



VITAL COAT®

SHINGLE SHIELD MAX™

Authorized Installer Program Overview Guide

Purpose

This guide introduces the Vital Coat® Shingle Shield MAX™ Authorized Installer Program, explains how the program is supported, and outlines the standards installers should understand before ordering product or representing the system to customers.

1. Welcome to the Authorized Installer Program

Welcome to the Vital Coat® Shingle Shield MAX™ Authorized Installer Program. This program is designed to give qualified installers a consistent system for product access, training, resources, and support.

As an Authorized Installer, you are joining a professional installer network built around preparation, customer trust, and proper use of the Shingle Shield MAX™ system.

- Understand the program purpose and expectations.
- Use approved ordering and resource channels.
- Stay current with training, documentation, and program updates.

2. What the Program Provides

The Authorized Installer Program gives installers access to the tools and information needed to work within the Vital Coat® system in a consistent and professional way.

- Access to Shingle Shield MAX™ product ordering.
- Installer-specific resources and documents.
- Training courses and onboarding materials.
- Product support and application guidance.
- Marketing and sales support materials.
- Ongoing updates through the Resource Library and installer community.

3. The Role of VitalCoreOS

VitalCoreOS is the central platform used to support the business side of Vital Coat®. It helps installers understand where to access training, resources, announcements, documents, and portal support.

When installers are inside VitalCoreOS, the installer community, courses, or resource pages, they are in the correct place for program support and onboarding materials.

- Access required courses and onboarding information.
- Find program updates and community announcements.
- Use the Resource Library for current documents and guides.
- Stay connected to Vital Coat® support resources.



4. Authorized Installer Expectations and Code of Conduct

Authorized Installers are expected to represent the Vital Coat® program professionally and follow the Authorized Installer Code of Conduct. These expectations help protect the installer, the customer, and the Vital Coat® brand.

- Maintain professional conduct with customers, property owners, vendors, and other installers.
- Follow the Authorized Installer Code of Conduct.
- Follow Vital Coat® application guidelines and technical instructions.
- Use approved product information and marketing materials.
- Keep installer account access secure.
- Order product through approved channels.
- Stay current with training and resource updates.
- Represent warranties, product benefits, and technical claims accurately.
- Avoid false, misleading, exaggerated, or unsupported claims about Vital Coat® or Shingle Shield MAX™.
- Protect confidential installer pricing, program materials, and customer information.
- Communicate with Vital Coat® support in a professional and timely manner when issues arise.

5. Ordering and Product Access

Authorized Installers order through the Vital Coat® Member Order Portal. The order portal is designed to help installers find the correct product category, select items, review quantities, and complete approved payment or quote workflows.

- Use the Vital Coat® Member Order Portal for Shingle Shield MAX™ orders.
- Select the correct product category or order form.
- Review product details, quantities, cart totals, and shipping information before submitting.
- Use available payment options or quote/PO request workflows when applicable.
- Follow portal instructions for product replacement and future ordering needs.

6. Training and Resource Library

Required courses introduce the installer program, portal access, ordering process, and important support resources. The Resource Library should be treated as the current source for downloadable documents and guides.

- Complete required onboarding and portal training courses.
- Use the Resource Library for SDS files, guides, application references, and program materials.
- Check the Resource Library for updated documents before relying on saved copies.
- Use dedicated resource pages for larger categories such as warranty, marketing graphics, or sales materials.

7. Brand and Marketing Use

Vital Coat® and Shingle Shield MAX™ brand assets must be used consistently. Installers should only use approved logos, product names, sales materials, and marketing graphics provided by Vital Coat®.

- Use approved Vital Coat® and Shingle Shield MAX™ assets only.
- Do not alter logos, product names, warranty language, or technical claims without approval.



- Use current marketing graphics and sales support materials from the Resource Library.
- Keep customer-facing materials consistent with current brand standards.

8. Support and Communication

Installers should use the approved support channels when questions arise. The installer community, Resource Library, and direct Vital Coat® support are intended to keep information organized and current.

- Use the installer community for updates, announcements, and shared support.
- Contact Vital Coat® support directly when an issue requires assistance.
- Keep account and contact information current.
- Ask for clarification before making unsupported product, warranty, or program claims.

9. Key Takeaways

Program Summary

Use this guide as a quick orientation to how the Authorized Installer Program, VitalCoreOS, the Member Order Portal, and the Resource Library work together.

- The Authorized Installer Program keeps product access, training, resources, and support organized.
- VitalCoreOS is the central system for installer enablement and program support.
- The Vital Coat® Member Order Portal is the approved place to order Shingle Shield MAX™ products.
- The Resource Library should be used as the current source for documents and support materials.
- Professional consistency protects the installer, the customer, and the Vital Coat® brand.