



CUSTOMER INFORMATION PACKAGE

YOUR DREAM HOME STARTS WITH THE EXTERIOR.

WE HAVE 25+ YEARS EXPERIENCE IN HOME IMPROVEMENT SERVICES



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AFFILIATIONS

Looking to get away this year? Collect Air Miles with your home improvement. Ask us about our Air Miles rewards program.



Catch our work featured on our HomeStars page.
www.homestars.com/companies/2934794-clean-comfort-home-improvements



We are proud members of the Kingston Home Builders Association.



Having the Google Guarantee Badge means Google guarantees the quality of our work and the reliability of our business.



ABOUT US

Clean Comfort Home Improvements guarantees the highest quality work from a family owned business with nearly two decades of experience.

We know remodeling your home can be expensive. It is our goal to offer you high quality renovations on roofing, siding and eavestrough at reasonable prices, while still providing superior labour and materials. If you're looking for a trusted contractor in Eastern Ontario, Clean Comfort Home Improvements is here to serve you. Our staff is fully insured, skilled, polite, reliable, and friendly.

Our reputation is built on doing superior work. You depend on your roof to keep your home secure and can rely on Clean Comfort Home Improvements to ensure your home is in excellent condition.

The most important value that guides us on our mission is to treat our customers, employees, suppliers, partners, and yes-even competitors, but especially our community, as we would like to be treated. We like to feel as though we are being given the highest quality for the best value when we enter into a relationship with others and we strive to do the same in return. We understand that things do go wrong and when they do, we expect to be treated fairly. That is exactly how we solve our own problems, with no regard to what costs are involved. We know if we treat others fairly, they will become clients and not just customers. Our name stands behind everything we do.

We proudly support our community! From donations to the Kingston Hospital NICU and Kingston Humane Society, to giving away multiple free roofs per year, Clean Comfort Home Improvements takes great pride in not only servicing, but supporting and improving our community.

We are proud to be a member of the Kingston Home Builders Association, as we continue to help build with a focus on a safe and sustainable future for our community.

We are fully licensed and insured. Each team member has full WSIB coverage and the training and management support to guarantee that your project is completed as agreed – safely. The entirety of your project will be agreed and outlined in writing, giving you complete assurance that nothing is overlooked. Our roofers and contractors are more than happy to help - 24 hours a day.

Get in touch today to see what we can do for your home!





“The guys at Clean Comfort are great at what they do, we had our roof replaced with a metal roof. They did an amazing job so we never have to worry about the roof ever again. They also installed windows in our sunroof which turned the room into a usable space, thanks Clean Comfort!!”

Jeff Walsh



“Had a terrific recent experience with this company as my roof was in need of reshingling. John and his team were extremely responsive and professional during this installation. I had a leak in my roof, and I spoke to John who was able to have my installation moved up several weeks from the scheduled date and the work was completed within the following 36 hours. I am very thankful for their hard work as the work was completed in an efficient manner with no mess left behind. The new roof looks fantastic and I cannot recommend this company enough. Thanks to John and his team for prompt response and outstanding attention to detail.”

Steven Buttery



“Several corners of the eavestroughs on our home were leaking. Blayne Knott came over the same day and sent Devon the next day to do the repairs. Blayne then followed up to check on the work. Can’s say enough about the professional and courteous service we received. I recommend them highly.”

Michael Neumann



CUSTOMER TESTIMONIALS



Blayne Knott
c/o Clean Comfort Home Improvements

To whom it may concern:

I am writing this letter to reaffirm how pleased we are with the installation of our new roof by Clean Comfort Improvements.

Our pleasure and peace of mind began with the thorough explanation of the installation process and product details when we first met Blayne last fall. At that time we were informed that our job would be completed early this spring. We were very happy to have our roof completed the first week of May. The crew that came to install our new roof were very skilled and took the time to answer all of our questions.

We have since recommended Clean Comfort to friends and others that have inquired about our new roof.

