

ECLIPSE / FIVE-STAR LIFETIME WARRANTY

LIMITED WARRANTY

THE FIVE-STAR WARRANTY:



EMCO Building Products Ltd., warrants to the owner of the property on which BP ECLIPSE 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. In addition to the coverage provided by the Five-Star Limited Warranty program, owners installing ECLIPSE shingles may also qualify for the exclusive Five-Star Lifetime Limited Warranty, subject to the conditions set out below.

WHO MAY BENEFIT FROM THE FIVE-STAR WARRANTY?



The owner who installs BP ECLIPSE shingles on his property located in Canada or the United States or who has them installed and any subsequent owner of the property, as this warranty is fully transferable.

WHAT IS THE WARRANTY PERIOD?



The warranty period for ECLIPSE shingles starts on the date the installation of the shingles is completed, and lasts for 30 years, or for the lifetime of the owner, if the Lifetime Warranty conditions as set out below are met. The warranty period for Silhouette Hip & Ridge corresponds to the warranty of the Eclipse shingles installed on the rest of the roof.

BLANKET COVERAGE PERIOD



If a manufacturing defect appears during the first eight (8) years following installation of the ECLIPSE shingles (« the blanket coverage period »), EMCO will, at its option,

- (a) assume the cost of repair or replacement of the defective shingles, which EMCO will arrange to have performed by a qualified contractor, or
- (b) pay to the owner the cost of repair or replacement of the defective shingles, according to EMCO's reasonable estimate at the time of the claim.

If a manufacturing defect appears after the end of the blanket coverage period, EMCO will pay to the owner of the property the repair or replacement cost 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 of the ECLIPSE shingles, as set out in Table "A".

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.

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

EMCO will not be responsible for differences in color between replacement shingles and others not replaced, if those differences are caused by weathering.

FIVE YEARS LIMITED WIND WARRANTY



EMCO Building Products Ltd. warrants its shingles to resist blow-off or damage due to wind velocities, including gusts, up to 97 km/h or 60 mph. If due to manufacturing defect (but subject to the limitations set out below) sealed shingles are blown off or damaged by winds within this speed limit, EMCO Building Products Ltd. will at its option reimburse you for the reasonable cost of replacing the blown-off or damaged shingles and/or hand-sealing remaining shingles, as required. Data from Environment Canada and/or the National Weather Service will be used to verify wind and gust speeds. **This warranty is in effect for a limited period of five (5) years following the date of installation of the shingles and is separate from EMCO's standard limited warranty otherwise applicable to the shingles.**

Self-sealing shingles contain self-sealing adhesive strips that must be exposed to sufficient surface temperatures before full thermal sealing can occur. Shingles installed in the fall or winter may not seal until they are exposed to such periods of sufficient surface temperatures. 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 being blown-off or incurring wind damage.

This warranty is applicable only where the self-sealing adhesive strips have achieved full thermal seal and the shingles have been properly installed in light of the conditions of the roof and the environment.

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 the Five-Star Eclipse Lifetime Warranty, the following standards have to be met:

- (a) the shingles must be installed in accordance with EMCO's published application instructions;
- (b) 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.

LIFETIME WARRANTY



For eligible owners and properties, ECLIPSE shingles are warranted for the lifetime of the owner from the date of installation, according to the terms and conditions set out in this section. The terms and limitations of the Five-Star Limited Warranty also apply to all matters not specifically dealt with under these Lifetime Warranty provisions.

WHAT ADDITIONAL REQUIREMENTS MUST BE MET TO QUALIFY FOR THE ECLIPSE LIFETIME 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 and that it serves primarily as the owner's residence. Commercial and industrial buildings, condominiums, multi-occupant buildings, health care institutions, residential schools, religious institutions and other buildings which are not used principally as the residence of the owner and his family are not eligible, and only individual owners are eligible, to the exclusion of companies, corporations, partnerships, trusts, estates and properties owned by more than one individual.

