



Corporate Office at the Okeechobee Facility

Estate – Terra Clay with Black Antique

## CONTRACTOR INFORMATION

WE RECOMMEND THAT  
**ALL ORDERS BE EMAILED  
OR FAXED TO OUR  
CUSTOMER SERVICE  
DEPARTMENT.**

**EMAIL:  
ORDERS@ENTEGRA.COM**

**FAX:  
863.467.0045**

For any questions, please call: 863.467.0042 and ask for the Customer Service Department.

After order placement, Entegra will provide an order acknowledgement. Please review it carefully to confirm the order is correct.

### PALLET INFO

Pallet returns are eligible for partial pallet credits and must be returned within 60 days.

**EFFLORESCENCE** is a temporary condition on the surface of the tile which is common in all concrete products. The efflorescence process is caused by the chemical nature of cement. It can appear as a chalky white bloom or in concentrated patches on the tile. We cannot predict how long the effects will last—it will be dependent upon the type and amount of deposit on the product, local weather conditions and surroundings. In most cases, rainwater will steadily remove the deposit, leaving the original color of the tile unharmed without further efflorescence. The efflorescence process does not affect the quality or functionality of the tile.

**INSTALLATION:** The *FRSA/TRI Model Tile Guidelines* should be consulted for application recommendations in your region. Please see our website for installation instructions or the Tile Roofing Institute website at [www.tilerooting.org](http://www.tilerooting.org).

The technical information contained in this brochure does not constitute a warranty by Entegra. The applicable warranty for the Entegra product is the Limited Lifetime Warranty provided in Entegra's product literature dated most recently before the installation of the product on the owner's roof. For additional warranty information please visit our website [www.entegra.com](http://www.entegra.com).

The tile colors printed in this brochure may vary from actual available tile colors. Prior to making a final choice, it is important to evaluate actual tile samples and completed roofs. Contact your Sales Representative for assistance. Tile categories and typographical errors will be subject to change without prior notice. There is no performance guarantee offered or implied beyond that expressly indicated.