

# Carlisle SynTec Systems Owner's Manual



# Carlisle's Roofing Systems Revisions and Alterations Procedures

Carlisle recommends **regular rooftop maintenance inspections every six months** to ensure the roofing system is performing as intended. We suggest regular maintenance inspections be conducted by a Carlisle Authorized Roofing Applicator or by someone specially trained in single-ply roofing installations. However, even with the most rigorous reviews, roofing systems can be damaged by flying debris, other trades servicing rooftop equipment, etc. Regardless of how the damage occurs, it is important to understand how to both protect your warranty investment and prolong the life of your roofing system. Following these procedures and recommendations can ensure repairs are performed accurately so that the warranty duration and coverage remain intact.

1. Paragraph 4(a) of the Carlisle Roofing System Warranty states: "This warranty shall be null and void if, after any installation of the Carlisle Roofing System by a Carlisle Authorized Applicator, there are any alterations or repairs made on or through the roof or objects such as, but not limited to, structures, fixtures, solar panels, wind turbines, roof gardens or utilities placed upon or attached to the roof without first obtaining written authorization from Carlisle."
2. Solar panel installations entail additional documentation and require building owner authorization. Please refer to Carlisle's website to review the proper documentation needed for Photovoltaic installations.

Below is the contact information for Carlisle's Warranty Services Department:

Carlisle SynTec Systems  
Attn: Warranty Services  
PO Box 7000  
Carlisle, PA 17013  
Tel: 800-233-0551  
Fax: (717) 245-7121 or (717) 245-7181

3. A Carlisle Authorized Applicator must perform all revision work. It is recommended that the original applicator who installed the roofing system perform the revision work, if possible.
4. The Carlisle Authorized Applicator must notify Carlisle when the revision work is complete. The form can be found on Carlisle's website under the password protected section titled Warranty Revision/Alteration Procedures.
5. At Carlisle's discretion, a Carlisle Field Service Representative may conduct an inspection to ensure compliance with the current published Carlisle Specifications and Details. The applicator will be notified of the results. Current inspection charges and expenses will apply.
6. When the revision or alteration is completed in compliance with the above procedures, Carlisle will notify the building owner that the warranty is being continued.

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## BUILDING MAINTENANCE

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We are pleased that you purchased a Carlisle roof and would like to provide some recommendations about how to properly care for your roof to ensure long-term performance.

In order to ensure the long-term performance of your roofing system and continued warranty service and coverage, regular rooftop maintenance inspections are recommended every six months. While normal aging will occur on all roofs, if not detected early, problems stemming from abuse, contamination, accidents and severe weather can result in extensive and costly repairs or premature failure of the roofing system. Single-ply Roofing Systems are typically low-slope and easy to inspect, but caution must be taken to ensure safety. Carlisle disclaims and assumes no liability for any rooftop activity.



- » Owner must retain records related to the roofing system. Such records include, but are not limited to: the warranty document and serial number, maintenance inspection logs, rooftop traffic logs, service logs, and invoices for work performed on the roofing system.
- » Inspect the roof at least every six months (preferably spring and fall) and immediately following any weather event that includes excessive rainfall, high winds and/or hail warnings. Increased number of rooftop maintenance inspections may be required on some roofs as the location may dictate, such as higher trees near the building which will accumulate leaves and debris on the roof and have adverse effects on drainage. In addition, rooftop maintenance inspections should occur after regular maintenance of any rooftop unit.

**When inspecting the roofing system, pay special attention to the following:**

- » Walls/Parapets/Roof Edge - Wind damage often begins at the perimeter of the roof. Ensure all membrane terminations and edge metal and copings are secure.
- » Roof Deck Membrane - Inspect the field of the roof, scanning for damage caused by wind-blown debris or traffic.
- » Penetrations/Rooftop Units - Inspect the membrane, flashings and terminations around penetrations and roof top units for possible damage from service work. Ensure the units and terminations are secure.
- » Remove debris (leaves, dirt, trash, etc.) - Good roofing practice dictates that water should drain from the roof and that ponded water should evaporate within 48 to 72 hours after a rainfall. Debris can inhibit drainage.

