

# CUSTOMER TRACKRECORD™

How Do Contractors Stack Up?



**CertainTeed**  
SAINT-GOBAIN

# Customer TrackRecord™

Finding the Best Contractor

Selecting the best roofing contractor can make all the difference.



With any roofing project, you deserve to know your home is in good hands.

Knowing what other homeowners think of a contractor can bring both comfort and confidence that you're receiving the best service, products and pricing.

## Here's how you find a contractor's Customer TrackRecord:

- Visit [certainteed.com/findapro](http://certainteed.com/findapro)
- Enter your zip code
- Identify your contractor – all contractors participating in TrackRecord will have stars under their name and a rating from their previous customers
- Completed jobs will be rated 1-5, with 5 being excellent

## 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.

The Customer TrackRecord quantifies your contractor's performance by using his previous customers' feedback.

Your contractor's willingness to participate shows how much he values customer feedback. The rating shows how well he's met the expectations of his customers – and is a strong indication of what you can expect on your job.

## How does it work?

After a roof is installed, customers are asked to submit 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.

## What's in it for you?

1. The confidence that your contractor is held to the program's code of ethics
2. The ability to rate your chosen contractor after the job is completed to help others in their selection process.

## PLUS:

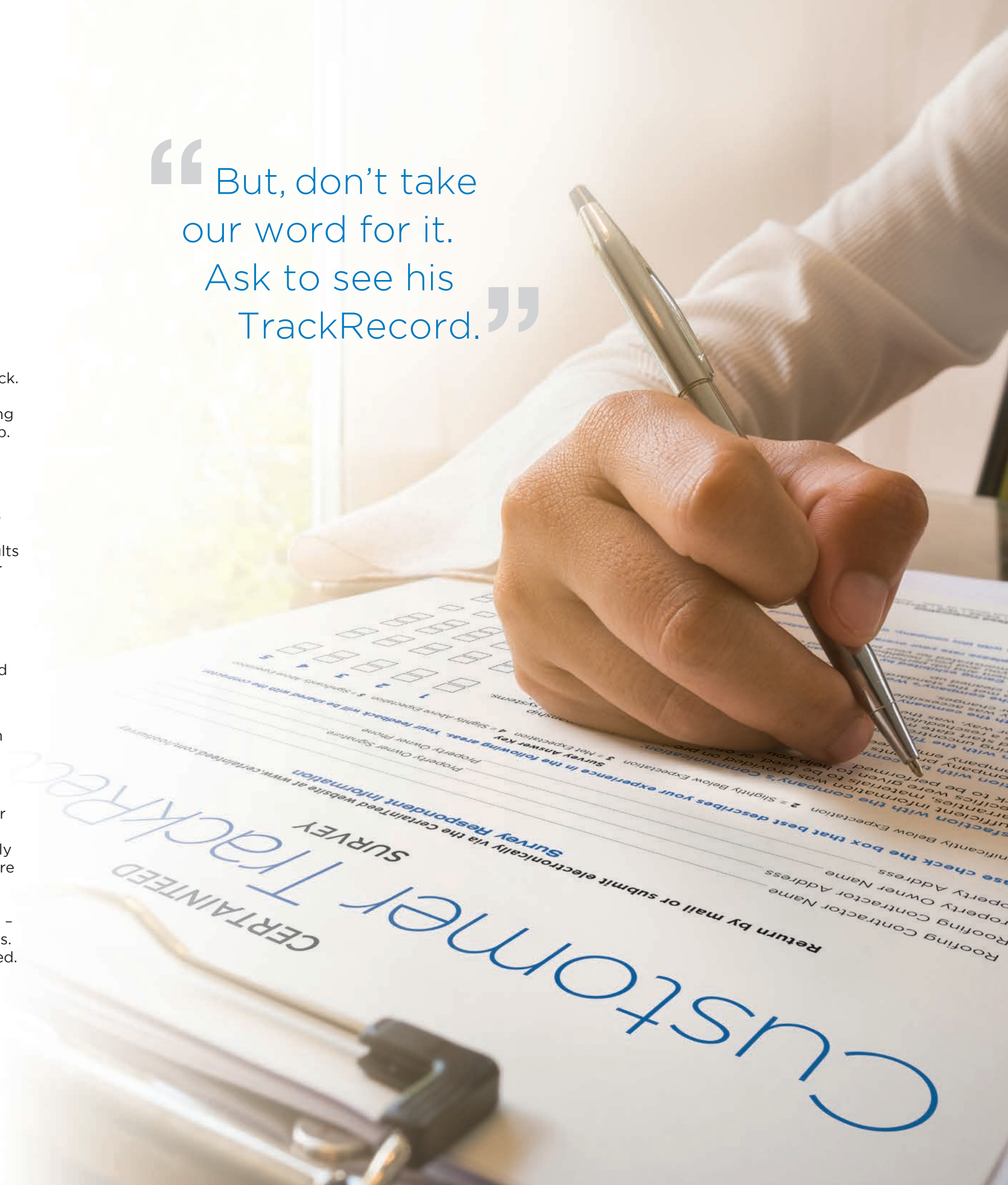
After we receive your completed survey, your name will be entered into our annual random drawing, which takes place each January. Only those who complete and submit the survey are eligible.

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.

To obtain the names of prize winners, send a self-addressed, stamped envelope to:

**CertainTeed**  
P.O. Box 20126  
Lehigh Valley, PA 18002  
Attn: Customer TrackRecord

“ But, don't take our word for it. Ask to see his TrackRecord. ”





# Integrity Roof System™

A COMPLETE APPROACH TO LONG LASTING BEAUTY AND PERFORMANCE

With as much care as you take in selecting the right contractor, choosing the right roof system is equally as important. A CertainTeed Integrity Roof System combines key elements that help ensure you have a well-built roof for long-lasting performance.

It all starts with CertainTeed's broad line of shingles, featuring brilliant color blends, dramatic styles and shadow lines, and the strongest warranties in the industry. The right shingle can mean the difference between an average, everyday look or a beautiful roof that's the talk of the neighborhood.

Shingles are just the beginning - to keep your new roof performing and looking great for years to come it takes a complete CertainTeed Integrity Roof System approach.



## 1. Waterproofing Underlayment

The first step in your defense against the elements. Self-adhering underlayment is installed at vulnerable areas of your roof to help prevent leaks from wind-driven rain and ice dams.

## 2. Water-Resistant Underlayment

Provides a protective layer over the roof deck and acts as a secondary barrier against leaks.

## 3. Starter Shingles

Starter Shingles are the first course of shingles that are installed and designed to work in tandem with the roof shingles above for optimal shingle sealing and performance.

## 4. Shingles

Choose from a variety of Good-Better-Best styles to complement any roof design and fit your budget.

## 5. Hip & Ridge Caps

Available in numerous profiles, these accessories are used on the roof's hip and ridge lines for a distinctive finishing touch to your new roof.

## 6. Ventilation

A roof that breathes is shown to perform better and last longer. Ridge Vents, in combination with Intake Vents, allow air to flow on the underside of your roof deck, keeping the attic cooler in the summer and drier in the winter.

learn more at: [certainteed.com/roofing](https://certainteed.com/roofing)



**CertainTeed Corporation**

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