



BPCO FIVE-STAR SHINGLE WARRANTY

WHAT IS THE MAXIMUM LIABILITY OF THE MANUFACTURER?

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If a manufacturing defect appears during the first five (5) years of the warranty period (*), BP will, at its option:

- repair or replace, at its own expense, the defective shingles or
- pay to the owner of the property the repair or replacement cost of the defective shingles, according to BP's estimate at the time of the claim.

If a manufacturing defect appears after the fifth (5th) year of the warranty period (**), BP will pay to the owner of the property the repair or replacement cost of the defective shingles, according to BP's estimate at the time of the claim, reduced by a percentage based on the number of years elapsed since the

completion date of installation of the BP shingles. This reduction or proration is set out in Table "B".

Note: Whenever possible, BP will replace defective shingles with shingles of the same colour. However, because colour variations exist between shingles manufactured at different times and because BP may discontinue or modify colours, BP reserves the right to replace defective shingles with shingles of the nearest colour.

BP will not be responsible for differences in colour between replacement shingles and others not replaced, caused by normal weathering.

* Three (3) years in the case of LO/SLOPE shingles.

** After the third year in the case of LO/SLOPE shingles

THE FIVE-STAR WARRANTY:

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BPCO, a division of Emco Limited, ("BP"), warrants to the owner of the property on which BP shingles are installed that the shingles are free from manufacturing defects which may result in water leakage during the warranty period.

WHO MAY BENEFIT FROM THE FIVE-STAR WARRANTY?

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The owner who installs BP shingles on his property or who has them installed and any subsequent owner of the property, this warranty being fully transferable.

WHAT IS THE WARRANTY PERIOD?

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The warranty period for the type of shingles installed is shown in Table "A" starts on the date the installation of the BP shingles is completed.

TABLE "A"
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Type of shingles	Warranty period (years)
SUPER ECLIPSE	35
ECLIPSE	30
ECLIPSE H/R	*
ELEGANCE	35
ROOFMASTER PLUS	30
TRADITION	30
SUPER-LOK	30
ROOFMASTER	25
RAMPART	25
TITE-LOK	25
CITADEL	20
TITE-ON	20
LO/SLOPE	12

* The warranty period for ECLIPSE H/R corresponds to the warranty of the SUPER ECLIPSE or ECLIPSE shingles installed on the rest of the roof. When sold separately, a 30-year warranty applies.

TABLE "B"
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Years	Warranty Period				
	(12 years)	(20 years)	(25 years)	(30 years)	(35 years)
1	100.00%	100.00%	100.00%	100.00%	100.00%
2	100.00%	100.00%	100.00%	100.00%	100.00%
3	100.00%	100.00%	100.00%	100.00%	100.00%
4	75.00%	100.00%	100.00%	100.00%	100.00%
5	66.67%	100.00%	100.00%	100.00%	100.00%
6	58.33%	75.00%	80.00%	83.33%	85.71%
7	50.00%	70.00%	76.00%	80.00%	82.86%
8	41.67%	65.00%	72.00%	76.67%	80.00%
9	33.33%	60.00%	68.00%	73.33%	77.14%
10	25.00%	55.00%	64.00%	70.00%	74.29%
11	16.67%	50.00%	60.00%	66.67%	71.43%
12	8.33%	45.00%	56.00%	63.33%	68.57%
13	0.00%	40.00%	52.00%	60.00%	65.71%
14		35.00%	48.00%	56.67%	62.86%
15		30.00%	44.00%	53.33%	60.00%
16		25.00%	40.00%	50.00%	57.14%
17		20.00%	36.00%	46.67%	54.29%
18		15.00%	32.00%	43.33%	51.43%
19		10.00%	28.00%	40.00%	48.57%
20		5.00%	24.00%	36.67%	45.71%
21		0.00%	20.00%	33.33%	42.86%
22			16.00%	30.00%	40.00%
23			12.00%	26.67%	37.14%
24			8.00%	23.33%	34.29%
25			4.00%	20.00%	31.43%
26			0.00%	16.67%	28.57%
27				13.33%	25.71%
28				10.00%	22.86%
29				6.67%	20.00%
30				3.33%	17.14%
31				0.00%	14.29%
32					11.43%
33					8.57%
34					5.71%
35					2.86%
36					0.00%

