

To: **GENFLEX VALUED CONTRACTORS & DISTRIBUTORS**

MAY 27, 2011

Re: **SERVICE GUIDELINES UPDATE**

GenFlex Roofing Systems continues to evaluate opportunities to improve service in this very challenging shipping environment. As we announced previously, all U.S. manufacturers will face flatbed equipment shortages this summer. We anticipate high volume months that will continue through the 3rd Quarter. We want to be proactive and believe that the following service adjustments will help improve communication, capacity and equipment planning.

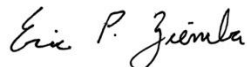
The availability of flatbed equipment has always been challenging, perhaps at an all time low. You may have experienced this within your own businesses. Although these adjustments will not fix the lack of industry capacity, it is our intention to communicate changes that we are making to proactively address the issues.

To improve our ability to secure equipment, we are implementing the following service guidelines:

1. **Order visibility:** Order placement 48 hours prior to shipment. This will provide a full day to tender the freight to secure the equipment needed for each order. There are many challenging areas of the country where shipping lanes could require additional lead-time. We will do everything possible to minimize any impact.
2. **Van equipment:** The ratio for available equipment is 10:1 for vans as compared to flatbed equipment. Therefore, we will focus on the utilization of vans for non-jobsite deliveries of single-ply membranes and accessories. We will communicate with you to ensure unloading capabilities.
3. **Effective June 1, 2011:** Prepaid freight requirements for singly-ply membranes and accessories will be changed to 30,000 pounds. The Domestic Freight Policy will be updated on our website to reflect this change consistent within the industry.
4. **CPU Allowances (Customer Pick-Up Allowances):** Weight requirements are 30,000 pounds for single-ply membranes and accessories.
5. **PolyISO orders:** All must be confirmed 48 hours prior to shipment in order for us to find the flatbed equipment necessary for ISO shipments.

We appreciate your support in working with us to find solutions that provide meaningful results. Thank you for your continued support of GenFlex. Please feel free to contact us for additional information relative to your specific markets.

Regards,



Eric Ziemba
General Manager