liability under SureStart is equal to the reasonable material and labor cost to replace or repair the defective shingles that cause leaks, as determined by CertainTeed. Roof tear-off, metal work, flashing and disposal expenses, and other costs or expenses incurred during such repair or replacement are not covered or reimbursed by this Limited Warranty.

SureStart protection does not extend to any Symphony shingles applied to any non-ventilated or inadequately ventilated roof deck systems, except as stated below. CertainTeed's maximum contribution toward the cost of repairing or replacing defective shingles applied to a non-ventilated or inadequately ventilated roof deck system shall not exceed \$350/square, less 1/120th of that amount times the number of months from the date the shingles were originally installed to the date when CertainTeed determined the shingles to be defective. Labor costs, roof tear-off, metal work, flashing and disposal expenses, and other costs or expenses incurred during such repair or replacement are not covered or reimbursed by this Limited Warranty.

### Beyond SureStart™ Protection

If CertainTeed determines the Symphony shingles to be defective and cause leaks after the SureStart period, CertainTeed's maximum contribution toward the cost of repairing or replacing such defective shingles shall not exceed \$350/square, less 1/600th of that amount times the number of months from the date the shingles were originally installed to the date when CertainTeed determined the shingles to be defective. Labor costs, roof tear-off, metal work, flashing and disposal expenses, and other costs or expenses incurred during such repair or replacement are not covered or reimbursed by this Limited Warranty.

## Transferability

The Limited Warranty for Symphony shingles may only be transferred by the original property owner/consumer to a subsequent property owner one (1) time in the first two (2) years after original installation. The warranty transfer is only effective if the subsequent property owner provides written notice of the transfer to CertainTeed within sixty (60) days from the real estate transfer date. (A warranty transfer request must be sent to RPG Technical Services Department, 1508 Delp Drive, Harleysville, PA 19438.) After two (2) years, this Limited Warranty is not transferable.

## Limitations

This Limited Warranty does not provide protection against and CertainTeed will have no liability for any failure, defect or damage caused by situations and events beyond normal exposure conditions, including but not limited to:

- Winds, including gusts, greater than 90 mph, lightning, hurricane (see “Limited Wind Warranty” section for hurricane wind exception), tornado, hailstorm, earthquake, fire, explosion, flood or falling objects.
- Distortion, cracking or other failure or movement of the base material over which the shingles are applied, of the roof deck, or of the walls or foundation of the building itself.
- Damage caused by structural changes, alterations or additions, or by the installation of equipment (such as aerials, signs or air-conditioning equipment) to the structure after the original shingles have been applied.
- Shading, stains or discoloration to the shingles arising from outside sources such as but not limited to the sun, algae, fungus, moss, lichens or other vegetation, mold or mildew growth, or paints, chemicals or other similar materials.
- Misuse, abuse, neglect, or improper transportation, handling or storage of the shingles.
- Installation of the shingles over non-approved roof decks as more fully explained in the CertainTeed Symphony installation instructions.
- Improper installation or installation not in accordance with CertainTeed’s written installation instructions applicable at the time of original installation.
- Damage to the shingles, the roof deck or the structure caused by ice backup or ice damming.
- Distortion or warping due to excessive or unusual heat sources, including without limitation, window reflections and heat buildup caused by inadequate roof ventilation.
- Vandalism or acts of war.
- Any other cause not a result of a manufacturing defect in the shingles.

Mold and mildew are functions of environmental conditions and are not manufacturing defects. As such, mold and mildew are not covered by this Limited Warranty or any implied warranty.

CertainTeed reserves the right to discontinue or modify any of its products, including the color of its shingles, and shall not be liable as a result of such discontinuance or modification, nor shall CertainTeed be liable in the event replacement material varies in color in comparison to the original product as a result of normal weathering. If CertainTeed replaces any material under this warranty, it may substitute products designated by CertainTeed to be of comparable quality or price range in the event the product initially installed has been discontinued or modified.

