



# INTERNATIONAL WARRANTY ENGLISH

## 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 and concise 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 (766-3464) or visit our website at [www.owenscorning.com/roofing](http://www.owenscorning.com/roofing).

## Who Is Covered

If you live outside of the United States or Canada and you are the original consumer purchaser (i.e., the homeowner, not the installer or contractor) 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.

## Transferability of This Warranty

This warranty is personal to you and may not be transferred to any subsequent purchasers of your home.

## What Is Covered

We warrant that your Owens Corning® Shingles are free from any manufacturing defects that materially affect their performance on your roof during the TRU PROtection® coverage period or 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.

1. TRU PROtection® Coverage Period — During the TRU PROtection® coverage period of this warranty, our payment to you will be 100% of material costs (excluding labor), as reasonably determined by Owens Corning, to repair, replace, or recover defective shingles, subject to certain limitations. Our payment 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 or Algae coverage. Please see **"What About Wind Resistance"** and **"What About Algae Resistance"** portions of this for applicable coverage.
2. 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 months of use you have enjoyed from the original installation date through the date of your claim, and reduce the amount of our payment to you accordingly. That is, we will prorate the amount of our payment 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 (i.e., 300 months) and you make your claim in the last month of the 20th year of the warranty (i.e., the 240th month), we will not cover labor, but our payment to you will be 60/300ths (such cost not to exceed 60/300ths of the material cost at the time of purchase). For lifetime shingle coverage, see the **"Lifetime Shingle Proration Table."**

3. Other Types of Shingles — The coverage for all lifetime 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, 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, see **"Lifetime Shingle Proration Table."**

## Lifetime Shingle Proration Table

STRUCTURE/ OWNER	TRU PROTECTION® PERIOD YEARS 1-10	PRORATED PERIOD YEARS 11-40	PRORATED PERIOD YEARS 41 AND BEYOND
Single-family detached home owned by individuals	100%	80% reduced by 2% every year thereafter until year 40	20%
STRUCTURE/ OWNER	YEARS 1-5	YEARS 6-40	YEARS 41 AND BEYOND
Any other types of structures or owners	100%	87.5% reduced by 2.5% every year thereafter until year 40	No coverage

4. Exceptions — At all times, the obligation of Owens Corning to pay for repair, replacement, or prorated portion of the original purchase price of the defective shingles is subject to certain limitations. All material costs must be pre-approved by Owens Corning, and Owens Corning retains the right to provide materials in lieu of compensation. Any replacement Owens Corning® products will be warranted only for the remainder of the original warranty period. Additionally, Owens Corning will not pay for any underlayment, metalwork, flashings, or other related work. We will not compensate for the removal and replacement of solar panels or other rooftop equipment, and we will not pay for the cost to remove or dispose of your shingles.
5. 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 (material only).

6. What About Algae Resistance — If the Shingle Products that you purchased were not specifically labeled as **“Algae Resistant”** (AR), then any discoloration caused by algae is not covered by this warranty as explained in the section **“What Is Not Covered.”** However, if you did purchase AR Shingle Products, they are covered for the period described in the **“Limited Warranty Information Table”** at the end of this warranty following the date of installation (**“AR Warranty Period”**) against brown-black staining caused by growth of cyanobacteria *Gloeocapsa magma* algae. To be eligible for 25-year AR coverage, you must use one of the following Owens Corning® Hip & Ridge Shingles: Berkshire®, DecoRidge®, DuraRidge®, ImpactRidge®, ProEdge®, or RIZERidge®. 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:

- A. **Non-Prorated Period** — From the installation of the shingles until ten (10) years after the date of installation, we will compensate you for the cost, including labor (such cost not to exceed the cost of the AR Shingle Products plus the cost of installation), as reasonably determined by Owens Corning, to repair, replace, or recover the affected AR Shingle Products. For purposes of this AR Shingle Products warranty, the term “repair” as used above refers to cleaning or otherwise removing any algae growth from affected AR Shingle Products. Decisions regarding whether your AR Shingle Products should be repaired, replaced, or recovered will be made solely by Owens Corning.
- B. **Prorated Period** — Once the non-prorated coverage period for algae resistance (as described above) has expired, the prorated period will begin. During this prorated period, we will provide compensation limited to a prorated amount of the cost of the affected AR shingles. No labor or other costs will be covered during the prorated period, and we will 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, and reduce the amount of our compensation to you accordingly. For example: If you purchased a shingle with a 25-year AR warranty period, and you make your claim anytime in the 16th year of the warranty, our compensation to you will be the amount of the cost of the affected Owens Corning® AR Shingle Products reduced by 16/25ths of the cost at the time of purchase of the affected AR Shingle Products.
- C. \*\*\*\*If a qualifying Owens Corning® manufactured Hip & Ridge shingle is **not** used, the AR warranty period is reduced from 25 to 10 years and the non-prorated period will be 1 year.
- D. See Limited Warranty Information table below for applicable AR product coverage.

NOTE: In some coastal areas and/or areas with limited rainfall, copper released by algae-resistant shingles can cause excessive corrosion to aluminum gutters. In these regions, Owens Corning recommends using vinyl gutters and will not be liable for any damage that may result from using aluminum gutters with algae-resistant shingles.

#### What Is Not Covered

Our warranty does not cover damage to the 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 non-defective shingles caused by conditions or handling beyond our control. Some examples of conditions not covered by this warranty include:

1. 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.
2. Roof damage or leaks caused by pre-existing conditions, underlying roofing materials, underlying structural failures, settlement, or any defective areas on or near the roof that are not part of the

Roofing System. Examples include siding, faulty counterflashing, or improperly designed or installed gutter or downspout systems.

