

#### Dear Valued Customer / Standing Seam Roof Installer:

In response to local and federal restrictions on meetings and gathering sizes due to the COVID-19 pandemic, many of our **SSR Installer Certification** classes have been or may yet be cancelled. As we continue to comply with government and company guidelines, we will continue to update customers via our company websites as quickly as possible. Considering this situation, we know that training and certification for our standing seam roof systems is still necessary as not to delay bid submittals and/or roof installation.

If you are registered for an SSR Installer class that has been cancelled or may yet to be cancel but you ***will*** be able to reschedule to a later date without negative impact, please contact us to do so after reviewing the 2020 **SSR Installer Certification Program Schedule**. If would you prefer to cancel your immediate attendance being uncertain of upcoming availability, we can also issue a refund if you were previously registered. There is no charge for rescheduling or requesting a refund. Refunds take approximately 30 days to issue upon completion of a refund request form.

If you are needing **SSR Installer Certification** before another class is available or you are presently registered for a class that has been cancelled and you ***cannot*** wait, we offer the following alternatives:

1. 1. For meeting certified installer requirements for an immediate **Standard III – NDL WTW**:
  - a. Company's may request a final roof inspection upon completion of the roof via an Cornerstone Building Brands representative in lieu of currently having an applicable certified SSR installer during roof installation.
  - b. Cost of this roof inspection will be in addition to the cost of the warranty (TBD).
  - c. Roof installation must pass warranty inspection(s) prior to issuance of the warranty.
  - d. Additional inspections will be required and are invoiceable should the roof not pass the first inspection or repairs are beyond those that can be passed via step-by-step photos submitted/taken while correcting deficiencies reported.
  - e. Reminder that Standard I or Standard II Weathertightness Warranties do not require certified installers should you have the ability to revise the required warranty type for your project. Discuss further with your sales representative.
2. 2. For meeting certified installer requirements for a **Single Source I, II or III WTW – OR** – electing not to request a final roof inspection for a **Standard III – NDL Warranty**
  - a. **Installer Certification – Field Edition** training may be administered for a maximum of (2) individuals for per company only.
  - b. This Field Edition certification is a limited "take-home" learning format with presentation materials, printable manuals and a test for individuals requesting certification to complete.
  - c. This self-paced class is conducted via email or web-link that the installer will download and complete.
  - d. This is a (1) temporary SSR Installer Certification that can be renewed.
  - e. For further information specifically on the Field Edition course for SSR Installer Certification - be certain to read all the criteria and details explained in the document: **2021 Installer Certification - Field Edition - Summary**

We thank you in advance for your patience and understanding as we work through these unprecedented times. Our goal continues to be providing exceptional customer service and keeping you informed of all events/impacts related to our **SSR Installer Certification Program**. While we prefer for individuals to attend and participate in the classroom/hands-on version of SSR installer training, we understand the limitations related to the current COVID-19 pandemic. Thus, we have developed both short-term and long-term alternatives as noted above.

This Field Edition – SSR Installer Certification does not apply to Insulated Metal Panel systems.

Once you have reviewed and elected which option is best for you and your organization at this time, please contact us via email at [installertraining@cornerstone-bb.com](mailto:installertraining@cornerstone-bb.com) or by phone at 877-326-0485 to schedule. A special application for Field Edition – SSR Installer Certification is required along with the normal 5 job resume and proof of GL and WC insurance. Costs are explained further in the document: **2021 Installer Certification - Field Edition - Summary**

Thank you.