

WTW Process

The following steps outline the Weather Tightness Warranty (WTW) process a project is required to follow. Contact names, numbers, and email addresses of the CAM Technical & Warranty Services department are listed below.

CAM Technical & Warranty Services – Toll Free Phone: (833) 714-1198

-**Mark Marshall**, Project Review Manager, (443) 864-6307, mark.marshall@carlisleccm.com
-**Chris LeMaire**, Design Services - West & Mtn West, (571) 569-5011, christopher.lemaire@carlisleccm.com
-**Doug Galloway**, Design Services - Southwest, (903) 752-6045, doug.galloway@carlisleccm.com
-**Brendan Bell**, Design Services - Midwest, (502) 762-8470, brendan.bell@carlisleccm.com
-**Kyle McGill**, Design Services - Northeast, (502) 793-0983, kyle.mcgill@carlisleccm.com
-**Michael Tarpley**, Design Services - Southeast, (502) 835-9010, michael.tarpley@carlisleccm.com
-**Frank Oswald**, WTW Manager, (502) 445-9664, frank.oswald@carlisleccm.com
-**MaryKatherine Albritton**, WTW Administrator, (470) 542-2254, CAM.WTWportalsupport@carlisleccm.com
-**Ashley Gang**, WTW Administrator, (502) 793-7326, CAM.WTWportalsupport@carlisleccm.com

1. Complete project drawings and specifications are required to be sent to Project Review Manager (Mark Marshall) prior to bidding. Project Review will issue the “Assembly/Intent to Warrant Letter” prescribing the panel assembly and WTW offered. The email containing this letter will state the WTW, Shop Drawing, and Engineering fees associated with the project. Quick quote numbers may be given out by Sales Rep. on-the-fly per the Drexel Metals WTW Offering & Fee Chart, but the project is still required to be sent to Project Review for the official WTW review.
2. Customer/Installer will complete/submit the WTW Application via the online Warranty Portal and request Shop Drawings/Engineering. The Customer/Installer may submit their own Shop Drawings/Engineering or have that service provided by Design Services (see regions above).
3. It is recommended that the required WTW Certified Installer approval process start as soon as possible. The WTW Installer Certification Request Form must be sent to WTW Manager for review.
4. The online submitted WTW Application will be reviewed, and an email notification will be sent after acceptance, as the Shop Drawing and Engineering process is completed.
5. Upon final Shop Drawing/Engineering approval by Customer/Installer, the project is assigned to a Field Technician (FT) to coordinate the inspection process. The FT will contact the Installer to coordinate first inspection, or start-up training if required.
6. Project installation inspections will be performed with the Installer receiving a WTW Inspection Report within 5 business days of each inspection. All installation repairs will be addressed, and corrective measures verified by photographs or additional FT site inspections.
7. Following FT inspection acceptance and job approval, the warranty document will be processed by WTW Administrator. Auto notification will be sent to Carlisle Financial Services (CFS) to submit invoicing to the Customer. The Carlisle Warranty System (CWS) will issue the signed warranty document after all WTW and material invoice payments are received and verified.
8. In the event of a leak claim on an existing WTW project, building owner shall notify Drexel Metals in writing within 30 days. A formal investigation of the leak claim will be completed by an assigned Drexel Metals Field Technician.