



**OWENS CORNING CUSTOMER RESPONSE CENTER**

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**Limited Product  
Warranty**

on Roofing Shingles



**OWENS CORNING  
ROOFING AND ASPHALT, LLC**  
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1-800-GET-PINK®  
[www.roofing.owenscorning.com](http://www.roofing.owenscorning.com)



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# Limited Product Warranty on Roofing Shingles.

Limitations on the transferability of this warranty are set forth herein.

## Introduction

Thank you for your recent purchase of roofing shingles manufactured by Owens Corning Roofing and Asphalt, LLC ("Owens Corning"). 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, plain-English 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.roofing.owenscorning.com.

## Who Is Covered

Your property must be located in the United States or Canada and you must be the original consumer purchaser (i.e., the property owner, not the installer or contractor), or the first transferee from the original consumer purchaser (Owner) of one of our shingle products listed in the chart at the end of this warranty, you are entitled to the benefits of this warranty.

## What Is Covered

We warrant that your Owens Corning® shingles are free from any manufacturing defects which materially affect their performance on your roof during the Tru PROtection® coverage period and that cause leaks for the balance of the applicable warranty period.

## How Long Are You Covered

The length of your warranty depends on the type of Owens Corning® shingles you purchased. See the chart at the end of this warranty for the specific warranty period that applies to your shingles.

- Tru PROtection® Coverage Period**—During the *Tru PROtection* coverage period of this warranty, our compensation to you will be 100% of material and labor costs, as reasonably determined by Owens Corning, to repair, replace or recover defective shingles, subject to certain limitations. Our compensation will not cover any underlayment, metalwork, flashings or other related work, and we will not cover the cost to remove or dispose of your shingles. The *Tru PROtection* coverage period does not apply to Wind and Algae coverage. Please see "What About Wind Resistance" and "What About Algae Resistance" portions of this warranty for applicable coverage.
- Prorated Period**—Once the *Tru PROtection* coverage period for the Owens Corning® shingles purchased has expired, the prorated period will begin. Material will be covered, but labor will not be covered during the prorated period, and we will take into account the number of years of use you have enjoyed from the original installation date through the date of your claim, and reduce the amount of our compensation to you accordingly. That is, we will prorate the amount of our compensation to you through the date of your claim for any manufacturing defects that cause leaks for the balance of the applicable warranty period. For example: If you have a twenty-five (25) year warranty and you make your claim anytime in the fifteenth (15th) year of the warranty, our compensation to you will be reduced by 14/25ths of the material cost at the time of purchase. For lifetime shingle coverage (for as long as owner owns home), see the "Limited Lifetime" Shingle Proration Table.
- Other Types of Structures**—The coverage for all Owens Corning® shingles offered by this warranty applies only to single family detached homes. In the instance of shingles purchased or installed upon property owned by, for example, corporations, governmental agencies, partnerships, trusts, religious organizations, schools, condominiums or cooperative housing arrangements, or installed on apartment buildings or any other type of building or premises not used by individual homeowners as their residence, the warranty period for lifetime shingles will be forty (40) years from the original installation date of the shingles, and the *Tru PROtection* coverage period will be five (5) years. For lifetime shingle coverage (for as long as owner owns home), see the "Limited Lifetime" Shingle Proration Table.

- Exceptions**—At all times, Owens Corning's obligation of compensation for repair, replacement, or prorated portion of the original purchase price of the defective shingles is subject to certain limitations. Owens Corning will not provide compensation for any underlayment, metalwork, flashings or other related work, and we will not compensate for the cost to remove or dispose of your shingles.
- What About Wind Resistance**—Your shingles contain asphalt sealant that requires direct warm sunlight for several days (Thermal Sealing) 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 achieve Thermal Sealing. Prior to Thermal 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 achieved Thermal Sealing, however, they will be covered under this warranty if they experience blow-offs or wind damage in winds up to the levels listed in the chart at the end of this warranty. HOWEVER, THE COVERAGE AGAINST SHINGLE BLOW-OFFS OR WIND DAMAGE IS IN EFFECT FOR A PERIOD OF FIFTEEN (15) YEARS FOR LIFETIME SHINGLES AND FIVE (5) YEARS FOR ALL OTHER SHINGLES FROM THE ORIGINAL DATE OF INSTALLATION. Owens Corning will be liable only for the reasonable cost of replacing blown-off shingles (to include material and labor) and the reasonable cost of manually sealing the unsealed shingles remaining on the roof.