**Additional Maintenance Items:**

- » Foot Traffic - Walkways must be provided if regular traffic is required or if rooftop equipment has a regular thirty (30) day or less maintenance schedule.
- » Petroleum Products & Chemicals - Keep all liquids containing petroleum products or chemicals off the membrane to avoid product degradation.
- » Animal Fats/Vegetable Oils: EPDM Membranes - Do not exhaust animal fats/vegetable oils directly onto EPDM roof surfaces. TPO & PVC Membranes - Animal fats/vegetable oils must be regularly removed and the rooftop surface cleaned with a mixture of soap and water.

**What to do if a leak occurs:**

- » After verifying the leak is through the roofing system, contact Carlisle at 1-800-233-0551 or at [www.carlisesyntec.com](http://www.carlisesyntec.com).
- » If minor, emergency temporary repairs are made to a suspected leak area, use Carlisle's Lap Sealant or a good-grade rubber caulk to address the repair area (do not use asphaltic roof cement). Please note, Carlisle is not responsible for the cost associated with any emergency temporary repairs.

**Alterations to the Roofing System:**

- » Alterations to the Roofing System must be completed by a Carlisle Authorized Applicator. The Carlisle Authorized Applicator must notify Carlisle when the revision work is complete. The necessary form can be found on the Carlisle website via the Authorized Applicators login.

**Warranty Transfer:**

- » Warranties shall be transferable upon a change in ownership of the building when the Owner has completed certain procedures. This form can be found on the Carlisle website for additional guidelines.

**Track your roof maintenance.**

An essential element of a good inspection and maintenance program is proper record keeping and documentation. Carlisle recommends restricted access to your roof. Carlisle has provided a maintenance log for your convenience to keep track of who has access to your roof.

The log also includes columns to track two maintenance/inspection events per year. Carlisle recommends that you have your roof inspected twice annually and after a severe storm. Please have your Carlisle authorized maintenance company document the condition of your roof with photographs.

If repair, alteration or retrofit is needed, please see the revisions and alterations procedures included in your owner's manual packet. Technical & Warranty Services: 866-386-7454.

**CAUTION:** 

Roof surfaces may be slippery. Use extreme caution when walking on your roof.

INSTALLATION DATE	WARRANTY TERM

Building Name: \_\_\_\_\_ Date: \_\_\_\_\_ Contact Person: \_\_\_\_\_ Warranty #: \_\_\_\_\_

Building Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Telephone: \_\_\_\_\_ Building Owner's Name: \_\_\_\_\_ Customer #: \_\_\_\_\_

Description of Surrounding Terrain (city, country, hill, valley): \_\_\_\_\_ Building Usage (note humidity, chemical processing, vibrations, etc.): \_\_\_\_\_

Building Height: \_\_\_\_\_ Deck: \_\_\_\_\_ Slope: \_\_\_\_\_ Insulation: \_\_\_\_\_

