MATERIAL MATCHING

Siding and Roofing Overview

itel
The Science of Fair Settlement®
How will you find the best match for damaged roofing or siding?

The siding and roofing market constantly changes, making it difficult and time-consuming to find matching materials:

1. Styles are dropped and added, sometimes in less than a year.

2. Company acquisitions and mergers make it difficult to track products.

3. Once popular products may now only have regional availability.

ITEL does the work for you with a nation-wide search for new and discontinued siding and roofing. Our comprehensive lab report gives you the best available matches and locates distributors that can supply the material, with results returned just one business day after we receive your sample.
Find the best match for your siding and roofing with ITEL!

ITEL helps you find the best available match for currently manufactured and discontinued siding and roofing. It’s easy to use ITEL on all of your property claims, repairs, or additions:

1. Collect the roofing or siding sample.
2. Submit the sample and ITEL form using our pre-addressed shipping supplies.
3. Receive your lab report with matching replacement products and distributor contact information.

Inside you’ll find instructions for collecting samples, submitting samples for matching and reading the ITEL lab report. Get started today!
1. Collect the sample

Roofing and siding sample sizes

As with flooring, sending the recommended sample size for each material will make sure you receive the most accurate results.

**Roofing**
A full shingle or tile if possible. Shingles can be rolled or folded. For other roofing material, include a full piece if available.

**Siding**
10” of length and the full height from the nail hem to the bottom butt edge. Include weep hole if available.

Collect the samples

Collecting samples is easy and can be handled by the adjuster or contractor. Brief instructions are included below. For full instructions on different types of roofing and siding visit [www.itelinc.com](http://www.itelinc.com).

**Roofing**
Shingles: 1. Loosen the adhesive and nails from the target shingle and the shingle above it using a prybar. 2. Carefully pull out the target shingle. 3. Secure a plastic cover with nails to protect the exposed area of roof.

**Siding**
Vinyl and metal siding: 1. Unlock the siding above the piece you want to collect. 2. Remove the nails in the target piece and carefully cut a 10” sample that includes the full height. 3. To protect the exposed area, cover with duct tape or plastic sheeting.
2. Send the sample to ITEL

Fill out the Test Request Form

Complete a Test Request Form to send with the sample. You can use the same form used for flooring. Required fields are noted on the form.

Carrier and Loss Info
Include the carrier and claim information on each form submitted.
Also include third-party or independent adjuster info if applicable.

Billing
Check the box to indicate the party to bill for analysis.
All parties listed, other than the homeowner, will receive a copy of the report.

Samples Submitted
Indicate the type of sample submitted for matching.

Your form may be slightly different than the example.

Ship the sample to ITEL

IEL Supplies
For your convenience, ITEL provides pre-addressed shipping labels and envelopes for sending samples.
You can order additional supplies, including additional forms and padded envelopes for sharp samples at www.itelinc.com. Supplies are sent to at no charge.

Send the sample
Place the completed form and material sample in the shipping bag, attach the label, and seal the envelope. You can drop the sample off at any UPS drop box or take it to a UPS store. Drop box and store locations are available at www.ups.com/dropoff.
The fee for shipping the sample is included in your total invoice, so there is no need to pre-pay the shipping.
## 3. Receive the ITEL report

### Reading the ITEL report

The ITEL Roofing or Siding Evaluation report will be quickly returned to you by e-mail or fax as noted on the form submitted with the sample. Reports are returned the next business day after the sample arrives at ITEL.

### Page 1

The first page provides an in-depth look at the originally installed product and the matching products.

1. **Loss information for your claim file.**

2. **Specifications and availability of the submitted sample.**

3. **Available matches, with specifications, graphs to show similarity to original, and supplier information.**

4. **Additional information to assist with the siding or roofing match. Your invoice may also appear here depending on your account set-up.**

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**The report for non-asphalt roofing varies from the above. Visit www.itelinc.com/matching.asp for a sample report.**

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### Purchase the matching roofing and siding

Contact the suppliers listed in the **Matching Products** section of the ITEL report to purchase replacement roofing or siding. Suppliers are chosen by the geographic proximity to the loss location. As an independent laboratory, ITEL does not receive any compensation from suppliers.

You may need to provide a copy of the report to a contractor, as some suppliers only sell to licensed roofing and siding contractors. Also, due to the variability in supplier inventory, some products or colors may need to be ordered by the supplier. Installers and homeowners should check a physical sample of the replacement siding or roofing to ensure compatibility before beginning the repair.

Special color or remanufacturing programs may be available depending on the material submitted. When applicable, special programs and remanufacturing options will be noted on the report.
Homeowner’s Personalized Siding Match Report

The second page (available on asphalt roofing and siding) is designed to make it easier for homeowners, contractors, and adjusters to choose the best match for the repair.

Your Siding: Your siding is discontinued but similar products are available!

Specifications:
- Original Color of Your Siding
- Current Color of Your Siding

Helpful Comments:
- See below for similar matches to your siding.

Match 1: National Brand Similar Style 1
- Material: Vinyl
- Profile: D4DL
- Color: Camel
- Color Matched To: Original Color
- Manufacturer Info: www.nationalbrand.com / (800) 555-1234
- Where to Buy:
  - Standard Building Products - 10 miles away,
    (555) 123-4567, Anytown, MN, 12345
  - Another Building Supply - 11 miles away,
    (555) 456-7890, Anytown, MN, 12349
- Distributors inventory varies; specific products and colors may need to be ordered. Some distributors will only sell to licensed siding contractors.

Helpful Comments:
- Matching based on closest color match to the original color and physical specifications of your siding.

Match 2: Another Brand Similar Style 2
- Material: Vinyl
- Profile: D4DL
- Color: Sandstone
- Color Matched To: Current Color
- Manufacturer Info: www.anotherbrand.com / (888) 555-9876
- Where to Buy:
  - Standard Building Products - 10 miles away,
    (555) 123-4567, Anytown, MN, 12345
  - Another Building Supply - 11 miles away,
    (555) 456-7890, Anytown, MN, 12349
- Distributors inventory varies; specific products and colors may need to be ordered. Some distributors will only sell to licensed siding contractors.

Helpful Comments:
- Matching based on closest color match to the current color and physical specifications of your siding.

ITEL Certified Match
- ITEL performed a national search based on the specifications and color of your product to find you the best available match. If you have questions, contact ITEL Customer Service: itelinfo@itelinc.com or call 800-890-ITEL (4835).

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1. If available, the original product name and specifications are provided.

For siding, color swatches show the original color and the current color of the installed material.

2. Photos and material specifications for matching products are provided to help all parties decide how best to proceed with the repair.

To better show grain, siding photos are black and white with color swatches. As colors can vary over one shingle, color photos are used for roofing.

In addition, product and manufacturer names are listed with supplier contact info to help homeowners and contractors easily source the matching products.

Have a question? We want to help!

We want to help you find the best available match for all of your roofing and siding claims. Contact ITEL Customer Service at 800-890-ITEL (4835), or e-mail itelinfo@itelinc.com with any questions on sample collection, sending the sample, or reading the ITEL report and obtaining replacement products.

You can also find more information online and order shipping supplies at no charge at www.itelinc.com. To stay up-to-date on new services and changes at ITEL, sign-up for our e-mail newsletter: www.itelinc.com/subscribe.asp.