



Homeowner's

Roofing & Siding Guide



itel

The Source for CertaintySM



Replacing damaged roofing or siding?

Protect your home's appearance and value by ensuring a close match to your existing roofing or siding. itel analyzes the color and features of your damaged roofing or siding, finds the closest available materials, and locates suppliers that sell the replacement. As an independent testing laboratory that does not sell siding or roofing, itel provides unbiased results you can trust to find the best match for your home.

This guide will help you:

- Collect a roofing or siding sample
- Send the sample to itel to find matching roofing/siding for your home
- How to read and use your itel Report to find your replacement material



*****IMPORTANT NOTE:** Read all directions before removing siding or roofing. Use caution with sharp tools, edges, and ladders, and wear proper safety gear like gloves and eye protection. If unsure, ask a contractor to collect the sample.

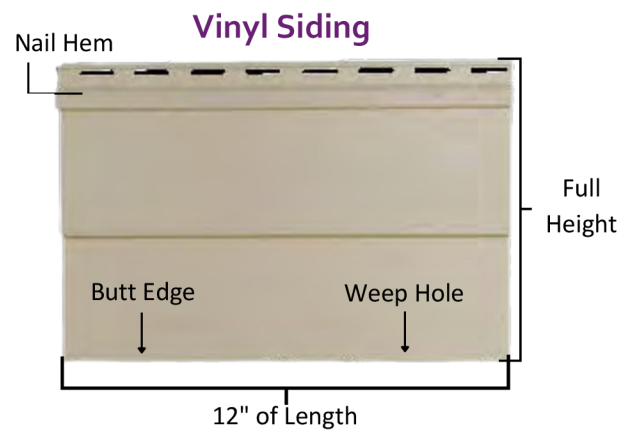
The itel Customer Experience Team is unable to advise on Sample Removal outside of what is indicated on this form.

1. Collect the Sample (Siding)

Siding Sample Sizes

To ensure the best siding match, send the recommended sample size.

1. Collect a full-height section, including the nail hem, weep hole, and at least one foot of length. If possible, include manufacturer markings found on the nail hem or back.
2. Take the sample from an inconspicuous area of the damaged elevation.
3. Tape sharp edges with duct tape to prevent injuries during shipping.
4. Cover exposed areas with duct tape to protect against moisture and further damage.

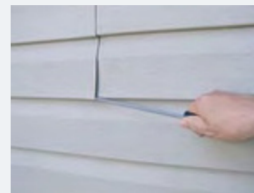


Removing Vinyl and Metal Siding

For vinyl siding, use a zip tool or steel prying device to hook under the butt edge and unlock the panel. For metal siding, use a screwdriver or pry bar to unsnap the butt edge—do not use a zip tool.

Steps:

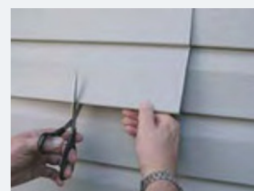
1. Find the panel to remove, locate an exposed seam above it, and slide the prying tool under the bottom edge to unlock it.
2. Gently pull the upper panel outward to expose the nail hem of the lower panel, then remove the nails with a claw hammer or nail puller.
3. Use metal snips to cut the lower panel and snap loose panels back into place. Cover exposed areas with duct tape for moisture protection.



Unzip the siding



Pull the siding loose



Cut siding to remove

1. Collect the Sample (Roofing)

Roofing Sample Sizes

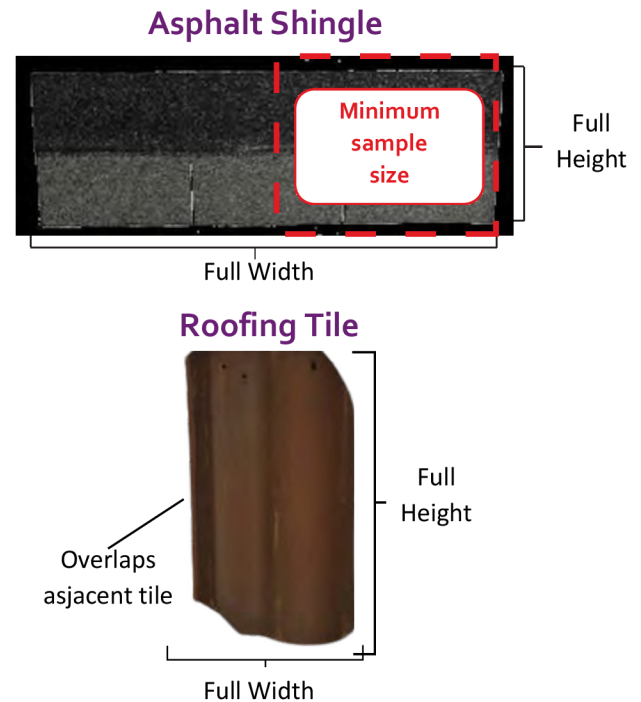
To ensure the best match, send the recommended sample size. Smaller samples may affect accuracy.

Asphalt Shingle Samples:

1. Collect a full shingle if possible.
2. If submitting a partial shingle, include at least 1.5 tabs as shown in the illustration.

Clay, Concrete, Slate & Other Roofing Samples:

1. Collect a full tile if possible, including the overlap where tiles lock together (if applicable).
2. Provide clear photos of the roof to capture any natural color variations.



Removing Asphalt Shingles

An extra shingle from the original installation avoids the need for removal. A blown-off shingle may work, but confirm it's from your roof. **If removing a shingle, use proper ladder and tool safety.**

Steps:

1. Use a pry bar to loosen the adhesive and nails from the target shingle and the one above it. **Avoid removing starter shingles** (closest to the edge), as they may differ.
2. Once separated, gently rock the shingle back and forth to remove it.
3. To prevent moisture damage, tack a plastic sheet under the remaining shingles and nail it at the top, bottom, and sides.



