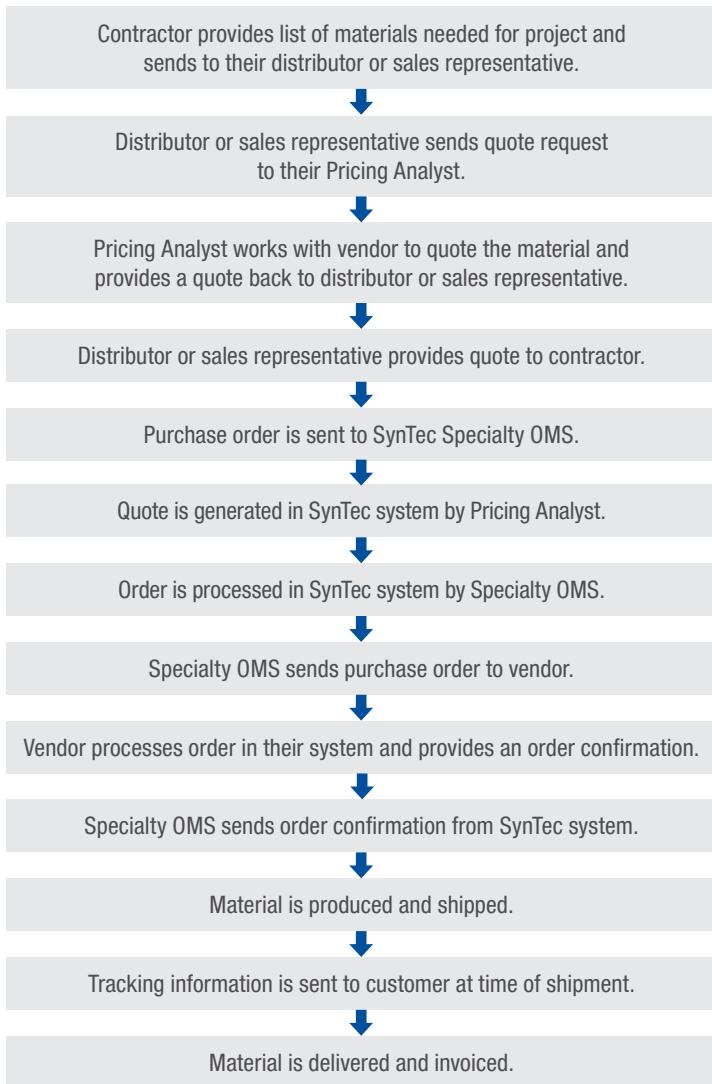


## Edge Metal Process Frequently Asked Questions

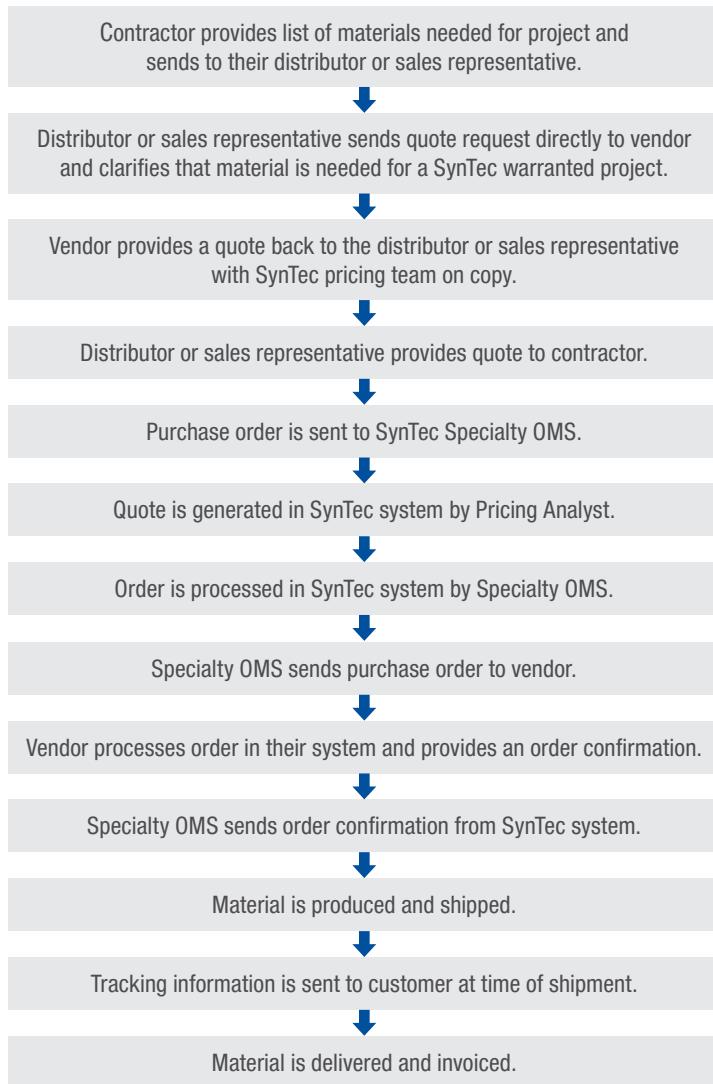
There have been several recent changes regarding the pricing and ordering of Carlisle SynTec Systems' specialty products, specifically prefabricated edge metal. This FAQ guide will help clarify some topics that may be confusing.

