

**EMCO SHINGLE WARRANTIES**

**FIVE - STAR / FIBERGLASS LIMITED WARRANTIES**

EMCO's Five-Star Limited Warranty covers its full range of organic shingles.

EMCO's Fiberglass Shingle Limited Warranty is set out below.

**THE EMCO WARRANTY**

EMCO Building Products Corp., 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, subject to the conditions and restrictions set out below.

**WHO MAY BENEFIT FROM THE EMCO WARRANTY?**

The owner of a building in Canada or the United States on which BP shingles are installed, either by the owner personally or through a contractor.

**WARRANTY TRANSFERABILITY**

**Five-Star Warranty**

The Five-Star warranty is fully transferable to subsequent owners of the property.

**Fiberglass Shingle Warranty**

The Fiberglass Shingle warranty is transferable once, to the subsequent owner of the property. If transfer occurs in the first five years, the warranty period continues unchanged. For transfers after year 5, the warranty period will be the lesser of two (2) years or the balance of the original warranty period in the Warranty Years Table.

**WHAT IS THE WARRANTY COVERAGE?**

**Five-Star Warranty Up-Front Coverage**

The warranty periods for the complete range of BP shingles are set out in the Warranty Coverage Table. Warranties run from the date the installation of the BP shingles is completed. In addition, for ECLIPSE shingles the warranty may be extended for the lifetime of the owner if the Lifetime Warranty conditions set out below are met. If prescribed BP shingles are used for Hip & Ridge, they will be warranted for the duration of the warranty covering the shingles installed on the roof.

If a manufacturing defect appears during the first ten (10) years following installation of ECLIPSE shingles, or the first five (5) years in the case of other BP organic shingles and three (3) years in the case of Citadel ("the up-front coverage period"), EMCO will, at its option:

- (a) repair or replace, at its own expense the defective shingles and any installed BP eave protection and BP underlayment, **including** the cost of related metal work, vents, tear-off and disposal of the defective shingles, or
- (b) pay to the owner the cost of repair or replacement of the defective shingles including labour, according to EMCO's reasonable estimate at the time of the claim **including** the cost of related metal work, vents, tear-off and disposal of the defective shingles.

**Five-Star Warranty After Up-Front Coverage**

If a manufacturing defect appears during the remainder of the warranty period after the end of the up-front coverage, EMCO will pay to the owner of the property the repair or replacement cost of the defective shingles and any installed BP eave protection and BP underlayment **including** the cost of related metal work, vents, tear-off and disposal of the defective shingles, according to EMCO's reasonable estimate at the time of the claim, reduced proportionally by the number of years elapsed since installation, as set out in the Warranty Years Table. EMCO payment is conditional upon completion of the repairs within one year of making the complaint.

The warranty coverage for shingles which are repaired or replaced under warranty corresponds in all cases to the remainder of the warranty period and balance of coverage applicable to the shingles being replaced.

**Fiberglass Shingle Warranty Up-Front Coverage**

The warranty periods for the complete range of BP shingles are set out in the Warranty Coverage Table. Warranties run from the date the installation of the BP shingles is completed. If prescribed BP Hip and Ridge shingles are used, they will be warranted for the duration of the warranty covering the shingles installed on the roof.

If a manufacturing defect appears during the first five (5) years in the case of any BP fiberglass shingles ("the up-front coverage period"), EMCO will, at its option:

- (a) repair or replace, at its own expense the defective shingles and any installed BP eave protection and BP underlayment, **excluding** the cost of metal work, vents, tear-off and disposal of the defective shingles, or
- (b) pay to the owner the cost of repair or replacement of the defective shingles including labour, according to EMCO's reasonable estimate at the time of the claim **excluding** the cost of metal work, vents, tear-off and disposal of the defective shingles.

**Fiberglass Shingle Warranty After Up-Front Coverage**

If a manufacturing defect appears during the remainder of the warranty period after the end of the up-front coverage, EMCO will pay to the owner of the property the cost of the defective shingles and any installed BP eave protection and underlayment, according to EMCO's reasonable estimate at the time of the claim, reduced proportionally by the number of years elapsed since installation, as set out in the Warranty Years Table. EMCO payment is conditional upon completion of the repairs within one year of making the complaint.