- What About Algae Resistance**—If the shingles that you purchased were not specifically labeled as "Algae Resistant" (AR), then any discoloration caused due to algae is not covered by this warranty as explained in the section below, "What Is Not Covered". However, if you did purchase AR shingles, they are covered for the period described in the chart at the end of this warranty (prorated after the first year) following the date of installation ("AR Warranty Period") against brown-black staining caused due to growth of blue-green algae (primarily the cyanobacteria *Gloeocapsa magma*). We do not cover the effects of other growth such as mold, lichen and green algae. If brown-black staining occurs during the AR Warranty Period, you will be entitled to the following remedy:

- Remedy for Blue-Green Algae Growth**—If your AR shingles are discolored due to blue-green algae growth during the first year of the AR Warranty Period, we will cover the cost, including labor (such cost not to exceed the initial cost of the AR shingles plus the initial cost of installation), as reasonably determined by Owens Corning, to repair, replace or recover the affected AR shingles, subject to certain limitations. We will not cover any underlayment, metalwork, flashings or other related work, and we will not cover the cost to tear off or dispose of your AR shingles. For purposes of this AR shingle warranty, the term "repair" as used above refers to cleaning or otherwise removing any blue-green algae growth from affected AR shingles. Decisions regarding whether your AR shingles should be repaired, replaced or recovered will be made solely by Owens Corning.
- Proration**—If your AR shingles have been installed longer than one (1) year, labor will not be covered and we will prorate your Compensation to take into account the number of full years of use that you have enjoyed from the original installation date through the date of your claim. For example: If you make your claim anytime in the fourth (4th) year of the AR warranty and the AR warranty length is ten (10) years, our Compensation to you will be reduced by 3/10ths of the reasonable material cost of the affected Owens Corning® AR shingles (such cost not to exceed 7/10ths of the material cost at time of purchase of the Owens Corning® AR shingles).

## Transferability of This Warranty (Note: Based on Original Installation Date)

You can transfer this warranty one (1) time, anytime during the life of the warranty. For this warranty to be transferred, the new Owner must complete and return the attached Warranty Transfer Card, within sixty (60) days after the date of the real estate transfer to obtain the benefits of this warranty. Proof of purchase of the Owens Corning® shingles and the installation date must be submitted at the same time. If the transfer takes place within the *Tru PROtection* Nonprorated period (see "Limited Warranty Information Table"), the second Owner is entitled to the same coverage as the original Owner. If the transfer occurs after the *Tru PROtection* Nonprorated period (see "Limited Warranty Information Table"), the balance of this warranty shall be reduced to a two (2) year period after the date of ownership change. If there is a manufacturing defect that causes leaks during this two (2) year period, our compensation to the second Owner will be based only on the reasonable cost of replacement shingles reduced by the amount of use the second (2nd) Owner and the original Owner have enjoyed from the original installation date through the date of your claim. The AR Warranty Period and Wind Warranty Period are fully transferrable. The second Owner will receive the balance of the coverage outlined in the "Limited Warranty Information Table".

## What Is Not Covered

Our warranty does not cover damage to the Owens Corning® shingles 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 nondefective shingles caused by conditions or handling beyond our control. Some examples of conditions not covered by this warranty include:

- Acts of God, such as hail, strong storms (hurricanes) or winds over the maximum windspeed listed in the chart at the end of this warranty, or ice damming above the area covered by leak barriers or flashings.
- Damage to or failure of the shingles as a result of damage to or the failure of the underlying roofing structure.
- Foot traffic on your roof or damage caused by object(s) (e.g., tree branches) falling on your roof.
- Improper or faulty installation of your shingles—installation must be in accordance with our written installation instructions and comply with local building codes.
- Shading, or variations in the color of your shingles, or discoloration caused due to algae, fungi, lichen or cyanobacteria (unless covered under the section "What About Algae Resistance" above).
- Inadequate ventilation or roof drainage. Some exceptions may apply. If you have questions, please contact us at 1-800-ROOFING.
- Settlement of the structure of your property or buckling or cracking of the deck over which your shingles are installed.
- 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.
- Improper storage, handling or other conditions beyond our control.
- Damages caused by, or the cost to repair or replace, any non-Owens Corning® shingles.
- Improperly designed or installed gutter or downspout systems.
- Any costs that you incur which are not authorized in advance by Owens Corning.

