



A SINGLE SOURCE FOR SINGLE-PLY ROOFING

August 30, 2010

Changes to Warranted Job Inspection Rating System

Effective September 1, 2010 there will be a change in the way warranted jobs are rated when they are inspected. Individual jobs will no longer be rated on a scale of 1 to 10 but will receive "approved" or "not approved" status at the conclusion of each inspection. Projects that are rated initially as "not approved" must be corrected in order for the warranty to be issued.

Approved: If a project is approved on the initial inspection no further repairs are needed and the warranty will be issued.

Not Approved: This rating means that one or more repairs need to be completed before the project can be warranted. The contractor will receive a RFW (Repair for Warranty report).

Gold Medal Quality Program

The discontinuation of the numbered rating system has resulted in a need to redesign the Gold Medal Quality Program. In the past, an average rating of 9.5 was one of the requirements to qualify for the Gold Medal Award. In order to qualify under the new "approved" and "not approved" rating system every project a contractor submits for inspection must be "approved" within 120 days of the initial inspection.

For 2010 a report will be run at the end of the year and Gold Medal Award winners will be determined based on a special set of factors. The qualification factors for 2010 will include:

- Average inspection rating through August 2010
- # of projects completed
- Square feet installed
- Average warranty claim \$ per lifetime square feet installed
- % of lifetime projects with warranty claims

A revised, clearly outlined set of qualification requirements for the Versico Gold Medal Award for 2011 will be communicated in January 2011.

If you have any questions or would like to know if your company is currently in line to qualify for the 2010 Gold Medal Award please contact your Independent Sales Rep or Versico Regional Manager.

Sincerely,

A handwritten signature in black ink that reads 'David French'.

David French
Marketing Manager

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