Many thanks,



Jeff and Lisa Drummond

RE: Clean Comfort Home Improvement

To whom it may concern,

In the summer of 2020 we dealt with Blayne Knott at Clean Comfort Home Improvement to have a steel roof installed on our home. Blayne and all workers we dealt with were professional and did an excellent job with our roof. We are very satisfied with the work done and would not hesitate to recommend Blayne and Clean Comfort Home Improvement to anybody. We are looking forward to using their company again for more Home Improvements in the future.

Regards.

Brian and Melinda MacCrimmon
121 Pruyon Cres. Bath Ontario



Reference: Clean Comfort Home Improvements

To Whom It May Concern:

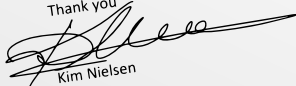
This is a letter regarding the services provided by Clean Comfort Home Improvements in replacing the shingles on my home residence. Blayne Knott responded to our calls regarding this work quickly, and provided a date for the job inspection in a very timely manner.

Blayne Knott explained the work to be completed on the roof clearly, explained the estimated time that it would take to complete this work, and ensured we fully understood all the paperwork associated with this renovation. His service and explanation was excellent in all areas and fully answered all of our questions quickly and accurately.

The work was completed ahead of schedule, he first called asking if the workers could come early before sending them to ensure we were prepared. The work on the roof was done on time and was completed to a very high standard.

All of which I am very satisfied with the work and services provided and would highly recommend this company for renovations.

Thank you



Kim Nielsen

705-718-9868

Rachel Erb
98 Main St
Kingston, ON K7K 3Y8
613-331-1978
herbal.rage@gmail.com

To whom it concerns,

I'm writing to recommend the services of Clean Comfort Home Improvements.

We had a new roof installed on our home by them earlier this year. From start to finish, it was a positive experience. Our calls and emails were always replied to promptly. We were told upfront how much the project would cost, and when it would be started and completed. These costs and timelines were honoured; we had no unpleasant surprises. Each person we encountered was professional, courteous and kind. The workers who installed the roof were respectful of our space, efficient in their use of time and worked as quietly and unobtrusively as possible. They were friendly and enjoyable to have around.

The work we had done was done well; we have no complaints about it and would heartily recommend Clean Comfort to anyone looking for high quality workmanship done by caring professionals. It's obvious they seek to make a good impression and they succeed at doing so.

Sincerely,

Rachel Erb





RE: Clean Comfort Home Improvements 1983 Ltd.

To Whom it May Concern:

Clean Comfort Home Improvements is the type of company it is a pleasure to have installing our product. They take the time to fully understand both the product offering as well as proper installation methods. Blayne and his crews took time out of their schedules to on multiple days to attend Manufacturer Certified installation training sessions. The installations I have seen from them are all top notch. They conduct themselves as true professionals and are committed to excellence on every installation.

Sincerely,

Steve Spaulding
Technical Service Manager
EDCO Products
sspaulding@edcoproducts.com

8700 Excelsior Blvd Hopkins, MN 55343 ▶ p: 952.945.2680 ▶ edcoproducts.com



To whom it may concern,

For any potential clients of Clean Comfort Home Improvements, we are pleased to recognize them as Metstar Specialized Roofers and have all confidence in their abilities regarding the installation of our product lines.

In a highly competitive market with many products available for them to choose from, we value our partnership and remain committed to working closely with them on any project we are selected for. Clean Comfort can provide a list of projects showcasing their completed Metstar jobs for your information and scrutiny.

Please feel free to reach out for further information.

Sincerely,

Mike Kilty

Special Projects Manager

Metstar Building Products Inc. mike@metstar.com

SUPPORT FROM OUR MANUFACTURERS





Ottawa, May 8th, 2023

To Whom it May Concern,

For any potential clients of Clean Comfort Home Improvements, it is with great pleasure to acknowledge here, our relationship commitment between Clean Comfort Home Improvements and Ideal Roofing Company Limited, Manufacturers as a top professional contractor with in good standing of our exclusive roofing program. This is an exclusive program where the contractor must meet stringent criteria. They have taken the time to fully understand both the product offering as well as proper installation methods along.