## 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.

## Compensation

Under the terms of this Limited Warranty on Roofing Shingles, the manner of Compensation is at Owens Corning's sole discretion and may be issued in the form of cash settlement and/or material credit for Owens Corning® Products to an existing supplier of Owens Corning® Roofing materials. All costs must be pre-approved by Owens Corning. Note: The prorated material cost will be determined by the cost of the shingles at the original time of purchase.

## No Modifications to this Warranty

This warranty may not be changed or modified. No one, including any representative or employee of Owens Corning and any representative or employee of a contractor or installer has authority to assume any additional liability or responsibility for Owens Corning or in any way modify or change this warranty.

## Claims Process

To make a claim under this warranty, you need to do so within thirty (30) days after you discover the problem. Just call us at 1-800-ROOFING or visit us at: <http://roofing.owenscorning.com/homeowner/warranty/claimform.aspx>. 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 call 1-800-ROOFING or visit our Web site at [www.roofing.owenscorning.com](http://www.roofing.owenscorning.com).

## Limitations

THIS WARRANTY IS EXCLUSIVE AND REPLACES ALL OTHER WARRANTIES, CONDITIONS, REPRESENTATIONS AND GUARANTEES, WHETHER EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, WHETHER BY STATUTE, AT LAW OR IN EQUITY AND IS LIMITED IN LENGTH TO THE EXPRESS WARRANTY PROVIDED ABOVE UNLESS A SHORTER PERIOD IS PERMITTED BY LAW.

PUBLICATION DATE: June 15, 2014

THIS WRITTEN WARRANTY IS YOUR EXCLUSIVE WARRANTY FROM OWENS CORNING AND REPRESENTS THE SOLE REMEDY TO ANY OWNER OF OWENS CORNING® SHINGLES. OWENS CORNING MAKES NO OTHER REPRESENTATIONS, WARRANTIES OR GUARANTEES OF ANY KIND OTHER THAN THOSE STATED EXPLICITLY HEREIN.

YOUR REMEDY FOR DEFECTIVE SHINGLES IS FULLY DESCRIBED IN THE PRECEDING SECTION, "HOW LONG ARE YOU COVERED? YOU ARE NOT ENTITLED TO ANYTHING MORE THAN WHAT IS DESCRIBED IN THAT SECTION UNLESS OTHERWISE COVERED BY AN OPTIONAL OWENS CORNING® ENHANCED WARRANTY. WE ARE NOT RESPONSIBLE FOR ANY INCIDENTAL, CONSEQUENTIAL, SPECIAL, PUNITIVE, OR OTHER DAMAGES OF ANY KIND INCLUDING DAMAGE TO YOUR STRUCTURE OR TO YOUR STRUCTURE'S CONTENTS WHETHER FOR BREACH OF THIS WARRANTY, NEGLIGENCE, STRICT LIABILITY OR OTHER CLAIMS DERIVED IN TORT OR FOR ANY OTHER CAUSE.

Some states or provinces do 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. To the extent that this warranty is inconsistent with local law, this warranty shall be deemed modified to be consistent with such local law. This warranty gives you specific legal rights and you may also have other rights which vary from state to state or province to province. **FOR CANADA ONLY** – The terms in this warranty, except to the extent lawfully permitted, do not exclude, restrict, or modify but are in addition to any provincial laws.

## Limited Warranty Information Table

	Warranty Length	Tru PROtection® Nonprorated Period	Wind Warranty Protection	Wind Warranty Length	Algae Warranty Length
Berkshire®†	Lifetime <sup>A</sup>	10 YRS	110/130 MPH**	15 YRS	15 YRS
Woodmoor®	Lifetime <sup>A</sup>	10 YRS	110/130 MPH**	15 YRS	10 YRS
Woodcrest®	Lifetime <sup>A</sup>	10 YRS	110/130 MPH**	15 YRS	10 YRS
WeatherGuard® HP†/††	Lifetime <sup>A</sup>	10 YRS	110/130 MPH**	15 YRS	10 YRS
Duration® Series ††	Lifetime <sup>A</sup>	10 YRS	130 MPH	15 YRS	10 YRS
Oakridge® †††	Lifetime <sup>A</sup>	10 YRS	110/130 MPH***	15 YRS	10 YRS
Supreme®	25 YRS	5 YRS	60 MPH	5 YRS	10 YRS
Classic®	20 YRS	3 YRS	60 MPH	5 YRS	

<sup>A</sup> For as long as owner owns home.

