Guidebook for the Roof Data Technician
Job Tasks

Scope

An Owens Corning Roof Data Technician is a trained professional who:

• collects information about a property, the affected parts of the structure, and roof covering materials;
• extracts samples of roof covering materials; and
• sends that information and material to the shingle manufacturer for analysis and evaluation.

We have listed the key tasks a Roof Data Technician performs to complete a given job.

Domains and Tasks

Domain I: Demonstrating professional conduct

Task 1: Establish client relations for a visit to the property
Task 2: Represent the program and organization
Task 3: Maintain professionalism

Domain II: Collecting information about the property using the Owens Corning Warranty Claim Form

Task 1: Collect the general scheduling information for visiting the property
Task 2: Collect the property address
Task 3: Collect the current owner’s information, including name and contact information
Task 4: Conduct a visit to the property
Task 5: Identify the type of structure
Task 6: Collect the date when current owner purchased structure
Task 7: Collect the name of original installer of shingles including contact information
Task 8: Collect the date shingles were installed
Task 9: Describe the type of roof structure
Task 10: Determine the presence of underlayment
Task 11: Identify the type of shingle
Task 12: Measure the slope(s) of the roof
Task 13: Measure the total number of squares installed
Task 14: Describe the condition of concern
Task 15: Determine which part(s) of the structure is affected
Task 16: Determine the total number of squares affected
Task 17: Document all collected information on the Warranty Claim Form
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Domain III: Collecting digital photographs of the structure

Task 1: Take a front view picture of the entire structure from the ground level, ideally with the house number
Task 2: Take a rear view picture of the entire structure from ground level
Task 3: Take pictures of the planes or surfaces of the roof
Task 4: Take pictures of all affected areas with close-up and wide-angle views
Task 5: Take pictures of ventilation
Task 6: Take pictures of fastener placement on installed material
Task 7: Take additional pictures as deemed necessary
Task 8: Document, record and archive pictures taken at the property

Domain IV: Collecting samples of the roof covering material

Task 1: Identify two shingles in the affected area to remove
Task 2: Loosen and break the adhesive seal of shingles
Task 3: Loosen and withdrawal fasteners and remove the shingles
Task 4: Place the replacement shingles
Task 5: Fasten the replacement shingles
Task 6: Apply asphalt roof cement
Task 7: Document, record, and package together the roof covering materials

Domain V: Sending property information and roof material to Owens Corning

Task 1: Gather all information, data, roof materials, and forms
Task 2: Package all information, data, materials, and forms together, including the Warranty Claim Form
Task 3: Mail all information, data, roof materials, and forms to the shingle material to Owens Corning using the specialized Owens Corning package.