

How to file a claim

1. Download, print out and complete the claim form and return it to us. Page two of the form can be used to help identify the type of siding involved. Please fill out the form completely. Incomplete information will delay the processing of your warranty claim.
2. Supply proof of purchase such as a copy of the siding warranty or a paid receipt identifying the products used on the project. If these documents do not provide specific identification of the products used, submit a product sample. If sending a sample, do not cut the sample out of the wall or damage it in any way. Do not write on the front of the sample. Submit a 1-3 foot long whole piece that can be placed back on the wall if needed. With the exception of fade issues, the sample may be an extra piece that you may have from the job.
3. **Photos** of the home are required to process the claim. Please submit photos showing each entire wall area, even if the wall is not affected. Also submit close-up photos of individual areas affected by the problem.
4. Indicate the nature of the concern. Please be specific, including the location and extent of the problem.
5. **Samples are required for fade claims.** Submit a sample from the affected wall(s). Be sure that the sample best represents the degree of weathering. This sample is needed for testing and will have a significant influence on the determination of the claim. We will do our best to return the sample in the event that the claim is not found to be justified.
6. List all items affected by the issue such as corners posts, etc. **A complete list and quantity must** be outlined on the form. Should the claim be justified, this list will be used to determine the material needed to resolve the issue.
7. The information listed above should be submitted to:

Crane Performance Siding
Warranty Dept.
1550 Universal Rd.
Columbus, OH 43207

It may take up to 30 days to process the claim. Please hold all inquiries during this time. We are confident that we will have a response for you in this period. Following this period you may contact us at:

(800) 366-8472

Fax (614) 443-4841

Hail Damage Coverage: Crane Performance Siding's current coverage for *hail damage* is as follows:

- *Standard vinyl siding:* Crane will provide replacement material only, for the siding that was damaged beyond that covered by the homeowner's insurance policy less the normal deductible.
- *Solid CoRe siding:* Crane will replace all damaged panels, including the cost of material and labor, which exceeds the amount covered by the homeowner's insurance policy.

Proof of submission and resolution from the homeowner's insurance company are required before final settlement of all hail damage claims.



CLAIM NO _____

(OFFICE USE ONLY)

PLEASE COMPLETE THIS FORM ENTIRELY. ALL INFORMATION IS REQUIRED TO PROCESS YOUR CLAIM.

Failure to complete the form or submit any of the required items will delay our response to your issue.

Name: _____

Property owner

Address: _____ City: _____ St: _____ Zip: _____

Home Phone # _____ Work Phone #: _____ e mail: _____

Original Installing Contractor: _____

Address: _____ City: _____ St: _____ Zip: _____

Phone # _____

Distributor where material was purchased: _____

Address: _____ City: _____ St: _____ Zip: _____

Phone # _____

Product involved: _____ Color: _____ Accessory Color: _____

Profile: (i.e. d\Double 4", Double 4 1/2" Dutchlap, etc.) _____

Total of squares of material on home: _____

Total of squares of material affected: _____

Style of home:

Ranch 2 story over 20 feet high

other _____

Other materials affected and quantity (corner posts, etc.)

Walls affected: — as viewed from the front of the home

Front Back Left Right

Other: _____

Which wall faces north?

Front Back Left Right

Date of installation: _____

Date problem first discovered: _____

How frequently is the product washed? _____

Did you own the home when the product was installed? _____

Proof of purchase is REQUIRED. Please check which is attached:

Copy of warranty Paid receipt specifically identifying our company as the manufacturer of the product on your home.

Photos of all walls are REQUIRED. One close up photo taken that illustrates the issue and one photo of each wall of the home, showing the complete wall.

A sample of the product exhibiting the issue is REQUIRED to process a fade claim. Remove, or have your contractor remove, a small 1'-3' long whole piece that can be placed back on the wall if necessary.

EXPLAIN THE ISSUE (BE SPECIFIC): _____

***If the complaint address is different than the property owner address, please write the address in the explanation area above.**

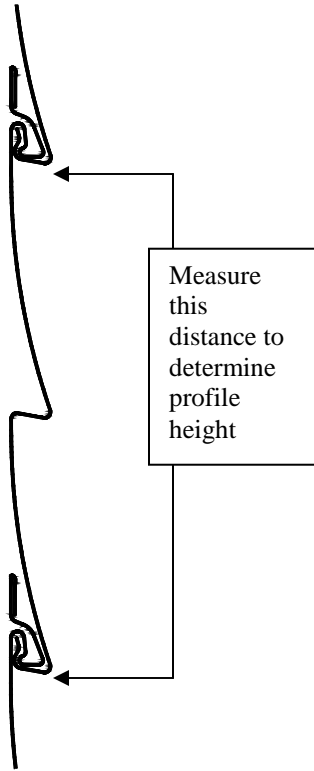
Signature: _____ Date: _____

Return to: Warranty Dept., Crane Performance Siding 1550 Universal Rd. Columbus, OH 43207

Allow 30 days for processing of claim. A determination will be sent to you.

IDENTIFYING THE TYPE OF SIDING YOU HAVE

PROFILE HEIGHT



Measure this distance to determine profile height

Please determine the height and style of your siding and record the information on the claim form in SECTION 2- Profile.

PROFILE STYLE



CLAPBOARD



TRIPLE 3



DUTCH LAP



BEADED