



Dannel P. Malloy

GOVERNOR
STATE OF CONNECTICUT

July 7, 2017

The Honorable Denise W. Merrill
Secretary of State
30 Trinity Street
Hartford, CT 06106

Dear Madam Secretary:

I hereby return, without my signature, Senate Bill 821, *An Act Concerning Roofing, Window and Siding Consumer Warranties and Post-Sale Warranty Work Reimbursement for Power Equipment Dealers*. This bill, while intended to add additional layers of consumer protections to the warranty process, would instead harm consumers due to its detrimental impact to the marketplace.

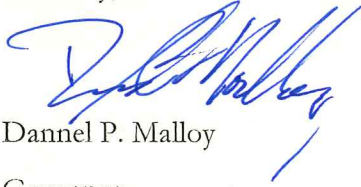
Under current law, manufacturers of residential roofing, window and siding materials are permitted to establish their own timelines for their warranty processes, including claims processing. This bill changes that by imposing a strict 30-day time period for manufacturers to make a determination on a warranty claim. The inherent difficulty created by putting this requirement upon manufacturers is that often a product will fail not because of a manufacturer's defect, but because of improper installation. As such, manufacturers regularly conduct field inspections to gather more information to determine whether the product failure falls within the ambit of the warranty. They also review a wide variety of records, and may perform audits of manufacturing and installation records. To require manufacturers to conduct all inspections, review all attendant documents and to make fully informed claims decisions within 30 days is simply unworkable.

My office has heard from manufacturers from across Connecticut, and across the country who have expressed significant concerns about this legislation. (See attached list.) The detrimental impact of this bill would be very real to Connecticut consumers; businesses could decide to not offer their products in our state, or to tailor their warranties in Connecticut by adding in extra fees or adjustments in order to comply with the 30 day requirement.

For these reasons, I disapprove of Senate Bill 821, *An Act Concerning Roofing, Window and Siding Consumer Warranties and Post-Sale Warranty Work Reimbursement for Power Equipment Dealers*. Pursuant to

Section 15 of Article Fourth of the Constitution of the State of Connecticut, I am returning Senate Bill 821 without my signature.

Sincerely,

A handwritten signature in blue ink, appearing to read "D. P. Malloy", is written over the printed name.

Dannel P. Malloy

Governor