

# CARLISLE'S AUTHORIZED APPLICATORS MARKETING ANNOUNCEMENT

**FB-2016-02**

**X-Tenda Coat™ Warranty and Specification Revisions**

**March 22, 2016**

## **To: Carlisle SynTec Systems' Authorized Applicators**

Effective immediately, Carlisle SynTec Systems' X-Tenda Coat Limited System Warranties will only be available for applications over Carlisle's EPDM, TPO, and PVC membranes. X-Tenda Coat Limited Material Warranties are available for applications over metal, modified bitumen, smooth BUR, and single-ply membranes manufactured by others. Carlisle's specifications and product literature have been revised to reflect this change.

In addition, the application process for X-Tenda Coat warranties has changed as detailed below.

### **X-Tenda Coat Limited System Warranty:**

1. Applicator or Manufacturer's Representative submits application for warranty to [coating@carlisleccm.com](mailto:coating@carlisleccm.com).
2. Carlisle reviews application.
3. Pre- and post-job inspections are required (\$500 combined charge). Coating may not be applied until a pre-inspection has been completed and approved. Additional inspections, if required, cost \$500 each.
4. Upon project completion, invoices for purchased material, daily quality control form(s), and original Notice of Award (NOA) with the job completion date must be sent to Carlisle's Warranty Services department. A Warranty Coordinator will then schedule the final inspection.
5. If the final inspection is approved, paperwork will be submitted to the Warranty Coordinator for billing. If the final inspection is not approved, Carlisle will send the applicator a list of Repair for Warranty (RFW) items to be completed.
6. Once the inspection is approved and payment is received, Carlisle will provide the warranty to the applicator.

### **X-Tenda Coat Limited Material Warranty:**

1. Applicator or Manufacturer's Representative submits application for warranty to [coating@carlisleccm.com](mailto:coating@carlisleccm.com).
2. Carlisle reviews application.
3. Once payment is received, Carlisle will provide the warranty to the applicator.

Please contact your Carlisle Manufacturer's Representative with questions or concerns.

Kind Regards,



Earl Buzzard  
FleeceBACK Product Development Manager