

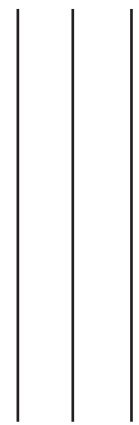
NEW CONSTRUCTION  
WINDOWS



— SELECT & CLASSIC VINYL —  
WINDOWS & PATIO DOORS  
CONSUMER LIMITED  
**WARRANTY**

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SOLD AT THE HOME DEPOT



**Ply Gem Windows**  
Warranty Registration Data Center  
PO Box 110100  
Pittsburgh, PA 15232-0600



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PO Box 110100 • Pittsburgh, PA 15232-0600  
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# PLY GEM WINDOWS SELECT & CLASSIC VINYL WINDOWS AND PATIO DOORS LIFETIME LIMITED WARRANTY

We at Ply Gem Windows are confident that you will enjoy your experience with Ply Gem windows and patio doors. It is important for you to know that Ply Gem Windows 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.

**The Ply Gem Windows Lifetime Limited Warranty Promise:** For as long as you own and reside in your single-family home into which Ply Gem windows or patio doors were initially installed (“Lifetime”), upon notice from you as required herein, Ply Gem Windows will, at no charge to you, provide components needed to correct any of the following conditions if it is directly caused by a defect in the product as manufactured as determined by Ply Gem Windows (and has resulted in a significant impairment in operation and usage):

**A. VINYL COMPONENTS:** Chipping, cracking, peeling, pitting, blistering and corrosion, under normal use and proper care. Replacement vinyl components may vary slightly in color or gloss in comparison to the original vinyl components and Ply Gem Windows shall not be responsible or liable as a result of such variance.

**B. GLASS QUALITY AND BREAKAGE:** Glass stress cracks, scratches, and spots for two (2) years from date of manufacture. Glass imperfections shall not be covered unless they exceed the allowable level specified by ASTM C1036 or ASTM C1048 whichever is applicable..

**C. HARDWARE AND INSECT SCREENS:** Failure or breakage of locks, balances and handle sets under normal usage. Failure by deterioration of insect screens or frame. Loss of function of stainless hardware in a corrosive environment within ten (10) years of date of installation is covered. Ply Gem Windows’ obligation with respect to insect screens is limited to providing screen material. Insect screens are intended to impede intrusion by insects and are not intended to keep persons or animals in or out. Ply Gem Windows makes no warranty that insect screens will keep persons or animals in or out and shall have no responsibility for any damages or injuries arising or resulting from a failure of insect screens to keep persons or animals in or out.

**Labor:** Ply Gem Windows may provide, at its discretion, Skilled Labor necessary for repair or replacement of affected components for a period of two (2) years from date of product installation. Skilled Labor includes only work in which specialized product knowledge or methods are required to complete a repair and does not include any repair, refinishing or refurbishment of materials beyond the affected Ply Gem Windows component.

**Ply Gem Windows lifetime limited warranty promise for Insulating Glass Unit (IGU):** Condensation on the inner glass surfaces due to a failure of the IGU seal. From the date of purchase of your single-family home into which Ply Gem windows or patio doors were initially installed, upon notice from you as required herein, Ply Gem Windows will, at no charge to you, provide components needed to correct such IGU failure if it is directly caused by a defect in the product as manufactured as determined by Ply Gem Windows [and has resulted in a significant impairment in operation and usage].

Condensation on any external glass or frame surfaces is due to relative humidity, shall not constitute a defective product condition and is not covered by this warranty. Ply Gem Windows makes no warranty and will have no responsibility with respect to: an IGU with any post-manufacture film or coating applied; deflection in glass surface due to temperature or barometric pressure; the level of fill or retention of gas in a particular gasfilled IGU; or any installation over 5,500 feet above sea level unless a

factory installed capillary tube is properly utilized. Any IGU having a capillary tube will not be gas filled. An IGU having specialized glazing products (such as laminated glass) or custom glass options not within Ply Gem Windows literature at time of order are warranted only for period of ten (10) years from the original date of manufacture.