Clean Comfort Home Improvements are an industry leader who continue to strive in every area of excellence and quality through out their organization. We are extremely proud to have them representing us. They provide the very best in training and support in all areas of business to ensure complete customer satisfaction.

If you have any questions regarding Ideal Roofing's products, our contractor program, or extended warranties, please feel free to contact me at 613-746-3206 x 751

Yours truly,

Philippe Laplante
Vice-President, Sales and Marketing
Ideal Roofing Company Limited



1418, rue Michael St., Ottawa, Ont. K1B 3P2
(613) 746-3206 FAX (613) 746-0445





SIGNS OF ROOF FAILURE

It might be difficult to understand what is going on with your roof at times. There are many silent signs of roofing failure, but here are the most common to keep an eye on to ensure the integrity of your home.



MISSING OR LOOSE SHINGLES

If your roof has several missing or loose shingles, or if you have had to replace several in the past, you may have a bigger problem. Missing and broken shingles leave your roof vulnerable to rain, snow, and ice. When the water starts to take hold, the roof deck starts to deteriorate, which can loosen nails on other shingles, causing them to become loose. If not corrected early, the problem can continue to spread.



SAGGING ROOF

Roofs can sag in two ways: at the roof ridge or on the roof deck. The ridge is the point where two shingle surfaces meet at a peak. That ridge should be straight and true. If it's starting to develop a sag or dip at any point, it's a sign the structure below is starting to fail. The roof deck is the solid structure to which roofers nail shingles. That deck should be flat and solid. If it starts to sag or dip, it's a sign the wood below is rotting or that the roof rafters or trusses are starting to fail.



CURLING, CRACKING, BLISTERING SHINGLES

Asphalt shingles arrive from the factory flexible, yet solid. However, time and the elements take their toll. Eventually, shingles start to dry out and deteriorate. This is when you start to see the edges of the shingle curl up. You may see cracking at various points. These are early signs your roof is starting to fail.

Blistering happens with humidity levels get too high around the shingle. This most often occurs when moisture builds up in the attic in hot humid conditions. The hot sun above and the moisture below cause the shingle surface to bubble up. It's a sign of inadequate attic ventilation, a major cause of early roof failure.



GRANULES IN YOUR EAVESTROUGH/DOWNSPOUTS

Asphalt shingles have a layer of granules on top to help protect from the sun and the elements. It's not uncommon for a few granules to fall off immediately after the roof is installed. However, if your roof is more than a few years old, you should only detect the occasional granule in your eavestrough or downspouts. If the number of granules in the gutter is growing, your asphalt roof is starting to fail. The adhesive holding the granules in place is deteriorating. Without that protective layer, the underlayment becomes vulnerable to the elements. It's time to start saving up for a roof replacement.



PREMIUM ROOFING MEMBRANES

FT PLATINUM

An industry leading, premium quality, synthetic roofing underlayment that offers extreme durability. FT PLATINUM does not shrink, lays flat, and stays put due to a high quality non-slip backside coating. FT PLATINUM underlayment is designed for use under most primary roofing materials including; commercial or residential metal, cement tiles, clay tiles, slate, wood, asphalt, or synthetic shingles.

We've done extensive research into our clients' needs, and the end result is items that haven't been seen before. For a better job, a better roof, and a better world, FT Synthetics 100 percent recyclable roofing underlayments are lightweight, resilient, and ultra skid-resistant. FT Synthetics blends sustainability and durability into an underlayment that exceeds the competition and sets the bar for roofing underlayments.



KOMODO

The FT Synthetics Komodo Butyl Self Adhered Underlayment is a synthetic roofing underlayment with a superior waterproofing membrane generated by an innovative butyl rubber adhesive composition. Komodo is designed for steep-slope roofing installations and provides superior protection against ice dams, snow, and wind-driven rain infiltration. This product can be used under main roofing materials such as asphalt or composite shingles, primed cedar shakes, and residential or commercial metal. The proprietary GRIPSPOT technology walking surface on FT Synthetics Komodo Underlayment is designed to be a slip resistant surface that provides increased slip resistance in all weather situations.



