

Will your roofing or siding repair match?  
Use this kit before the repair!



*Homeowner's*

**Roofing & Siding  
Match Kit**



**itel**

# *Replacing damaged roofing or siding?*

Protect your home's appearance and value with a good match to your existing roofing or siding. ITEL matches the color and features of your damaged roofing or siding to currently available material then locates suppliers that sell the replacement.

As an independent testing laboratory that does not sell siding or roofing, ITEL's results can be trusted to be the best match for your home.

## *This kit will help you:*

- Collect a roofing or siding sample from your home
- Send the sample to ITEL
- Find matching roofing and siding for your home using the ITEL report



# 1. Collect the sample (siding)

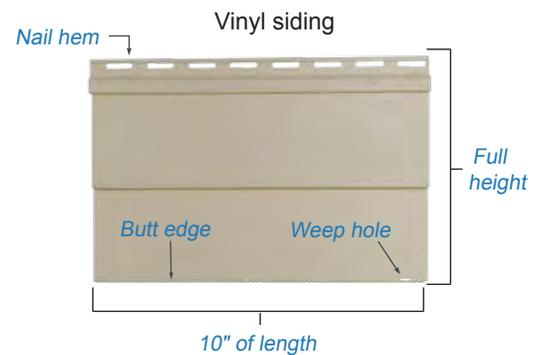
**Read all directions before removing your siding or roofing.** Keep safety in mind when collecting the samples. Be careful around sharp tools, edges; and ladders; always use tools and safety equipment such as gloves and eye protection properly. If you have safety concerns, ask your siding or roofing contractor to collect a sample for you.

## Siding sample sizes

Sending the recommended sample size for each material will make sure you receive the best match for your siding.

### When collecting the sample:

1. Collect a full height section including the nail hem, weep hole and 1 foot of length (*see illustration to the right*). If possible, the section should include the manufacturer's markings, which are embossed or printed on the nail hem or back of the sample.
2. The sample should be taken from a low, inconspicuous area on the damaged elevation.
3. Tape sharp edges with duct tape to help prevent injuries during packaging and shipping.
4. Use duct tape to cover exposed areas, preventing moisture penetration and further damage to the elevation once the siding is removed.



## Removing vinyl and metal siding

For **vinyl siding**, a zip tool or other steel prying device can be used to hook under the butt (lower) edge of the panel and pull it away ("unlock" it) from the panel **below** it.

For **metal siding**, use a screwdriver or prybar to unsnap the butt edge. **Do not use a zip tool on metal siding.**

1. Find the panel you want to remove, locate an exposed seam at one end of panel above it, and slip the prying device under its bottom edge. Pull downward and slide the tool from one end of the panel to the other, releasing it from the lock of the panel below.
2. Gently bend out the **upper** panel, exposing the nail hem of the **lower** panel. Take the nails on the **lower** panel out using a claw hammer or nail-puller.
3. Use metal snips to remove the **lower** panel; snap any loose panels back into place. For moisture protection, use duct tape to cover exposed areas.



*Unzip the siding*



*Pull the siding loose*



*Cut siding to remove*

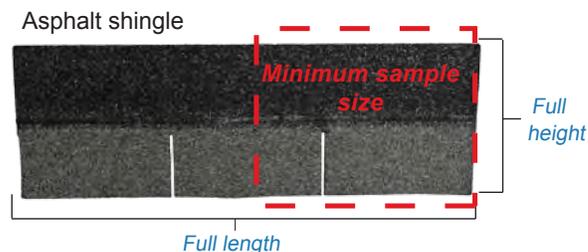
# 1. Collect the sample (roofing)

## Roofing sample sizes

Sending the recommended sample size for each material will make sure you receive the best match. Samples smaller than one full piece may affect the accuracy of the match.

