

## WARRANTY REGISTRATION

Activate your warranty at:  
**plygem.com/windows-doors/support/warranty**

You will need the following information to complete the warranty registration. Please keep this information for your records.

### PRODUCT INFORMATION

Installation Date \_\_\_\_\_

Number of Windows Purchased \_\_\_\_\_

Number of Doors Purchased \_\_\_\_\_

Order No. \_\_\_\_\_

*How to locate your order number: Locate the following label in the head, sill or jamb of operable windows & doors to find your order number. Label can also be found in the head of picture windows.*



### HOMEOWNER INFORMATION

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_

Telephone \_\_\_\_\_

Email \_\_\_\_\_

### INSTALLER INFORMATION

Company Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_

Telephone \_\_\_\_\_

Email \_\_\_\_\_



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**Ply Gem**<sup>®</sup>  
WINDOWS & DOORS

**LIFETIME LIMITED  
WARRANTY**

# LIFETIME LIMITED WARRANTY

This warranty covers Ply Gem Premium Series, Pro Series, Builder/ Contractor Series windows and doors and all other Ply Gem branded windows and doors manufactured in Ply Gem's Auburn, West Sacramento and Corona manufacturing plants and installed only in the United States of America.

## Overview of Lifetime Limited Warranty

Ply Gem Pacific Window Corporation (Ply Gem), subject to the conditions and limitations set forth below, warrants to the original property owner/consumer, when subject to normal use and proper installation, that its vinyl windows and doors will be free from manufacturing defects as long as the original property owner/consumer retains ownership of the property in which the windows and doors were installed. Ply Gem will provide, replace, or refinish, at its election, free of charge, including parts and labor (including labor in connection with the repair or removal of the original product or installation of the replacement product), any window or door determined to be defective under the terms of this warranty. In lieu of replacement, refinish, or repair, Ply Gem, at its sole discretion, reserves the right to refund the amount originally paid by the original property owner/consumer for the window or door, including reasonable cost (as determined by Ply Gem) for the original installation.

A. Vinyl Components: Chipping, cracking, peeling, pitting, blistering and corrosion, under normal use and proper care. Ply Gem windows installed between 5,000 feet above sea level (ASL) and 7,000 feet ASL are warranted only for period of ten (10) years from the original date of manufacture, and Ply Gem Windows makes no warranty and will have no responsibility with respect to any installation over 7,000 feet ASL.

B. Factory Applied Painted Exterior Colors: Excessive fading and uneven weathering, under normal use and proper care, for period of ten (10) years from the original date of manufacture. "Excessive fading" is more than normal weathering (see below) which is in excess of a Delta E of 6 Hunter units, as determined by Ply Gem Windows, following the initial installation of the product, and "uneven weathering" means uneven or non-uniform change in color of contiguous elements under uniform, even and equal exposure to sunlight, natural radiation, rain, natural variations in temperature and other atmospheric conditions; provided that any excessive, uneven or abnormal fade or weathering is not due to a build-up or accumulation of stains, dirt, mold, mildew, or any other factor caused by the lack of at least an annual preventative maintenance by the Owner. [Custom colors are excluded from this warranty.] Ply Gem Windows makes no warranty and will have no responsibility with respect to any installation over 5,000 feet ASL.

## Lifetime Limited Warranty and Property Sale

In the event the original property owner/consumer sells the property in which the windows or doors covered by this warranty are installed, the coverage provided by this warranty may be transferred to the subsequent property owner/consumer; however, coverage will be twenty (20) years for material and five (5) years for labor measured from the date the original property owner/consumer had them installed.

## Lifetime Limited Warranty and Commercial Property Restrictions

The lifetime coverage offered by this warranty applies to individual homeowners and does not apply to products purchased by or installed in property owned by corporations, governmental agencies, partnerships, trusts, religious organizations, schools, cooperative housing arrangements or installed in apartment buildings or any other type of building or premises not used by individual homeowners as their residences. For such property owners/consumers or entities to which the lifetime coverage does not apply, the warranty period shall be ten (10) years measured from the date the original property owner/consumer had them installed.

## Continuation of Lifetime Limited Warranty After Repair or Replacement of Product

In the event of repair, refinish or replacement under the terms of this warranty, the

original warranty will apply to the replacement product and will extend for the balance of the warranty period in effect at the time the product was determined to be defective.

## Limitations on Scope of Warranty

Ply Gem Windows shall have no obligation to address any condition not directly caused by a defect in its product as manufactured. Any Ply Gem Windows' obligation is contingent upon proper installation per manufacturer's instruction and good building practice, normal product use, maintenance and proper care by owner. This warranty does not provide protection against any failure, defect or damage caused by situations and events beyond normal exposure conditions including but not limited to:

A. Defects, damage or failure caused by improper handling or storage, misuse, abuse, transportation or improper installation.

B. Any damage to the product caused by impact of foreign objects, fire, earthquake, flood, lightning, hurricane, tornado or other casualty or act of God.

C. Windows or doors that have been altered by paint, varnish or any coating (other than by Ply Gem) subsequent to the purchase.