RESISTO

The SELF-ADHERED WATERPROOFING MEMBRANE is a 1.5 mm self adhesive membrane made of elastomeric SBS bitumen and trilaminate woven polyethylene. The underface is composed of a silicone film easily detachable. This membrane is mainly used as a base sheet in two-ply roofing systems as well as for the waterproofing of foundations, shower bases, and washrooms.



EDCO STEEL ROOFING



PERMANENTLY FUSED

EDCO Infiniti roofing uses a proprietary thermal fusing process to permanently affix particles into the panel, providing a lifetime of consistent appearance, uniform texture and protection from the elements.



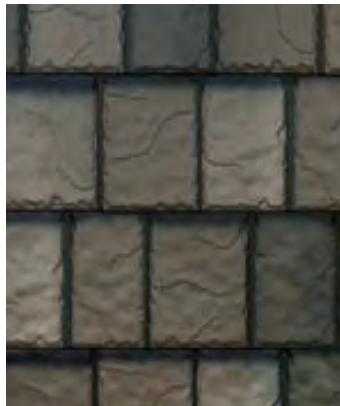
CONSISTENT BEAUTY

EDCO roofing maintains its original, natural look for a lifetime. Backed by a limited lifetime, non-prorated warranty, your roof will maintain its beautiful appearance for years to come. Steel is the fastest growing material in roofing today and provides innovative charm and everlasting protection for home and business owners alike.

EDCO's award-winning collection of metal roofing products look like shingles, but are actually part of an elegant metal roofing system that delivers the timeless beauty you desire.

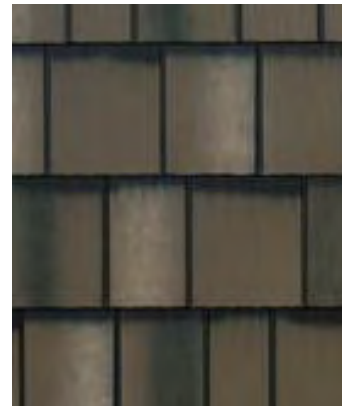
LASTS FOREVER

EDCO steel roofing is built to last a lifetime, backed by a non-prorated limited lifetime warranty which includes an unmatched fade warranty and a Class 4 Impact Rating.



SLATE METAL ROOFING

Slate metal roofing is designed to provide the authentic and timeless look of natural stone tiles without the additional weight and significant cost.



SHAKE METAL ROOFING

Shake metal roofing emulates the stunning beauty and architectural detail of traditional hand split cedar shakes.





WESTMAN STEEL

Are you looking for a roofing panel that is relatively inexpensive and simple to install? Westman roofing panels will be able to withstand severe weather conditions, including hail storms, snowstorms, heat waves, hurricanes, and is fire resistant. If you make this investment a metal roof could last you an entire lifetime.



WESTMAN STEEL is a leading producer of premium steel products in Canada. Through continued innovation, improved product quality and effective support material, WESTMAN STEEL is building a solid foundation for helping our customers make their own unique statements in steel.



The increase in popularity and growth of residential steel roofing has increased the demand for WESTMAN STEEL roof product lines. Originally, steel roofing was prominently used in the construction of agricultural structures, but more diverse and aesthetic profiles have changed consumer perceptions and knowledge of steel roofing benefits such as low maintenance and longer life cycles





**PREFERRED
CONTRACTOR**

OWENS CORNING TRUDEFINITION® DURATION® SHINGLES

TruDefinition® Duration® Shingles are precisely developed to give any roof more contrast and depth. TruDefinition® Duration® Shingles provide a completely distinctive and dramatic look by combining numerous granule colours and shadowing. TruDefinition® Duration® Shingles are unlike any other because of their unique blend of colour and depth.

Breakthrough Design Featuring a tough, woven engineered reinforcing fabric in the nailing area that promotes easy, fast and consistent nail gun fastening.

