



WARRANTY

THE PLY GEM PROMISE: Ply Gem is a 70-year leader in pioneering performance home exteriors, with a superior warranty for exactly the home you want for decades to come.

PLY GEM® TRIM | MOULDINGS

REGISTERED 30-YEAR LIMITED TRANSFERABLE WARRANTY

We at Ply Gem are confident that you will enjoy your experience with Ply Gem Trim Board | Mouldings (the “Products”) as we manufacture the Products in accordance with high standards and tight quality controls. It is important for you to know that Ply Gem supports its Products and that, as a consumer-purchaser, Ply Gem will respond to notice from you regarding any product concerns according to the terms set forth below.

WHAT DOES THIS WARRANTY COVER?

Ply Gem warrants to you, the owner of the property at the time the Products were installed, that, upon notice from you as required herein, Ply Gem will provide replacement product or refund (as provided below) to correct any rot, corrosion, splintering, delamination or excessive swelling from moisture if it is directly caused by a manufacturing defect in the Product as determined by Ply Gem and has resulted in a significant impairment in usage, provided the Products are installed according to Ply Gem specifications.

IMPORTANT – The products should only be used for the purpose for which they are intended. The Products are **NOT** designed or tested for use in load bearing or structural applications, including as a replacement for materials such as wood. Please be advised that such improper use could result in injury to the user or others, and we exclude and are not responsible for any damages arising out of such improper use.

HOW LONG DOES THE COVERAGE LAST?

If you are an individual installing the Products in a single-family home application, this limited warranty to the original consumer-purchaser of the Products will last for 30 years from the date of original purchase from an authorized Ply Gem dealer as long as you own the property. If you are not an individual (e.g. you are a corporation, condominium, cooperative housing arrangement, unincorporated association, school, church, government or public entity, etc.) or the Products are installed in a multi-family, non-owner occupied or commercial application (such as condominiums, rental properties, apartments, office buildings, schools, churches, government buildings, etc.), the warranty period to the original purchaser of the Products will be 30 years from the date of original purchase from an authorized Ply Gem dealer, prorated as outlined in the Warranty Coverage Schedule below. This limited warranty may be transferred with the property, however, upon the transfer, the warranty period will be no more than 30 years from the date of the original purchase from an authorized Ply Gem dealer, prorated in accordance with the Warranty Coverage Schedule below.

WHAT WILL WE DO?

You must notify us in accordance with the notice requirements outlined below and we must validate the complaint. Upon the notification and validation, we will undertake the following:

At our sole option, we will authorize replacement product for any of the Products we determine to be defective under the terms of this limited warranty or refund the original amount paid for the Products by the original property owner, all as prorated in accordance with the Warranty Coverage Schedule below. Under no circumstances and in no event will Ply Gem be liable for any labor charges or other expenses whatsoever in connection with the removal, repair or installation of either the original or replacement products. Ply Gem will not be liable for primer, paint or other coating applied to either the original or replacement products.

In the event we replace the Products under this limited warranty, the warranty applicable to the replacement products will extend only for the time remaining under the original warranty.

WHAT THIS WARRANTY DOES NOT COVER?

Any obligation of Ply Gem hereunder is contingent upon proper installation per manufacturer’s instructions and good building practices, normal product use, maintenance and proper care. This warranty does not cover:

- any condition not directly caused by a defect in a Product as manufactured.
- any installation or defects or damage of any kind attributable to or resulting from installation, including faulty or improper installation;
- changes in surface color resulting from chalking, fading, discoloring, soiling or staining. Exposure to sunlight, the elements, weather and atmospheric conditions may cause these changes over time; the degree to which weathering occurs will vary depending on air quality, the building’s location and other local conditions over which we have no control;
- normal wear or conditions caused by:
 - accidental damage;
 - settlement;
 - structural shrinkage or distortion of the property structure;
 - fire;
 - lightning, hurricane, tornado, windstorm, earthquake, hail, or other acts of God;
 - corrosive or abrasive products or harmful chemicals (including harmful cleaning compounds and pesticides);
 - fumes or vapors;
 - air pollution;
 - neglect;
 - mishandling;
 - improper care;
 - improper or harmful cleaning;
 - misuse or abuse;
 - vandalism;
 - airborne stains, mold and mildew accumulation;
 - your failure (of the failure of subsequent property owners) to provide reasonable and necessary maintenance of the Products (see “Care and Maintenance Instructions”);
 - impact of foreign objects
- warping or distortion due to exposure to excessive heat sources (e.g., barbecue grills) or exposure to unusual or excessive reflective heat sources (e.g., glass reflection, roofing materials, pools, decks, blacktop, or concrete materials);
- products that have been altered, modified or subjected to unauthorized repair;
- painted surfaces or coatings applied to the Products by the original purchaser, subsequent owners or any third party. (Please note that painting Products with darker colors requires use of specific heat reflective paints as described within our installation guidelines. Concerns with the primer, paint or other coating or finish itself should be addressed directly to the manufacturer of that specific product.);
- any other cause not involving manufacturing defects;
- or any other cause or damage beyond the control of Ply Gem.

