(SINGLE FAMILY RESIDENTIAL OR ONE UNIT BUSINESS/SHOP/HOTEL, ETC.)

There are 4 very important items that are needed to submit a claim and have it accepted by our company. These instructions are intended to walk you thru the 4 steps so you can complete your package and meet our requirements for processing your claim request.

You must tie the distributor who sold the product to yourself or a contractor you hired, and then tie the contractor to your building. Keep in mind this must be a distributor who sold our product.

1) **Proof of product.** Proof of product is the invoice for the material on your building. Your contractor can usually get you a copy of the invoice for your job, or they may direct you to the distributor who sold the job to them. If you do not have an invoice copy and cannot obtain one, if you registered your product with us when it was installed and received the registration letter from us for your job, or performed a legitimate warranty transfer (for second owners) and received the transfer document from us, then you can use that document as your proof of product. **THIS IS REQUIRED, without this you do not have proof that the product used on your home has any affiliation with our company.** You are also establishing that you are the owner of the building product and entitled to warranty services pursuant to the warranty language. Courthouse records are checked to ensure that you are the original owner of the building product and are entitled to warranty service pursuant to the language in the warranty.

2) **Proof of purchase.** Proof of purchase ties the contractor/builder to your specific building. This is the bill the contractor gave you to pay him by, or it can be a copy of the original contract that you were given when you hired him. You may also use a copy of a cancelled check to the contractor. If this was a brand new home please provide a sales history record from your county auditor site on the sales history of your home or a document from your closing statement with your name and purchase date clearly noted.

3) **6 Photographs Minimum are required.** 2 Photographs that show you are having an issue. 4 Photographs of the building, side by side. So a picture of the front of the house (as much of the building that you can get in that photo), a picture of each side, and of the back. If there are multiple buildings such as a barn, garage or shed, then you will need to provide the same 4 pictures for each of those buildings also and any detailing showing failure if it is occurring.

4) **DIMENSIONS [AREA OF USE] Questions 12 and 13 deal specifically with trim coil complaints.** If you wrapped the fascia (the trim that goes along the top of your house and gable ends) with coil, list the length, height and width of your home. We can figure the lineal footage of your building with these measurements. If you had a porch overhang or had any frieze applications then include the sizes for that area also. If you wrapped doors, windows, garage doors, dormers, anything else in trim coil, please be specific on the worksheet and list the sizes. For example: 5 windows at 53" x 30", 2 windows at 24" x 46", 1 dormer at 6' + 6' + 8', garage door 7' Tall by 16' Wide. **BE SPECIFIC. PLEASE NOTE: THAT WITH ALL TRIM COIL COMPLAINTS YOU NEED TO DOCUMENT WHEREVER THE COIL WAS USED ON YOUR ORIGINAL APPLICATION EVEN IF IT IS NOT HAVING A PROBLEM RIGHT NOW.**

contact
todd.devors@aleris.com
ph. 740-983-1344
fax 740-983-3653
**ALS CO Warranty Form**

**Claims Hotline**
740-983-1344

**PLEASE FILL OUT AND RETURN THIS PAGE ALONG WITH YOUR REQUIRED DOCUMENTATION, MULTI-UNIT BUILDINGS MUST PROVIDE A CLAIM FORM FOR EACH BUILDING IN THEIR DEVELOPMENT.**

Samples of building products are not required! Missing information will result in an automatic denial until all required items are submitted.

There are 3 REQUIRED items in the claims process: Photographs, Proof of Purchase, Proof of Product

**CONTACT INFORMATION**

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1. Date installed: (month/year): ___________ Installer/Dealer Name: ___________

2. Manufacturer Name: ___________ Brand: ___________ Color: ___________

3. Identify the product you are making the claim against:
   - [ ] Trim Coil
   - [ ] Fascia
   - [ ] Contours
   - [ ] Gutter
   - [ ] Gutter Guard
   - [ ] Downspouts/Elbows
   - [ ] Aluminum Siding
   - [ ] Aluminum Soffit
   - [ ] Gutter Guards
   - [ ] Other