At the end of 25 years, the Five-Star Warranty on ECLIPSE shingles will reach 20% coverage as shown on Table "A". Under the Lifetime 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 Lifetime Warranty will cease to apply and the Five-Star ECLIPSE warranty will apply thereafter for the remainder (if any) of the 30-year ECLIPSE Five-Star Warranty period, as shown on Table "A".

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

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 by the Five-Star ECLIPSE Lifetime Warranty and, as such, EMCO 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, hail-storms, earthquakes, 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 flashings 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;
- (g) 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;
- (h) appearance problems related to multiple layer installation (application over old shingles), such problems being typical of this type of installation;
- (i) any claim which has been settled by way of a cash payment pursuant to this warranty; and
- (j) discoloration due to algae growth.

HOW TO MAKE YOUR CLAIM?



Claims under the Five-Star Eclipse Lifetime 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:

EMCO Building Products Ltd.

In Eastern Canada and USA: 9510 St-Patrick, LaSalle (Quebec), Canada, H8R 1R9, Fax no.: (514) 364-6739

In Western Canada: 3703 – 101 Avenue N.E., P.O. Box 576, Edmonton, Alberta T5J 2K8, Fax no.: (780) 465-1181

Attention: Quality Manager

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 and consents to the work, in writing.

WHAT ELSE SHOULD THE OWNER KNOW?



1. THERE ARE NO OTHER EXPRESS WARRANTIES OF EMCO, 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 THIS WARRANTY.
2. 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.
3. 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.
4. THIS WARRANTY APPLIES ONLY TO BP ECLIPSE 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 ECLIPSE SHINGLE DISTRIBUTORS.

T A B L E " A "



Years since installation	Lifetime Warranty	30-Year Five-Star Warranty
1	100.00%	100.00%
2	100.00%	100.00%
3	100.00%	100.00%
4	100.00%	100.00%
5	100.00%	100.00%
6	100.00%	100.00%
7	100.00%	100.00%
8	100.00%	100.00%
9	73.33%	73.33%
10	70.00%	70.00%
11	66.67%	66.67%
12	63.33%	63.33%
13	60.00%	60.00%
14	56.67%	56.67%
15	53.33%	53.33%
16	50.00%	50.00%
17	46.67%	46.67%
18	43.33%	43.33%
19	40.00%	40.00%
20	36.67%	36.67%
21	33.33%	33.33%
22	30.00%	30.00%
23	26.67%	26.67%
24	23.33%	23.33%
25	20.00%	20.00%
26	20.00%	16.67%
27	20.00%	13.33%
28	20.00%	10.00%
29	20.00%	6.67%
30	20.00%	3.33%
31+	20.00%	0.00%

WARRANTY CLAIM FORM: (Do not send with questionnaire, complete and retain for your records.)

★ *Name of claimant:* _____

★ *Address:* _____ *City:* _____
 Province / State: _____ Country: CAN USA Postal Code / Zip code: _____ Phone No.: () _____

★ *Address of the building on which shingles are installed (if different from the one listed above):*
 Street: _____ *City:* _____
 Province / State: _____ Country: CAN USA Postal Code / Zip code: _____ Phone No.: () _____

★ *The shingles were (please check -√- the appropriate statement):* Self-installed Installed by a professional contractor
 Name of roofing firm: _____
 Roofing firm address: _____ *City:* _____
 Province / State: _____ Country: CAN USA Postal Code / Zip code: _____ Phone No.: () _____

★ *Installation specifications:*
 Date of completion of installation: _____ 20____ Type of shingle installed: _____
 Color: _____ Number of bundles installed: _____
 Production code on shingle wrappers: _____ Total installed cost (including materials and labor): \$ _____

★ *I hereby certify that, to the best of my knowledge, the information listed herein is accurate:* Date: _____ 20____
 Signature of building owner: _____ Signature of roofing contractor: _____

IMPORTANT: This is your BP Product Registration Card. By returning this questionnaire in the next 10 days, we can confirm the date of purchase for your new BP 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.**



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

1. Mr. 2. Mrs.

LT - E - 01

First Name Family Name

Street Apt. No.