**Single-Family Home:** The warranty for Ply Gem Windows Select and Classic vinyl windows and patio doors in a single-family home application is made solely to the original consumer-purchaser of Ply Gem Windows Select and Classic vinyl windows and patio doors who both owns and resides in the single-family home into which they are initially installed and it shall continue for such time as both that ownership and residence are maintained (“Owner”). If the Owner sells or otherwise transfers the home before 25 years has elapsed after the date of product installation, Ply Gem will automatically extend full coverage under this warranty to the first subsequent owner, until the 25th anniversary of the product installation.

**Multi-Family/Commercial:** The warranty for Ply Gem Windows 500 series window and patio door products in a multi-family, non-owner occupied or commercial application (such as condominiums, rental properties, apartments, office buildings, schools, churches, government buildings, etc.) is solely to the owner of the property at the time they are initially installed and shall continue for a period twenty-five (25) years from the date of product manufacture. The multi-family commercial warranty is non-assignable and is not subject to voluntary or involuntary transfer and is subject to the warranty limitations herein.

**Registration:** Owner must complete and submit the warranty registration card within ninety (90) days of the date of product installation.

**Notice of Claim:** Owner must individually provide written notice under this warranty within thirty (30) days of product failure to:

Ply Gem Windows  
Warranty Registration Data Center  
PO Box 110100  
Pittsburgh, PA 15232-0600

Each of Owner’s names, property identification, proof of status as Owner, proof of purchase, date and place of purchase, date of installation, a description of the product and a description of the issue must be included. PLY GEM WINDOWS SHALL HAVE NO OBLIGATION WHATSOEVER WITHOUT PROPER NOTICE FROM OWNER AND AN OPPORTUNITY TO RESPOND. Upon proper notice, Ply Gem Windows shall be afforded the opportunity to inspect or take other action necessary to formulate a response. Owner agrees to pay a fee for the costs of an inspection which reveals that no action is called for under this warranty. If action is required, Ply Gem Windows shall have the sole discretion to either provide replacement components or perform a component repair. In no event shall Ply Gem Windows be liable for the costs of repair not provided by Ply Gem Windows or any shipping costs. 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. Products that have been altered, modified or subjected to unauthorized repair, including, but not limited to, products to which films have been applied, products to which paint has been applied or products to which non-standard parts have been added, shall be deemed outside of this warranty and Ply Gem Windows shall have no obligation with respect to them.

None of the above warranties cover normal wear or conditions caused by: aging; normal deterioration; accident; misuse; abuse (including contact with corrosive or abrasive products); neglect; mishandling; vandalism; lack

of maintenance; improper care; improper or harmful cleaning; acts of God; acts of nature; fire; pollutants in the atmosphere; ripped, torn, punctured or creased screens from any cause whatsoever; or any other cause or damage beyond the control of Ply Gem Windows.

Vinyl typically maintains its manufactured color closely as it ages; however, atmospheric pollution and residues deposited on the windows can cause discoloration, and color variance may occur due to exposure to ultraviolet light and atmospheric conditions. Periodic cleaning of the vinyl surfaces with a mild soap or detergent will help prolong the original color and help protect against excessive color change. Caulking is sometimes used to seal the frames or trim packages from water and/or air penetration. Caulking is not considered part of the product and is not covered under this warranty. Caulking is considered a maintenance responsibility of the homeowner.

Ply Gem Windows does not warrant any installation or any defects attributable to installation. Ply Gem Windows reserves the right to discontinue or make changes in any of its products, including color changes. In the event the products covered by these warranties are not available, Ply Gem Windows reserves the right to substitute a product or component that, in Ply Gem Windows’ sole discretion, is of substantially equal quality or price and shall not be liable as a result of any difference. No dealer or distributor is authorized to change or add to this warranty. Proof of purchase and ownership must be supplied for all warranty claims. Owner agrees that no action or inaction of Ply Gem Windows shall constitute a waiver.

