



717 17th St. Denver, CO 80202 (800) 922-5922

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Distribution: All JM Contractors

Approved Guarantee Repair Billing Notice

In an effort to continually provide and maintain excellence in service timeliness and repairs under the terms of the Peak Advantage® Guarantee, Johns Manville wanted to take this opportunity to outline our policy in regard to invoicing JM for guarantee repairs.

Effective December 1, 2016, all completed and billable guarantee repair invoices must be received by Johns Manville's Services and Claims Group no later than six months or 180 days following the date of receipt by the assigned roofer of the JM Case Investigation. Invoices received after such time will not be accepted, and a rejection notice will be sent to the applicable party of record. If for some reason the repairs cannot be completed within the above timeframe please contact the Services and Claims Group.

The Roofing Services and Claims Group will make every effort to review invoices within 30 days of receipt. They will communicate any missing information or deficiencies that may prevent the payment of the submitted invoice. JM requires the original paperwork that accompanies the emailed work order, before and after pictures of the repairs, and a dated invoice on your company letterhead. The invoice must be within the approved amount on the work order and explain the repairs that were completed as well as the labor and material quantities and other applicable charges in line item format.

Please continue to send all completed invoices by either email to roofleaks@jm.com or by regular mail:

Johns Manville
10100 West Ute Avenue
Mail Stop R15
Littleton, CO 80127

As usual, we thank you for your cooperation and support in this matter and hope you will join us in our continued efforts and commitment to serving our customers. Please call with any questions or concerns you may have at (800) 922-5922 Option 1.

Edwin Delcarmen
Service and Claims Manager