**WHAT STANDARDS MUST BE MET
FOR THE WARRANTY TO BE VALID?**

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To benefit from the Five-Star Warranty, the following standards have to be met:

- (a) the shingles must have been installed in accordance with BP's published application instructions;
- (b) the roof and each part of it must be designed and built in accordance with the National Building Code of Canada. All roof structures must be provided with through ventilation and the deck over which the shingles are installed must meet minimum building code requirements. Where local building codes have specific requirements which differ from those of the National Building Code, the more stringent requirement must be followed;
- (c) to ensure compatibility, only BP cements or equivalent cements that meet applicable CAN/CGSB standards may be used.

WHAT IS NOT COVERED?

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The following damages are not covered by the Five-Star Warranty and, as such, BP will not, at any time, be liable for:

- (a) any property damage, physical injury or economic loss resulting, directly or indirectly, from a manufacturing defect in the shingles;
- (b) any damage to the shingles caused by gales, lightning, hurricanes, tornadoes, hailstorms, Acts of God, fortuitous events or force majeure,

- (c) any damage to the shingles caused by the settlement, distortion, failure, cracking or movement of the roof deck, walls or foundation of the building, as well as defects or failure of flashing or metal work;
- (d) any damage to the shingles caused by transport, misuse, or improper handling or storage of the shingles;
- (e) any damage to the shingles caused by traffic on the roof or by impact of foreign objects;
- (f) any damage to the shingles caused by work performed on or to the roof.

**THE FIVE-STAR WARRANTY
ALSO EXCLUDES:**

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- (a) appearance problems related to multiple layer installation (application over old shingles) such problems being typical of this type of installation; and
- (b) any claim which has been settled by way of a cash payment pursuant to this warranty.

BP will not accept any claim for repair work or replacement of defective shingles unless BP is given the opportunity to inspect the shingles and consents to the work, in writing.



HOW TO MAKE YOUR CLAIM?

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Claims under the Five-Star Warranty must be made in writing as soon as the manufacturing defect is discovered and in any event no more than thirty (30) days after such discovery. Claims may be delivered by hand, transmitted by fax or sent by registered mail, to the following address:

BPCO, a division of Emco Limited

In Eastern Canada: 9510 St-Patrick, LaSalle (Quebec) H8R 1R9, Fax no.: (514) 364-0130

In Western Canada: 3703 - 101 Avenue N.E., P.O. Box 576, Edmonton, Alberta T5J 2K8 Fax: (403) 465-1181

Attention: Quality Manager

The claim must include a copy of the invoice or contract establishing the date of installation of the shingles along with the completed questionnaire on the reverse side of this warranty.

WHAT ELSE SHOULD THE OWNER KNOW?

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1. THERE ARE NO OTHER CONVENTIONAL WARRANTIES OF BP, WHETHER ORAL OR WRITTEN, EXPRESS OR IMPLIED.
2. THE FIVE-STAR WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY HAVE DIFFERENT RIGHTS WHICH MAY VARY FROM PROVINCE TO PROVINCE ACCORDING TO APPLICABLE LEGISLATION. THIS WARRANTY DOES NOT EXCLUDE OR LIMIT THOSE RIGHTS BUT SHALL RUN CONCURRENTLY WITH THEM.
3. ANY PROVISION OF THIS WARRANTY WHICH IS INCOMPATIBLE WITH SOME PUBLIC ORDER PROVINCIAL LEGISLATION WILL NOT INVALIDATE THE REMAINING PROVISIONS OF THIS WARRANTY. SOME PROVINCIAL LEGISLATION MAY FORBID RESTRICTIONS ON WARRANTIES GRANTED BY LAW. IN CASE COVERED BY SUCH LEGISLATION, THESE RESTRICTIONS DO NOT APPLY TO THE OWNER OF THE PROPERTY.