Triple Layer Protection® A unique “triple layer” of reinforcement occurs when the fabric overlays the common bond of the shingle laminate layers that offers excellent fastener holding power.

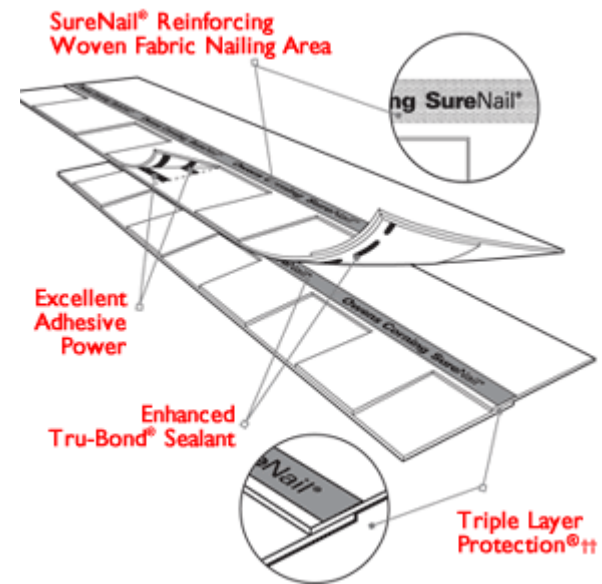
Superior Adhesion The enhanced Tru-Bond®† sealant grips tightly to the engineered fabric nailing strip on the shingle below.

Excellent Adhesive Power Specially formulated, extra-wide adhesive bands help keep shingle layers laminated together.

Exceptional Wind Resistance The industry’s first asphalt roofing shingle engineered to deliver 130-MPH* wind warranty performance with only 4 nails. Fewer nails required can mean fewer deck penetrations.

TruDefinition® SureNail 33% fewer nails are required for maximum warranty protection*** which can mean fewer deck penetrations.

The innovative features of Owens Corning® TruDefinition® Duration® Series Shingles with SureNail® Technology offer the following:





EUROSHIELD

Wood or slate shingles help create curb appeal and give a home an old-world European elegance. But it comes at a considerable cost—and not just the price point. Real slate shingles are susceptible to damage and cracking, while mold growth from rain and other elements compromise wood and asphalt roofing material.

Nothing is as durable or able to withstand extreme weather conditions as tires. Euroshield® researched and invested in the best tire rubber to create our roofing materials. Traditional roofs last 12-15 years. Shake or Slate Euroshield® shingles can last up to 50 years in some of the worst weather events!

Why Choose Euroshield?

- Made from 95% recycled materials
- Extremely durable
- Maintenance free
- Resistant to hail
- Potentially low insurance premiums
- Generous transferable warranty
- Sound deadening and insulating
- Affordable permanent roofing solution
- Adds value to your home
- Aesthetically pleasing





Whether you have a young family, you are an empty nester or even part of bigger community, like a church or condominium, you deserve to have beautiful things. Armadura was designed to mimic the look of mountain slate.

A warranty that shows our strength. Non-prorated means that if the material fails under normal circumstances your roof will be cared for by us at full value for the full length of our warranty.

Roofing is hard work. It is dangerous work. It is work that takes its toll on those that choose it as a career. We understand this and designed our system with the installers in mind. When the system is more intuitive and easy to install, it is better for everyone.

