

WARRANTY SUMMARY

Thank you for selecting Ply Gem Windows and Doors products. Ply Gem manufactures your windows and doors to exact engineering specifications utilizing quality materials and craftsmanship. We are committed to stand behind our products with a comprehensive warranty and quick responsive service. The terms and conditions of our warranty are set forth below.

Comprehensive General Warranty (Two Years)

Ply Gem Windows and Doors, and its authorized dealers, warrant to the Original Consumer that its window and door products are free from defects in materials and workmanship for a period of TWO (2) years from the date of manufacture. Or, at Ply Gem's sole discretion in the case of residential projects, from date of possession. If such a defect occurs, Ply Gem will, at its option:

1. repair the defective product,
2. replace the defective materials, or
3. refund the original purchase price of the product or component.

The warranty of replacement parts (including upgrades thereto) furnished pursuant to this warranty will be limited to the remainder of the warranty period of the original unit.

"Original Consumer" means the original purchaser of the product and/or the original owner of the building in which the product is installed. Coverage under this Comprehensive General Warranty is assignable or transferable during the first two (2) years from date of manufacture, and remains in effect for the balance of this first two (2) year period only.

Under certain circumstances our warranties may be deemed limited or void. These limitations and exclusions are noted under the heading "Warranty exclusions and limitations".

Ply Gem provides extended warranties to the Original Consumer on specifically designated components as indicated below.

Insulating Glass (Ten Years)

Ply Gem sealed units are warranted to be free from hermetic seal failure for ten (10) years from the date of manufacture. Should a sealed glass unit fail (typically evidenced by moisture between the panes), Ply Gem will

- a) Within North America:
 1. Supply and install a new sealed unit for the failed unit free of charge for the first two (2) years.
 2. Supply only, a new sealed unit for the failed unit to the original delivery site for an additional eight (8) years.
- b) Outside of North America:
 1. Supply only, ex Ply Gem works, a new sealed unit for the failed unit for a period of ten (10) years from the date of manufacture.

In the event of seal failures as described, Ply Gem reserves the right to investigate the reason for the failure. Ply Gem also reserves the right to opt for the provision of a complete sash when a seal failure is within a sash unit.

This warranty referred to above does not apply to installations that are outside the range of 1000 feet and 5000 feet above sea level unless the insulated glass units are ordered and equipped with capillary tubes. Note: Insulated glass units equipped with capillary tubes will not be filled with an inert gas, such as argon.

Ply Gem will assume no liability for insulated glass warranties under, but not limited to, the following conditions:

- Where seal failure is the result of angular distortion from building settlement or shrinkage.
- Where after market secondary films are applied to the glass or where window coverings do not allow for proper ventilation.
- Where seal failure is the result of non-maintained units or where the engineered water drainage holes on wood, wood clad, and PVC windows are plugged by misapplied finishes or build up of foreign debris.
- Cracked or shattered glass unless the product was delivered broken and Ply Gem was notified within 48 hours as per our conditions on delivery.
- Where glass has been subjected to wind driven sand, salt spray, acid rain or other corrosive material.
- Where imperfections are acceptable relative to published Canadian General Standards Board (CGSB) specifications.
- This warranty does not cover glass breakage or slight glass curvature; minor scratches or other imperfections in the glass that do not impair structural integrity or significantly obscure normal vision.
- Difference in shade and/or color of glass when different glass thickness is required.

Vinyl Extrusions (Twenty Years)

Ply Gem provides a limited twenty (20) year warranty from date of manufacture against defects in material and workmanship. This warranty is limited to excessive fading and material defects such as peeling, cracking, flaking or blistering under normal use and application. This warranty does not apply to coloured or factory painted extrusions, which are covered for ten (10) years only.

During the first two (2) years from date of manufacture Ply Gem will repair or replace the defective material at no charge. Ply Gem's obligation for a further eighteen (18) years shall be limited to, at its option, repair of, provision of replacement vinyl extrusion for, or refund of the original purchase price of, any vinyl extrusion which it determines to be defective in material or workmanship.

Wood Components, Metal, Nylon and Vinyl Parts (Two Years)

Ply Gem provides a two (2) year warranty from date of manufacture against defects in material and workmanship. At its sole discretion, Ply Gem will repair or replace the defective materials at no charge, or refund the original purchase price of the material.

Screen cloth is not warranted against tearing.

All exposed wood components must be protected from the elements and finished with a quality top coat paint, clear sealer or varnish following installation. Ply Gem's exterior applied wood simulated divided lites (SDL) must be further sealed around their perimeter with caulking to provide protection against the elements. *This warranty provision dealing with wood components will not apply if a good quality top coat is not applied within thirty (30) days after purchase.*

Variance in the colouration and grain pattern of natural wood parts of Ply Gem products or components does not constitute a defect and is not included in this warranty.

There shall be no warranty of any wood window products or components in high humidity areas such as swimming pools, or greenhouses or enclosure for similar purposes.

WARNING: *Insect screens are intended to provide reasonable insect control and are not intended to provide security for the retention of objects or persons within the interior. An insect screen will not stop a child or adult from falling out the window.*

Exterior Metal Cladding (10 Years)

Ply Gem provides a limited warranty of ten (10) years from date of manufacture against peeling, flaking, or blistering of the surface finish. During the ten (10) year period from date of manufacture Ply Gem will refinish, or provide refinishing for, the affected product(s) at no charge.

This warranty does not cover fading or minor color variations due to exposure to elements, installation environment, and normal weathering conditions. Finish failure or corrosion of aluminum cladding or other components due to environmental conditions such as salt spray, acid rain or other corrosive substances are not covered under this warranty.