City Province/State Postal Code/ZIP Code Country

Telephone - area code E-mail address

1. USA 2. Canada

2. Language preference: 1. English 2. French

3. Date of purchase: / /

B. About your purchase: EMCO 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 type of shingle was installed?

1. Eclipse

5. What was the total number of bundles installed?

1. Less than 60 bundles 3. 81 - 100 bundles
2. 60 - 80 bundles 4. Over 100 bundles

6. What was the total installed cost? (including materials and labor) \$.00

7. What is the age of your home?

1. 0 - 10 years 3. 21 - 30 years 5. 41 - 50 years
2. 11 - 20 years 4. 31 - 40 years 6. 50 + years

8. What is the current value of your home?

1. \$50,000 - \$99,999 3. \$150,000 - \$199,999 5. \$250,000 - \$299,999
2. \$100,000 - \$149,999 4. \$200,000 - \$249,999 6. \$300,000 +

9. Who installed the shingles?

1. I did 3. A roofer supplied by the dealer
2. I bought them, but had them installed 4. An independent roofer supplied and installed them

10. Why are you replacing shingles?

1. My roof was leaking 4. To prevent leaks
2. Simply for aesthetics/style 5. Storm damage
3. New home installation 6. Other

11. Why did you select these shingles?

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

12. Which of the following applies to you?

1. I purchased my house within the last 2 years
2. I am planning to sell my house within the next 12 months
3. Neither of the above

13. How did you become aware of our products?

1. Advertising (magazine, newspaper) 7. Roofer
2. EMCO/BP brochures 8. Dealer
3. In-store display 9. Prior experience with EMCO/BP
4. Word-of-mouth (friend, relative) 10. Home show
5. World Wide Web/Internet 11. Don't know
6. Architect 12. Other

14. 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
Structural extension to the house	<input type="checkbox"/>	1. <input type="checkbox"/>
Build a shed	<input type="checkbox"/>	2. <input type="checkbox"/>
Build a new house	<input type="checkbox"/>	3. <input type="checkbox"/>
Finish basement	<input type="checkbox"/>	4. <input type="checkbox"/>
Plumbing	<input type="checkbox"/>	5. <input type="checkbox"/>
Insulation	<input type="checkbox"/>	6. <input type="checkbox"/>
Exterior walls	<input type="checkbox"/>	7. <input type="checkbox"/>
Home theater	<input type="checkbox"/>	8. <input type="checkbox"/>
Heating & air conditioning system	<input type="checkbox"/>	9. <input type="checkbox"/>
Remodel Kitchen	<input type="checkbox"/>	10. <input type="checkbox"/>
Remodel Bathroom	<input type="checkbox"/>	11. <input type="checkbox"/>
Doors / Windows	<input type="checkbox"/>	12. <input type="checkbox"/>
Landscaping	<input type="checkbox"/>	13. <input type="checkbox"/>
Outdoor patio	<input type="checkbox"/>	14. <input type="checkbox"/>
Painting	<input type="checkbox"/>	15. <input type="checkbox"/>
Pool / Jacuzzi	<input type="checkbox"/>	16. <input type="checkbox"/>
Hard surface flooring and/or carpeting	<input type="checkbox"/>	17. <input type="checkbox"/>

C. About yourself: EMCO would like to know more about you as a person – it helps when designing new products and planning advertising.

15. Date of birth of person whose name appears above: /

16. Excluding yourself, what are 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. <input type="checkbox"/>	2. <input type="checkbox"/>	<input type="text"/> years	1. <input type="checkbox"/>	2. <input type="checkbox"/>	<input type="text"/> years
1. <input type="checkbox"/>	2. <input type="checkbox"/>	<input type="text"/> years	1. <input type="checkbox"/>	2. <input type="checkbox"/>	<input type="text"/> years

17. 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"/>
A Student	<input type="checkbox"/>	9. <input type="checkbox"/>
Self Employed/Business Owner	<input type="checkbox"/>	10. <input type="checkbox"/>
Working from a Home Office	<input type="checkbox"/>	11. <input type="checkbox"/>

