

MARKETING ANNOUNCEMENT

Authorized Applicator



ID-2019-15
2019 Canada Warranty Matrix Update
September 5, 2019

To: Carlisle SynTec Systems' Authorized Applicators

The 2019 edition of Carlisle's warranty matrix is now available. Additionally, the following changes will take effect on January 1, 2020.

Updated warranty documents – 2020 warranty documents will be updated to more clearly define the terms and conditions of your warranty coverage. Specifically, the Care and Maintenance Guide will be included as part of the warranty documents. Including this guide in the warranty will eliminate the need for multiple documents when interpreting warranty coverage. Please make a note to review the updated documents, as additional changes will be made to reflect current market conditions.

FAST™ Adhesive and SecurShield® extended wind speed discount – Years ago, in an effort to promote adoption of innovative products, Carlisle established a warranty discount for qualifying projects with extended wind speeds that included FAST™ Adhesive and/or SecurShield insulation. After years of offering this promotion, Carlisle has succeeded in achieving a high adoption rate for these products. Consequently, for warranties issued after December 31, 2019, Carlisle will no longer offer a warranty discount for these high-performance products.

For your reference, please refer to the updated warranty matrix as well as to the new warranty document.

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

Sincerely,

A handwritten signature in black ink that reads "Mark J Long".

Mark Long
Director of Technical and Warranty Services