



Please call our toll free # 877-906-6267 if you have any questions.

This questionnaire is designed to help speed the processing of your request for warranty service. Please provide all the requested information and return to this office as soon as possible so we may begin an evaluation. Samples of building products are not required!!

Any information not presented upon receipt of package will result in an automatic denial until proper paperwork/photographs are submitted.

There are 3 required items in the claims process: Photographs, Proof of purchase, Proof of product.

- 1. Name Spouse:
2. Mailing Address: Street City State Zip Code
3. Property Address: Street City State Zip Code
4. Telephone: Home () Work () Fax () Spouse Work ()
5. Date installed (month/year): Dealer/Installer Name:
6. Product Name (BRAND): Color:
7. Size of Siding Panel Lap (measure vertically): 3 3/4" 4" 5" 7 1/2" 8"
8. Brief description of claimed defect:
9. Identify the product you are making the claim against: Steel Siding: Soffit: Aluminum Siding: Gutters: Other: Identify other:
10. Is the paint peeling on the aluminum or steel product: Yes No
11. Has any of the products blown or fallen off? Yes No
12. Have you previously filed a claim regarding this product? Yes No What year?
13. ranch 2-story bi-level tri-level cape cod duplex condo brick (with siding in gables only) (Please circle type of home)
14. Please provide the dimensions of the walls sided with our product (measure all outside walls even though they may not be affected at this time.) Your best guess on sizes will suffice. DO NOT LIST ANY WALL MEASUREMENTS THAT ARE COVERED BY BRICK, STONE, OR MATERIAL OTHER THAN OUR SIDING.

House measurements (length x height - in feet)

North L H South L H East L H West L H

Measurements continued:

Detached garage covered by same siding (length x height - in feet)

North L _____ H _____ **South** L _____ H _____ **East** L _____ H _____ **West** L _____ H _____

Other buildings on same property covered by same siding (length x height - in feet)

North L _____ H _____ **South** L _____ H _____ **East** L _____ H _____ **West** L _____ H _____

15. Is there any visible discoloration? Yes _____ No _____ *If yes, answer the following:*

- a. Is the discoloration even or "checkerboard" on the wall? _____
- b. Which side of the house is discolored? East _____ West _____ North _____ South _____
- c. Do you clean the products? Yes or No How often? _____
- d. How do you clean the products? _____
- e. Do you live near an industrial area or airport? Yes or No
- f. Do you live near the ocean or by a saltwater body of water? Yes or No
If yes, how far? _____

16. Are you the original owner of the product: Yes or No

a) 2nd owner of the building product on the home: _____

b) 3rd owner or up of the building product on home: _____

Was the warranty transferred: Yes or No Fill in the year you purchased the home: _____

17. Please provide the siding ID Number off of worksheet 3 if using as proof of product:

If you are not the original purchaser, you must provide a copy of the letter mailed to you on our company stationary stating that the transfer of the warranty occurred. You do not need to provide any further document of proof of product or purchase with a recorded letter of transfer from ALSCO® or any previous owner of an ALSCO®/Reynolds liable facility.

If you had a previous warranty complaint with any formerly owned company under our liability, please provide a copy of any form referencing a former claim number or positive claim outcome. You do not need to provide any other proof of purchase or proof of product documentation with this number, however, you still need to fill out the form and supply the photographs requested.

We reserve the right to request additional information at any time in the claim procedure if we feel it is necessary. Please return pages 1 & 2 to ALSCO® Metals Corporation * Claims Dept * Box 197 * Ashville, OH 43103.

Signature: _____ **Date:** _____

As soon as possible after receipt of this questionnaire, we will advise you of our findings in writing. You should allow up to 30 days for this process.

The following list of items may be of help in your search for documentation.

FOR PHOTOGRAPHS PLEASE NOTE THE FOLLOWING REQUIREMENTS:

Clear photographs with the full view of each side of your home (**4 photographs**), are required.

Photographs must be marked by direction with North, South, East and West on each photo.

If the defect is visible in the 4 required photographs then no further photographs are necessary; if the defect is not immediately noticeable then additional photographs showing affected areas are required.

FOR NEW BUILDS (A NEW HOME - Built New For You):

Always attach a **copy of your original settlement statement or warranty deed** on your home **and** provide proof of product

If you are a homeowner who had the product installed on your home (a remodeling job):

You must provide proof of purchase and proof of product by supplying one item from each of the following lists below (*we do not accept letters from contractors as proof*):

ITEMS THAT CAN BE USED AS PROOF OF PURCHASE

(if you have none of these please call for alternative items)

1. Builders contract (*can be used for proof of purchase and product if brand is listed in writing*)
2. Invoice for the product (*can be used for both proof and purchase information*)
3. Cancelled check to the contractor

ITEMS THAT CAN BE USED AS PROOF OF PRODUCT

1. ID number off the siding (*only available on siding products produced prior to 1998*)
2. Invoice for the material (*can be used for both proof and purchase information*)
3. Warranty certificate (*can be used as purchase item if you can provide siding ID # off product*)
4. A document from the builder/developer showing brand choice chosen and installed on home

**If you cannot locate paperwork to provide proof of manufacture and you need to locate a siding ID number (only available on panels manufactured up to 1998), carefully unlock and lift a 12-ft section of siding. On the back of a Reynolds panel you should be able to see a blue or black stenciled set of letters and numbers; for other brands you can locate numbers embossed in the metal on the nailing hem or bottom butt of the panels. Write these numbers exactly as they appear on the piece of siding or take a photograph, this will help identify the manufacturer of your siding (please note: this may also prove it is not a product we maintain a warranty service on).*

ALSCO® is not liable for damage incurred to your siding in your attempt to identify the manufacturer of your building product.

IDENTIFICATION NUMBER OFF OF SIDING: _____

Thank you for your assistance, if you have any other questions please call our toll free # 877-906-6267.