

Brauer Roofing Inc. F.A.Q.'s:

***How and when do I pay my bill?** Jeremy will follow up with a phone call after the job is complete, usually within 2 days. He will ask to set up an appointment sometime between the hours of 7:00AM and 4:30PM M-F to meet at your house. During this meeting, a final walk around can be done to make sure complete satisfaction by the customer is achieved. Jeremy will also settle the bill at this time and collect a check (unless prior arrangements have been made). If the customer elects not to meet with Jeremy, we will usually request a check be left at the house for pick-up, or possibly put in the mail (within 3 to 4 days of completion). Again, if prior arrangements have been made, we will adhere to those arrangements.

***Do you require a down payment?** No, this is one of the reasons we have to get prompt payment. If we are doing your roof over 45 days after the proposal was signed, we have probably already paid for the product. This can easily be half the cost of the job.

***How do I hire Brauer Roofing Inc. to replace my roof?** Call Jeff and verbally give the go-ahead (421-0522). Select style of shingle and write in color selection. Select any upgrades (vented ridge) or any extended warranty you want. Sign proposal and send yellow copy to: P.O. Box 9217, Rochester, MN 55903. (This address is also on proposals in upper right hand corner.)

***How do I select color and style of shingle?** Most of our customers select color by going to our reference list and selecting some roofs we have done to look at. This will give the best indication of what the shingle will look like in the "real world." Hint: You may want to narrow your choices down to grays or browns first by looking at the roofing selection guides provided with your estimate. If you need help with selecting style (or color) you can consult with Jeff.

***When can you do the job?** This depends on the time of year, size of roof, backlog and things of that nature.

***How long will the job take?** Almost never more than 1 day. Some jobs though may take 2 days or even longer depending on the scope of the work. We will tell you if the job will be more than 1 day to complete.

***What about extended warranties?** Standard shingle warranties don't cover much. They are for a short Duration and don't cover labor to remove or dispose of the defective shingles, which is a huge part of the cost of the job. We recommend adding the extended warranty, no matter which shingle you choose. For more detail on the extended warranties, refer to your brochures and/or call Jeff for any answers to your questions.

***Will dark or black shingles make my house or attic hot?** It depends if you have adequate ventilation and insulation. Generally speaking, color doesn't dictate attic or house temperature. Some houses, although rare, may have circumstances that would indicate the selection of a lighter color. Call Jeff with any questions regarding this matter.

***Do my gutters have to be removed?** Almost never. The only reason gutters may need to be removed is if they are "strapped" to the roof. If you are getting new gutters after the roof is installed, it is important to tell us.

***Should I take things off shelves or pictures off walls? It is very rare anything ever falls off shelves or pictures fall off walls.** With this said, if you are concerned about this or have things of great

or irreplaceable value, please take care to secure those items.

***Do I need to cover things in my attic?** If you have a plywood or close gap board deck, only small amounts of dust or granules may fall into attic. If your roofing job includes re-sheathing your roof deck, there will be somewhat of a mess in the attic or walk-in loft -care should be taken by the homeowner to protect any valuables.

***What if existing shingles are adhered to existing ice and water shield?** This is a relatively new problem. With the advent of ice and water shield has come the problem of getting the shingles off of this "sticky" membrane. We usually, with a small amount of extra time (maybe 2 man hours, which we don't charge extra for), can get the shingles off. In rare cases, it may be necessary to charge an extra if we have too much time in this procedure. We have had a few rare cases where the plywood needed to be replaced. Ask Jeff about this issue if you have further questions or concerns.

***Why is vented ridge considered an upgrade?** We use a top of the line internal baffle type vented ridge. It will not take in snow (except in extreme reverse pressure situations or extremely high winds, which in that case roof vents will too), this vented ridge won't crack, sustain hail damage, or allow birds to build nests, all of which are real possibilities with roof vents. The vented ridge itself carries a higher cost than roof vents. There is also extra labor in filling roof vent holes with plywood/OSB/boards and preparing the ridge for the new ridge vent.

***What if there are shingles left over?**

We will organize and stack neatly any shingles left from open

bundles. We will leave these shingles at your house in case they are needed in the future for repairs. There are instances where no shingles are left -in this case none will be left at your house. We do not deduct from the final bill if there are full bundles of shingles left, just the same we don't charge you more if we are short shingles. We routinely order 1 to 2 square extra in case of damaged product so we can pull those out of installation.

***Can you file a warranty claim on my existing shingles?** The quick answer is yes. CertainTeed, GAF, Owens Corning, Globe and Tamko all have asphalt type shingles that are failing. The most prevalent failure in this area is the CertainTeed 3-tabs, Classic Horizon and Hearthsteads, all have been discontinued. This failure is most prevalent in this area because almost all roofs in the Rochester area have CertainTeed shingles on them. We can file a claim with CertainTeed for you. We will tell you how much you will be awarded, usually within \$100.00. The cost of filing this claim is \$50.00, of which you are reimbursed 100% by CertainTeed. Globe is out of business. We are not familiar with Tamko's warranty filing process. Owens Corning and GAF have so few roofs with their product on them from 10-15 years ago, it's not really an issue in this region.

***Do you work with insurance companies?** Yes -be sure to inform us if there is a pending claim or if you are worried you may have storm damage.

***What about my existing skylights?** The only way for us to 100% leak guarantee a skylight is to replace it with a new one (usually around \$600.00). With this said, we can usually “roof in” the existing light so it doesn’t leak. This skylight may not last as long as the new roof, as it is already used. Skylights don’t last forever. Call with any concerns about this and we can discuss further.