



WHAT TO EXPECT

If you are like many of our customers, this may be your first experience with re-roofing and you are wondering what to expect. The most important point to be aware of is that there will be some inconvenience on your part as we repair your roof. During the process, if you have any questions, please contact me directly at (256)325-3572.

Vents: **GAS DANGER!** At The end of each work day and upon completion of the job, please check the interior connections of your heater, dryer, and hot water heater vent pipes. You may want to bring in a professional at the end of the project.

Wiring & Air Conditioning Lines: Per Building codes Electrical, plumbing, telephone, security, and air conditioning lines should not be installed directly underneath the roof deck. It is the customer's responsibility to be sure that all the lines are at least 3 inches from the roof decking, We cannot be held responsible for the puncture of improperly installed lines or lines within 3 inches of the roof deck, and we are not licensed to do electrical or AC work. However, we can provide customers with a licensed professional at an additional charge.

Power Vents: Due to the liability, Continental Roofing and or it's subcontractors will no longer assume responsibility for connecting electrical power to a new power vents install on the roof. It is up to the homeowner to hire a qualified Electrician. If this an Insurance job the sales estimator can supplement for this item and the homeowner can use this to hire an electrician.

Power Outage: At the end of each work day and upon completion of the job, please check all breakers. We cannot be held responsible for appliances (i.e. refrigerators that go out, which may result in spoiled food due to loss of power).

Skylight: The price to replace skylights doesn't include interior trim, drywall, or paint. Sometimes the new skylights won't line up the same as the old one. Ask your sales representative for pricing. Old skylights, if not replaced, may leak around rubber seals. We urge you to replace your skylight at the time of re-roofing. We are only responsible for leaks that may occur at deck/flashing level.

Light Fixtures, Mirrors and Pictures: These items can fall if not firmly attached to the wall or ceiling. We suggest that you check to ensure that they are secure. If in doubt, take them down. Small cracks or crow's feet will sometimes appear in older plaster and sheet rock, and sometimes small particles of the acoustical ceiling may fall, in addition, drywall tape may come loose. We cannot assume the responsibility for these items as a result of re-roofing.

Access: Your contract price is estimated utilizing access to the driveways for our trucks, as well as electricity. If exterior plugs are not available, please run an extension cord through a window or door:

Existing Structure: When replacing your roof, it may become apparent that you have dips in your decking or your rafters aren't level. This has nothing to do with your new roof, rather, it is a result of the original construction of your home.

Decking: Any rotten or damaged decking will be replaced per Building codes. **Siding,** many times rotten siding on sidewalls and chimneys results in leaks that appear to be coming from the roof. We take responsibility that the flashing at chimneys and sidewalls are leak proof. However, if siding is rotten above the flashing, leaks may occur; we cannot assume responsibility for replacing pre-existing

rotten siding or cosmetic damage due to reroofing. We can provide additional service to repair these items at an additional cost, ask your sales rep for details.

Antennas: We remove and re-install antennas up to 20 feet in height. We are not responsible for the old lead wire breaking if it occurs. We also remove and re-install satellite dishes in current location but are not responsible for dish realignment.

Solar Panels: Arrangements to remove and replace solar panels are the responsibility of the owner.

Trees, Shrubs & plants: If you have low hanging branches over your roof, some trimming may be necessary. Our crew will only cut limbs which limit our ability to do an efficient job. In some cases, you may prefer to have the tree, or trees, trimmed by a professional before we start the job. We will do our best to protect your ornamental gardens. Please expect some damage due to the weight of the material coming off the roof. Continental cannot assume responsibility for replacing damaged Trees, shrubs or plants.

Gutter Guards/Helmets: Wire or plastic that has been installed over gutters by a homeowner is very difficult to re-install. Many guards are damaged and missing. Roofers will do their best to re-install them as they were. If gutter guards or helmets have been installed by a professional, it is the customer's responsibility to contact the company who installed them to have them removed and re-installed at the homeowner's expense. If this is an insurance claim, your salesperson can assist you with adding this to your claim.

Left-Over Material: Our proposals are based on a complete job. Any leftover material remains the property of Continental Roofing Company unless otherwise stated in your contract. Generally, we send more material to the job than estimated to make sure the crews don't come up short.

Pets: If you have any pets, please be sure to leave them in a secure place while your roof is being installed. We are not responsible for the well-being of your pets or your pets getting loose.

Tear Off: When we remove your existing roof, debris will fall through your lath, decking or attic. We suggest that you cover or remove any items that require protection. There will be thorough clean-up of the exterior of your premises; however, we can only pick up approximately 98% of the nails that fall. Please be on the lookout for nails in the months following your re-roof. If you find an extreme amount of nails, please notify your representative.

Shingles: There are several types of shingles delivered to your job. One is a starter shingle, another is the hip and ridge shingle and lastly your field shingles, this is the brand and style of shingle that you chose. The main types of field shingles are 25 year 3 tab shingles and the lifetime architectural shingles.

The Sign: Placing a sign on your property is the first step in re-roofing your home. We are proud of our name, this job, and the work we provide. In addition, this ensures that the material and installers arrive at the correct location.

Weather: When scheduling your job, we must factor in weather. As we know living in Alabama storms can be unpredictable and severe. Our goal is to protect your investment and we ask that you be patient with scheduling your job as they are on a first come first serve basis. Weather will move scheduling further out the more weather we have during certain times of year. Please understand your job is a priority to us but we do not want to risk any damage to your property

Communication: If you have any questions during your roofing job, please call your customer representative or the office