



November 1, 2017

Dear Owens Corning Roofing and Asphalt Customer:

Our thoughts are with you as the effects of the devastating Northern California wildfires continue to be felt. We hope you and your families are safe.

We understand that shingles or roof components manufactured by Owens Corning Roofing and Asphalt, LLC ("Owens Corning") may have been exposed to fire or excessive heat on your rooftop. This letter is to provide guidance as to how we (Owens Corning) view this product in terms of its warranty and the potential for failure.

When installed as part of a roofing system, asphalt shingles meet the UL Class A standard. This means that when the roof is exposed to burning embers, the shingles will retard flames from burning through the roof and entering the attic. However, fire and excessive heat can compromise shingle weathering performance.

Asphalt shingles are not designed to withstand temperatures above normal maximum roof temperature (about 185 to 190 degrees). Exposure to fire and high temperatures will degrade performance. Unfortunately, there is no way of knowing at this time what temperature the shingles experienced. Without inspection, it cannot be determined whether the shingles were damaged in the fire. If they were melted on the back, the warranty is void and the roof should be replaced.

Our warranty does not cover damage to our shingles due to Acts of God or conditions beyond our control. Fire events are considered an Act of God. Therefore, any shingles that were subjected to fire or excessive heat would be considered void of our warranty coverage. Please refer to actual warranty for details.

If you have any questions regarding this information, please contact your local Owens Corning Area Sales Manager.

Sincerely,

A handwritten signature in black ink, appearing to read "Bert Elliott", is written over a white background.

Bert Elliott
Director, Roofing Technical Services
Owens Corning Roofing & Asphalt, LLC