## IMPORTANT OWNER INFORMATION:

EXCLUSIVE REMEDY: THIS WARRANTY IS THE EXCLUSIVE OWNER REMEDY. IT SHALL OPERATE IN LIEU OF ALL OTHER REMEDIES WARRANTIES OR CLAIMS IRRESPECTIVE OF SOURCE AND PLY GEM WINDOWS’ NEGLIGENCE.

LIMITATION OF REMEDIES: IN NO EVENT SHALL PLY GEM WINDOWS BE LIABLE FOR ANY LOSS OF USE, LOST PROFIT, DIMINUTION IN VALUE, INCIDENTAL, CONSEQUENTIAL, SPECIAL, INDIRECT, EXEMPLARY OR PUNITIVE DAMAGE OF ANY KIND. UNDER NO CIRCUMSTANCE SHALL PLY GEM WINDOWS BE LIABLE FOR AN AMOUNT EXCEEDING THE PURCHASE PRICE OF THE AFFECTED COMPONENT.

ADDITIONAL DISCLAIMER: THIS IS THE SOLE WARRANTY FOR PLY GEM WINDOWS’ WINDOW AND DOOR PRODUCTS IN A SINGLE FAMILY HOME INSTALLATION. ALL OTHER WARRANTIES, INCLUDING OF MERCHANTABILITY AND FITNESS FOR PURPOSE, ARE DISCLAIMED AND EXCLUDED. COURSE OF DEALINGS, CUSTOM AND USAGE, STATEMENTS, LABELS, ADVERTISING AND PRODUCT REPRESENTATIONS OF ANY KIND SHALL NOT EXPAND THE SCOPE OF THIS WARRANTY. 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 that vary from state to state.

OWNER AGREES THAT ANY OBLIGATION OF PLY GEM WINDOWS WITH RESPECT TO ITS PRODUCTS IS CONTINGENT UPON NOTICE AS DEFINED HEREIN AND PLY GEM WINDOWS’ OPPORTUNITY TO RESPOND.

**Product Ratings:** Ply Gem Windows’ products are often designed and tested in accordance with required standard procedures established by industry association such as the American Architectural manufacturer’s Association (AAMA) and the national fenestration Rating Council (NFRC). These measure performance of sample products in a laboratory-type setting. To pursue consistency Ply Gem Windows manufactures its products for sale utilizing the same methods and materials as in fabrication of a product for testing. All product components and manufacturing processes, however, involve an inherent range of tolerance. These and other factors can result in some variance among individual product performance.

## WARRANTY REGISTRATION CARD

To assure full warranty benefits, please complete and mail this card. The information will help us process warranty claims smoothly, and provide us with important marketing information on our valued customers.

### HOMEOWNER INFORMATION

Name \_\_\_\_\_

Street \_\_\_\_\_

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

Phone \_\_\_\_\_

### BUILDER INFORMATION

Name \_\_\_\_\_

Street \_\_\_\_\_

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

Phone \_\_\_\_\_

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

### Is this your first purchase of Ply Gem Windows products?

Yes  No

### Type of project:

New Construction  Replacement  Remodel/Room Addition

### How old is your house: \_\_\_\_\_ years

### Square Footage of Your Home:

Less than 1,800  1,801–2,500  
 2,501–3,500  Over 3,500

### Product Series Purchased: (Check all that apply)

500 Series

### Product Style(s) Purchased: (Check all that apply)

Single Hung  Casements  Architectural Shapes  
 Awnings  Patio Door or Fixed units  
 Sliding Window

### Glass Type: (Check all that apply)

Clear Glass  HP Glass  Obscure  
 Low-E  HP<sup>SC</sup> Glass  Tempered  
 Low-E<sup>SC</sup>  GBG

### Why Did You Select Ply Gem Windows Products? (Check all that apply)

Advertisements  Price  
 Product Variety  Low Maintenance  
 Warranty  Overall Quality  
 Builder’s Decision  Style/Aesthetics  
 Energy Efficiency  Recommended by Dealer