



April 30, 2026

To: Carlisle SynTec Systems' Customers – US
Re: An Update on EPS Insulation Order Processing

Valued Partners,

We're writing to share an update on how U.S. EPS insulation orders will be handled going forward.

Effective May 1, 2026, all EPS insulation orders for Carlisle SynTec Systems-branded projects will be processed through the Carlisle SynTec Systems Commercial Roofing Pricing and Order Management teams.

This change brings EPS insulation in line with the rest of your Carlisle SynTec Systems product portfolio, creating a more streamlined experience. Here's what you can expect:

- **One team, one process.** Quoting and order entry will be managed by the same Carlisle SynTec Systems Pricing and OMS teams you already work with for the rest of your product needs – one point of contact, one familiar workflow.
- **Consistent communication.** Order confirmations, tracking information, and all related correspondence will come directly from Carlisle SynTec Systems, reinforcing the seamless experience you've come to rely on.
- **Same trusted manufacturing partner.** Insulfoam remains our preferred EPS manufacturer and will continue to produce and fulfill these products. The only change is on the ordering and communication side.

We're confident this alignment will make doing business with us simpler and more efficient. If you have any questions during the transition, please don't hesitate to contact your Carlisle SynTec Systems manufacturer's representative.

Thank you for your continued partnership.

Best regards,

A handwritten signature in black ink, appearing to read "K. Somers", with a long horizontal flourish extending to the right.

Kevin Somers
Director of Sales – Carlisle SynTec Systems