

**RE: Ply Gem roofing warranty claim for Michael W. Griner**

1 message

Leland Harris <Leland.Harris@comerstone-bb.com>  
To: Mike Griner <mwgriner@gmail.com>

Wed, Sep 22, 2021 at 5:12 PM

Hey Mike,

We have opened the claim on your Ply Gem Engineered Roofing shingles (WCP97) and I will attempt to answer the questions you had proffered in the letter attached to the claim packet.

1. No, we are not aware of any wide spread issue with fading of the roofing tiles. We've had four complaints from across the country since we took over the warranties in 2019 and only one of those tested out to be a legitimate fade issue based on the terms of the applicable warranty.
2. We can't really predict individual tile's expected performance beyond the testing we have done that shows the average falling well under the expected fade of a delta E of 5 for 10 years. Fade does typically start quicker during the first 2 to 3 years and then levels off over time.
3. We are aware of the care necessary to remove tiles for testing, but it is impossible to determine the actual fade in accordance with the definition of fade in the applicable warranty without preparing a sample and presenting it to the spherical spectrophotometer. As you are aware based on the copy of the warranty you provided in your packet, we clean and test the samples provided in accordance with ASTM D2244 which calls for the sample to be cleaned with a solution of mild detergent let down in water, rinsed, and dried before reading on the spectro.
4. We do not replace the tiles given that they are no longer in production. Again, the warranty states "If a claim for fading is allowed, Ply Gem Roofing will refund the amount originally paid for the products. No installation costs or other costs will be reimbursed related to damage from alleged fading."
5. Same as #4, we do not replace tiles in approved fade claims but refund the original purchase price of the products.
6. Given the small number of complaints currently available, we really can't determine the answer to this question at this time.
7. Based on extensive tests done on the one fade complaint that actually qualified for the refund under the terms of the applicable warranty, that fade was determined to be caused by a pigment failure and not a lack of UV stabilizer in the formulation as tested via a Fourier Transform Infrared Spectroscopy (FTIR) test. None of the samples submitted showed any failure in the formulation using the FTIR, and we can certainly test any sample you submit for adherence to the formulation specification as well.

Again, the applicable warranty states "Ply Gem Roofing will provide notification of any additional information and physical evidence that may be required to process your claim. When a sample is required, it must be sent at the homeowner's expense. In the event the claims is approved and the homeowner wants the sample returned, there will be a \$25 handling fee." As stated above, it is impossible to determine the amount of fade without a physical sample to clean and test. Since we no longer manufacture the products, we will return the sample whether it qualifies for the refund of the original purchase price or not and waive the \$25 fee required in the applicable warranty.

I've attached the normal letter we send out to request the necessary sample for testing, but wanted to attempt to answer your questions at this time. I will be out of the office the balance of this week, returning on Monday, September 27<sup>th</sup>.

Leland Harris  
Mgr. Technical Services & Warranty, Ply Gem Siding  
D: 816-903-7555



September 22, 2021

Michael Griner  
619 Bridgeway Ln  
Naples, FL 34105

SUBJECT: CLAIM # WCP97

Dear Michael,

This letter is in regards to your recent claim on your Ply Gem Engineered Roofing shingles. We have received part of the information considered necessary; however, are unable to evaluate your claim at this time due to the lack of the following pieces of information that are required in order for us to make a determination of the validity of your claim on your warranty.

\_\_\_\_\_ Sample of the affected area.

Please provide the above information and return to:

Ply Gem Siding Group  
Attn: Warranty Dept.- Leland Harris  
303 W Major St  
Kearney, MO 64060

We will continue the evaluation of your claim once we have received the requested information. Please allow 2-3 weeks from date of receipt the requested information, for correspondence regarding the findings.

If you have any questions, please contact us at 800-962-3563. Thank you.

Sincerely,

A handwritten signature in black ink, appearing to read 'Leland F. Harris', is written over a faint circular stamp.

Leland F. Harris  
Manager, Technical Services and Warranty

303 W Major St  
Kearney, MO 64060  
[www.plygem.com](http://www.plygem.com)