

July 14, 2008

CertainTeed has been named as a defendant in several class action lawsuits seeking damages for allegedly defective organic roofing shingles. These actions are on behalf of people who own or have owned homes on which CertainTeed organic shingles have been installed from 1987 to the present.

1. What is a Class Action?

A lawsuit brought by one or more persons on behalf of a larger group

2. What CertainTeed Roofing products are involved in the lawsuits?

Although some of the suits purport to cover all shingles manufactured or sold by CertainTeed in the last 20 years, the claims focus on our organic-based asphalt shingles, products we no longer make or sell in the marketplace.

3. Why doesn't CertainTeed make organic shingles any longer?

As with all of our roofing products, we let the market, our customers and contractors, determine what products to keep in our line. With the development of the fiber glass-based shingle our customers and loyal contractors came to prefer this type of product. The manufacture and use of organic shingles, industry-wide, has declined dramatically in recent years, to the point that we discontinued making them completely in 2005.

4. What makes Fiber glass a better shingle than organic?

With fiber glass, contractors get the best of both worlds. Organic shingles, historically, were known for excellent handling characteristics in cold weather, whereas, early versions of fiber glass were not.

However, in the last 15 years, fiber glass technology has improved markedly to where cold weather handling characteristics exceeded organic, rapidly gaining the confidence of professional roofing contractors.

On top of this, building codes are much more stringent and requiring products providing greater fire resistance. Fiber glass offers a Class A Rating, the best, while the best organic can do is a Class C.

5. Is CertainTeed admitting there was a problem?

No. We are carefully reviewing the allegations of the complaints, and we dispute many of the statements made in them. If it is determined that the problems alleged in these complaints are

due to manufacturing error, we will honor the terms of our written warranty, as we do with any claim.

6. Does CertainTeed stand behind its products?

For over 100 years, CertainTeed has stood behind its products, offering one of the best and most comprehensive warranties in the roofing industry. That continues now and into the future. In recent years, CertainTeed's roofing products have been highly rated in builder and remodeler trade magazines. In consecutive ranking periods, CertainTeed roofing products also received the highest overall rankings from a highly-respected leading consumer publication.

We have also worked very hard during the last 20 years in gaining the loyalty of the leading roofing contractors in the United States, giving them the skills to help improve their installation and business building skills through our groundbreaking Contractors Edge program. We stand behind the efforts of these contractors to help ensure homeowners are getting high quality products and high quality installations.

7. Where should people call if they have issues with their roofs?

If homeowners are concerned about a potential problem with their shingles, we encourage them to call our Technical Services Department to initiate the process of investigating and bringing quick resolution to the issue. The number is: 1-800-345-1145.

8. Does the filing of the class actions affect a homeowner's ability to make a warranty claim?

The pending lawsuits do not mean that a homeowner cannot or should not make a warranty claim. CertainTeed will investigate every warranty claim.

9. Does a homeowner's making a warranty claim affect a homeowner's ability to participate in any class action?

If CertainTeed offers to settle the homeowner's warranty claim and the homeowner agrees to accept this compensation under the warranty claim, CertainTeed would require the homeowner to execute a release. The homeowner would then be barred from making any claim for additional compensation in the future and would be giving up any right to participate in the lawsuits.

10. Are any other CertainTeed products involved in this class action litigation?

These class actions only deal with organic roofing shingles. No other products manufactured by CertainTeed Corporation, including the fiber glass-based shingles that CertainTeed currently manufactures and sells, are involved in the class action lawsuits being filed concerning the company's roofing products.