3. Foot traffic on your roof or damage caused by object(s) (e.g., tree branches) falling on your roof.
4. Improper or faulty installation of your shingles — installation must be in accordance with our written installation instructions and comply with local building codes.
5. Shading, or variations in the color of your shingles, or discoloration caused by algae, fungi, lichen, or cyanobacteria (unless covered under the section **“What About Algae Resistance”**).
6. Damage caused by improper or inadequate roof ventilation or roof drainage, unvented attics, or enclosed roof rafter assemblies.
7. Damage caused by, or the cost to repair or replace, any non-Owens Corning® products, including but not limited to metal work, counterflashing, failed and/ or corroded roof nails, or pipe boots that allow water to enter the structure or Roofing System.
8. Damage to the shingles caused by alterations made after completion of application, including structural changes, equipment, or solar panel installation, painting, the application of cleaning solutions not in accordance with our algae removal instructions, coatings, or other modifications.
9. Any damage due to debris, resins, or drippings from foliage.
10. Improper storage, handling, or other conditions beyond our control.
11. Any costs that you incur that are not authorized in advance by Owens Corning.

#### No Modifications To This Warranty

The terms of this warranty may not be waived or modified (whether by a statement, omission, course of dealing, or any act), except in writing signed by an officer of Owens Corning or a licensed attorney in the Owens Corning legal department, the Owens Corning Field Technical Leader, or Field Technical Manager. Other than such an officer or attorney, Field Technical Leader, or Field Technical Manager, nobody (regardless of whether an Owens Corning employee, a contractor, an installer, or otherwise) has authority to act on behalf of Owens Corning (for example to waive or modify this warranty, to make representations or warranties, or to undertake any liability). This warranty represents the entire agreement between the parties and replaces all other communications, warranties, representations, and guarantees.

#### 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.

#### Payment

Under the terms of this Limited Warranty on Roofing Shingles, the manner of payment is at the sole discretion of Owens Corning and may be issued in the form of either/or a combination of cash settlement and/ or material credit to an existing supplier of Owens Corning® Roofing Materials. Note: The prorated material cost will be determined by the cost of the shingles at the original time of purchase.

#### Claims Process

To make a claim under this warranty, you must do so within thirty (30) days after you discover the problem. To fully evaluate your claim, we may ask you to provide, at your expense, pictures of your shingles or shingle samples for us to test. You must do so in order to be eligible to make a claim under this warranty. To submit a claim please visit us at <https://www.owenscorning.com/en-us/roofing/warranty#manage-your-warranty>.

For general warranty questions, please email us at [warranty.answers@owenscorning.com](mailto:warranty.answers@owenscorning.com). If you repair or replace your Owens Corning® products before Owens Corning has made a determination on your claim, your claim may be denied.

**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.

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 THE OPTIONAL OWENS CORNING PREFERRED PROTECTION LIMITED WARRANTY\* OR THE PLATINUM PROMISE™ LIMITED 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 countries 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. This warranty gives you specific legal rights, and you may also have other rights that vary from country to country.

**Limited Warranty Information Table**

Algae-Resistant Shingles

	WARRANTY* LENGTH	TRU PROTECTION® COVERAGE PERIOD	WIND WARRANTY PROTECTION	WIND WARRANTY PERIOD	AR <sup>1</sup> WARRANTY PERIOD
Berkshire®	Lifetime <sup>Δ</sup>	10 YRS	130 MPH	15 YRS	25 YRS****
Woodmoor®	Lifetime <sup>Δ</sup>	10 YRS	110/130 MPH**	15 YRS	25 YRS****
Woodcrest®	Lifetime <sup>Δ</sup>	10 YRS	110/130 MPH**	15 YRS	25 YRS****
Duration® Series <sup>††</sup>	Lifetime <sup>Δ</sup>	10 YRS	130 MPH	15 YRS	25 YRS****
Oakridge® <sup>†††</sup>	Lifetime <sup>Δ</sup>	10 YRS	110/130 MPH***	15 YRS	25 YRS****
Supreme®	25 YRS	5 YRS	60 MPH	5 YRS	10 YRS

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

<sup>1</sup> AR is available regionally. Visit [www.owenscorning.com/roofing](http://www.owenscorning.com/roofing) for availability in your zip code.

\* Applies to Owens Corning® Shingles and Owens Corning® Hip & Ridge Shingles. Three (3) qualifying components must be installed in addition to the shingles in order for all other Owens Corning components to qualify for this warranty.

†† Includes TruDefinition® Duration MAX®, TruDefinition® Duration® COOL Plus, TruDefinition® Duration® COOL, TruDefinition® Duration® Designer, TruDefinition® Duration FLEX®<sup>‡</sup>, TruDefinition® Duration STORM®<sup>‡</sup>, Duration® Premium, TruDefinition® Duration® Shingles.

††† Includes TruDefinition® Oakridge® Shingles.

‡ TruDefinition® Duration FLEX® and TruDefinition® Duration STORM® Shingles require ImpactRidge® Hip & Ridge Shingles to complete UL 2218, Class IV impact-resistant roof system.

\*\* 130 MPH is applicable only with Owens Corning® Starter Shingle products application along eaves and rakes 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.

\*\*\*\* 25-year AR coverage requires the use of Owens Corning® Berkshire®, DecoRidge®, DuraRidge®, ImpactRidge®, ProEdge®, or RIZERidge®, Hip & Ridge Shingles. If a qualifying Owens Corning® manufactured ridge product is not used, the AR warranty period is reduced from 25 to 10 years, and the non-prorated period will be 1 year.

Name of Homeowner \_\_\_\_\_ Name of Contractor \_\_\_\_\_ Date of Installation \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State/Province \_\_\_\_\_ ZIP/Postal Code \_\_\_\_\_ Country \_\_\_\_\_

Homeowner Phone \_\_\_\_\_

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