18. Which group describes your annual family income?

1. \$15,000 - \$24,999 7. \$80,000 - \$99,999
2. \$25,000 - \$34,999 8. \$100,000 - \$124,999
3. \$35,000 - \$44,999 9. \$125,000 - \$149,999
4. \$45,000 - \$54,999 10. \$150,000 - \$199,999
5. \$55,000 - \$64,999 11. \$200,000 & over
6. \$65,000 - \$79,999



PLACE
STAMP
HERE

EMCO BUILDING PRODUCTS LTD.
c/o Pronorth
P.O. Box 3428
39 Patricia Drive
Collingwood, ON
L9Y 3Z2

LT-E-01

Please fold here

19. **Education: (check highest level completed)** You Spouse
- | | | | |
|-----------------------------------|--------------------------|----|--------------------------|
| Some High School or less | <input type="checkbox"/> | 1. | <input type="checkbox"/> |
| 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"/> |

20. **To help us understand your leisure time pursuits, please indicate the interests and activities that you or your spouse enjoy on a regular basis. (Maximum of 5)**

- | | | |
|---|---|---|
| 1. <input type="checkbox"/> Bicycling | 12. <input type="checkbox"/> Travelling | 23. <input type="checkbox"/> Cooking |
| 2. <input type="checkbox"/> Golfing | 13. <input type="checkbox"/> Home Workshop / Do-It-Yourself | 24. <input type="checkbox"/> Environmental Issues |
| 3. <input type="checkbox"/> Tennis | 14. <input type="checkbox"/> Book Reading | 25. <input type="checkbox"/> Watching TV |
| 4. <input type="checkbox"/> Snow Skiing | 15. <input type="checkbox"/> Current Affairs / Politics | 26. <input type="checkbox"/> Cinema / Movies |
| 5. <input type="checkbox"/> Physical Fitness / Exercise | 16. <input type="checkbox"/> Listen to music | 27. <input type="checkbox"/> Science / New Technology |
| 6. <input type="checkbox"/> Fishing | 17. <input type="checkbox"/> Dieting / Weight Control | 28. <input type="checkbox"/> Self Improvement |
| 7. <input type="checkbox"/> Hunting / Shooting | 18. <input type="checkbox"/> Health / Natural Foods | 29. <input type="checkbox"/> Computer |
| 8. <input type="checkbox"/> Boating / Sailing | 19. <input type="checkbox"/> Investing in Stock / Bond | 30. <input type="checkbox"/> Photography |
| 9. <input type="checkbox"/> Camping / Hiking | 20. <input type="checkbox"/> Fine Art / Antiques | 31. <input type="checkbox"/> Internet |
| 10. <input type="checkbox"/> Gardening | 21. <input type="checkbox"/> Attending Cultural / Arts Events | |
| 11. <input type="checkbox"/> Crafts | 22. <input type="checkbox"/> Wines | |

21. **Please check all that apply to your household.**

- | | | |
|--|--|--|
| 1. <input type="checkbox"/> Shop by Catalogue / Mail Order | 5. <input type="checkbox"/> Member of a Frequent Flyer Program | 9. <input type="checkbox"/> Have a Personal Computer |
| 2. <input type="checkbox"/> Own a Cottage / Vacation Home | 6. <input type="checkbox"/> Have a Cellular Phone | 10. <input type="checkbox"/> Have an Internet Access |
| 3. <input type="checkbox"/> Have an Inground Swimming Pool | 7. <input type="checkbox"/> Have a CD Player | 11. <input type="checkbox"/> Shop on Internet |
| 4. <input type="checkbox"/> Support Charities | 8. <input type="checkbox"/> Have a Camcorder | 12. <input type="checkbox"/> Have a home theater |

Thank you for taking the time to fill out this questionnaire. Your answers will be used for market research studies and reports – and will help us better serve you in the future.

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

EMCO BUILDING PRODUCTS LTD.
Customer Service Department
9510 St. Patrick
LaSalle, QC H8R 1R9
1 800 567-2726
Web site: www.emcobp.com