**FIVE YEAR LIMITED WIND DAMAGE WARRANTY**

EMCO warrants its shingles for five (5) years after installation against blow-off or damage due to wind velocities, including gusts, up to a maximum of 175 km/h (110 mph) - see the Warranty Coverage Table for details.

Special application instructions: all shingles must be fastened with 6 nails (4 nails in the case of WEATHER-TITE AND WEATHER-TITE GL) and shingles at the roof edges must be secured with a thin 4 inch wide layer of plastic cement. When shingles are installed using 4 nails without cement at roof edges, (regular installation) the wind warranty is limited to 115 km/h (70 mph). Self-sealing shingles contain adhesive strips which seal when exposed to higher temperatures after installation. For this reason, shingles installed in the fall or winter may not seal for a considerable period until temperatures rise sufficiently to produce a proper seal. In addition, contamination of the self-sealing adhesive by dust or foreign matter may prevent the sealing strip from achieving a full thermal seal. Prior to sealing, shingles are more vulnerable to wind damage.

The foregoing Wind Warranty does not apply unless shingles have been installed correctly and self-sealing adhesive strips have properly bonded.

If BP shingles which meet the above conditions are blown off or damaged by winds not exceeding the velocities set out below, EMCO will at its option reimburse the reasonable cost of replacing the blown-off or damaged shingles and/or handsealing remaining shingles, as required. Data available from Environment Canada and/or the National Weather Service will be used to determine wind and gust speeds.

**ECLIPSE FIVE-STAR LIFETIME LIMITED WARRANTY**

For eligible owners and properties, ECLIPSE shingles will remain warranted for the lifetime of the original owner and warranty holder, according to the terms and conditions set out in the section below in addition to the terms and limitations of the Five-Star Limited Warranty which also apply to all matters not otherwise covered under these Lifetime Warranty provisions.

**WARRANTY COVERAGE TABLE**

The warranty coverage for shingles which are repaired or replaced under warranty corresponds in all cases to the remainder of the warranty period and balance of coverage applicable to the shingles being replaced.

Shingle brand	5 Stars Up-Front Coverage (in years)	Fiberglass Shingles Up-Front Coverage (in years)	Warranty Period (in years)	Wind Warranty			
				Regular Installation		As per special application instruction	
				km/h	mph	km/h	mph
Eclipse (LS)	10	N/A	35/Life-time*	115	70	175	110
Tradition	5	N/A	30	115	70	145	90
Weather-Tite	5	N/A	25	115	70	175	110
Roofmaster	5	N/A	25	115	70	145	90
Mirage	5	N/A	25	115	70	130	80
Europa	5	N/A	30	115	70	130	80
Rampart	5	N/A	25	115	70	130	80
Tite-Lok	5	N/A	25	115	70	130	80
Pro-Standard (U.S. only)	5	N/A	25	115	70	130	80
Citadel	3	N/A	20	115	70	115	70
Everest	N/A	5	35	115	70	160	100
Harmony	N/A	5	30	115	70	145	90
Yukon	N/A	5	30	115	70	130	80
Weather-Tite GL (West only)	N/A	5	25	115	70	145	90
Dakota	N/A	5	25	115	70	115	70
Hip & Ridge			As per shingles installed				

\* subject to terms and conditions herewith

## WHAT ARE THE ADDITIONAL REQUIREMENTS FOR THE ECLIPSE FIVE-STAR LIFETIME LIMITED WARRANTY?

The Five-Star ECLIPSE Lifetime Warranty covers individual owners who apply ECLIPSE shingles to their single-family home, provided they are sole owner of the home which serves primarily as the owner's residence. Commercial and industrial buildings, condominiums, multi-occupant buildings, health care institutions, schools, religious institutions and all buildings which are not used principally as a dwelling for the owner and owner's family are not eligible, and only individual owners qualify, to the exclusion of companies, corporations, partnerships, trusts, estates and properties owned by more than one individual.