### Q: What does the process look like from start to finish?

#### A: Process 1 – Quote Through Carlisle Pricing Analyst



#### Process 2 – Quote Directly Through 3<sup>rd</sup> Party Vendor



*Note: The two processes differ in who the quote is requested from, but will result in the same quote. Both are provided in case the distributor or sales representative already has a relationship with the vendor.*

## EXPERIENCE THE CARLISLE DIFFERENCE

### Q: What are the available colors/gauges?

**A:** Please refer to the color sample chart. This color chart should be used for any SecurEdge™ prefabricated edge metal orders as well as flat sheet orders for shop-fabricated edge metal. Please note that 26GA steel and 0.032 aluminum are generally too thin to use for edge metal applications.

### Q: Where can I find print approvals?

**A:** These documents are available on the SynTec website by clicking on “Roofing Products”, followed by “Edge Metal”, or by using the search bar function. Alternatively, print approvals, installation instructions, and other resources can be found at the links below:

<https://www.metalera.com/Brands/Carlisle>

<https://www.hickmanedgesystems.com/Brands/Carlisle>

### Q: Who do I contact for pricing?

**A:** Contact the Pricing Analyst assigned to your market. Coverage maps can be provided if you are not sure who your assigned Pricing Analyst is.

### Q: What information is needed to quote?

**A:** Minimum information required to prepare a quote is material profile, dimension(s), material gauge/thickness, and any accessories needed. We will also need to know whether the color selected is going to be standard, premium/metallic, or custom post-painted. You do not need to have exact lineal footages and accessory counts to quote, but that information is required to order. We do, however, need exact lineal footages and accessory counts when the material is going to be custom post-painted since the paint charge is calculated based on the quantity. A best practice would be to send the Pricing Analyst a completed print approval to expedite quote turnaround times and minimize potential confusion.

### Q: Who do I contact to place an order?

**A:** [syntecspecialtytaperedgroup@carlislesyntec.com](mailto:syntecspecialtytaperedgroup@carlislesyntec.com) (Domestic) or [Jody.Nielsen@carlisleccm.com](mailto:Jody.Nielsen@carlisleccm.com) (Canada/International).

### Q: What information is needed to place an order?

**A:** Your Specialty OMS will need a copy of your system-generated PO, a copy of the vendor's quote, and completed/signed print approvals for each profile being ordered.

### Q: Why do I need to submit signed print approvals with my order?

**A:** These documents are provided to the production team. They review each profile's dimensions, quantities, material gauge/thickness, color, and accessory counts. They then produce products that exactly match the drawings/print approvals. A signature from the purchaser documents that they are making exactly what is needed for the project.

### Q: Why does my Specialty OMS need a copy of the vendor's quote?

**A:** Because these quotes are issued at customer purchase pricing, quotes are not generated in our ERP system until there is an order to process. Our team needs a copy of the vendor's quote before they can create the quote in our ERP system that is used to process your order.

### Q: Something has changed on the project. What do I do now?

**A:** If the order has not been submitted yet, please contact your Pricing Analyst with a breakdown of changes required and they will provide an updated quote. If the order has already been submitted, please ask your Specialty OMS to place a “HOLD” on the order. This will stop any further production activities from taking place. Please provide an updated print approval to your Specialty OMS and Pricing Analyst detailing the changes needed. Your Pricing Analyst will then provide a revised quote reflecting the changes. Your Pricing Analyst or Specialty OMS will also inform you of any fees associated with this change, dependent upon how far along the order was in the production process. We will then need a revised PO to make the change in our system and revise our PO to the vendor to match. You will then receive a revised order confirmation.

### Q: What do I do if something is received damaged?

**A:** Please accept the delivery and note on the bill of lading that the shipment was received damaged. Then, contact your Specialty OMS with photos of the damage as well as a piece count of unusable material so it can be replaced.