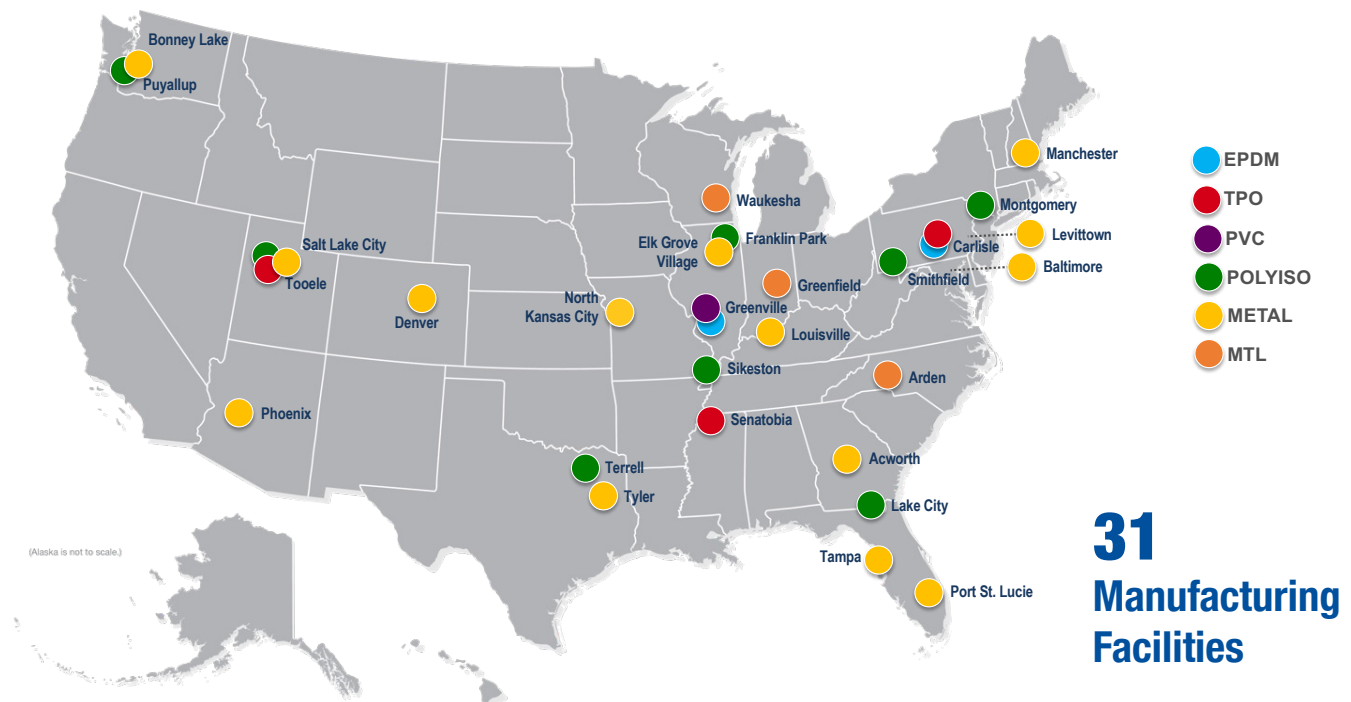
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DATE ACCESS GRANTED	ROOF ACCESS GRANTED BY	COMPANY GRANTED ACCESS	NAME	PURPOSE OF ACCESS	IS THE HVAC LEAKING?	IS THE ROOF LEAKING?	IS THE LEAK REPAIRED?	SPRING MAINTENANCE INSPECTION		FALL MAINTENANCE INSPECTION	
								CONDUCTED BY	DATE	CONDUCTED BY	DATE
ADDITIONAL COMMENTS											

# Setting the Standard for Excellence

Carlisle SynTec Systems, the flagship division of Carlisle Construction Materials (CCM), is the largest supplier of commercial roofing products in the world. Carlisle produces high-performance EPDM, TPO, and PVC single-ply roofing membranes, a full line of polyiso and expanded polystyrene insulation, and a wide variety of solvent-based and low-VOC adhesives. With more than 55 years of manufacturing experience and 23 billion square feet of roofing materials sold, Carlisle continues to lead the industry by providing the best products, services, and warranty options available today.



## INDUSTRY-LEADING MANUFACTURING CAPABILITIES

Carlisle is the only roofing manufacturer to produce all three major roofing membranes – EPDM, TPO, and PVC – and is the world's largest manufacturer of EPDM, TPO, and polyiso insulation. Carlisle's 55+ years of manufacturing experience are reflected in its innovative, durable products, all of which are designed to enhance roof system performance. Today, billions of square feet of warranted Carlisle roof systems protect buildings worldwide.

## PROGRESSIVE PRODUCT DEVELOPMENT

Carlisle is dedicated to leading the industry in innovation by developing and manufacturing the most progressive and innovative building materials on the market. Every Carlisle product is designed to enhance building performance and contractor efficiency. Carlisle has pioneered productivity-boosting products, such as Factory-Applied Tape™ and Flexible FAST™ Adhesive – and has developed true market differentiators, such as FleeceBACK membranes, the Octaguard XT™ Weathering Package, KEE-enhanced PVC, and APEEL™ Protective Film – reshaping the commercial roofing landscape.

Together, we will deliver  
**WORLD-CLASS CUSTOMER EXPERIENCE**

*EXPERIENCE THE CARLISLE DIFFERENCE*



800-479-6832 | P.O. Box 7000 | Carlisle, PA 17013 | Fax: 717-245-7053 | [www.carlisesyntec.com](http://www.carlisesyntec.com)

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