Loosen shingle



Pull the shingle loose



Cover exposed underlayment

2. Send the Sample to itel

Fill out the "Homeowner's Test Request Form"

***Complete the Test Request Form. All information is required except where noted.

1. List your information
2. List insurance company information
3. Check appropriate box for enclosed sample.
4. For billing, check the box if you are paying by check or credit card.

***NOTE: If paying by credit card, do not include your card number—an itel representative will call for payment details.

Your form may be slightly different.

Ship the Sample Using the Pre-Addressed UPS® Label

***Need a shipping label? Download a shipping label at itelinc.com. There is no need to pre-pay the shipping when using the ITEL shipping label.

The top part of the peel-and-stick label should be placed on the envelope.

If you have downloaded the label, you will need to tape the label to your package using clear packing tape.



The bottom part is your return receipt. It includes the UPS tracking number and should be kept for your records.

Downloaded labels don't generate a receipt; keep a copy of your tracking number.

Send the Sample

- If the sample is wet, place the form in a ziploc-like bag.
- Use a sturdy envelope or box, attach the label, and seal the package. If sending a clay or concrete roof tile, tightly pack the tile in a box with padding to prevent breakage.
- Free Express Pak envelopes are available at UPS Stores®.
- Drop off at a UPS drop box or UPS Store (locations: www.ups.com/dropoff).

If using your own shipping, send to:

itel Laboratories
6676 Corporate Center Pkwy, Suite 107
Jacksonville, FL 32216

3. Find Replacement Material

Reading the itel Report

- Your information and insurance company (if applicable).
- Identification of the original roofing or siding and a supplier (if available).
- If unavailable, similar matches and suppliers are listed (this section is omitted if the original product is available).
- Additional information to help you understand your results.

Matching App Asphalt Roofing Evaluation
CONTROL #: R3M1234567

CUSTOMER INFO
Customer: Ins. Co. Cust. ID: CUST001
Adjuster: Bob Adjuster
Additional: IA Company Vendor Job#: Contact: Steve Vendor E-mail: steve@vendoremail.com
Date Received: 2/1/2021 Date Received: 2/1/2021

LOSS INFO
Insured Name: Sally Homeowner Claim #: DEM000123
Loss Location: City, Town, State 12347 Area Damaged: Main House Roof Loss Date: 2/1/2021

MATCHING APP RESULT
A similar match is available, see below for supplier(s).

MATCHING PRODUCTS

MATCH 1: CertainTeed Landmark AR (Metric)
Type: Architectural
Warranty: Lifetime
Mat: Fiberglass
Manufacturer Info: www.certainteed.com / (800) 782-8777

Where to Buy:
Supplier Company - 12 miles away, 555-555-5475
Roofing Supply Co #110 - 37 miles away, 555-555-0132

Best Color Match: Moire Black
Other Candidate Color Matches: Charcoal Black, Max Def Moire Black, Pewter, Pylonwood.

Matched with the ITEL Matching App
ITEL performed a national search based on the submitted specifications and photos of your product to find you the best available match. If you have questions, contact ITEL Customer Experience: support@itelinc.com or call 800-890-ITEL (4835).

IMPORTANT NOTE CONCERNING COLOR: ITEL strives to accurately match the color of the original product to the closest available products based on the submitted sample specifications and images. Due to manufacturing variances, differences in digital images and computer monitors, printer accuracy, and variation in natural exterior lighting, actual colors may differ from the images above and the original product. Check a roofing sample or manufacturer's color swatch before making a final color selection and purchase.

**Your form may be slightly different.*

Purchase the Matching Roofing or Siding

Contact the suppliers listed in the **Original Product** or **Similar Match** section of your itel report to purchase replacement roofing or siding. Suppliers are listed by proximity to your home, and itel receives no commission from sales. Some suppliers sell only to contractors, so you may need to provide a copy of the report.

Special color or remanufacturing programs may be available based on the material submitted and will be noted in the report if applicable.

Need help?

itel's Customer Experience Team is available Monday - Friday, 8:00 AM to 9:00 PM Eastern Time at 800-890-4835. You can also e-mail us at customerservice@itelinc.com.



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

Homeowners's Test Request Form - Siding & Roofing



BEFORE SENDING MAKE SURE YOU...

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

Today's Date: _____

Date Damage Occurred : _____

Homeowner's Name: _____

City, State, and Zip Code: _____
 (damaged house)

Phone Number: _____

E-mail Address : _____

Insurance Company (Complete if your flooring 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 flooring sample):

Roofing
 Description: _____

Siding
 Description: _____

GUIDELINES:

- Send the cleanest, least damaged sample possible.
- Include one form for each roofing, or siding sample.
- Siding: 1 foot section that includes the full height from nail hem to bottom butt edge. Also include the manufacturer number or codes and weep hole if available.
- Roofing: Send full shingle or tile. Roll or fold shingle if it is too large to fit in a shipping bag.

Test Fees (per sample)			
Type	Siding	Asphalt Shingle	Other Roofing
Test Fee	\$170.00	\$154.00	\$225.00

Sample Shipping Fees (itel Label)		
Type	2nd Day	Next Day
Shipping Fee	\$20.40	\$29.80

*Fees updated 02/2025.
 Call 800-890-4835 or email customerservice@itelinc.com for current fees.*

Billing (check one):

Credit Card (itel will send payment link to email above.)

Check enclosed for:
 \$ _____

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.

Checks should be payable to itel Laboratories, Inc.

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