At the end of 29 years, the Five-Star Limited Warranty on ECLIPSE shingles will reach 20% coverage as shown in the Warranty Years Table. Under the Five-Star Lifetime Limited Warranty, coverage will then continue without further reduction, for the lifetime of the owner. If ownership of the home is transferred at any time, the Five-Star Lifetime Limited Warranty will cease to apply and the Five-Star ECLIPSE Limited Warranty will apply thereafter for the remainder (if any) of the 35-year ECLIPSE Five-Star Limited Warranty period shown in the Warranty Years Table.

*(The Lifetime Warranty does not constitute and should not be interpreted as a statement or representation as to the durability of ECLIPSE shingles.)*

## LIMITATION OF IMPLIED WARRANTIES

THE DURATION OF ANY IMPLIED WARRANTIES INCLUDING, WITHOUT LIMITATION, IMPLIED WARRANTIES OF MERCHANTABILITY OR IMPLIED WARRANTIES OF FITNESS ARE EXPRESSLY LIMITED TO THE DURATION OF THE WARRANTY PERIOD APPLICABLE TO THE PARTICULAR SHINGLES INSTALLED. SOME CANADIAN PROVINCES AND U.S. STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

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

To benefit from EMCO shingle warranties, the following standards must be met:

- the shingles must be installed in accordance with EMCO's published application instructions and good roofing practices;
- the roof and each part of it must be designed and built in accordance with local and applicable National Building Codes. 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 National Building Codes, the more stringent requirement must be followed.

## EXCLUSION OF CONSEQUENTIAL DAMAGES

EMCO HEREBY EXCLUDES COVERAGE OF ALL CONSEQUENTIAL DAMAGES OF ANY KIND RESULTING FROM THE BREACH OF THIS WARRANTY OR FROM ANY FAILURE TO PERFORM UNDER THE TERMS OF THIS WARRANTY INCLUDING, WITHOUT LIMITATION, ANY DAMAGE TO THE EXTERIOR OR INTERIOR OF THE BUILDING UPON WHICH THE SHINGLES WERE INSTALLED OR TO THE PROPERTY CONTAINED THEREIN, ANY INJURIES SUSTAINED BY ANY PERSON OR ANY ECONOMIC LOSSES, COMMERCIAL LOSSES, LOSS OF TIME, LOSS OF USE OF THE BUILDING OR INCIDENTAL CHARGES SUCH AS TELEPHONE, TRAVEL OR LODGING EXPENSES. SOME CANADIAN PROVINCES AND U.S. STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

## WHAT IS NOT COVERED?

The following are not covered under the EMCO Limited shingle warranties and EMCO will not at any time be liable for:

- any property damage, physical injury or economic loss resulting, directly or indirectly, from a manufacturing defect in the shingles;
- any damage to the shingles caused by, lightning, hurricanes, tornadoes, hailstorms, earthquakes, Acts of God, fortuitous events or force majeure;
- any damage to the shingles caused by the settlement, distortion, failure, cracking or movement of the roof deck, walls or foundation of the building, ordinary wear and tear, as well as flashings or metal work;
- any damage to the shingles caused by transport, misuse or improper handling or storage of the shingles;
- any damage to the shingles caused by traffic on the roof or by impact of foreign objects;
- any damage to the shingles caused by work performed on or to the roof;
- any damage to the shingles caused by the failure to install the shingles using BP cements or equivalent cements that meet applicable CAN/CGSB or ASTM standards or failure to install in accordance with EMCO's published application instructions or good roofing practices;
- appearance problems related to multiple layer installation (application over old shingles), such problems being typical of this type of installation;
- any claim which has been settled by way of a cash payment pursuant to this warranty; and
- discoloration due to algae growth.

On low slope roofs (between 2:12 and 4:12) only Rampart, Weather-Tite or Tradition organic shingles should be used. Yukon, Dakota and Weather-Tite GL may be used, but the warranty period in such cases is reduced to twelve years. If other BP shingles are used in such conditions, no warranty coverage applies.

*EMCO reserves the right at any time to modify or discontinue any of its products and will not be liable as a result of any such change. If original product or colour is no longer available, EMCO may substitute products which are comparable in price and quality.*

## HOW TO MAKE YOUR CLAIM?

Claims under EMCO Shingle Limited Warranties 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:

Emco Building Products Corp.  
9510 St. Patrick Street, LaSalle (Quebec), Canada, H8R 1R9, Fax no.: (514) 364-6739  
Attention: Warranty Services

The claim must include a copy of the invoice or contract establishing the date of installation of the shingles.