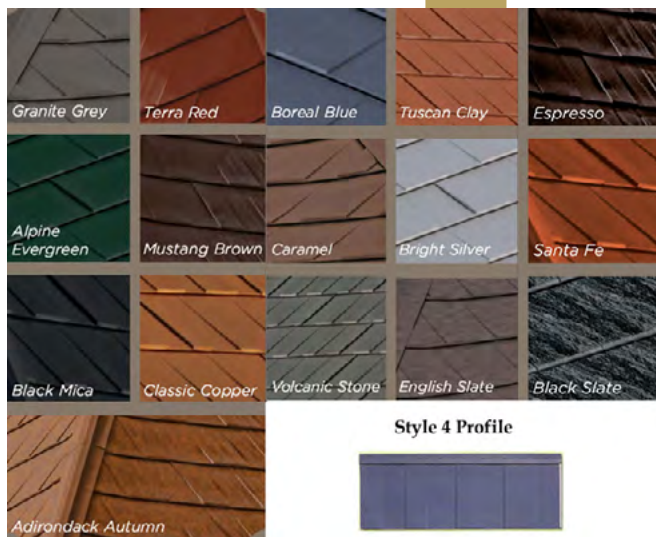




BARDEAUX D'ACIER

Wakefield Bridge™ steel shingles are designed as an alternative to common asphalt shingles but with the toughness and long-lasting qualities of high-strength steel roofing panels. It features a stucco-embossed finish for greater strength and a distinguished look. Available in 16 colours.

Steel shingles carry the unquestionable advantage of being long-lasting. They will not rot, curl, crack, break or chip and are 100% maintenance free! Wakefield Bridge™ is designed to stand up against the toughest Canadian conditions and is backed with a 50-year lifetime warranty!



ALTERNATIVE SERVICES WITH CLEAN COMFORT HOME IMPROVEMENTS

Vinyl siding dramatically and cost effectively transforms the home exterior. Vinyl siding is a very affordable material to install on a home or other structure. It's typically installed over rigid insulation for the utmost in energy efficiency. Today, vinyl remains the most popular option for siding throughout North America, on both new and existing homes. Other front runners are wood, aluminum, steel, brick and stucco.

When you replace vinyl siding, you also receive a lot of options. It comes in a wide range of colours, giving you the same range of options as paint colours these days. You may also choose between smooth and wood grain textures. In addition, regular lengths with straight edges, scalloped edges, or various types of ornamental edges are available. Some siding is made to seem like natural wood grain shakes, which may look particularly good with your historic home. The other side is absolutely smooth, which complements modern dwellings well. You may choose from horizontal to vertical panels, as well as accessories made of vinyl, such as soffit and window trim.



EAVESTROUGH

You may not know it, but your eavestrough play an important part in preserving your home's foundation. If your eavestrough are prone to clogging, you risk overflowing the troughs, which may cause damage to the fascia board and siding of your home, as well as a slew of other costly issues.



INSULATION

There are a variety of home insulation materials available, but their ability to insulate are all measured in the same way: the R-value, which stands for resistance to heat flow. The higher the R-value, the better the material is at stopping heat from moving through the material. Ask your home expert about increasing your R rating with your other renovation projects.



ADDING A PROTECTION SYSTEM FOR YOUR EAVESTROUGH

Having an eavestrough protection system installed with your new gutters is a smart, practical choice. These systems – which we offer from Alu-rex, a trusted manufacturer – can be difference-makers for your home's foundation. When installed, they keep leaves, insects, and other debris out of your gutters, which helps control water flow effectively. This eliminates the risk of overflow damage, which can extend the life of your eavestrough and protect the home's foundation. Additionally, the aluminum material is extremely durable, with the ability to withstand hurricane-force winds.



INNOVATIVE PAYMENT SOLUTIONS

Price is often the biggest and most frustrating issue people face when looking to upgrade their home.

Many individuals want to update their houses but are unsure how they can afford to do so. The good news is that there are a variety of options for financing home improvements; the issue is deciding which one is best for you. One of the most crucial factors to consider before embarking on substantial home improvements is your budget. By taking time to understand the different home renovation financing options, you'll feel better equipped to confidently choose the one that best meets your financial situation and goals.



VaultPay's innovative technology enables customized payment options as never before. Unprecedented choice to you the customer, allows Vault Pay to be one of the leading home renovations financiers in Canada.

- **Vault By Month** – Affordable monthly amounts
- **Vault It Forward** – Don't pay for up to 12 months
- **Vault 60** – Equal payments up to 60 months – 0% Interest
- **Custom Vault** – Payment plan built by need
- **Pay how you want** – By credit card or debit
- **Pay when you want** – Pay Today or Pay Late

FAST, FAIR & FRIENDLY
PAYMENT SOLUTIONS



SNAP Home Finance offers financing for homeowners through an extensive dealer network across Canada. **Clean Comfort Home Improvements** is proud to say we are one of SNAP's top accounts across the nation.