### Q: What do I do if something is missing from my order?

**A:** You have 72 hours from when you receive the delivery to sort through the skid(s) and confirm the delivery matches the packing list and order. If something is missing, please let us know and we will assist.

### Q: Can I return my order?

**A:** We will accept standard cleat sizes back for a 25% restocking fee. Cover, accessories, or custom cleat cannot be returned. Customers are responsible to arrange their own freight back to the vendor.

### Q: Can I cancel my order?

**A:** Orders can generally only be cancelled within 24 hours after placement. Once you receive your order confirmation, cancellations are generally not accepted. If material has been purchased to use for fabrication, the customer would be responsible for paying for that material. If fabrication has already started, the order cannot be cancelled.

### Q: What if I need to ship outside of the 48 contiguous United States?

**A:** The \$350 transportation charge applied to each order will cover shipping anywhere in the 48 contiguous United States. We can ship to a port and/or freight forwarder of your choosing anywhere in the 48 contiguous United States who can help you arrange the freight anywhere else in the world. Shipping charges from the port to the delivery destination are the customer's responsibility.

### Q: Who do I contact for a technical question?

**A:** Your Specialty OMS is a great resource! However, for more complex product or technical questions, you can contact Amanda Starner (the Product Specialist) at [amanda.starner@carlisleccm.com](mailto:amanda.starner@carlisleccm.com) or 717-906-6825 or Paul Markel (the Product Manager) at [paul.markel@carlisleccm.com](mailto:paul.markel@carlisleccm.com) or 717-319-1813. Alternatively, if you have a relationship with the vendor and want to ask them directly, please feel free to do so.

