



*Quality You Can Trust Since 1886...*  
*From North America's Largest Roofing Manufacturer"*

*Guarantee Services*  
1361 Alps Road  
Building 11-2  
Wayne, NJ 07470  
(800) 766-3411, Option #2

October 5, 2009

ORLANDO VA MEDICAL CENTER  
5201 RAYMOND STREET  
ORLANDO, FL 32803

**Re: ORLANDO VA MEDICAL CENTER**  
**5201 RAYMOND STREET**  
**ORLANDO, FL 32803**  
**Guarantee #: G2009-00001896**

Dear DAVID LEY:

Thank you for choosing a GAF Materials Corporation RUBEROID DIAMOND PLEDGE 20 Year Guarantee for your roofing system. We believe that you've made the best and safest choice to protect your property for years to come.

We've enclosed the following items in this package:

- Your Guarantee - please keep this in your files. You'll need it in the unlikely event that there is a problem with your roof, or if you should sell the property.
- Well Roof™ Advantage Information Sheet - we can help you extend your Diamond Pledge Guarantee coverage length for an additional 25% at no charge! This sheet gives you a quick explanation of the Well Roof program, requirements, and benefits. Contact us for more details!
- Roofing Solutions Reference Manual - explains the importance of regular roof maintenance, and can help you get started on setting up a roof maintenance program. Remember, regular inspections and maintenance are a requirement of any roofing system guarantee. After you've had a chance to read the manual, we suggest that you set up a time to discuss a maintenance program with Commercial Roofing, Inc., the GAF Master Select Commercial Roofing Contractor that installed your new roofing system.
- Scheduled Maintenance Checklists Booklet - provides you with suggested inspection checklists that you and your contractor can use for the life of your guarantee - and beyond.
- Stop Sign - attach this sign to the main point of entry to your roof system. It helps remind other trades that may need to access the roof about the importance of being careful with your investment. Your contractor can provide you with more if needed.

Remember, if you ever have any questions or concerns regarding your roofing system, we're here to help you at (800) 766-3411, Option #2 - or contact us at the e-mail address below. And thanks for choosing GAF!

Cordially,

**Guarantee Services**

**E-mail:** [seguarantee@gaf.com](mailto:seguarantee@gaf.com)

cc: Project File



## GAF Materials Corporation

1361 Alps Road Wayne, NJ

(800) 766-3411, Option 2

October 5, 2009

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ORLANDO, FL 32803

**RE: ORLANDO VA MEDICAL CENTER**  
**5201 RAYMOND STREET**  
**ORLANDO, FL 32803**  
**Guarantee #: G2009-00001896**

**SUBJECT: WE WOULD APPRECIATE YOUR FEEDBACK!**

Dear: ORLANDO VA MEDICAL CENTER

### **Congratulations...**

And thank you for choosing Commercial Roofing, Inc. to install one of GAF's Integrated Commercial Roofing Systems on your property. Your RUBEROID DIAMOND PLEDGE 20 YEAR GUARANTEE provides you with comprehensive system protection, so that if your roof leaks from either installation or material defects, the costs of repair are covered (see RUBEROID DIAMOND PLEDGE 20 YEAR GUARANTEE for details). You can be certain that you've made the best and safest choice to protect your valuable property for years to come.

### **Your Feedback Is Important . . .**

Commercial Roofing, Inc. is committed to providing the best and safest choice for their customers and they know to be successful they must continuously improve. Your participation in a brief online quality survey will provide Commercial Roofing, Inc. with a better understanding of their strengths and weaknesses, and as a result they will provide even better service for future customers.

Simply go to [www.GAF.com/survey](http://www.GAF.com/survey) and enter your personal survey code (all letters): **ZFOacfbkkcGibxaM**. When you complete the survey, you will automatically be entered in the GAF Market Pulse™ Survey monthly sweepstakes. See the details on the website and below.

### **Questions?**

Please feel free to call us if you have any questions about your new roof. And again, thanks for choosing GAF, your best and safest choice in roofing!

Very truly yours,

GAF Guarantee Services Team

#### **GAF MarketPulse™ Survey Monthly Sweepstakes -Rules Summary-**

**NO PURCHASE NECESSARY.** Void where prohibited by law. Subject to all federal, state, local laws, regulations and ordinances. Open to recent purchasers of either a GAF Diamond Pledge™ Limited Guarantee or System Pledge™ Ltd. Guarantee from a GAF Certified Contractor, who are legal residents of the 50 United States and the District of Columbia 18 years of age or older as of the date of entry. Employees and Directors of GAF Materials Corporation, or any of its parents, subsidiaries, affiliates, consultants, contractors, legal, advertising, public relations, promotional, fulfillment/marketing agencies and web providers and their immediate family/household members are not eligible to participate. Monthly contests begin 12:00 AM ET at the first of every month and ends 11:59 PM ET at the last day of every month. To enter, go to [www.gaf.com/survey](http://www.gaf.com/survey), enter the personal survey code you received with notification of registration of either your GAF Diamond Pledge™ Limited Guarantee or System Pledge™ Ltd. Guarantee, and then complete the on-line quality survey.

Monthly sweepstakes winners will each receive a \$100 American Express Gift Cheque. Odds of winning based on the number of eligible entries received.

To enter and to see the complete rules and eligibility requirements, visit [www.gaf.com/survey](http://www.gaf.com/survey). Sponsored by GAF Materials Corporation, 1361 Alps Road, Wayne, NJ 07470