



PRE-INSTALLATION NOTICE
**TROUBLE SHOOTING AND FREQUENTLY ASKED
QUESTIONS**

Frequently asked Questions	Possible Solution
<ul style="list-style-type: none">- I can not Log in to the Firestone PIN site.- What is my password to the Firestone PIN site.	<ul style="list-style-type: none">- Add a 0 in front of your license number. (0 + lic. Number)- Contact Firestone Technical Services at 1-800-428-4511.
<ul style="list-style-type: none">- How do I submit a PIN?	<ul style="list-style-type: none">- Click on View and Create PIN after entering Pre-Installation site. Follow the instructions and enter in information requested. When finished click the submit button.
<ul style="list-style-type: none">- Is there a place to enter in extra information on the PIN?	<ul style="list-style-type: none">- Field 26, conditions requiring special consideration is your box to let Firestone know anything special about your job. Feel free to use this box to notify us of special considerations that need to be noted.
<ul style="list-style-type: none">- Once I submit a PIN, how will I know if it is accepted or rejected?	<ul style="list-style-type: none">- An automatic e-mail notification is sent to the e-mail address set-up in the PIN system.
<ul style="list-style-type: none">- If I do not receive an automatic notification, how can I check whether or not my PIN has been approved?	<ul style="list-style-type: none">- On the view PIN page of PIN website there are four bullets. The fourth bullet has a drop down box that shows the location of your PIN. It is suggested you check this area weekly for PIN requesting additional information.
<ul style="list-style-type: none">- Can I change a PIN once it has been submitted?	<ul style="list-style-type: none">- As long as the PIN has not had the warranty issued, the PIN can be changed. For a PIN that is complete and needs changing, Firestone must be contacted at 1-800-428-4511.
<ul style="list-style-type: none">- Can I change a PIN once the warranty has been issued?	<ul style="list-style-type: none">- Yes, You will need to send the original warranty back to Firestone with a written request stating the change. Most changes will incur a \$50.00 charge for post warranty alterations.



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- Once I have an approved PIN, what else is required?	- Once your PIN is approved you need to make sure you have an ARD , as well as a RFI with completion date .
- How do I submit an ARD?(Approved Roof Drawing)	- You may fax all roof drawings to 1-800-242-0504. - Please indicate FBPCO number on drawing.
- Can I submit an ARD online?	- Yes. On the PIN website click on Contact TC . Attach the roofing drawing using the email program.
- My project does not appear on the RFI list. (Request for Inspection)	- Projects that have been in the completed section for long periods cycle out. Please call technical services at 1-800-428-4511 for assistance.
- Once I have the PIN, ARD, RFI, and Completion date entered when do I get my warranty?	- Once these four items have been received your information will be sent to the inspectors. As soon as we receive the report back from the inspector, and credit issues are resolved, the warranty will be issued.
- When I try and view a PIN, I get an error message saying that I need to download the crystal reports viewer.	- Please copy the website into your browser : http://www.sterlingcreek.net/npviewer.exe . Downloading will begin; follow installation instructions and restart computer. If you still have difficulties contact Firestone Technical Services at 1-800-428-4511.



IF ALL ELSE FAILS, CONTACT YOUR PIN
ADMINISTRATOR FOR FURTHER ASSISTANCE.

PIN ADMINISTRATORS :

North Central and Mid-States Region

Allen Sopko

1-800-428-4511 x57273

sopkoallen@firestonebp.com

Mid-Atlantic and South Region

Jamie Fredericks

1-800-428-4511 x57099

fredericksjamie@firestonebp.com

East and West Region

Ben Cummins

1-800-428-4511 x57188

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