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

## WARRANTY YEARS TABLE

Year since installation	Life-Time	40 Years	35 Years	30 Years	25 Years	20 Years
1	100%	100%	100%	100%	100%	100%
2	100%	100%	100%	100%	100%	100%
3	100%	100%	100%	100%	100%	100%
4	100%	100%	100%	100%	100%	85%
5	100%	100%	100%	100%	100%	80%
6	100%	87.50%	85.71%	83.33%	80%	75%
7	100%	85.00%	82.86%	80.00%	76%	70%
8	100%	82.50%	80.00%	76.67%	72%	65%
9	100%	80.00%	77.14%	73.33%	68%	60%
10	100%	77.50%	74.29%	70.00%	64%	55%
11	71.43%	75.00%	71.43%	67.67%	60%	50%
12	68.57%	72.50%	68.57%	63.33%	56%	45%
13	65.72%	70.00%	65.72%	60.00%	52%	40%
14	62.86%	67.50%	62.86%	56.57%	48%	35%
15	60.00%	65.00%	60.00%	53.33%	44%	30%
16	57.14%	62.50%	57.14%	50.00%	40%	25%
17	54.29%	60.00%	54.29%	46.67%	36%	20%
18	51.43%	57.50%	51.43%	43.33%	32%	15%
19	48.57%	55.00%	48.57%	40.00%	28%	10%
20	45.72%	52.50%	45.72%	36.67%	24%	5%
21	42.86%	50.00%	42.86%	33.33%	20%	0%
22	40.00%	47.50%	40.00%	30.00%	16%	
23	37.14%	45.00%	37.14%	27.67%	12%	
24	34.29%	42.50%	34.29%	23.33%	8%	
25	31.43%	40.00%	31.43%	20.00%	4%	
26	28.57%	37.50%	28.57%	16.67%	0%	
27	25.72%	35.00%	25.72%	13.33%		
28	22.86%	32.50%	22.86%	10.00%		
29	20.00%	30.00%	20.00%	6.67%		
30	20.00%	27.50%	17.15%	3.33%		
31	20.00%	25.00%	14.29%	0.00%		
32	20.00%	22.50%	11.43%			
33	20.00%	20.00%	8.57%			
34	20.00%	17.50%	5.72%			
35	20.00%	15.00%	2.86%			
36	20.00%	12.50%	0.00%			
37	20.00%	10.00%				
38	20.00%	7.50%				
39	20.00%	5.00%				
40	20.00%	2.50%				
41	20.00%	0.00%				

## WHAT ELSE SHOULD THE OWNER KNOW?

- THE WARRANTIES DESCRIBED ABOVE ARE THE SOLE AND EXCLUSIVE WARRANTIES PROVIDED BY EMCO. EMCO EXPRESSLY DISCLAIMS ALL OTHER EXPRESS WARRANTIES, WHETHER ORAL OR WRITTEN, AND EMCO IS NOT RESPONSIBLE OR LIABLE FOR ANY PROMISES, REPRESENTATIONS, COMMITMENTS OR AGREEMENTS MADE BY EMPLOYEES, AGENTS OR REPRESENTATIVES OF EMCO WHICH ARE NOT IN ACCORDANCE WITH THE WARRANTIES ABOVE.
- THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE (PROVINCE TO PROVINCE IN CANADA). THIS WARRANTY DOES NOT MODIFY OR LIMIT THOSE RIGHTS BUT SHALL RUN CONCURRENTLY WITH THEM.
- CANADA ONLY: ANY PROVISION OF THIS WARRANTY WHICH IS INCOMPATIBLE WITH SOME PUBLIC ORDER LEGISLATION WILL NOT INVALIDATE THE REMAINING PROVISIONS OF THIS WARRANTY. SOME LEGISLATION MAY FORBID RESTRICTIONS UPON WARRANTIES GRANTED BY LAW. IN CASES COVERED BY SUCH LEGISLATION, THESE RESTRICTIONS DO NOT APPLY TO THE OWNER OF THE PROPERTY.

