

# MARKETING ANNOUNCEMENT

Authorized Applicator



**ID-2018-18**  
**Canada Warranty Matrix Update**  
**November 16, 2018**

## **To: Carlisle SynTec Systems' Authorized Applicators**

Carlisle SynTec Systems has updated its warranty matrix to include new products and changes in services. These changes will take effect on January 1, 2019.

Changes to the warranty matrix include:

- RapidLock™ and FleeceBACK® FR have been added to Total System Warranties.
- 4" hail coverage is now available for systems using 145-mil FleeceBACK EPDM and Flexible FAST™ applied in full coverage. See matrix for acceptable coverboards and Flexible FAST full coverage description.
- An additional 1" of hail coverage is now available for systems using FleeceBACK TPO or PVC and Flexible FAST applied at full coverage (3" maximum hail coverage for all FleeceBACK TPO and PVC). See matrix for acceptable coverboards and Flexible FAST full coverage description.
- There has been a \$0.05 price increase for overburden removal and vegetation warranty offerings. Reminder: Roof Garden and paver systems not supplied by Carlisle are ineligible for warranty coverage.
- Per the [announcement](#) sent on September 17, 2018, Carlisle will not offer a warranty discount on Factory-Applied Tape™ for Notices of Award (NOAs) submitted after December 31, 2018.

If you have any questions, or for more information, please contact your Carlisle Manufacturer's Representative. Thank you for your continued support of Carlisle.

Sincerely,

A handwritten signature in black ink that reads "Misty Fritz". The signature is written in a cursive style.

Misty Fritz  
Manager, Warranty Administration