## Inadequately Ventilated and Non-Ventilated Decks

Any shingles applied to inadequately ventilated or non-ventilated decks, other than the shingles and deck systems described in the section titled “Insulated Decks and Radiant Barriers,” are subject to a reduced limited warranty period of ten (10) years. Shingle damage or defects related to the absence of adequate roof system ventilation do not qualify for SureStart protection, and are limited to ten (10) years of Beyond SureStart coverage.

## Insulated Decks and Radiant Barriers

CertainTeed’s Limited Warranty, including SureStart coverage, will remain in force when Symphony shingles are applied to roof deck assemblies (slopes  $\geq 3:12$ ) where foam insulation is prefabricated into the roof deck system (often called “nailboard insulation”), where insulation is installed beneath an acceptable roof deck system, or where radiant barriers are installed, with or without ventilation directly below the deck. Acceptable roof deck surfaces must consist of at least 3/8” thick plywood or 7/16” thick OSB. If a different deck surface material will be utilized, please contact CertainTeed’s Technical Services Department for assistance. See the following important restrictions.

The design professional is responsible for ensuring 1) proper quality and application of the insulation and/or radiant barrier; 2) provision of adequate structural ventilation and/or vapor retarders as determined to be necessary, and 3) that all local codes are met (particularly taking into account local climate conditions). Special attention must be taken if cellular foam, fiber glass, cellulose insulations or other highly-permeable insulation will be used in an unventilated system, or if the insulation/rafter or insulation/joist planes may create an air leak that could lead to moisture transmission and condensation problems.

*All these important factors and decisions, while **not** the responsibility of CertainTeed Corporation, are critical to assure proper deck system performance.*

## Ventilated Nail-Base Roof Insulation

Ventilated nail-base roof insulation products consist of rigid insulation (typically foam board) and another layer of material that provides air space above the insulation and below the nailable deck (which is typically at least 7/16” thick OSB or minimum 3/8” plywood). These products can provide soffit-to-ridge ventilation over cathedral-type ceilings, and if used and installed properly will not reduce the scope or length of CertainTeed’s Limited Warranty coverage period. It is important to follow the deck manufacturer’s instructions to achieve sufficient ventilation. CertainTeed offers FlintBoard™ CV – cross-ventilating insulation boards with 1”, 1-1/2”, or 2” air channels.

## Limited Wind Warranty

CertainTeed warrants Symphony shingles to resist blow-off damage due to wind velocities, including gusts and hurricane winds, up to 90 mph during the first five (5) years following original installation.

If any blow-off damage occurs in the first five (5) years following original installation, CertainTeed will replace all damaged shingles without charge. CertainTeed will not be responsible for or reimburse labor costs or any other costs incurred during removal or replacement of damaged shingles. Such costs or damages are the property owner’s responsibility (and may be covered by homeowner’s insurance).

## LIMITED WARRANTY AND LIMITATION OF REMEDIES

THE OBLIGATIONS CONTAINED IN THIS LIMITED WARRANTY CONSTITUTE THE EXCLUSIVE REMEDY AND ARE EXPRESSLY IN LIEU OF ANY AND ALL OTHER OBLIGATIONS, GUARANTEES AND WARRANTIES. APPLICABLE STATE LAW WILL DETERMINE THE PERIOD OF TIME FOLLOWING THE SALE THAT A PROPERTY OWNER/CONSUMER MAY SEEK A REMEDY UNDER THE IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. CERTAINTEED’S OBLIGATIONS, RESPONSIBILITIES, AND/OR LIABILITY SHALL BE LIMITED TO REPAIRING OR REPLACING THE DEFECTIVE PRODUCT OR PROVIDING A REFUND PER THE TERMS OF THIS LIMITED WARRANTY. IN NO EVENT SHALL CERTAINTEED BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING ANY DAMAGE TO THE BUILDING, ITS CONTENTS, OR ANY PERSONS OR PROPERTY, THAT OCCUR AS A RESULT OF A BREACH. IF YOUR STATE DOES NOT ALLOW EXCLUSIONS OR LIMITATIONS OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

**This warranty applies to Symphony shingles installed during the calendar year of 2015.**