THIS WARRANTY APPLIES ONLY TO **BP SHINGLES** PURCHASED AND INSTALLED IN CANADA OR THE UNITED STATES (CONTINENTAL U.S., ALASKA AND HAWAII). WARRANTY INFORMATION IN OTHER COUNTRIES MAY BE OBTAINED FROM LOCAL AUTHORIZED **BP SHINGLE** DISTRIBUTORS.

IMPORTANT: This is your Emco Building Products Corp. ("Emco BP") Product Registration Card. By returning this questionnaire, we can confirm the date of purchase of your Emco BP product. This confirmation will facilitate our ability to process any warranty claims, especially if your original proof of purchase is lost. Your answers will also be used for market studies and reports, which will help us better serve you in the future. You may ignore any question that you would prefer not to answer – completion is not necessary for your warranty to be valid. By providing personal information herein, you consent to the collection and use by Emco BP of such information for the purposes of administering your warranty, market research, product development as well as receiving Emco BP product and service information.

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1.  Mr.      2.  Mrs.

<b>First Name</b>		<b>Family Name</b>	
<input type="text"/>		<input type="text"/>	
<b>Street</b>		<b>Apt. No.</b>	
<input type="text"/>		<input type="text"/>	
<b>City</b>	<b>Province/State</b>	<b>Postal Code/ZIP Code</b>	<b>Country</b>
<input type="text"/>	<input type="text"/>	<input type="text"/>	1. <input type="checkbox"/> USA    2. <input type="checkbox"/> Canada
<b>Telephone</b>	<b>E-mail address</b>		
<input type="text"/> - <input type="text"/>	<input type="text"/>		
area code			

2. **Language preference:**    1.  English    2.  French

3. **Date of purchase:**  /  /

4. **What type of shingle was installed? (check only one)**

- |  |  |
|--|--|
| 1. <input type="checkbox"/> Citadel            | 11. <input type="checkbox"/> Weather-Tite    |
| 2. <input type="checkbox"/> Rampart            | 12. <input type="checkbox"/> Weather-Tite GL |
| 3. <input type="checkbox"/> Pro Standard       | 13. <input type="checkbox"/> Dakota          |
| 4. <input type="checkbox"/> Tradition          | 14. <input type="checkbox"/> Mosaic          |
| 5. <input type="checkbox"/> Roofmaster         | 15. <input type="checkbox"/> Niagara         |
| 6. <input type="checkbox"/> Roofmaster Classic | 16. <input type="checkbox"/> Hamony 30       |
| 7. <input type="checkbox"/> Mirage             | 17. <input type="checkbox"/> Yukon           |
| 8. <input type="checkbox"/> Europa             | 18. <input type="checkbox"/> Everest         |
| 9. <input type="checkbox"/> Tite-On            | 19. <input type="checkbox"/> Harmony 40      |
| 10. <input type="checkbox"/> Tite-Lok          | 20. <input type="checkbox"/> Eclipse         |

5. **What was the total number of bundles installed?**

- |  |  |
|--|--|
| 1. <input type="checkbox"/> Less than 60 bundles | 3. <input type="checkbox"/> 81 - 100 bundles |
| 2. <input type="checkbox"/> 60 - 80 bundles      | 4. <input type="checkbox"/> Over 100 bundles |

6. **What is the average slope line of your roof? (check only one)**

- |  |
|--|
| 1. <input type="checkbox"/> Low slope (less than 4/12)                   |
| 2. <input type="checkbox"/> Medium slope (between 4/12 & 12/12)          |
| 3. <input type="checkbox"/> High slope (higher than 12/12 or 45 degrees) |

7. **In what year was your home built?**

8. **What is the current value of your home?**

- |   |   |   |
|---|---|---|
| 1. <input type="checkbox"/> Below \$150,000       | 3. <input type="checkbox"/> \$200,000 - \$249,999 | 5. <input type="checkbox"/> \$300,000 - \$399,999 |
| 2. <input type="checkbox"/> \$150,000 - \$199,999 | 4. <input type="checkbox"/> \$250,000 - \$299,999 | 6. <input type="checkbox"/> \$400,000 +           |

