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, sills 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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375110777133/RevF/MS/CG/1219
or Replacement of Product

A. Vinyl Components: Chipping, cracking, peeling, pitting, blistering and corrosion, cost (as determined by Ply Gem) for the original installation.

B. Any damage to the product caused by impact of foreign objects, fire, earthquake, flood, lightning, hurricane, acts of nature, or acts 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 harsh cleaning agents; ventilation; handling; vandalism; lack of maintenance; improper care; improper or harmful cleaning, acts of God, acts of nature, fire, wind, hail, ice, sand; polisher or any other abrasive or etching.

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 covered up to ten (10) years from the original date of manufacture, and Ply Gem Windows makes no warranty and will have no responsibility to repair any installation errors made by the original property owner/consumer, or replace the defective window or door or refund that amount paid by the original property owner/consumer for the window or door, including reasonable

Ply Gem will provide, replace, or refund, 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 an approved replacement in its place), any window or door determined to be defective under the terms of this warranty. In lieu of repair, replacement, or refund, 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

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 normal wear, that its vinyl windows and doors will be free from manufacturing defects as long as the original property owner/consumer retains ownership, ownership of the building or structure in which the window or door was installed, or replacement of product as a result of normal weathering. If Ply Gem replaces any material under this warranty, it may be replaced by material of comparable quality or price range in the event the parts or products initially installed have been discontinued or modified.

Maintenance and Cleaning – Ongoing

1. Sills, roller tracks and water drainage holes (“weep” holes) should be cleaned of construction debris to allow proper water drainage.

2. The sills should be level and the frame square in the opening. When closed, the margin

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 all glass. Avoid use of 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 – New Windows and Doors

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

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 has to make a warranty claim. No 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 nature. Any implied warranties of merchantability and warranty of fitness for a particular purpose are limited to the duration of this warranty and shall not apply to the following: Ply Gem shall have no obligation to address any condition not directly 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 conditioned upon Ply Gem's investigation and confirmation that the claim is due to normal wear and proper care practices, poor maintenance, normal product use, maintenance and proper care by owner. This warranty does not provide protection against any defect, failure or damage caused by situations and conditions set forth below.

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, acts of nature, or acts 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 harsh cleaning agents; ventilation; handling; vandalism; lack of maintenance; improper care; improper or harmful cleaning, acts of God, acts of nature, fire, wind, hail, ice, sand; polisher or any other abrasive or etching.

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 covered up to ten (10) years from the original date of manufacture, and Ply Gem Windows makes no warranty and will have no responsibility to repair any installation errors made by the original property owner/consumer, or replace the defective window or door or refund that amount paid by the original property owner/consumer for the window or door, including reasonable

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 spray-type foam insulation.

I. 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 doing so. Ply Gem will continue to use the best product and materials available in the event the 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 be replaced by material of comparable quality or price range in the event the parts or products initially installed have been discontinued or modified.

Overview of 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 normal wear, that its vinyl windows and doors will be free from manufacturing defects as long as the original property owner/consumer retains ownership, ownership of the building or structure in which the window or door was installed, or replacement of product as a result of normal weathering. If Ply Gem replaces any material under this warranty, it may be replaced by material of comparable quality or price range in the event the parts or products initially installed have been discontinued or modified.

Lifetime Limited Warranty and Commercial Corporations, governmental agencies, partnerships, trusts, religious organizations, military subdivisions of state governments, clubs, condominiums, cooperatives, rental corporations, and 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 for periods 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 conditioned upon Ply Gem's investigation and confirmation that the claim is due to normal wear and proper care practices, poor maintenance, normal product use, maintenance and proper care by owner. This warranty does not provide protection against any defect, failure or damage caused by situations and conditions set forth below, or any action or omission by the original property owner/consumer resulting in damage 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 has to make a warranty claim. No 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 nature. Any implied warranties of merchantability and warranty of fitness for a particular purpose are limited to the duration of this warranty and shall not apply to the following:

A. Vinyl Components: Chipping, cracking, peeling, pitting, blistering and corrosion, cost (as determined by Ply Gem) for the original installation.

B. Any damage to the product caused by impact of foreign objects, fire, earthquake, flood, lightning, hurricane, acts of nature, or acts 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 harsh cleaning agents; ventilation; handling; vandalism; lack of maintenance; improper care; improper or harmful cleaning, acts of God, acts of nature, fire, wind, hail, ice, sand; polisher or any other abrasive or etching.

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

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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 normal wear, that its vinyl windows and doors will be free from manufacturing defects as long as the original property owner/consumer retains ownership, ownership of the building or structure in which the window or door was installed, or replacement of product as a result of normal weathering. If Ply Gem replaces any material under this warranty, it may be replaced by material of comparable quality or price range in the event the parts or products initially installed have been discontinued or modified.

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Lifetime Limited Warranty and Commercial

Property Rights

The lifetime coverage offered by this warranty applies to individual homeowners and does not apply to businesses or products purchased by or installed in property owned by corporations, governmental agencies, partnerships, trusts, religious organizations, schools, cooperatives, rental corporations, 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 for periods 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