



APPLICATIONS

TPO

MANUFACTURER

CARLISLE

PRODUCTS

SURE-WELD

60 MIL TPO

SIZE

157 SQUARES

PROBLEM

We Inspected roof leaks for an existing customer, SVN (Carl Brown), and discovered considerable hail damage during the inspection. We submitted an inspection report, hail date information, and an Xactimate estimate. Armed with our data, the customer submitted a hail claim. We were both pleased that Insurance bought the roof with minimal mistakes on Xactimate. We utilized our skillset to address a few claim nuances, such as insulation code upgrades and a few minor issues, to assist our customer in reaching total value.

SOLUTION

We worked directly with the customer and educated them on what needed to be sent to the insurance adjustor. The customer sent the information to the adjustor, and the significant issues were worked out. However, not included were overhead & profit, which the insurance company refused to pay on the job. Knowing O&P is deserved to cover the roof effectively, we met with the property manager and building owner to discuss the issue and determine the next course of action. We concluded to receive the O&P; the customer would have needed to file for appraisal. We informed them we could give them a new roof for what the insurance was already paying, and we all decided to forego the appraisal process and perform the work as the roof was leaking on tenants.

RESULTS

There are no more leaks! The owner received a new Carlisle/Syntec 60 mil TPO roof system with a 15 year NDL warranty. The job went smoothly and the customer is pleased with the results