9. **What was the total installed cost? (incl. materials and labor) \$ \_\_\_\_\_ .00**

10. **How many estimates did you get?** \_\_\_\_\_

11. **Who installed the shingles? (check only one)**

- |   |
|---|
| 1. <input type="checkbox"/> I did (alone or with help)                        |
| 2. <input type="checkbox"/> I bought them, but had them installed by a roofer |
| 3. <input type="checkbox"/> A roofer supplied by the dealer                   |
| 4. <input type="checkbox"/> An independent roofer supplied & installed them   |
| 5. <input type="checkbox"/> The builder (new construction)                    |

12. **Name of the Roofer, Dealer or Builder to whom the shingles were paid:**
- 

13. **Was this your first shopping experience for a roofing project?**

- |                                 |                                |
|---------------------------------|--------------------------------|
| 1. <input type="checkbox"/> Yes | 2. <input type="checkbox"/> No |
|---------------------------------|--------------------------------|

14. **Why are you installing new shingles?**

- |   |   |
|---|---|
| 1. <input type="checkbox"/> My roof was leaking         | 5. <input type="checkbox"/> Warranty replacement    |
| 2. <input type="checkbox"/> Storm damage                | 6. <input type="checkbox"/> New construction        |
| 3. <input type="checkbox"/> To prevent leaks            | 7. <input type="checkbox"/> Home addition/extension |
| 4. <input type="checkbox"/> Simply for aesthetics/style | 8. <input type="checkbox"/> Other                   |

15. **Why did you select these shingles? (check all that apply)**

- |   |   |
|---|---|
| 1. <input type="checkbox"/> Style                                     | 6. <input type="checkbox"/> Price                   |
| 2. <input type="checkbox"/> Colour                                    | 7. <input type="checkbox"/> Brand                   |
| 3. <input type="checkbox"/> Quality                                   | 8. <input type="checkbox"/> Roofer recommendation   |
| 4. <input type="checkbox"/> Length of the warranty (number of years)  | 9. <input type="checkbox"/> Dealer recommendation   |
| 5. <input type="checkbox"/> Warranty features better than competition | 10. <input type="checkbox"/> Builder recommendation |

16. **Who chose the shingle model?**

- |                                  |                                    |   |
|----------------------------------|------------------------------------|---|
| 1. <input type="checkbox"/> Male | 2. <input type="checkbox"/> Female | 3. <input type="checkbox"/> Both together |
|----------------------------------|------------------------------------|---|

17. **Who chose the shingle colour?**

- |                                  |                                    |   |
|----------------------------------|------------------------------------|---|
| 1. <input type="checkbox"/> Male | 2. <input type="checkbox"/> Female | 3. <input type="checkbox"/> Both together |
|----------------------------------|------------------------------------|---|

18. **How did you become aware of our products? (check all that apply)**

- |   |  |
|---|--|
| 1. <input type="checkbox"/> Advertising (magazine, newspaper)           | 8. <input type="checkbox"/> Dealer                         |
| 2. <input type="checkbox"/> Emco BP brochures                           | 9. <input type="checkbox"/> Builder                        |
| 3. <input type="checkbox"/> In-store display                            | 10. <input type="checkbox"/> Prior experience with Emco BP |
| 4. <input type="checkbox"/> Word-of-mouth (friend, relative, neighbour) | 11. <input type="checkbox"/> Home show                     |
| 5. <input type="checkbox"/> Internet                                    | 12. <input type="checkbox"/> Direct mail / Admail          |
| 6. <input type="checkbox"/> Architect                                   | 13. <input type="checkbox"/> Other                         |
| 7. <input type="checkbox"/> Roofer                                      | 14. <input type="checkbox"/> Don't know                    |

19. **What other roofing products substitutes did you consider? (check all that apply)**

- |  |                                   |
|--|-----------------------------------|
| 1. <input type="checkbox"/> Metal Roofing    | 3. <input type="checkbox"/> Other |
| 2. <input type="checkbox"/> Wood/Cedar Shake | 4. <input type="checkbox"/> None  |