D. Defects or damage caused by the effects of aging; normal deterioration; accident; misuse; abuse; contact with corrosive or abrasive products, natural or chemical solvents or other harmful chemicals; neglect; mishandling; vandalism; lack of maintenance; improper care; improper or harmful cleaning; acts of God; acts of nature; fire; salt water spray; sand; pollutants in the atmosphere or other environmental factors; airborne stains, mold and mildew accumulation; warping or distortion due to exposure to excessive, unusual or reflective heat sources (e.g., roofing materials, pools, decks, glass, blacktop, or concrete materials), or excessive heat or solar radiation at altitudes above 5,000 feet ASL or in extreme desert climates with prolonged elevated daily ambient temperatures and solar exposure; heat build-up; oxidation. "Normal weathering" is not covered by this warranty and is the damaging effects of sunlight, weather and atmospheric conditions that may cause any colored surface to fade, chalk or become discolored, soiled or stained. The degree to which normal weathering occurs will vary depending on air quality, the building's location and other local conditions over which Ply Gem Windows has no control. While vinyl typically maintains its manufactured color closely as it ages, exposure to the elements will cause gradual, uniform change over time, and normal weathering is not covered by this warranty. Periodic cleaning of the vinyl surfaces with a mild soap or detergent will help prolong the original color and help protect against excessive fade or weathering. The severity of any condition depends on the cleanliness of the air in the area and many other local influences over which Ply Gem has no control. Ply Gem shall have sole discretion to determine, based on reasonable criteria, whether the product has experienced normal weathering. In the event a product weathers to a degree determined by Ply Gem to be beyond normal, Ply Gem shall select, at its sole discretion, one of the options as set forth in the section of this warranty titled "Overview of Lifetime Limited Warranty."

E. Damage caused by failure to protect wood surfaces against moisture or insects.

F. Corrosion of any metal parts, otherwise known as hardware, when installed within two miles of a seacoast or anywhere in Hawaii, except that such parts shall be warranted against corrosion for one (1) year from date of purchase by original property owner/consumer if regularly cleaned of salt deposits and coated with marine-grade grease.

G. The addition of applied tints or films to glass.

H. Defects or damage to insect screens (applicable to products covered by this warranty) that occur more than six (6) months from date of window or door installation with such screens.

Ply Gem reserves the right to discontinue or modify any of its products, including the color thereof, without giving notice to the original property owner/consumer and shall not be liable as a result of such discontinuance or modification, nor shall Ply Gem be liable in the event replacement material may vary in color or gloss in comparison to the original product as a result of normal weathering. If Ply Gem replaces any material under this warranty, it may substitute parts or products designated by Ply Gem to be of comparable quality or price range in the event the parts or products initially installed have been discontinued or modified.

**IMPORTANT:** Concerning the use of spray-type foam insulation applied around the perimeter of the Ply Gem window frame, only professional grade, non-expanding foams dispensed with a trigger applicator may be used. Furthermore, any distortion or damage to the window found to be caused by the spray-type foam material, in whole or in part, will not be covered under the Ply Gem Pacific Window Corporation warranty.

## Other Conditions

THIS WARRANTY REPLACES ALL OTHER ORAL OR WRITTEN WARRANTIES, LIABILITIES OR OBLIGATIONS OF PLY GEM. APPLICABLE STATE LAW WILL DETERMINE THE PERIOD OF TIME FOLLOWING THE SALE THAT A PROPERTY OWNER/CONSUMER MAY SEEK A REMEDY UNDER THE IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL PLY GEM BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES OF ANY KIND, INCLUDING ANY DAMAGE TO THE BUILDING, ITS CONTENTS OR ANY PERSONS THEREIN, RESULTING FROM THE BREACH OF THIS WARRANTY. NO FIELD REPRESENTATIVE, DISTRIBUTOR OR DEALER OF PLY GEM IS AUTHORIZED TO CHANGE OR MODIFY THIS WARRANTY. SOME STATES DO NOT ALLOW FOR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSIONS MAY NOT APPLY TO YOU.

This limited warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

## How to Make a Claim

Contact the Ply Gem Warranty Claims Department at (800) 635-6253 or visit [plygem.com/windows-doors/warranty](http://plygem.com/windows-doors/warranty) promptly following the discovery of any covered defect. Ply Gem will investigate the claim, and if a defect covered by the warranty is confirmed, Ply Gem shall, within a reasonable amount of time, either repair or replace the defective window or door or refund that amount paid by the original property owner/consumer for the window or door, per the terms of this warranty.

This warranty is effective on Ply Gem window and door products installed on or after May 8, 2014. This warranty supersedes the written warranty previously issued by Ply Gem, code #20-65-203.

## Maintenance and Cleaning - New Windows and Doors

1. Sills, roller tracks and water drainage holes ("weep" holes) should be cleared of construction debris to allow proper water drainage.
2. The sill should be level and the frame square in the opening. When closed, the margin around the operating window or door sash should appear even.
3. Locks and latches should operate smoothly.
4. Carefully remove all labels from the glass after final code inspection. Use warm water, common glass cleaner or mild household detergent solution with a clean cloth to clean glass and vinyl. Avoid use of tools or abrasive materials that may scratch the glass or vinyl. Do not use strong solvents or concentrated solutions of vinegar, bleach or ammonia to clean. These may cause damage or discoloration.

## Maintenance and Cleaning - Ongoing

All windows require some basic maintenance and cleaning to keep them looking good and operating smoothly.

1. Keep sills, roller tracks and weep holes clear of dirt and debris that may damage rollers, interfere with operation or block water drainage.
2. All moving metal parts may be treated with light lubricant periodically as needed to improve operation. In corrosive environments such as coastal or industrial areas, exposed metal parts should be cleaned periodically and coated with a marine-grade lubricant to slow corrosion. (See warranty for more details on hardware corrosion.)
3. Use warm water, common glass cleaner or mild household detergent solution with a clean cloth to clean glass and vinyl. Avoid use of tools or abrasive materials that may scratch the glass or vinyl. Do not use strong solvents or concentrated solutions of vinegar, bleach or ammonia to clean. These may cause damage or discoloration.