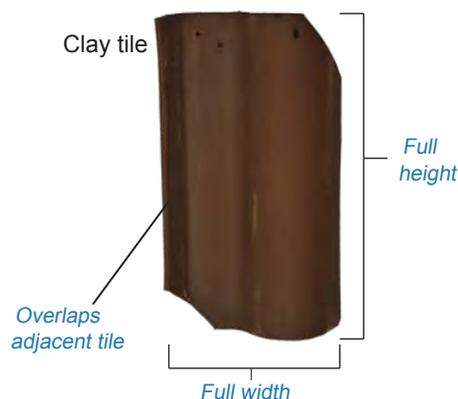
### Asphalt shingle samples:

1. Collect a full shingle when possible.
2. If only submitting a partial shingle, make sure to include at least one and a half tabs as outlined in red in the illustration to the right.



### Clay, concrete, slate and other roofing samples:

1. Collect a full tile when possible. The sample should include the overlap where adjacent tiles lock together (where applicable; see illustration to the right).
2. Include clear photos of the roof that show any color variations in the tiles. Most clay, concrete, and slate roofing materials have some natural color variation.



## Removing asphalt shingles

Sending an extra shingle from the original roof installation eliminates the need to remove a sample. A shingle blown off the roof may also be a good sample, but verify that it is from your roof before submitting.

**If you remove a shingle, use appropriate safety precautions for ladders and tools.**

1. Loosen the adhesive and nails from the target shingle and shingle above it using a prybar. **Do not take the shingles closest to the edge ("starter shingles")**. These may be different from the other roofing.
2. Once the surrounding shingles are separated and the adhesive seal has been loosened, gently rock the shingle back and forth to remove it.
3. To protect exposed areas from moisture, tack a plastic sheet under the remaining shingles. Nail through the shingles into the top, bottom, and sides of the plastic.



Loosen shingle



Pull the shingle loose



Cover exposed underlayment

# 2. Send the sample to ITEL

## Fill out the Test Request Form

Complete the enclosed form. All information is required except where noted.

1. List your information.

2. Insurance company information (complete if the damage is part of an insurance claim).

3. Check the appropriate box for enclosed sample.

**ITEL** 6745 Phillips Industrial Blvd  
Jacksonville, FL 32256  
Phone: 800-890-1100  
Fax: 904-353-2379  
www.italinc.com

**HOMEOWNER'S Siding and Roofing Test Request Form**

**STOP** BEFORE SEaling: MAKE SURE YOU  
1. Enclose in a sealed plastic bag the sample wet  
2. Read the enclosed label instructions. Do not ring the sample  
Send the carrier, seal-damaged sample goes to you

Today's Date: \_\_\_\_\_  
Date of Damage Occurred: \_\_\_\_\_

Homeowner's Name: \_\_\_\_\_  
City, State, and Zip Code (Damaged house): \_\_\_\_\_  
Phone Number: \_\_\_\_\_  
Fax # OR E-mail Address: \_\_\_\_\_

**Insurance Company** (Complete if your siding or roofing is part of an insurance claim)  
Insurance Company: \_\_\_\_\_  
Claim Number: \_\_\_\_\_  
Adjuster Name: \_\_\_\_\_  
Adjuster Phone Number: \_\_\_\_\_  
Adjuster E-mail Address and Fax: \_\_\_\_\_

Sample Enclosed (Include one form per sample):

Siding enclosed  
Year siding installed: \_\_\_\_\_ (if available)

Roofing enclosed  
Year roof installed: \_\_\_\_\_ (if available)

Test and Shipping Fees\*

Sample	Siding	Asphalt Shingles	Other Roofing
Test Fee			
Shipping			
Total			

\*Fees valid through 12/31/17. Contact ITEL Customer Service for current fees or visit [www.italinc.com](http://www.italinc.com)

**GUIDELINES**  
1. Collect a roof section that includes the manufacturer's name. I also label the weight of the sample for reference to the bottom left edge. See test order form for more details.  
2. Collect a full shingle or tile (see photos for examples).  
3. Collect a sample from the same area as the damaged area.