20. **Did you consider other asphalt shingle brands?**

- |   |                                 |
|---|---------------------------------|
| 1. <input type="checkbox"/> No                        | 2. <input type="checkbox"/> Yes |
| 3. <input type="checkbox"/> If yes, please list _____ |                                 |

21. **How long did your roofing shopping experience last?**

(from information gathering to final decision on the shingle model)

- |  |  |
|--|--|
| 1. <input type="checkbox"/> Less than 7 days | 3. <input type="checkbox"/> 31 to 60 days      |
| 2. <input type="checkbox"/> 8 to 30 days     | 4. <input type="checkbox"/> more than 2 months |

22. **What is the farthest that you travelled for your roofing products at the dealer store?**

- |   |   |
|---|---|
| 1. <input type="checkbox"/> Less than 5 minutes | 4. <input type="checkbox"/> More than 30 minutes  |
| 2. <input type="checkbox"/> 5 - 15 minutes      | 5. <input type="checkbox"/> Don't know            |
| 3. <input type="checkbox"/> 16 - 30 minutes     | 6. <input type="checkbox"/> Did not shop at store |

23. **Which of the following best describes your feeling before starting your roofing project? (check only one)**

- |  |                                     |
|--|-------------------------------------|
| 1. <input type="checkbox"/> Enthusiastic | 3. <input type="checkbox"/> Nervous |
| 2. <input type="checkbox"/> Indifferent  | 4. <input type="checkbox"/> Upset   |

24. **Which of the following applies to you?**

- |  |
|--|
| 1. <input type="checkbox"/> I purchased my house within the last 2 years             |
| 2. <input type="checkbox"/> I am planning to sell my house within the next 12 months |
| 3. <input type="checkbox"/> Neither of the above                                     |



PLACE  
STAMP  
HERE

**EMCO BUILDING PRODUCTS CORP.**  
c/o Pronorth  
248 Batteaux Road  
R.R. 2  
Collingwood, ON  
L9Y 3Z1

EN - 01

*Please fold here and mail to the address above*

**25. For each of the following statements, please circle the response which best describes your feelings:**

(0)= No opinion (1)=Strongly Disagree, (2)=Disagree, (3)=Agree, (4)=Strongly Agree

- 1. I take great pride in my home ..... 0 1 2 3 4
- 2. The exterior appearance of my house is as important as the inside..... 0 1 2 3 4
- 3. Re-roofing is a daunting task ..... 0 1 2 3 4
- 4. Home renovations, in general, are daunting tasks ..... 0 1 2 3 4
- 5. It is complicated to make the final decision on the shingle model ..... 0 1 2 3 4
- 6. I am satisfied with the magnitude of my research (product & roofer)..... 0 1 2 3 4
- 7. I am pleased with my experience at the dealer's store..... 0 1 2 3 4
- 8. I am pleased with the roofer I hired..... 0 1 2 3 4
- 9. The new shingles truly enhance the look of my home ..... 0 1 2 3 4
- 10. I feel that I got a good value for the money invested in my new roof ..... 0 1 2 3 4
- 11. If I had more money, I would have opted for a more expensive shingle model ..... 0 1 2 3 4
- 12. I would have been interested in an extended warranty for my new roof..... 0 1 2 3 4

**26. Which of the following home improvement project(s) do you plan to do within the next... (check all that apply)**

- |  | 3-6 months               | 7-12 months              |
|--|--------------------------|--------------------------|
| 1. Structural extension to the house ..... | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Build a shed .....                      | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Build a new house .....                 | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Finish basement .....                   | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Exterior walls .....                    | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Home theatre .....                      | <input type="checkbox"/> | <input type="checkbox"/> |

**27. How did you obtain your warranty document?**

- 1.  I received it without asking
- 2.  I had to ask for it to my roofer/dealer/builder

*Please fold here and mail to the address above*

Thank you for taking the time to fill out this questionnaire.

**If you have comments, questions or suggestions about our products, please write to:**

**EMCO BUILDING PRODUCTS CORP.**  
Customer Service Department  
9510 St. Patrick  
LaSalle, QC H8R 1R9  
Web site: [www.emcobp.com](http://www.emcobp.com)  
1 800 567-2726 (Help line)  
1 800 515-3626 (Warranty services)

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Please seal with tape. Do not staple.