Warranty & Claims Department
9500 rue St-Patrick
LaSalle, QC, H8R 1R9 Canada
Toll Free #: 1-866-850-4447
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KAYCAN
SAINT-GOBAIN

Claim Number:

! WARNING Missing information will DELAY resolution!

Name: _____ **Name:** _____
(Home/property owner - first and last name) (Spouse or secondary owner, if any)

Complaint Address: _____ **Mailing Address:** _____

City, State, Zip: _____, _____ **City, State, Zip:** _____, _____

Phone #: _____ **Email:** _____

1. Property Type: ☐ Single-Family Home ☐ Rental ☐ Co-Operative Housing
☐ Duplex ☐ Condominium ☐ Commercial/Business/Other

2. Ownership:

A. Did you own the property when the product was installed?
☐ Yes ☐ No *If No, date purchased:* _____

NOTE: *Answer Yes, if you purchased or had built a new construction property. In other words, were you the first person to physically live/reside within the property?*

B. You must provide Proof of Ownership (please provide at least one of the following):
☐ Copy of Property Deed ☐
☐ Copy of a Currently Dated Property Tax Record Copy of a Current Mortgage Statement

3. Name of siding profile: _____ **Color:** _____ **Profile: (ex: D4" D5", etc)** _____

4. Wall(s) affected (Check **only** those affected - *identify the left & right walls as if viewing from the front of the property):*
☐ Front ☐ Back ☐ Left ☐ Right ☐ Others _____

5. Date of product installation: Month _____ Day _____ Year _____

6. Number of squares on building: Total _____ Amount Affected _____
(1 square = 10' x 10' area)

7. What is the nature of the problem: _____

_____

8. Who supplied the material?
Company: _____ Contact: _____
Address: _____
City, State, Zip: _____ Phone #: _____

9: Submit Photos - REQUIRED

A. Exterior **Full** Wall Photos: **Front, Back, Left, Right --** (4 Photos minimum showing entire height and width of each side of the home).

B. Close-Up: Take as many close-up photos as necessary to show the concern.

10. Proof of Kaycan Building Product - REQUIRED **Please submit proof material is Kaycan manufactured product.**

(*Documentation examples for Proof of Kaycan Building product).*

☐ Original Invoice/Receipt OR Builder/Contractor Contract/Quote/Bid stating Kaycan Building Products Copy of Dated Applicable Warranty
☐ Sample of the Siding Installed or a Leftover Piece
☐ Box End Label