**Billing (check one):**  
 Call me for credit card  
 Check enclosed  
 Insurance: Check this box only if your adjuster instructed you to send a sample as part of your insurance claim. The insurance company section above must be completed. The test results and invoice will be sent to your adjuster.

For security, do not include your credit card number on this form. An ITEL account representative will contact you for credit card payments.  
Checks should be made payable to ITEL Laboratories, Inc.

**QUESTIONS?** Please contact our Customer Service team at 800 890 ITEL or [customerservice@italinc.com](mailto:customerservice@italinc.com)

### Billing

Check the box to indicate payment type.

For credit cards, an ITEL representative will contact you for payment. For security, do not include your card number.

Your form may be slightly different than the example.

## Ship the sample to ITEL

### ITEL Supplies

The top part of the UPS™ label is the shipping label and should be placed on the envelope.

You can download a pre-paid label at [italinc.com/homeowner.html](http://italinc.com/homeowner.html).

### Send the sample

Place the completed form and material sample in a sturdy shipping bag or box, attach the label, and seal the envelope.

If sending a clay or concrete roof tile, tightly pack the tile in a box with padding to prevent breakage. 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](http://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.



The bottom part is your receipt and includes the UPS tracking number.



# 3. Find replacement material

## 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.

1. Your information and the insurance company (if applicable)

2. Identification of the original roofing or siding and a supplier (if product is still available).

3. If the original product is not available, similar matches will be listed along with a supplier. The section will not appear if the original product is available.

4. An analysis of your original siding or roofing.

5. Additional information to help you understand the results.

		<b>ASPHALT ROOFING EVALUATION</b> CONTROL #:RR0987654		Attn: John Homeowner Company		From: ITEL Laboratories, Inc. Phone: 800-890-4835 E mail: telinfo@itelinc.com	
		CLAIM#: N/A					
<b>CUSTOMER INFO</b>				Customer: OTHER		Cust. ID: OTHER0001	
Adjuster: N/A				Additional: Homeowner		Rep: John Homeowner	
Date Invoiced: 7/16/2009				Date Received: 7/15/2009		E mail/Fax: jhomeowner@ema.l.com	
<b>LOSS INFO</b>				Insured Name : John Homeowner		Claim # : N/A	
Loss Location: Anytown, MN 12345				Area Damaged: Front roof slope and separate garage north side		Loss Date: 7/13/09	
<b>ORIGINAL PRODUCT IDENTIFICATION</b>				<input checked="" type="checkbox"/> The original product is no longer manufactured in the line King.			
Brand: NationalBrand				Type: 3-Tab Standard			
Line: King (Discontinued)				Color: Honey Brown			
Warranty: 25 years				Comments: The original product appears to be the National Brand King Fiberglass 3-Tab standard shingle. The product is no longer manufactured by NationalBrand.			
<b>SIMILAR PRODUCTS</b>				<input checked="" type="checkbox"/> Similar matches were found.			
Similarity Rating: 1				Suppliers:		10 miles away: SupplyCo (555) 555-123 Anytown, MN 1235	
Brand: SimilarCo				Type: 3-Tab Standard		18 miles away: Roods, Inc., (555) 555-0987 AnotherTown, MN 12789	
Line: ZX-5				Color: Forest Brown		Manufacturer info: SimilarCo / www.simlarco.com / (800) 555-1357	
Warranty: 25 years				Suppliers:		18 miles away: Roods, Inc., (555) 555-0987 AnotherTown, MN 12789	
Brand: Another Co Roof				Type: 3-Tab Standard		Manufacturer info: AnotherCo / www.anotherco.com / (800) 555-2 68	
Line: Econo Shield				Color: Earth			
Warranty: 25 years				Comments: Based on deta led color granule comparison, the selections listed are the closest possible in overall physical character stics and color comparison to the original sample subm itted.			
				* Similarity Rating:		1= Excellent match in pattern, co or, and spec if cations (candidate for same slope repair).	
						2= Good match, pattern and spec if cations exact or very close; color close (may be full elevation or non-adjacent slope replacement candidate).	
						3= Comparable spec if cation match, no suitable repair match found (quality indicator for warranty determination only).	
<b>SAMPLE ANALYSIS</b>				Shingle type: 3-Tab Standard		Width: 36.00	
				Height: 12.00		Warranty: 25	
				Specialty Granules: None			
<b>ADDITIONAL COMMENTS</b>				Retailers should verify visual and dimens onal compatibility before purchasing and instal ing replacement products.			

