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To Whom It May Concern:

Occasionally, a recently-completed roof will display shading differences wherein localized areas of the roof present themselves somewhat lighter, darker or “muted”. A roof’s appearance might also vary due to the angle of sunlight reflecting off the granular surface of the shingles. These shading differences may be caused by a number of factors but in the vast majority of cases **these differences are short-lived** as the normal weathering process restores the appearance of the roofing shingles to the rich color and beauty originally intended by the manufacturer and expected by our customers.

The most common forms of appearance variation are likely caused by either asphalt staining, transfer of backsurfacer onto the exposed portion of the shingle, or manufacturing or environmental dust (which can build up over time on the granule surface, often creating a muted, “washed out” appearance on the roof).

- Staining is typically the result of the transfer of asphaltic oils by direct shingle-to-shingle contact in packaged bundles during storage. This condition is inherent to all asphalt-based roofing and occurs with asphalt roofing products from all manufacturers. Staining can range from slight to severe based on a variety of factors, but storage conditions and storage time are usually the primary causes. This migration of the oils from the asphalt in shingles is a **natural process**.
- Manufacturers apply a backsurfacing material to the underside of the shingles to ensure that the shingles do not stick together while packaged within a bundle. Backsurfacer is usually a mineral such as limestone, sand or talc. Excess amounts of this material will temporarily adhere to the surfaces of the colored granules, presenting itself as a white film that reduces the vibrancy of those colored granules.
- Dust generated during the shingle manufacturing process as well as environmental dust from construction sites and pollen may also coat the granular surface, temporarily dulling the appearance of the roof in areas.

As a manufacturer of shingles for over 100 years, it is our experience that asphalt staining, backsurfacer transfer, and the accumulation of dust will “weather out” with normal exposure to the elements. We typically request that owners allow 90 days for this natural weathering to occur and for the roof is restored to its original color and beauty. In fact, many homeowners and building owners notice the dissipation of the appearance variation **well before** the 90-day period has elapsed.

Natural asphalt staining, backsurfacer transfer and the buildup of manufacturing and environmental dust do not constitute manufacturing defects. These transitory conditions are not caused by your roofing contractor. Therefore, we respectfully ask that any payments due to the contractor *not* be withheld as a result of any concern related to the shingles. **In the unanticipated event the appearance variation has not dissipated after the weathering period, please contact CertainTeed so that we may investigate your concern according to the terms and conditions of our limited warranty.**

Sincerely,

Technical Services Department
CertainTeed Roofing



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