

## **Quality Services Frequently Asked Questions (FAQ's)**

**Q. How do I initiate the claim process?**

A. To initiate a claim you may download the necessary claim packet forms from this website or contact IKO's Quality Services Department at 800-433-2811 or via email at [productconcerns.us@iko.com](mailto:productconcerns.us@iko.com). If you are the roofing contractor or dealer calling on behalf of the homeowner, please have the homeowner's name, address and home phone number available.

**Q. What information is included in the Claim Packet?**

A. The Claim Packet includes:

- A cover letter that explains in detail the information needed to file a claim and other important information to read before filing your claim with IKO.
- A Homeowner's Inquiry Survey
- An instruction sheet for removing two full shingle samples from your roof
- A label with IKO's mailing address (not postage paid & not available online)

**Q. I have an old claim packet that I never filed, can I use that to submit my claim?**

A. Yes

**Q. Do I need a proof of purchase to file a claim?**

A. Yes, a valid proof of purchase provides valuable information in the evaluation of your concern. The proof of purchase provides information such as the number of bundles or squares applied to your roof, that the shingles are IKO, the type of IKO shingle purchased and the date they were purchased.

**Q. Why is it necessary to submit two full shingles, from my roof, for my claim?**

A. Two full shingles from your roof are required to:

- Assist in identifying that the shingles are IKO
- To fully evaluate the concern you are reporting
- To conduct any laboratory testing of the product, if applicable

*Please note that for color concerns IKO requires two full shingles of the lighter color and two full shingles of the darker color.*

**Q. I'm the homeowner, am I required to remove the full shingle samples from the roof myself?**

A. Homeowners that are physically able, are well aware of the safety issues associated with roofing related procedures and know proper roofing practices can remove the full shingle samples themselves, if they desire. However, if the homeowner would prefer to contact a roofing contractor to perform this service they are welcome to. IKO will gladly reimburse the homeowner up to \$50.00 for this service. To receive reimbursement, a copy of the receipt must be submitted to IKO and IKO will only reimburse the \$50.00 if a settlement offer is made.

**Q. Which full shingle samples should I submit with my claim?**

A. For color concerns, two full shingles of the lighter color and two full shingles of the darker color should be selected. For other concerns, two full shingles that reflect your concern the best should be submitted to IKO.

**Q. Will my roof leak once the full shingle samples are removed?**

A. Immediately after the full shingle samples are removed they must be replaced in order to prevent serious leakage.

**Q. If I submit only pieces of the shingles instead of two full shingles will this delay my response from IKO?**

A. Yes, IKO requires full shingle samples to fully evaluate your concern, assist in determining if the product is IKO and they are used for any laboratory testing, if necessary. IKO will be unable to provide you a determination without full shingle samples.

**Q. I have extra bundles of shingles that were never applied to the roof, can I submit them instead of full shingles from the roof?**

A. No, shingles that have not been applied to your roof will not provide us with an accurate representation of your concern and may alter any laboratory testing results.

**Q. How should I package the full shingle samples?**

A. The full shingle samples should be shipped flat in a cardboard box. They should not be sent in several pieces.

**Q. The photographs show my concern. Can you make a determination by the photographs I submit, instead of me sending full shingle samples?**

A. No, the shingle samples are an important part of the entire claim evaluation. They provide us with the information needed to assist in determining if the product is IKO, provide us with an example of how the roofing material is performing and are used if laboratory testing is required.

**Q. Why doesn't IKO send a representative to my home to perform an onsite inspection instead of requiring me to send in shingle samples?**

A. IKO does not employ service representatives to complete onsite inspections. Based on past experience, having homeowners submit full shingle samples, from their roof, provides us with the information needed to fully evaluate and respond to their concern as quickly and accurately as possible.

**Q. What areas of my roof should I photograph and how many photographs should I send?**

A. Please submit **at least** seven clear color photographs. Please note digital photographs cannot be accepted. Photographs should include:

- One photograph close up showing the concern
- One photograph close up showing the general area of concern
- One photograph showing the complete front of the structure
- One photograph showing the complete back of the structure
- At least two photographs showing **all** types of ventilation your roof has (i.e. eave, ridge, gable, etc.)
- One photograph showing the address on the building (if applicable)

**Q. My roof is currently covered with snow. Can I submit my claim in the spring?**

A. Yes

**Q. How long is the evaluation process?**

A. Please allow a period of 60 days after receipt of the requested information for a written response to your concern.

**Q. If my claim is approved, how will I be compensated?**

A. If our evaluation indicates your shingles have a manufacturing defect that results in leaks, your claim will be processed according to the terms of the IKO Asphalt Shingle Limited Warranty that was in effect when your shingles were applied. Shingles that are no longer covered by the Iron Clad Protection Period (First 3 – 10 years depending on the product) are subject to a prorated amount of the shingle value.

**Q. Can I have the paperwork, photographs and full shingle samples back from IKO?**

A. No, any paperwork, photographs and shingle samples provided with your claim become the property of IKO and cannot be returned to you.

**Q. How do I figure out the number of squares applied to my roof?**

A. One square equals 100 square feet of roof surface. The area of your roof should be measured in square feet and then divided by 100. This figure will be the number of squares that are on your roof. If you need assistance a roofing contractor should be able to assist you.

**Q. How do I find out more about the limited warranty?**

A. The current version of the limited warranty can be downloaded from our website at [www.iko.com](http://www.iko.com). Previous year limited warranties are available by contacting IKO Quality Services Department at 800-433-2811 or via email at [productconcerns.us@iko.com](mailto:productconcerns.us@iko.com).

**Q. Does the limited warranty cover incorrect application?**

A. The IKO Asphalt Shingle Limited Warranty warrants against manufacturing defects resulting in leaks. It does not warrant against incorrect application. Please refer to your copy of the limited warranty that was in effect when your shingles were applied for full details.

**Q. How long are my shingles warranted against blow-offs?**

A. Provided your shingles are applied correctly, blow offs are warranted for the first five years as specified in the IKO Asphalt Shingle Limited Warranty. Please refer to your copy of the limited warranty that was in effect when your shingles were applied for full details.

**Q. Are my shingles warranted against algae?**

A. The IKO Asphalt Shingle Limited Warranty warrants against algae, for algae resistant (AR) shingles based on the terms of the limited warranty that was in effect when your shingles were applied. Please consult the limited warranty for full details.

**Q. Is my shingle limited warranty transferable to the next owner of my home if I sell it?**

A. The IKO Asphalt Shingle Limited warranty transfer terms vary by year and product. Please consult the limited warranty in effect at the time your shingles were applied for full details. If you need a copy of the limited warranty please contact IKO Quality Services Department.