



Frequently Asked Questions (FAQs)

Does RAMCON provide free estimates?

Yes, we provide free, no hassle quotations.

Does RAMCON background check and drug test its employees?

We are very different in the way we care about the safety of your home and family which is why we want you to rest assured that although the Construction industry has a terrible reputation for hiring people you would not want near your home, the crews we send to your home have been thoroughly background checked and drug tested.

The roofing company I am considering does not have a valid license. Is that a big deal?

All roofing work done requires a license. Hiring an unlicensed contractor puts you at risk. As warned by the Dept. of Business & Professional Regulation, "Any person working on your building who is unlicensed must be employed by you, which means you must deduct F.I.C.A. and withholding tax and provide workers' compensation for that employee. Without workers' compensation insurance, you could be held liable for injuries received on your property and typically, your insurance policy will not honor your claim if the work being performed required a licensed contractor." Not only is this dangerous but it is a crime, Chapter 455.227, Florida Statutes: Any person who knowingly aides, assists, procures, employs or advises an unlicensed individual can be charged with a first degree misdemeanor and may face fines of up to \$5,000 for each offense. You can check to see if your contractor is licensed by going to MyFloridaLicense.com or call 850-487-1395. *For more information contact your local building department*

How long does a roofing project take to complete?

The amount of time it takes to complete a project varies greatly on many factors including size, difficulty and weather. We've completed smaller jobs within hours and have spent over a year on the world's largest shopping centers. Don't worry – we don't leave your job until it's finished. A RAMCON team member can give you a more accurate estimate on your particular project length.

How do I know if my roofers insurance is valid?

Always call the producers of his or her policy, the number should be located at the top left of the certificate. Without insurance you are responsible for the medical care of the workers if an accident occurs and for any damage to your property. Also check the coverage amounts, typically a 1 million dollar liability policy is standard for a roofing company. Also, ask to see a list of covered employees.

Does RAMCON have insurance and workers compensation coverage?

Yes we carry general liability, automobile insurance and workers compensation. It is expensive, but we care about our employees and our customers. Copies of our insurance certificates are available upon request.

Do you provide a warranty for repairs and roofing projects?

RAMCON offers excellent warranties ranging for 1 year to 5 year Contractors and up to 30 year Manufacturer Warranty. It all depends on the specific job. Talk to a RAMCON team member for details.

Is RAMCON experienced?

As Florida's Premier Roofing Contractor, RAMCON has decades of industry experience. Statistics show that 80% of all roofing contractors are out of business within 2.5 years. If the company you select closes shop, what good is the warranty? Remember, price is only one of the criteria for selecting a roofing contractor. Professionalism, experience, quality workmanship, and solidly established business should also weigh heavily in your decision.

Do you obtain all required permits?

Yes, RAMCON applies and pays for all required permits for your roofing job. Beware of a contractor who asks you as the owner to pull a permit; this is usually an indication of an unlicensed and/or uninsured contractor. This could also mean they have complaints or unpaid fees with the local building department and are unable to pull a permit.

What does RAMCON do if rain develops without warning?

First of all, our office staff regularly monitors the weather using accurate satellite guidance and up to the minute radar. We are constantly in contact with the supervisor on the jobsite. Secondly, we stock enough tarps on hand to cover your roof if necessary.

Has RAMCON ever changed it's name?

You can be confident that our company has always been RAMCON so if a problem were to arise with your roof, we will be here. Many local companies have changed their names to get out of servicing warranty claims. This is why we say... "Your roof is only as good as the contractor who installs it".

How can a building occupant recognize when a roof system has problems?

All too often, roof system problems are discovered after leaking or other serious damage occurs. Periodic (twice-a-year) inspections often can uncover cracked, warped or missing material; loose seams and deteriorated flashings; excessive surface granules accumulating in the gutters or downspouts; and other visible signs of roof system problems. Indoors, look for cracked paint, stained ceiling tiles, discolored plasterboard and stained walls as signs of damaged roof areas.

What are my options if I decide to reroof?

You have two basic options: You can choose a complete replacement of the roof system, involving a tear-off of your existing roof system, or re-cover the existing roof system, involving only the installation of a new roof system. If you've already had one re-cover installed on your original roof system, check with a professional roofing contractor. In many instances, building code requirements allow no more than one roof system re-cover before a complete replacement is necessary.

My roof leaks. Do I need to have it replaced completely?

Not necessarily. Leaks can result from flashings that have come loose or a section of the roof system being damaged. A complete roof system failure, however, generally is irreversible and a result of improper installation or choice of materials or the roof system installation is inappropriate for the building.

Can I do the work myself?

Most work should not be done yourself. Professional roofing contractors are trained to safely and efficiently repair or replace roof systems. You can damage your roof system by using improper roofing techniques and severely injure yourself by falling off or through the roof.

How long can I expect my roof system to last?

Most new roof systems are designed to provide useful service for about 20 years. Some roof system types, such as slate, clay tile and certain metal (e.g., copper) systems, can last longer. Actual roof system life span is determined by a number of factors, including local climatic and environmental conditions, proper building and roof system design, material quality and suitability, proper application and adequate roof maintenance. Manufacturers offer a variety of warranties on their products. Take a close look at those warranties to see what responsibilities and financial obligations manufacturers will assume if their products fail to reach their expected lives.

What will a new roof system cost?

The price of a new roof system varies widely, depending on such things as the materials selected, contractor doing the work, type of building, location of the building, labor rates and time of year. For each roofing material, there are different grades and corresponding prices. There also are a variety of styles and shapes. You need to look at the full product range and make a choice based on your budget and needs. Within the roofing profession, there are different levels of expertise and craftsmanship. Insist on a contractor who is committed to quality work.

How can I determine my annual roofing cost?

When considering your roofing options, the following formula may help:

$$\text{Annual Roofing Cost} = \frac{\text{Total Cost (Materials \& Labor)}}{\text{Life Expectancy of Roof System (in years)}}$$