



**2011 Limited Warranty Enhancements!  
Frequently Asked Questions**

January 31, 2011

**TO: Our Valued Customers**

Effective February 1, 2011, CRC will be making significant enhancements to the Limited Warranty coverage provisions for its Architectural (laminated) shingle products installed on or after February 1, 2011 in the United States and Canada. The accompanying summary page provides details concerning those changes. However, as the changes for our laminated shingles may result in questions from your customers, we want to provide some additional information, and to answer some common questions that we expect you may have.

***Why is CRC making these changes to its Asphalt Shingle Limited Warranty?***

We have decided to upgrade our Limited Warranty to remain competitive with other manufacturers' warranty offerings.

***What changes are you making to the CRC Asphalt Shingle Limited Warranty?***

The accompanying documentation summarizes the changes we are undertaking. In general terms, for all laminated shingles, CRC will enhance its Limited Warranty Term on Owners' single family residential homes<sup>1</sup>, upgrade the term of CRC's Iron Clad coverage period and enhance its Wind Resistance coverage. This chart reflects the changes.

Shingle Name	Warranty <sup>1</sup> Length	Iron Clad Protection Period	Limited High Wind Warranty Upgrade <sup>2,3</sup>	Limited Wind Warranty Length
Biltmore AR <sup>2</sup>	Limited Lifetime	15 years	130 MPH	15 years
Biltmore <sup>2</sup>	Limited Lifetime	15 years	130 MPH	15 years
Royal Estate <sup>2</sup>	Limited Lifetime	15 years	130 MPH	15 years

1. For owners/structures that do not meet these criteria, see our revised Limited Warranty.
2. See full revised Limited Warranty for complete details, terms and conditions.
3. High Wind Application required – see revised Limited Warranty for details.

***When will the new Limited Warranty be effective?***

Our new Limited Warranty terms will be effective February 1, 2011 for laminated shingles installed on that date or later, in the United States and Canada. New printed copies of the revised Limited Warranty will be on their way shortly.

***Will these changes result in the elimination of any products?***

Biltmore LT/Cambridge LT, Biltmore 40, Biltmore 35 AR and RoofShake 40 are still available while inventories last, but will not be continued after the inventory is depleted. Instead, a common standard Biltmore product will take their place. We believe that this will benefit our customers, who will have available a simplified product offering from CRC. We will continue to stand behind our Biltmore LT/Cambridge LT, Biltmore 40, Biltmore 35 AR and RoofShake 40 products with our enhanced Limited Warranty.

***What changes is CRC making to their actual laminated product?***

None. This is a response to a marketing move by our competitors. Our laminated shingle products carry a long track record of proven performance and durability. Our Biltmore shingles were already manufactured to the highest standards and are amongst the heaviest laminated shingles offered by any manufacturer in our industry. Our long and proud history as both a leader and an innovator in our industry means that consumers can continue to trust the CRC brand in our market.

***What about CRC's 3-tab shingles?***

CRC's 3-tab shingles are not affected by these Limited Warranty changes, which apply only to laminated products.

***Will there be changes to the RoofPro+™ warranty as well?***

RoofPro+™ warranty coverage will be updated to reflect these upgrade changes to our Limited Warranty.

***Is there new product information available to reflect these changes?***

We are in the process of producing new sales, marketing and product information materials containing the updated Limited Warranty information, and will have them available for you shortly.

***Does the new Limited Warranty apply to my existing stock of laminated products?***

Yes, CRC will honor the new Limited Warranty terms for laminated shingles installed in the United States or Canada on or after February 1, 2011, including existing laminates currently in your inventory. New production will eventually contain revised packaging to reflect the changes we are implementing. There will not be a "DO NOT MIX" situation created by these changes. Biltmore LT/Cambridge LT, Biltmore 40, Biltmore 35 AR and RoofShake 40 qualify for the Lifetime Limited Warranty upgrades.

We ask that you and your customers please refer to CRC's actual updated Limited Warranty for full details, terms and conditions, available at [www.canroof.com](http://www.canroof.com)

Thank you for your continued support of CRC.

Carol Perkins  
Director of Marketing, CRC

CRC in the United States means IKO Industries Inc.

CRC in Canada means Canroof Corporation Inc.  
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