

CARLISLE'S AUTHORIZED APPLICATORS MARKETING ANNOUNCEMENT

ID-2015-05
Automated Warranty Emails
February 20, 2015

To: Carlisle SynTec Systems' Authorized Applicators

On February 19, 2015, Carlisle SynTec Systems introduced a new email reminder service for its authorized applicators and manufacturer's representatives. Once a month, Carlisle will send email reminders regarding any outstanding Repair for Warranty (RFW) reports or warranties pending payment. This initiative, which is intended to make it easier for applicators to resolve these matters quickly and easily, is detailed below.

Outstanding RFWs – If more than 30 days have passed since an RFW was issued, Carlisle will send an email reminder to both the applicator and the sales rep. The email will contain a copy of the inspection report that can be signed upon completion of the repairs and submitted electronically for a quick resolution.

Warranties pending payment – Applicators and sales reps will receive monthly reminders of warranties that are on hold pending payment. These emails, which will include the job name, job number, amount due, and "remit to" information, make it simple for applicators to submit payment and receive their warranty documents quickly.

Please ensure the following email addresses are unblocked so that the reminder emails will not go to employees' spam folders:

RepairForWarranty@CarlisleCCM.com
TREXEMAIL@CarlisleSynTec.com

Please contact your local manufacturer's representative or distributor with any questions or for further information.

Sincerely,



Misty Fritz
Manager, Warranty Administration