   If the product in your claim is a siding panel, please check one of the following profiles noted below and the finish look:

   ![Profiles of siding panels](image)

   - [ ] a) [ ] b)

4. Please choose Woodgrain Look
   - [ ] Smooth
   - [ ] Other

5. Check description of claimed defect:
   - [ ] Different Colors
   - [ ] Paint Peel
   - [ ] Excessive Fade
   - [ ] Other

6. Check direction of sides affected:
   - [ ] West
   - [ ] East
   - [ ] South
   - [ ] North

7. Have you previously filed a claim regarding this product?
   - [ ] Yes
   - [ ] No
   - [ ] Previous Claim # ___________

8. Type of building you live in:
   - [ ] Cape Cod
   - [ ] Ranch
   - [ ] Bi-Level
   - [ ] Two Story
   - [ ] Split-Level
   - [ ] Condo/Townhouse
   - [ ] Apartment Bldg

9. Is there any visible discoloration:
   - [ ] Yes
   - [ ] No
   - [ ] If yes, answer the following questions to the best of your ability:
     - a) Is the discoloration even or "checkerboard" on the wall?
       - [ ] Even
       - [ ] Uneven
     - b) Which side of the house is discolored?
       - [ ] West
       - [ ] East
       - [ ] South
       - [ ] North
     - c) Do you clean the products?
       - [ ] Yes
       - [ ] No
       - [ ] How often do you clean them?

10. Are you the original owner of the product?
    - [ ] Yes
    - [ ] No

11. If siding, write your square measurement from your worksheet here. (This is the size of your home)
    
   **EXTREMELY IMPORTANT: IF YOU ARE CLAIMING TRIM COIL YOU MUST FILL IN WHEREVER THE TRIM COIL WAS INSTALLED ON YOUR HOME! PLEASE SEE PAGE 2**

   **NOTE AREA: you must specify the sizes of your doors, windows, garage door and dormers in detail or a default figure will be used to figure your if**

12. Please list how many:
   - windows wrapped _______; regular entry doors _______; dormers _______; single garage door _______; double garage door _______; double entry doors _______; fascia in line # _______; gable ends-how many # _______; other: _______;

13. APPROXIMATES ARE OK. Please let us know a) How wide is your home _______; b) how long is your home _______; c) how high is your home _______;

   **Signature:** ____________________________
   **Date:** ____________________________

   Electronic signatures are valid for legal purposes as a written signature.

   If you are submitting a claim for a development as a Corporate Manager please supply a drawing of your building layouts - example attached!

RETURN THIS FORM TO: ALELIS ROLLED PRODUCTS, INC. CLAIMS DEPT. P.O. BOX 197 ASHWELL, OH 43103

Aleris Rolled Products, Inc. reserves the right to request additional information at any time in the claim procedure if we feel it is necessary. Please allow up to 30 days for this process, you will be advised of our findings in writing.

Revised: 5-12-17
Notes/Questions

If claiming windows on trim coil installs please write Qty and size of windows and doors, garage doors so we can figure your lineal footage accurately, if measurements are not included we will use average industry standard which is 2'6" x 3'9" = 13 Lf. Ex: 2 windows 3' x 3'3", 4 windows 2'6" x 4', etc.

How to measure your home for Trim Coil.

Measuring your home for warranty purposes is a fairly simple process. The following is a simple, step-by-step method to arrive at your lineal footage totals.

1. Measure the length of each side of your house. Measure the height of each side.

2. Next, measure the areas (in the same way) of the extra surfaces, such as dormers, gables. Mark your gable ends with a G.

3. If you have insets where rooms inset or extend past other walls (example an L style ranch insets as shown on front picture) then you must include those extra walls. Figure each wall and put inset wall footage in the notes area.

4. Remember to do the same for any other buildings that had the original product installed on them at the same time.

Please draw a diagram of your house so you can figure your lineal footage. See Example below:

```
  20  G
 6  6  6  12
  12  G  G
    30  30
  44
```
Basic terms and examples for measuring your home for warranty service.

Measuring your home for warranty service is easy, and if you get stuck just call the ALERIS® claims hotline at 740-983-1344.