



Stellar Commercial Roofing has years of experience in restoring roof structures to their pre-loss condition after an unforeseen disaster strikes. This experience and insight is the basis of our StellarCareSM Program. StellarCare members receive yearly inspections, proactive cleanings, 24/7 monitoring and priority response, extended warranties and documentation to help reduce the financial impact of a disaster to their business.

StellarCare is comprised of a 5-point action plan designed to work in conjunction with on-site emergency procedures. This comprehensive program will improve your chances of a full recovery through proactive measures and a rapid response model to restore damaged roof systems and related building components.



Stellar Commercial Roofing | Toll free: 800.731.1804 | Fax: 888.731.1804
info@stellarteamusa.com | **StellarTeamUSA.com**

LICENSED ROOFING CONTRACTOR

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ASSESSMENT

- Inspection of the entire roof and building for hail and wind damage, and damage that may have resulted from foreign objects or from human activity.
- Inspection of exposed fasteners and roof penetrations to verify that rubber gaskets, sealants, and neoprene boots are in good working condition.
- Inspection of all sheet metal flashings, counter-flashings, roof curbs, copings, gutters, and downspouts to verify that they are firmly attached and sealed.

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DOCUMENTATION

- An inspection report, including photos, will be provided that details the current roof condition, evidence of hail and wind damage, and any identified issues that could potentially lead to other problems. This is a vital tool in documenting the pre-loss condition of your building in the event of a disaster.

3

CLEANING/REPAIR

- Annual roof clean-up that includes removing debris and trash from roof, gutters and drains. This clean-up promotes an unrestricted flow of water, allowing your roof to function as intended and limit the possibility of leaks when disaster strikes.
- When maintenance and repair work is required beyond the scope of annual roof clean-up, a detailed estimate will be provided for consideration.

4

MONITORING

- StellarCare client properties are actively monitored in our database, 24/7, for weather-related events capable of damaging property.
- In the event of a weather-related disaster, Stellar Commercial Roofing will deploy a mitigation and restoration team to your facility.

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MITIGATION AND RESTORATION

- Rapid response to inspect for weather-related damages following an event, provide emergency repair and mitigation, and advise on damage control.
- Provide a structured recovery process to restore your facility to pre-loss condition, including a written scope of work within 24-hours of site visit and execution of a StellarCare Services Agreement.
- StellarCare clients receive priority response for area-wide disasters (catastrophes). Our team is standing by to work for you and to present storm related damages to your insurance carrier.
- StellarCare customers automatically receive a 5-year extended warranty on roof replacements serviced by Stellar Commercial Roofing.