This warranty does not apply to colours outside of Ply Gem's standard offering at the time of purchase.

Exterior Steel Doors (5 Years)

Ply Gem provides a limited warranty for five (5) years from date of manufacture against defects in material and workmanship. During the first two (2) years, Ply Gem will replace or repair the defective door slab(s) at no charge. In the subsequent three (3) years, Ply Gem will supply the replacement door slab(s), and the original consumer will be responsible for shipping, installation or labour charges by a recognized professional company or tradesperson.

The steel door panels are finished with a factory primer only. It is recommended that they be painted within thirty (30) days from receipt with high quality oil or exterior latex paint following light sanding (using fine 320 grit) of the panel and edges. On site dents can be filled with a fiberglass metal bonding filler then primed, sanded, and painted.

It is recommended that the application of dark paint colours be avoided when your doors are exposed to extreme direct sun or when installed in conjunction with a non-ventilated storm door. Ply Gem DOES NOT WARRANT THE DOOR PRODUCTS UNDER THESE CONDITIONS.

Door warpage is considered a defect when deflection exceeds 8mm (5/16") along the plane of the door, providing the panel is installed with standard lock and hinge preparation. Door deflection (warpage), after proper and timely painting procedures, is determined by use of a tightened line (chalk line) and/or straight edge the minimum length of which is determined by the height or width of the door slab in question.

Action on any claim for warpage may be deferred, at Ply Gem's option, for a period not to exceed twelve (12) months from the date of the claim to permit conditioning to humidity and temperature. The door must remain hung in the original installation during the period of deferment, until the claim is re-evaluated.

Adjustment of locking mechanisms and strikers are the responsibility of the homeowner as part of regular maintenance, and are not covered under warranty.

Clad Wood Swinging Patio Doors and Fibreglass Doors (5 Years)

Ply Gem provides a limited warranty for five (5) years from date of manufacture against defects in materials and workmanship. In the first two (2) years of the warranty period both materials and labour are covered providing the door has been installed and maintained as per recommendations provided with each door. In the subsequent three (3) years, Ply Gem will supply the replacement door slab(s), and the original consumer will be responsible for shipping, installation or labour charges by a recognized professional company or tradesperson.

Ply Gem's clad wood swinging patio doors MUST be finished within thirty (30) days of installation with a minimum of two coats of an oil base paint, varnish, stain or sealer. FAILURE TO DO SO WILL VOID THE WARRANTY ON THIS PRODUCT. Consultation with a local professional painting contractor will ensure the best or desired finish to the wood interior.

Operating Hardware (Limited Lifetime / 5 Years)

All Truth Hardware products are warranted to the original consumer against defects in materials and workmanship for the life of the product. A five (5) year warranty is provided for all other operating hardware, cranks, handles and locking mechanisms against defects in materials and workmanship.

For the first two (2) years Ply Gem will supply and replace the defective parts at no cost. Beyond two (2) years, Ply Gem will supply the parts at no charge at the nearest Ply Gem outlet or nearest authorized Dealer location, and ex Ply Gem works for replacement to offshore export destinations. Installation and regular lubrication is the responsibility of the owner following the initial two-year period.

Defective hardware parts must be returned to Ply Gem in order to affect a claim. Visual or pictorial evidence is acceptable for export accounts beyond Ply Gem's distribution centers.

Warranty exclusions and limitations

All of the above warranties will be valid providing the products are properly handled, installed and insulated as per instructions and conditions pertaining to the applicable warranty, and properly finished and maintained. Compliance with applicable local, municipal, state, or provincial building regulations is the sole and final responsibility of the 'designer or builder of record'.

Warranty Claim Procedure

If you have a warranty claim with your Ply Gem window or door, contact the dealer or contractor from whom you purchased the Ply Gem WINDOWS AND DOORS product. If, after a reasonable period of time, your local Ply Gem dealer or contractor has not responded to your complaint, then contact your local Ply Gem Distribution Office as follows:

Calgary, AB	Ph. 403-569-3111	Fax. 403-569-3139
Edmonton, AB	Ph. 780-451-2590	Fax. 780-452-7216
Red Deer, AB	Ph. 403-346-5189	Fax. 403-346-2500
Medicine Hat, AB	Ph. 403-526-2520	Fax. 403-526-2510
Saskatoon, SK	Ph. 306-374-6166	Fax. 306-373-1777
Regina, SK	Ph. 306-352-2399	Fax. 306-721-2662
Kelowna, BC	Ph. 800-561-5855	Fax. 403-569-3124
USA / International	Ph. 800-661-1437	Fax. 877-263-0900

Calgary	calgaryservice@plygem.ca
Edmonton	edmontonservice@plygem.ca
Regina	reginaservice@plygem.ca
Saskatoon	saskatoonservice@plygem.ca
Medicine Hat	medhatservice@plygem.ca
Red Deer	reddeerservice@plygem.ca
Winnipeg	winnipegservice@plygem.ca
Kelowna	kelownaservice@plygem.ca
Grande Prairie	gpservice@plygem.ca

For all sales outside Canada - International warranties apply. Please contact Ply Gem at: internationalsales@plygem.com

To assist us in providing better service when contacting Ply Gem, please have the following information:

- Your name, address, and telephone number, including a daytime telephone number, if different.
- A description of the product for which the claim is made.
- The date the product was purchased (or possession date).
- The name of the Ply Gem dealer/contractor from whom the product was purchased (if known).
- The nature of the product failure. Photographs illustrating your claim, where appropriate, are helpful to us in evaluating the remedial measures.
- In the case of insulated glass, provide the manufacture date printed on the spacer between the panes of glass.