

**2012**  
**Firestone**  
**MASTER**  
**CONTRACTOR**



January 2012

Jeffrey W. Love  
Love Contractors, Inc.  
201 Mill Street  
Gaston, IN 47342

Dear Jeffrey:

Firestone Building Products is pleased to present Love Contractors, Inc. with the 2012 Firestone Master Contractor and Inner Circle of Quality awards, two of the commercial roofing industry's most highly regarded accomplishments. Presented to a select set of contractors that demonstrate unsurpassed quality roofing system installation and outstanding service, the Master Contractor Program annually acknowledges top firms that exhibit top-notch execution and an unwavering commitment to superior craftsmanship.

This year, Love Contractors, Inc. has earned the prestigious Firestone Inner Circle of Quality Award for the third time. The Inner Circle of Quality Award recognizes an elite segment of Master Contractors that installed a minimum of four warranted Firestone roofs in each of the past five years, maintained at least two million square feet of Firestone roofs under warranty and achieved an annual Quality Incidence Rating (QIR) of 2.0 or less. Firestone's QIR measures each contractor's quality performance based on warranty repair incidences per million square feet under warranty.

2012 also marks the ninth time Love Contractors, Inc. has earned the Firestone Master Contractor Award. The firm received the Master Contractor Award based on total square footage installed and Quality Points accumulated for outstanding inspection ratings on Firestone Red Shield® warranted RubberGard™ EPDM, UltraPly™ TPO, UNA-CLAD™ metal and asphalt roofing system installations completed over the past year.

As Firestone celebrates the 25<sup>th</sup> Anniversary of the Master Contractor Program, I congratulate Love Contractors, Inc. on these exceptional accomplishments. You consistently strive for first-rate workmanship and superior customer service, and uphold Firestone's high commercial roofing standards. We are pleased to call Love Contractors, Inc. a Master Contractor and member of the Inner Circle of Quality and look forward to continuing our strong partnership for many years to come.

Sincerely,



Tim Dunn  
President, Firestone Building Products



**Firestone**  
**BUILDING PRODUCTS**  
**NOBODY COVERS YOU BETTER™**

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