OTHER LIMITATIONS

1. This warranty covers only genuine Ply Gem Trim | Mouldings. **It is your responsibility to verify that the products installed are our Products.** It is a good idea to retain your proof of purchase in case it is needed if you submit a warranty claim.
2. Replacement products may differ in gloss and/or color from Products originally installed on the Property, and Ply Gem shall not be responsible or liable as a result of such variance.

3. We reserve the right to discontinue or change any of our products, including design and color changes, at any time and without notice or liability. If, for any reason, Products of the type originally installed are no longer available from us at the time you make a warranty claim, we may substitute another product determined by us to be of comparable quality and/or price and shall not be liable as a result of any difference.
4. There are no warranties on these Products other than as set forth in this limited warranty, and no dealer, contractor, applicator, distributor or other is authorized to change or add to this limited warranty. We are not liable to you for a breach of any other written or oral express warranties, such as those, if any, given to you by dealers, contractors, applicators, or distributors of the Products. You agree that no action or inaction of Ply Gem shall constitute a waiver.
5. THIS IS THE SOLE WARRANTY FOR PLY GEM TRIM | MOULDINGS PRODUCTS, AND ALL OTHER WARRANTIES, INCLUDING OF MERCHANTABILITY AND FITNESS FOR PURPOSE, ARE DISCLAIMED AND EXCLUDED. THIS IS YOUR EXCLUSIVE WARRANTY AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, REMEDIES OR CLAIMS, IRRESPECTIVE OF SOURCE AND PLY GEM'S NEGLIGENCE. WE EXCLUDE AND IN NO EVENT SHALL WE BE RESPONSIBLE FOR ANY LOSS OF USE, LOST PROFIT, DIMINUTION IN VALUE, CONSEQUENTIAL, SPECIAL, INDIRECT, EXEMPLARY, PUNITIVE OR INCIDENTAL DAMAGES OF ANY KIND. UNDER NO CIRCUMSTANCE SHALL WE BE LIABLE FOR AN AMOUNT EXCEEDING THE PURCHASE PRICE OF THE AFFECTED PRODUCT. COURSE OF DEALINGS, CUSTOM AND USAGE, STATEMENTS, LABELS, ADVERTISING AND PRODUCT REPRESENTATIONS OF ANY KIND SHALL NOT EXPAND THE SCOPE OF THIS WARRANTY.
6. Where these limitations are prohibited or otherwise altered by mandatory legal provisions, the warranty shall remain effective to the full extent of the law. This warranty gives you specific legal rights and you may also have other rights which vary from state to state. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, AND SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.
7. Warranty coverage upon transfer is as described in detail above. Upon any transfer of the property, your obligations become the obligations of the new property owners.

HOW DO YOU SUBMIT A WARRANTY CLAIM?

You must submit your claim in writing to us within the warranty period and within thirty (30) days of product failure.

To initiate a claim, you should contact our warranty services number at 1-800-962-3563 to receive a warranty claims packet.

If you would like to submit a claim request in writing, please provide the following information: a description of the claimed product failure and the date the failure was discovered; the warranty registration number (if available); the date of original installation; proof of status as property owner, proof of purchase, date and place of purchase, and your name, address and phone number. Written claims should be sent to Ply Gem Siding Group, Warranty Claims Department, 2600 Grand Blvd., Suite 900, Kansas City, Missouri 64108 or fax your information to 816-426-8210. Ply Gem Siding Group will provide notification of any additional information and physical evidence that may be required to process your claim. When a sample is required, it must be sent at the homeowner's expense. In the event the claim is approved and the homeowner wants the sample returned, there will be a \$25 handling fee.

Ply Gem shall have no obligation whatsoever without proper notice and an opportunity to respond. Upon proper notice, Ply Gem shall be afforded the opportunity to inspect or take other action necessary to formulate a response.

ANY REPAIR OF THE PRODUCTS UNDERTAKEN WITHOUT PRIOR WRITTEN AUTHORIZATION FROM PLY GEM WILL VOID THIS WARRANTY.

WARRANTY COVERAGE SCHEDULE

NUMBER OF YEARS FROM DATE OF PURCHASE TO DATE OF CLAIM	PERCENTAGE OF PURCHASE PRICE OF ORIGINAL PRODUCTS FOUND TO BE DEFECTIVE UNDER THE TERMS OF THIS LIMITED WARRANTY FOR WHICH PLY GEM WILL BE RESPONSIBLE
0-30 YEARS SINGLE-FAMILY PROPERTY, OWNER'S OWNERSHIP OF THE PROPERTY	100%
SUBSEQUENT OWNERS AND OTHERS COVERED BY A 30-YEAR PRORATED WARRANTY	
0-5 YEARS	100%
MORE THAN 5 BUT LESS THAN 7	90%
MORE THAN 7 BUT LESS THAN 8	80%
MORE THAN 8 BUT LESS THAN 9	70%
MORE THAN 9 BUT LESS THAN 10	60%
MORE THAN 10 BUT LESS THAN 11	50%
MORE THAN 11 BUT LESS THAN 12	40%
MORE THAN 12 BUT LESS THAN 13	30%
MORE THAN 13 BUT LESS THAN 14	20%
MORE THAN 14 BUT LESS THAN 30	10%

CARE AND MAINTENANCE

Your selection of Ply Gem Trim & Mouldings to cover your most valuable investment should provide a beautiful appearance and long lasting protection. To keep your home beautiful over the years, you should implement the following procedures at least annually for the major care of your Ply Gem Trim & Mouldings products. Note: The following care and maintenance instructions apply to unpainted Products. For painted surfaces, please follow the care and maintenance directions provided by the coating manufacturer.

