

### The Integrity Roof System™

Designed to provide optimum performance, no matter how bad weather conditions are. After all, better quality shingles mean longer-lasting roofs. Add in underlayment and accessory products and you've got a roof system that really works. When you choose an Integrity Roof System you gain the advantage of having CertainTeed® as your single manufacturing source to stand behind its roof system components.



#### Hip & Ridge Accessories

Accessory shingles are used to finish the hips and ridges of the roof and are designed to complement the appearance of CertainTeed shingles.

#### CertainTeed Shingles

High-quality shingles available in a wide variety of styles and colors, covered by the strongest warranty in the business. Flintlastic® roll roofing products are also available for flat roof areas.

#### CertainTeed Ridge Vents

CertainTeed ridge vents combined with sufficient intake vents, such as CertainTeed Intake Vents, are the most effective ventilation system.

#### Roofers' Select™ or DiamondDeck™

High-performance underlayment provides a protective water-resistant layer over the roof deck and a secondary barrier against leaks.

#### WinterGuard™

Waterproofing shingle underlayment prevents leaks from wind-driven rain and ice dams in vulnerable areas.

#### Starter Shingles

Starter shingles are designed to work specifically with each different type of CertainTeed shingle for maximum performance.

**ASK ABOUT ALL OF OUR OTHER CERTAINTEED® PRODUCTS AND SYSTEMS:**  
ROOFING • SIDING • TRIM • DECKING • RAILING • FENCE • FOUNDATIONS  
GYPSUM • CEILINGS • INSULATION • PIPE

CertainTeed Corporation  
P.O. Box 860  
Valley Forge, PA 19482

Professional: 800-233-8990  
Consumer: 800-782-8777  
[www.certainteed.com](http://www.certainteed.com)  
<http://blog.certainteed.com>

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CertainTeed

# Customer TrackRecord™

A History of Customer Service

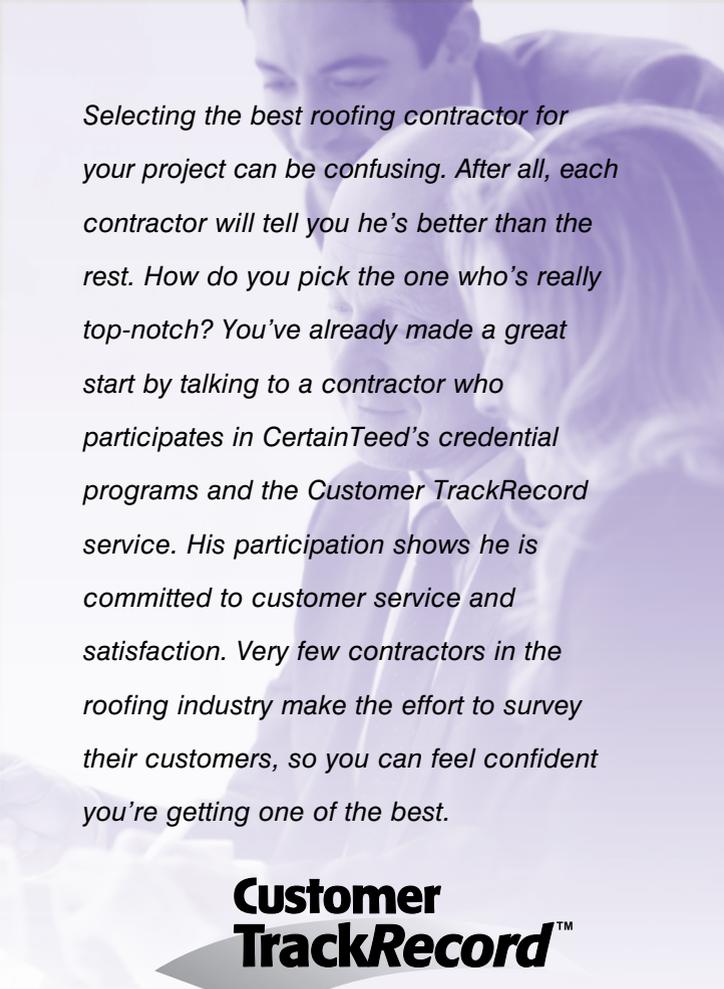


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# Customer TrackRecord™

## Finding the Best Contractor



*Selecting the best roofing contractor for your project can be confusing. After all, each contractor will tell you he's better than the rest. How do you pick the one who's really top-notch? You've already made a great start by talking to a contractor who participates in CertainTeed's credential programs and the Customer TrackRecord service. His participation shows he is committed to customer service and satisfaction. Very few contractors in the roofing industry make the effort to survey their customers, so you can feel confident you're getting one of the best.*

**Customer  
TrackRecord™**

### **History Repeats Itself**

The Customer TrackRecord service quantifies your contractor's performance by using his previous customers' feedback, which is based on their experiences with that contractor during the course of the work he did for them. Your contractor's willingness to participate shows how much he values customer feedback, and the results are an objective history of how well he's met the expectations of past customers – and a strong indication of what you can expect on your job.

### **How Does it Work?**

Each property owner fills out a survey that rates the contractor's performance based on professionalism and workmanship. CertainTeed tabulates the results for the contractor. This allows him to monitor his company's performance and address any areas that need improvement.

After we receive your completed survey, your name will be entered into our annual random drawing, which takes place each January. Only those who complete and submit the survey are eligible. If we select your name, you will receive \$500 — a nice payoff for simply sharing your thoughts. Two prize winners will be selected and notified.

Prize winners' names will be announced on the CertainTeed web site at [www.certainteed.com](http://www.certainteed.com). Another way to obtain the names of prize winners is to send a self-addressed, stamped envelop to:  
CertainTeed, P.O. Box 20126, Lehigh Valley, PA 18002,  
Attn.: Customer TrackRecord™.

### **A Record of Quality**

When you choose a contractor with a strong TrackRecord history, you can rest assured that you've chosen a true roofing professional.

**But don't take our word for it. Ask to see his TrackRecord.**