★ *Name of claimant:* _____

★ *Address of claimant:*
Street: _____ City: _____
Province: _____ Postal Code: _____ Phone No.: () _____

★ *Address of the building on which shingles are installed (if different from the one listed above):*
Street: _____ City: _____
Province: _____ Postal Code: _____

★ *The shingle were (please check -√- the appropriate statement):*
Self-installed ☐ Installed by a professional contractor ☐
Name of roofing firm: _____
Roofing firm address: _____ City: _____
Province: _____ Postal Code: _____ Phone No.: () _____

★ *Installation specifications:*
Date of completion of installation: _____ 19____ Type of shingle installed: _____
Colour: _____ Number of bundles installed: _____
Production code on shingle wrappers: _____ Total installed cost (including materials and labour): \$ _____

★ *I hereby certify that, to the best of my knowledge, the information listed herein is accurate:*
Signature of building owner: _____ Signature of roofing contractor: _____
Date: _____ 19____

IMPORTANT: This is your BPCO Product Registration Card. By returning this questionnaire in the next 10 days, we can confirm the date of purchase for your new BPCO product. This confirmation will facilitate our ability to process warranty claims, especially if your original proof of purchase is lost. Please feel free to ignore any questions that you would prefer not to answer - completion is not necessary for your guarantee. Also, please complete the information on the Warranty claim form, but keep it for your records.



Registering your ownership: By filling in these details you will assist BPCO in contacting you, if necessary, about your purchase and about new products.

J8A02-01

1. 1. ☐ Mr. 2. ☐ Mrs. 3. ☐ Ms. 4. ☐ Miss

First Name Family Name

Street Apt. No.

City Province Postal Code

2. Language Preference:

1. ☐ English 2. ☐ French

3. Date of Purchase: Month Day Year

B. About your purchase: BPCO is keen to listen to their customers to learn about their changing needs. Your Answers - and those of other customers - will be a great help to them.

4. What is the age of your home?

1. ☐ 0 - 10 years 2. ☐ 11 - 15 years 3. ☐ 16 - 20 years 4. ☐ 21 - 25 years 5. ☐ 25+ years

5. What is the current value of your home?

1. ☐ \$50,000 - \$99,000 2. ☐ \$100,000 - \$149,000 3. ☐ \$150,000 - \$200,000 4. ☐ \$200,000+

6. Who installed the shingles?

1. ☐ I did 2. ☐ I bought them, but had them installed 3. ☐ A contractor recommended by the dealer 4. ☐ A contractor supplied and installed them

Why are you replacing shingles?

1. ☐ My roof was leaking 2. ☐ Poor appearance of roof 3. ☐ New home installation 4. ☐ To prevent leaks 5. ☐ Storm damage 6. ☐ Other

8. Why did you select shingles?

1. ☐ Style 2. ☐ Colour 3. ☐ Roofer recommendation 4. ☐ Warranty 5. ☐ Price 6. ☐ Quality 7. ☐ Brand name 8. ☐ Dealer recommendation

9. Was the roof:

1. ☐ New? 2. ☐ Partially repaired? 3. ☐ Completely replaced?

C: About yourself: BPCO would also like to know more about you as a person - it helps when designing new products and planning advertising. Knowing more about you also helps ConsumerLink and other responsible organizations to ensure that, if you choose to receive information by mail, it will interest you.

10. Date of birth of person whose name appears above: Month Year

11. Excluding yourself, what is the GENDER and AGE (in years) of children and other adults living in your household?

1. ☐ No one else in household 2. ☐ Child under 1 year

Male Female Age Male Female Age

1. ☐ 2. ☐ years 1. ☐ 2. ☐ years

1. ☐ 2. ☐ years 1. ☐ 2. ☐ years

12. Marital Status:

1. ☐ Married 2. ☐ Divorced/Separated 3. ☐ Widowed 4. ☐ Single/Never Married

13. Occupation:

	You	Spouse
Homemaker.....	<input type="checkbox"/>	1. <input type="checkbox"/>
Professional/Technical.....	<input type="checkbox"/>	2. <input type="checkbox"/>
Upper Management.....	<input type="checkbox"/>	3. <input type="checkbox"/>
Middle Management.....	<input type="checkbox"/>	4. <input type="checkbox"/>
Sales/Marketing.....	<input type="checkbox"/>	5. <input type="checkbox"/>
Clerical or Service Worker.....	<input type="checkbox"/>	6. <input type="checkbox"/>
Tradesman/Machine Operator/Labourer.....	<input type="checkbox"/>	7. <input type="checkbox"/>
Retired.....	<input type="checkbox"/>	8. <input type="checkbox"/>
Student.....	<input type="checkbox"/>	9. <input type="checkbox"/>
Self Employed/Business Owner.....	<input type="checkbox"/>	10. <input type="checkbox"/>
Work from Home Office.....	<input type="checkbox"/>	11. <input type="checkbox"/>

