

Certified contractor offers protection for home, pocketbook

BY NANCY MCCARTHY

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When it's time to replace a home's roof, siding or deck, consider the future: What product will provide the greatest protection, both for your home and your pocketbook?

Glenn Trusty, owner of Dr. Roof, has the answer.

Select products manufactured for the wet Northwest weather and the installer who has reached the highest certification from that manufacturer, Trusty says. With warranties that, in some cases, last 50 years, manufacturers will make repairs at no cost to the homeowner.

That's the way to provide peace of mind now and for those buying the home in the future, Trusty adds.

Dr. Roof is, according to Trusty, among the 3% of contractors across the United States who have earned the highest certifications the manufacturers bestow.

"It takes years to get that status," Trusty said.

Dr. Roof's installers must study the manufacturer's written information, be trained in applying specific products and undergo tests. Dr. Roof must demonstrate high safety standards, financial stability and business experience.

The 23-year-old family company operates offices in Seaside and Portland, Oregon and in Long Beach and Vancouver, Washington. Dr. Roof has completed more than 10,000 roofing and siding jobs in the Northwest.

Even after achieving the manufacturers' highest certification level, Dr. Roof's projects are randomly inspected by the manufacturers' representatives to ensure that the best installation practices are continuously followed.

"Certifications extend the warranty," Trusty said. "The customer not only gets a longer-lasting warranty, but labor is covered, too."

The costs are all covered at the market rate. If a repair cost \$100 today but in 20 years it cost \$300, it would be made at the \$300 rate, Trusty noted. Warranties also are "100% transferable," too, he said; they apply to the structure even when it is sold to a new owner.

Dr. Roof has a "platinum preferred" certification with Owens Corning roofing, which provides a 50-year warranty on materials and a limited lifetime warranty on contractor workmanship.

Malarkey Roofing Products, a 64-year-old Portland-based company, has certified Dr. Roof as an "emerald premium" installer. Under that designation, product warranties on homes are good for up to 50 years and contractor workmanship 15 years.

The James Hardie siding company certifies Dr. Roof as a "preferred" contractor, who "consistently demonstrates high standards in quality, professionalism and customer satisfaction."

Prior to being recognized as a "preferred" contractor, James Hardie considers a contractor's compliance with installation best practices, professional sales approach, satisfactory credit report, state license, liability and workman's compensation insurance and recommendations from at least six past clients.

Dr. Roof is a certified "pro" for Trex Decking. Trex offers limited warranties for up to 25 years for its residential decking, which is a blend of 95 percent reclaimed sawdust wrapped with plastic film made from recycled plastic bags. An average 500-square-foot Trex deck contains 140,000 recycled plastic bags, according to the company's website.

"We as a contractor consider certifications really important," Trusty said. "Companies that are 2 or 3 years old don't have the experience that is needed to qualify for certifications."

When interviewing contractors, homeowners should ask what certifications the contractors have and how those certifications can benefit them, Trusty said.

"They should do their due diligence," he added. "It's the moment of truth for the homeowner."

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