

Carlisle SynTec Warranty Transfer FAQs

- **Question:** At what point should the warranty transfer request form be submitted?
Answer: The warranty transfer request may be submitted prior to the sale of the property or after. Should the transfer request be submitted after the building is sold, Carlisle will not issue any work orders until the warranty is transferred into the new building owner name.
- **Question:** Who is responsible for the submittal and payment of the warranty transfer request?
Answer: Carlisle will accept the warranty transfer request and payment from either party (seller or buyer).
- **Question:** What is the cost to transfer the roof warranty?
Answer: \$1500. This includes the warranty transfer as well as a roof inspection, if required. *(This fee is non-refundable)*
- **Question:** Will I receive an invoice for the \$1500 warranty transfer fee?
Answer: Upon submittal of the online warranty transfer request form, a statement of balance due with payment options will be included in the confirmation email.
- **Question:** How do I make payment for the warranty transfer fee?
Answer: You may mail payment by check to *1285 Ritner Hwy, Carlisle, PA 17013, Attn: Warranty Admin* or make payment over the phone via credit card by calling 800-441-9773. Please refer to your statement of balance due.
- **Question:** How long does the warranty transfer process take?
Answer: If no inspection is required, the warranty will be transferred within 48 business hours of receiving payment. If an inspection is required, we cannot provide an accurate timeframe due to scheduling of the inspection, as well as necessary repairs, if required.
- **Question:** When is a roof inspection required?
Answer: Carlisle will require a roof inspection if the roof is over 5 years old, if any claims have been made, or if there are any current roof issues.
- **Question:** When will an inspection take place?
Answer: Upon receipt of payment, the inspection will be assigned and an email sent providing the inspector's contact information. Please reach out to the assigned inspector directly, as they do their own scheduling.
- **Question:** What happens if the roof does not pass inspection?
Answer: If repairs are covered under the warranty, Carlisle will send a work order to an approved roofer to make the necessary repairs. If the repairs are non-warranty repairs, the building owner is responsible for hiring an approved roofer to make the necessary repairs.

- **Question:** Where can I locate a list of Carlisle-approved roofers?

Answer: You may access a list of approved roofers on our [website](#). Click “Find a Rep” in the upper righthand corner. Enter your zip code and select “Authorized Applicator” in the dropdown.

- **Question:** Can we extend our current warranty when transferred?

Answer: Carlisle does not offer warranty extensions.