



# FAQs

## FREQUENTLY ASKED QUESTIONS

### WHAT EXACTLY ARE THE WARRANTY UPGRADES?

All BP laminate shingles bought and installed on single-family detached residences as of February 1, 2011, are protected by the enhanced BP Limited Lifetime Warranty.

- Non-prorated Up-Front coverage for the first 15 years after installation
- Fixed, non-prorated 10% materials coverage for the entire life of the original owner
- Improved wind warranty for winds up to 110 mph (180 km/h) on standard installation and for winds up to 135 mph (220 km/h) with special high wind installation
- Wind protection increased to 15 years

On all other types of buildings (condos, commercial, churches, institutional, etc.), all BP laminate shingles installed as of February 1, 2011, are guaranteed for 40 years and come with a 5-year non-prorated Up-Front coverage.

### WHICH SHINGLES ARE NOW COVERED BY THE NEW LIFETIME WARRANTY?

All BP laminate shingles: Mystique, Harmony, Everest, Manoir and Eclipse GL.

### DIDN'T ECLIPSE GL ALREADY HAVE A LIFETIME WARRANTY?

The same lifetime warranty applies to all laminate shingles, including Eclipse GL. However, for customers who want to work with heavier shingles, Eclipse GL remains the product of choice.

### WHAT ABOUT BP'S 3-TAB SHINGLES?

BP Dakota 25-year, Yukon SB and Mirage GS 30-year shingles remain covered with the BP shingles warranty.

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## **IS THE EXTENDED WARRANTY AFFECTED AS WELL?**

Yes. The Extended Warranty will be modified to reflect the changes made to the standard warranty.

## **DOES THIS CHANGE BP'S 2011 PRODUCT LINE OFFERING?**

No. The complete shingle line remains available for 2011. While the distinctive features of each of those products remain, the new lifetime warranty applies to all of BP's laminate shingles.

## **WHAT ABOUT THE MERCHANDISING MATERIALS?**

BP will supply tags to be added to merchandising materials that have already been distributed. New materials will be updated as they are produced in the coming months. The BP lifetime warranty document and certificate are available on our website.

## **DOES THE WARRANTY CHANGE MEAN A "DO NOT MIX" BETWEEN 2010 AND 2011 SHINGLES?**

No. Aesthetically, there are no changes to the products manufactured in 2010 and 2011. Those products can be mixed on the same roof with the usual attention. In addition, shingle wrappers will not be modified because they do not include warranty information.

The warranty upgrade does not require separation or segregation of inventories in the supplier's yards.

## **WHEN DO THE WARRANTY CHANGES COME INTO EFFECT?**

The new Limited Lifetime Warranty coverage is extended to all BP laminate shingles that are installed on any single-family detached home as of February 1, 2011.

## **WHO CAN BENEFIT FROM THE NEW LIMITED LIFETIME WARRANTY?**

All owners of single-family detached homes in Canada and the United States.

## **HOW DO I APPLY FOR THE WARRANTY?**

The warranty document is available at [www.bpcan.com](http://www.bpcan.com). All that is required to benefit from the warranty upgrade is to keep the proof of purchase of the shingles or the installation contract showing the date of purchase or installation.



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