# SecurEdge™ METAL

## Flat Sheet Color Chart



P = PREMIUM

M = MILL FINISH

L = LOW GLOSS COLOR

● = Standard Product

✓ = CRRC Approved Finishes

| Product Options                              | SR   | SRI | 24 ga x 48" | 22 ga x 48" | 0.032 x 48" | 0.040 x 48" | 0.050 x 48" | 0.063 x 48" | Cool Roof Rated |
|--|------|-----|-------------|-------------|-------------|-------------|-------------|-------------|-----------------|
| <b>Standard Colors</b>                       |      |     |             |             |             |             |             |             |                 |
| Aged Bronze                                  | 0.29 | 29  | ●           |             |             |             |             |             | ✓               |
| Almond                                       | 0.53 | 62  | ●           | ●           | ●           | ●           | ●           | ●           | ✓               |
| Antique Bronze                               | 0.29 | 28  | ●           |             | ●           | ●           | ●           |             | ✓               |
| Black  | 0.04 | -2  | ●           | ●           | ●           | ●           | ●           |             |                 |
| Bone White                                   | 0.67 | 81  | ●           | ●           | ●           | ●           | ●           | ●           | ✓               |
| Buckskin                                     | 0.38 | 41  | ●           |             | ●           |             |             |             | ✓               |
| Burgundy                                     | 0.24 | 23  | ●           |             |             |             |             |             |                 |
| Burnished Slate                              | 0.32 | 33  | ●           |             |             |             |             |             |                 |
| Charcoal                                     | 0.27 | 27  | ●           |             | ●           | ●           | ●           | ●           | ✓               |
| Cityscape                                    | 0.44 | 49  | ●           | ●           | ●           | ●           | ●           | ●           | ✓               |
| Colonial Red                                 | 0.32 | 34  | ●           |             | ●           | ●           | ●           | ●           | ✓               |
| Dark Bronze                                  | 0.26 | 24  | ●           | ●           | ●           | ●           | ●           | ●           | ✓               |
| Evergreen                                    | 0.28 | 27  | ●           |             |             |             |             |             |                 |
| Forest Green                                 | 0.10 | 6   | ●           |             | ●           |             | ●           |             |                 |
| Graphite                                     | 0.29 | 29  | ●           |             |             |             |             |             |                 |
| Hartford Green                               | 0.29 | 29  | ●           |             |             | ●           |             |             |                 |
| Hemlock Green                                | 0.29 | 29  | ●           |             | ●           |             |             |             | ✓               |
| Interstate Blue                              | 0.13 | 8   | ●           |             | ●           |             | ●           |             |                 |
| Iron Ore                                     | 0.27 | 26  | ●           |             | ●           | ●           | ●           | ●           | ✓               |
| Mansard Brown                                | 0.29 | 29  | ●           |             | ●           | ●           | ●           | ●           | ✓               |
| Medium Bronze                                | 0.26 | 26  | ●           | ●           | ●           | ●           | ●           | ●           | ✓               |
| Midnight Bronze                              | 0.06 | 0   | ●           |             |             | ●           |             |             |                 |
| Military Blue                                | 0.29 | 29  | ●           |             | ●           |             |             |             | ✓               |
| Musket Gray                                  | 0.31 | 32  | ●           | ●           | ●           | ●           |             | ●           | ✓               |
| Onyx   | 0.26 | 25  | ●           | ●           |             |             |             |             |                 |
| Pacific Blue                                 | 0.25 | 24  | ●           |             | ●           |             |             |             | ✓               |
| Patina Green                                 | 0.33 | 34  | ●           |             |             |             |             |             | ✓               |
| Regal White                                  | 0.60 | 78  | ●           |             | ●           | ●           |             |             |                 |
| Sandstone                                    | 0.49 | 56  | ●           |             | ●           | ●           | ●           | ●           | ✓               |
| Sierra Tan                                   | 0.36 | 39  | ●           |             | ●           | ●           | ●           | ●           | ✓               |
| Slate Gray                                   | 0.37 | 40  | ●           |             | ●           | ●           | ●           | ●           | ✓               |
| Stone White                                  | 0.64 | 77  | ●           | ●           | ●           | ●           | ●           | ●           | ✓               |
| Teal   | 0.26 | 25  | ●           |             |             | ●           |             |             | ✓               |
| Terra Cotta                                  | 0.36 | 39  | ●           |             | ●           |             | ●           |             | ✓               |
| <b>Low Gloss Colors</b>                      |      |     |             |             |             |             |             |             |                 |
| Berkshire Blue                               | 0.30 | 31  | ●           |             |             |             |             |             |                 |
| Classic Bronze                               | 0.29 | 28  | ●           |             |             |             |             |             | ✓               |
| Granite                                      | 0.32 | 33  | ●           | ●           | ●           | ●           | ●           | ●           | ✓               |
| Inkwell                                      | 0.27 | 26  | ●           |             |             |             |             |             |                 |
| Traditional Black                            | 0.20 | 17  | ●           |             | ●           |             |             |             |                 |
| Weathered Steel                              | 0.34 | 34  | ●           |             |             |             |             |             |                 |
| <b>Metallics</b>                             |      |     |             |             |             |             |             |             |                 |
| Anodic Clear                                 | 0.32 | 31  |             |             |             | ●           |             |             |                 |
| Champagne                                    | 0.40 | 42  | ●           |             | ●           | ●           | ●           | ●           | ✓               |
| Copper Penny                                 | 0.47 | 53  | ●           |             | ●           | ●           | ●           | ●           | ✓               |
| Silver                                       | 0.49 | 54  | ●           | ●           | ●           | ●           | ●           | ●           | ✓               |
| Silversmith                                  | 0.32 | 34  |             |             |             | ●           |             |             |                 |
| Weathered Zinc                               | 0.26 | 23  | ●           | ●           | ●           | ●           |             |             | ✓               |
| Zinc*  | 0.33 | 35  | ●           |             | ●           | ●           | ●           |             | ✓               |
| <b>Exotics - 10-year Color Fade Warranty</b> |      |     |             |             |             |             |             |             |                 |
| Award Blue (10-YR)*                          | 0.21 | 17  | ●           |             | ●           |             |             |             |                 |
| Cardinal Red (10-YR)*                        | 0.37 | 39  | ●           |             | ●           |             |             |             | ✓               |
| <b>Bare Products</b>                         |      |     |             |             |             |             |             |             |                 |
| Drexlume™                                    |      |     | ●           | ●           |             |             |             |             |                 |
| Mill Finished Aluminum                       |      |     |             |             | ●           | ●           | ●           | ●           |                 |
| Clear Anodized                               |      |     |             |             | ●           | ●           | ●           | ●           |                 |
| Dark Bronze Anodized                         |      |     |             |             | ●           | ●           | ●           | ●           |                 |
| Black Anodized                               |      |     |             |             | ●           | ●           | ●           | ●           |                 |
| HDG G90                                      |      |     | ●           | ●           |             |             |             |             |                 |

• 16ga x 48" x 120" • 18 ga x 48" x 120" • 20 ga x 48" x 120" • 22 ga x 48" x 120"

- » High-performance perimeter edge products.
- » Carlisle SynTec Systems standard sheets come in 48" x 120".
- » 35-year paint warranty on Galvalume® and Aluminum substrates, excluding Exotics.
- » 25-year warranty on Drexlume™.

» Not all colors and gauges are stocked in all locations. Contact your local manufacturer's representative for specific stocking information and special requests.

- » Custom colors available.
- » Oil canning is not a cause for rejection.


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