NOTE: When properly installed, Owens Corning® Hip & Ridge shingle warranty terms will match with the corresponding roofing shingle. (See specific Owens Corning® Hip & Ridge shingle installation instructions for details.)

† Berkshire® Hip & Ridge is required for 15-year Algae Resistance Limited Warranty.  
†† Includes TruDefinition® Duration®, TruDefinition® Duration STORM®, ‡ TruDefinition® Duration® Designer Colors Collection, TruDefinition® Duration MAX,™ Duration® Premium Cool and Duration® Premium shingles.  
††† Includes TruDefinition® WeatherGuard® HP, TruDefinition® Oakridge® and Oakridge® Artisan Colors shingles.

‡ WeatherGuard® HP Hip & Ridge or ProEdge STORM® Hip & Ridge is required to complete UL 2218, Class IV impact-resistant roof system.  
\*\* 110 MPH is standard with 4-nail application. 130 MPH is applicable only with 6-nail application in accordance with installation instructions.

\*\*\* 110 MPH is standard with 4-nail application. 130 MPH is applicable only with 6-nail application and Owens Corning™ Starter Shingle products application along eaves and rakes in accordance with installation instructions.

<sup>A</sup> Proration is calculated annually based on the original installation date. There are no partial year prorations.

Name of Contractor		Date of Installation	
Address			
City	State	ZIP	
Phone Number			

# Owens Corning Roofing and Asphalt, LLC, Limited Warranty on Roofing Shingles— Warranty Transfer Card

## TRANSFER

This card is to be completed at time of warranty transfer.

Original Installation Date: \_\_\_\_\_

Original Purchaser: \_\_\_\_\_

Work Phone: (\_\_\_\_) \_\_\_\_\_

Home Phone: (\_\_\_\_) \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Installed Owens Corning™ Shingle Name: \_\_\_\_\_

Address of Property: \_\_\_\_\_

## Transferred to:

Real Estate Transfer Date: \_\_\_\_\_

New Owner's Name: \_\_\_\_\_

Work Phone: (\_\_\_\_) \_\_\_\_\_

Home Phone: (\_\_\_\_) \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Submitted by: \_\_\_\_\_

## Mail This Card and Proof of Purchase to:

Owens Corning Roofing and Asphalt, LLC

Attn: Roofing Warranty Administrator

PO Box 9170

Canton, MA 02021

Proof of Purchase and Installation Date Enclosed.

Transfer card must be returned within sixty (60) days of the date of real estate transfer.

Call 1-800-ROOFING with questions regarding warranty transfer.

For more information, call 1-800-GET-PINK® or visit our website at: [www.roofing.owenscorning.com](http://www.roofing.owenscorning.com).

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# Owens Corning Roofing and Asphalt, LLC, Limited Warranty on Roofing Shingles— Registration Card

## REGISTRATION

Completion of this registration card is optional.

Original Installation Date: \_\_\_\_\_

Homeowner Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_ Zip: \_\_\_\_\_

Work Phone: (\_\_\_\_) \_\_\_\_\_

Home Phone: (\_\_\_\_) \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Signature of Homeowner: \_\_\_\_\_

Name of Contractor, Company Name & Address: \_\_\_\_\_

**Note:** Please retain proof of purchase and installation date with your important records in the event that you choose to transfer this warranty in the future.

## Owens Corning® Roofing Product Registration:

Installed Owens Corning® Shingle Name: \_\_\_\_\_

Color Name: \_\_\_\_\_

Number of Squares Purchased: \_\_\_\_\_

Was your new roof installed over existing shingles?

yes  no  don't know

**Other Owens Corning® Products Installed:** YES NO DON'T KNOW

VentSure® Ventilation Products:

WeatherLock® Ice/Water Barrier Products:

Owens Corning® Underlayment Products:

Owens Corning® Starter Shingle:

Owens Corning® Hip & Ridge Shingles:

Other Owens Corning® Products: \_\_\_\_\_

Your registration information will be added into our warranty database. From time to time, Owens Corning may use that database to contact you with other information or product offers unless you check the box below regarding this database. No additional information will be released.  
 No, please do not contact me with other offers.  
 No, please do not include me in the shingle viewing database.

For more information, call 1-800-GET-PINK® or visit our website at: [www.roofing.owenscorning.com](http://www.roofing.owenscorning.com).

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<sup>A</sup> For as long as owner owns home.