Your report may have a different format then pictured above.

## Purchase the matching roofing or siding

Contact the supplier(s) listed in the Original Product or Similar Match section of the ITEL report to purchase replacement roofing or siding. The suppliers are listed based on geographic distance from your home. ITEL does not receive a portion of the sale from any suppliers or retailers. You may need to provide a copy of the report to a contractor, as some suppliers will only sell to roofing or siding contractors.

Special color or remanufacturing programs may be available depending on the material submitted. When applicable, custom and special programs will be noted on the report.

## Have a question on these instructions?

Call ITEL Customer Service at 800-890-ITEL (4835), or e-mail [customerservice@itelinc.com](mailto:customerservice@itelinc.com).



6676 Corporate Center Pkwy  
Suite 107  
Jacksonville, FL 32216  
Phone: 800-890-ITEL (4835)  
www.itelinc.com

# HOMEOWNER'S TEST REQUEST FORM

## Siding and Roofing



**BEFORE SENDING MAKE SURE YOU...**

1. Enclose form in a sealed plastic bag if the sample is wet.
2. Read the enclosed instructions for collecting the sample.
3. Send the cleanest, least-damaged sample possible

Date Damage Occurred: \_\_\_\_\_

Today's Date: \_\_\_\_\_

Homeowner's Name: \_\_\_\_\_

City, State, and Zip Code: \_\_\_\_\_  
*(Damaged house)*

Phone Number: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

**Insurance Company (Complete if your siding or roofing is part of an insurance claim)**

Insurance Company: \_\_\_\_\_

Claim Number: \_\_\_\_\_

Adjuster Name: \_\_\_\_\_

Adjuster Phone Number: \_\_\_\_\_

Adjuster E-mail Address: \_\_\_\_\_

**Sample Enclosed (Include one form per sample):**

Siding enclosed  
Year siding installed: \_\_\_\_\_

Roofing enclosed  
Year roof installed: \_\_\_\_\_

**SAMPLE GUIDELINES:**

1. **Siding:** Collect a 1 foot section that includes the manufacturer number, if available. Include the full height of the siding from the top nailhem to the bottom edge (see instructions for example).
2. **Roofing:** Collect a full shingle or tile (see instructions for example).
3. Collect a sample from the same area as the damaged elevation.

Test Fees (per sample)				Billing (check one):	For security, do not include your credit card number on this form. An ITEL account representative will contact you for credit card payments.
Type	Siding	Asphalt Shingle	Other Roofing		
Test Fee	\$160.00	\$139.00	\$220.00	<input type="checkbox"/> Call me for credit card <input type="checkbox"/> Check enclosed for: \$ _____ <input type="checkbox"/> Insurance: <b>Check this box only if your adjuster instructed you to send a sample as part of your insurance claim.</b> The "Insurance Company" section above must be completed. The test results and invoice will be sent to your adjuster	Checks should be payable to: ITEL Laboratories, Inc.
Sample Shipping Fees (ITEL label)					
Type	2 <sup>nd</sup> Day	Next Day			
Shipping Fee	\$19.25	\$28.15			
Fees valid through 12/31/24. Call 800-890-4835 or email customerservice@itelinc.com for current fees.					

**QUESTIONS?** Please contact our Customer Experience team at 800-890-ITEL (4835) or customerservice@itelinc.com.



**www.itelinc.com ■ (800) 890-4835**  
**6676 Corporate Center Pkwy**  
**Suite 107**

**Jacksonville FL, 32276**

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