FAQ

HOW MANY YEARS HAVE YOU BEEN IN BUSINESS?

Clean Comfort Home Improvements has been family owned and operated since 2016.

THERE ARE SO MANY COMPANIES. HOW DO I CHOOSE A CONTRACTOR?

You have the privilege - but also a very serious responsibility, of choosing among many companies. The happiest clients often report choosing who they had the most confidence and trust in. Regardless of recommendations from various sources, it is still your responsibility to research the companies. Be sure that your choice makes you feel the most confident that the work will be completed as agreed. Also that your company of choice can demonstrate they will be there for you after the sale and job completion, while ensuring they have a solid line of communication. In case of emergency, or if you have problems, you want to be able to contact them immediately and need to know they will be there for you if/when you need them.

WHAT AREA DO YOU SERVICE?

We are pleased to announce that we now service Central, South Eastern and Eastern Ontario. Being the recommended contractor of several manufacturers, our ability to not only provide the highest quality installations, but prompt and efficient service to all parts of our areas of responsibility are essential to maintaining our classifications.

WHEN ARE YOU BOOKING FOR? IF I BOOK NOW, WHEN WILL THE WORK BE DONE?

Depending on the time of year, and the availability of the product you choose for your project, your timeline may vary. Your point of contact at Clean Comfort will be able to shed more light on timelines during your appointment. To book an appointment with one of our experts, please contact us now.



FAQ

WHAT IS THE WARRANTY ON YOUR PRODUCTS?

Clean Comfort Home Improvements proudly warranties each and every one of our installations, in conjunction with manufacturer product warranties.

HOW LONG WILL MY ROOF LAST?

The longevity of your roof will depend on the materials used, the installation techniques, and its ventilation. Your personal Clean Comfort Home Improvement expert will be able to specify and point you in the right direction of the product or style that fits your needs.

HOW MUCH DOES A NEW ROOF/RENOVATION COST?

Every renovation is different, so every project costs a different amount. When considering the price of your new roof, we take a number of factors into consideration. Size, current roofing material removal, style of home/roof, shape, height, slope, materials, features like chimneys, skylights, and vents are just some of the items to consider when determining a project cost. We understand that a replacement roof/renovation can be a big investment. In order for us to offer the best possible return on investment, we need to examine each unique situation - for our mutual best interest. However, once the price of renovation is calculated, we offer plenty of ways to make your project affordable, including offering financing.



HELPFUL TIPS

THINK ABOUT SAFETY

Does the contractor have the proper training and insurance to take on this project? Ensuring whomever you hire to install your roof has valid Working at Heights training and at least two million dollars liability insurance is essential.

LOOK BEYOND THE PRICE

Overhead expenditures will be incurred by reputable and well established companies. The price for their services will reflect these business expenses. So, be wary of anyone who offers to complete the work for much less than what is being offered by the rest of the industry. It may appear to be a reasonable value at the moment, but you may wind up spending considerably more to remedy problems that occur as a result of poor workmanship.

ASK FOR A WRITTEN DESCRIPTION OF WORK TO BE DONE

Request written task information from any contractor before committing to work with them. This should include the work that needs to be done, as well as the projected time and cost.

SEE WHAT THEIR CUSTOMERS HAVE TO SAY

When considering a contractor, visit the company's website to read testimonials from their customers. You should also check for reviews on third-party websites such as HomeStars and Google Reviews. While a company chooses what they share, they do not have that control over external websites. In most cases, online review forums allow companies to respond to customer's reviews. This will help you to determine which reviews can be trusted and which ones may be untruthful or biased. We're always reading more and more about the best ways to help educate homeowners on the roofing experience

Roofing Info
Canada

Check out for more roofing
tips and tricks at www.roofinginfocanada.com



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