1. **General Cleaning.** Use an ordinary garden hose to give your trim and/or mouldings a light rinse working from the top down.
2. **Moderate Atmospheric Dirt.** We recommend at least an annual washing with clear water using a garden hose and soft-bristled brush. A long-handled car washing brush is ideal for this purpose.
3. **Heavy Industrial Atmospheric Dirt.** Wash in the manner indicated above, but use the following solution:
 - 1/3 Cup detergent (Tide®, for example)
 - 2/3 Cup trisodium phosphate
 - 1 gallon water
4. **Mildew Accumulation.** Mildew can collect on surfaces of all types of building products and is often evident on surfaces that have not been properly cared for and maintained. Normally, mildew will appear as black spots. Mildew can be removed by using the basic cleaning solution above with the addition of sodium hypochlorite as follows:
 - 1/3 Cup detergent (Tide®, for example)
 - 2/3 Cup trisodium phosphate
 - 1 quart sodium hypochlorite 5% solution (Clorox®, for example)
 - 3 quarts water

CAUTION: Do not exceed the recommended concentrations of cleaners; to do so can cause damage to the products' surfaces. Avoid skin and eye contact with the solution, and in all cases follow manufacturer's instructions for the use of cleaning compounds and solutions. Avoid use of abrasive-type cleaners and strong solvents. Test any cleaner on an inconspicuous area before applying to major areas. To minimize streaking always clean from the bottom to the top and follow with a rinsing of clear water. Excessive scrubbing is unnecessary, can be harmful to the products, and may cause undesirable glossy areas over the finish.

CAUTION: Do not use or mix sodium hypochlorite with other household chemicals or products containing ammonia. To do so will release hazardous gases.

Effective: December 1, 2012

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REGISTRATION FORM

REGISTER YOUR WARRANTY ONLINE AT PLYGEMTRIM.COM, SELECT SUPPORT.

or

PRINT THIS PAGE AND MAIL TO:

Ply Gem Trim | Mouldings, Warranty Service Department, PO Box 110100, Pittsburgh, PA 15232-0600

HOMEOWNER INFORMATION

First Name: _____ Last Name: _____

Address: _____

City: _____ State or Province: _____ Zip Code: _____

Telephone: (_____) _____ - _____ Email: _____

CONTRACTOR (BUILDER) INFORMATION SAME AS HOMEOWNER ADDRESS

Company Name: _____

Address: _____

City: _____ State or Province: _____ Zip Code: _____

Telephone: (_____) _____ - _____ Email: _____

PROJECT INFORMATION

Project Completion Date: _____

Please indicate the type of application: REMODELING NEW CONSTRUCTION ADDITION

Approximately, how old is the home? _____

Product Category: _____ Describe product and quantity: _____

TRIM BOARDS

CORNERS

BEADBOARD

SKIRT BOARD

POST WRAPS

SHEET

MOULDINGS

What was the total cost of the project? _____

Did you also install any of the following during this installation?

SIDING WINDOWS ROOFING STONE VENEER GUTTERS GUTTER PROTECTION RAILING FENCING

FOR MORE INFORMATION, VISIT PLYGEMTRIM.COM OR EMAIL SUPPORT@PLYGEMTRIMINFO.COM.

PLYGEMTRIM.COM • 855 858 7238 • PLY GEM INDUSTRIES • 5020 WESTON PARKWAY, SUITE 400 • CARY, NORTH CAROLINA 27513



PLY GEM TRIM | MOULDINGS PRODUCTS HAVE BEEN TESTED AND APPROVED TO MEET ICC AC227.

PLY GEM RESERVES THE RIGHT TO ALTER, MODIFY OR DELETE ITEMS FROM TIME TO TIME WITHOUT NOTICE. CONTACT YOUR DISTRIBUTOR OR SALES REPRESENTATIVE FOR ACTUAL PRODUCT SAMPLES. PLY GEM, PLY GEM TRIM AND MOULDINGS, PLY GEM TRIM | MOULDINGS, BUILDRADY, DESIGNREADY, PLYPAK AND THE "REPLACING WOOD FOR GOOD" SLOGAN ARE TRADEMARKS OF PLY GEM INDUSTRIES, INC. AND/OR ITS SUBSIDIARIES. © 2016 PLY GEM TRIM AND MOULDING. ALL PRODUCTS MADE IN THE U.S.A.

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SIDING WINDOWS DOORS STONE TRIM ROOFING FENCE RAILING