14. Which group describes your annual family income?

1. <input type="checkbox"/> Under \$15,000	8. <input type="checkbox"/> \$45,000-\$49,999
2. <input type="checkbox"/> \$15,000-\$19,999	9. <input type="checkbox"/> \$50,000-\$59,999
3. <input type="checkbox"/> \$20,000-\$24,999	10. <input type="checkbox"/> \$60,000-\$74,999
4. <input type="checkbox"/> \$25,000-\$29,999	11. <input type="checkbox"/> \$75,000-\$99,999
5. <input type="checkbox"/> \$30,000-\$34,999	12. <input type="checkbox"/> \$100,000-\$124,999
6. <input type="checkbox"/> \$35,000-\$39,999	13. <input type="checkbox"/> \$125,000-\$149,999
7. <input type="checkbox"/> \$40,000-\$44,999	14. <input type="checkbox"/> \$150,000 & over

15. Education: (check highest level completed)

	You	Spouse
Some High School or Less.....	<input type="checkbox"/>	1. <input type="checkbox"/>
Completed High School.....	<input type="checkbox"/>	2. <input type="checkbox"/>
Vocational/Technical School.....	<input type="checkbox"/>	3. <input type="checkbox"/>
College.....	<input type="checkbox"/>	4. <input type="checkbox"/>
University.....	<input type="checkbox"/>	5. <input type="checkbox"/>

16. Which of the following credit cards do you use regularly? (check all that apply)

1. <input type="checkbox"/> American Express	5. <input type="checkbox"/> Retail/Department Store
2. <input type="checkbox"/> Visa	6. <input type="checkbox"/> Gas/Oil Company
3. <input type="checkbox"/> MasterCard	7. <input type="checkbox"/> None of the above
4. <input type="checkbox"/> Diners Club	8. <input type="checkbox"/> Do not use

17. For your primary residence, do you:

1. ☐ Own a House? 2. ☐ Own a Townhouse or Condominium? 3. ☐ Rent a House? 4. ☐ Rent an Apartment, Townhouse or Condominium?

18. Which of the following do you plan to do within the next 6 or 12 months? (check all that apply)

	1-6 Months	7-12 Months
Get Married.....	<input type="checkbox"/>	1. <input type="checkbox"/>
Have a Baby.....	<input type="checkbox"/>	2. <input type="checkbox"/>
Buy a House.....	<input type="checkbox"/>	3. <input type="checkbox"/>
Remodel a Home.....	<input type="checkbox"/>	4. <input type="checkbox"/>
Move.....	<input type="checkbox"/>	5. <input type="checkbox"/>
Change Jobs.....	<input type="checkbox"/>	6. <input type="checkbox"/>
Retire.....	<input type="checkbox"/>	7. <input type="checkbox"/>
Buy a New Car.....	<input type="checkbox"/>	8. <input type="checkbox"/>
Lease a New Car.....	<input type="checkbox"/>	9. <input type="checkbox"/>
Buy a Used Car.....	<input type="checkbox"/>	10. <input type="checkbox"/>

19. A) Do you or your spouse own a passenger vehicle?

1. ☐ Yes 2. ☐ No

B) Please give details about the primary passenger vehicle that you (or your spouse) own.

Make: 1. ☐ GM 2. ☐ Ford 3. ☐ Chrysler 4. ☐ Import

Model: 1. ☐ Luxury 2. ☐ Full Size 3. ☐ Subcompact 4. ☐ Sporty 5. ☐ Intermediate 6. ☐ Truck 7. ☐ Van 8. ☐ Compact 9. ☐ R.V.

Year: 1 9 Price: \$, . 0 0