

Carlisle SynTec Systems' Warranty Options

When faced with a decision on which manufacturer to choose for your next roofing project, *how do you know which warranty option is best for your roof?* Carlisle SynTec Systems offers a variety of warranty options to support every customer's need. While Carlisle's roofing materials help protect everything inside the building, our warranties help you to protect your investment.

MEMBRANE MATERIAL WARRANTY

This warranty is obtained by the Authorized Applicator that installed the roofing system and is for the building. There is a fee associated with this warranty option. This warranty option covers the roofing membrane against any material defects and allows the authorized applicator to view the warranty easily within their portfolio of completed jobs. This option is best for a project that does not require a Total System Warranty.

GOLDEN SEAL TOTAL ROOFING SYSTEM WARRANTY

With the Golden Seal Total System Warranty, building owners have the peace of mind knowing that all material supplied by Carlisle is covered within the warranty. This warranty covers the applicator's labor and workmanship to fix roof leaks or warranty-covered repairs. Additionally, when selecting a Total System Warranty, the installed roofing system undergoes a thorough inspection by one of Carlisle's Field Service Representatives. Metal edging is not included in this warranty.

EDGE-TO-EDGE WARRANTY

As one of the most vital parts of a roofing system, it's imperative that coping and fascia are included in your roof system warranty. On average, 60% of roof failures are due to metal edge failures in high wind events. Carlisle's Edge-to-Edge Warranty is the only warranty option that includes the edge metal into the building's warranty. The metal edge products must be purchased through Carlisle, or a subsidiary, and installed per Carlisle's Specification and Details for inclusion in the warranty coverage.

Just like a total system warranty, the Edge-to-Edge warranty covers all material supplied by Carlisle in addition to labor and workmanship to fix roof leaks or warranty-covered repairs. The benefit of choosing this warranty is having peace of mind that your roof is covered from "Edge-to-Edge," with metal by Carlisle undoubtedly included in the coverage.

CARLISLE WARRANTY OPTIONS

Carlisle's warranty options are available for commercial roofing applications only. Residential projects are not covered by Carlisle warranties.

	Membrane Material Warranty	Golden Seal Total Roofing System Warranty	Edge-to-Edge Warranty
Requires installation by Carlisle Authorized Applicator	Yes	Yes	Yes
Cost Associated	Yes	Yes	Yes
Covers Workmanship/Labor	No	Yes	Yes
Covers Material Defects	Yes	Yes	Yes
Transferable	Yes*	Yes*	Yes*
No Dollar Limit (NDL)	No	Yes	Yes
Warranty Term Length	15 – 40 years	5 – 30 years	5 – 30 years
Onsite Inspection of Completed Installation	No	Yes	Yes
Hail Coverage	No	Yes*	Yes*
Accidental Puncture	No	Yes*	Yes*
Wind Speed	No	Yes*	Yes*
Continu-Care Eligible	No	Yes	Yes*
Roof Garden Overburden	No	Yes*	Yes
Paver Overburden	No	Yes*	Yes*
Skylights	No	Yes	Yes*
Leak Detection	No	Yes*	Yes
Edge Metal	No	No	Yes*

*Additional fees may apply

Roofing system qualifications apply to warranty coverage. View Carlisle specifications and details, along with warranty requirements for more information.



No Dollar Limit (NDL) Warranty – Carlisle’s Golden Seal Total Roofing System Warranty and Edge to Edge Warranty are NDL warranties, meaning this covers all the material supplied by Carlisle, as well as covering the applicators labor and workmanship, without having a dollar limit for labor and material to fix roof leaks or warranty covered repairs.

Accidental Puncture Coverage – Accidents happen. Accidental Puncture Coverage is available at no additional charge as long as the system qualifies (per Carlisle’s Specification and Details) but must be selected at the time the warranty is requested and is not available to be retroactively used to pay for puncture repairs.

Examples of situations included under accidental punctures coverage:

- » Dropping of tools, such as a screwdriver when repair technicians are on the roof.
- » Dropping an HVAC cabinet door on the membrane.

Coverage can be requested for the following man hours and must qualify for requested coverage: (see Carlisle Specification and Details for requirements)

- » 8-man hours per year
- » 16-man hours per year
- » 32-man hours per year

Accidental Puncture Coverage does not include membrane damage, i.e.; negligence, abuse, or vandalism.

- » Man hour coverage is during a rolling 1 year period based on the date of warranty issuance.
- » Any puncture repairs exceeding the warranty coverage is the responsibility of the building owner.

Hail Coverage – Hail Coverage is provided at no additional charge as long as the system qualifies (per Carlisle’s Specification and Details) and must be selected at the time the warranty is requested. This coverage is provided to protect the roof system from leaks due to a hail event. Hail damage may typically be submitted to the owner’s insurance company for resolution. Hail coverage under the warranty provides protection without dealing with the insurance company and deductibles.

- » Your roof may be eligible for this coverage with the use of an acceptable membrane type and a few system enhancements.

Hail coverage requires the use of an adhered acceptable cover board. Refer to Carlisle specification and Details for full qualifications.

- » Available coverages are as follows:
 - 1" Hail
 - 2" Hail
 - 3" Hail
- » Carlisle shall not be responsible for any changes in appearance or surface imperfections caused by hail incidents.

When using Flexible FAST in full coverage (or beads @ 4" o.c.) an extra 4 man-hours of accidental puncture coverage and an extra 1" hail coverage is available.

WHAT IS CONTINU-CARE?

Carlisle’s Continu-Care Preventative Maintenance Program allows building owners who have their roof inspected and maintained regularly to extend their Carlisle Total System Warranty by five years. This option is available when installed by a qualifying Continu-Care Authorized Applicator. For full program rules and information, visit the Carlisle website.



ABOUT CARLISLE SYNTEC SYSTEMS

Carlisle SynTec Systems, part of Carlisle Construction Materials, is the only manufacturer that produces all major roofing assembly components internally. Carlisle is dedicated to quality and training for employees on all products. With this combination, Carlisle has a great network of employees and applicators to assist you in managing your warranty.

GOLDEN SEAL TOTAL ROOFING SYSTEM WARRANTY AND EDGE-TO-EDGE WARRANTY OPTIONS

Carlisle has a technical staff of over 165 employees across the U.S. and Canada. The team’s expertise means they understand your needs and will move swiftly to ensure a quick and effective response. If you ever have a claim, the warranty team will work to resolve the issue in a timely and professional manner and will coordinate a site visit from one of our qualified applicators. All work is reviewed by experienced personnel to ensure that the proposed scope aligns with the work completed.

The experienced team at Carlisle is on call to support your needs through the duration of the term of your warranty. You can contact Technical Warranty Services at **800-441-9773** for any damage or leaks that occur, or submit a leak report online at: <https://www.carlislesyntec.com/Tools/Warranty-Forms/Leak-Report> or Scan the QR Code:

