

**LIFETIME WINDOW WARRANTY
REGISTRATION CERTIFICATE**

This card is to be completed, signed by both Property Owner and Dealer at time of installation, and returned to:

Ply Gem Windows
Warranty Registration Data Center
P.O. Box 787
Wexford, PA 15090-0787

Date of Installation _____

Property Owner's Name _____

Address _____ City _____ State _____ Zip _____

The Property Owner named above has purchased Ply Gem Windows windows and is entitled to protection under our Lifetime Limited Warranty.

Windows were purchased from: Name _____

City _____

State _____ Zip _____

Original Invoice# _____

HOW TO FILE A CLAIM

To make a warranty claim under any of the above warranties, write to:

Ply Gem Windows
Warranty Registration Data Center
P.O. Box 787
Wexford, PA 15090-0787

Describe the product and nature of the product failure, and include the following information: _____

Date of purchase: _____

Dealer and place of purchase: _____

Date of Installation: _____

Property Owner: _____

Address: _____

The claim must be made within 30 days after the product failure occurred. Ply Gem Windows reserves the right to inspect any product that is the subject of a warranty claim before honoring the claim.

Ply Gem Windows: 1-888-975-9436



Warranty Registration Data Center
P.O. Box 787 • Wexford, PA 15090-0787
www.plygemwindows.com • 1-888-9PLYGEM

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PLY GEM
WINDOWS

WINDOWS & PATIO DOORS CONSUMER
LIFETIME WARRANTY

REPLACEMENT
WINDOWS



EAST

Ply Gem Windows Replacement Vinyl Windows and Patio Doors Lifetime Limited Warranty Premium, Pro, and Contractor Series

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 and at Ply Gem Windows’ discretion, provide, repair or refinish 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. 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.

C. Insulating Glass Unit (IGU): Condensation on the inner glass surfaces due to a failure of the IGU seal. 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 gas-filled IGU; or any installation over 3,500 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, blinds and shades, V-grooved, and decorative 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.

D. 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.

E. 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.

Single-Family Home: The warranty for Ply Gem Windows’ replacement windows and patio doors in a single-family home application is made solely to the original consumer-purchaser of Ply Gem Windows’ replacement window or patio door products 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 20 years has elapsed after the date of product installation, Ply Gem will automatically extend full coverage under this warranty, prorated in accordance with the Warranty Coverage Schedule below, to the first subsequent owner, and any later owners, until the 20th anniversary of the product installation.

Multi-Family/Commercial: The warranty for Ply Gem Windows’ replacement windows and patio doors 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 ten (10) years from the date of product manufacture, prorated in accordance with the Warranty Coverage Schedule below. 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 attached 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
P.O. Box 787
Wexford, PA 15090-0787

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 provide replacement components, perform a component repair or refinish a component. As an option to repair, refinishing or replacement, Ply Gem Windows may choose to refund the original purchase price of the affected components. In no event shall Ply Gem Windows be liable for the costs of repair not provided by Ply Gem Windows or any shipping costs.

In the event of repair, refinishing or replacement under this warranty, the warranty applicable to the replacement components or products or to the repaired or refinished components or products will extend only for the time remaining under the original warranty.

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, varnish or any coating has been applied (other than by Ply Gem Windows) 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; 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; ripped, torn, punctured or creased screens from any cause whatsoever; or any other cause or damage beyond the control of Ply Gem Windows.

“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.

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. 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. 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.

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 WINDOWS WILL BE RESPONSIBLE
During the Original Single-Family Property Owner’s Ownership of the Property	100%
SUBSEQUENT OWNERS AND OTHERS COVERED BY A 20-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 20	10%

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.

Effective: March 23, 2014

Please enclose this section in an envelope and mail to: Ply Gem Windows Warranty Registration Data Center, P.O. Box 787, Wexford, PA 15090-0787

Please fill out the following information. This information will be used in a market research capacity only and will not be sold or given to anyone else.

Age Group _____ under 30 _____ 30-40 _____ 41-50 _____ 51-65 _____ over 65

Marital Status _____ Single _____ Married _____ Divorced _____ Widowed

Age of Home _____ Less than 5 years _____ 5-10 years _____ 11-20 years _____ 21-34 years _____ 35-50 years _____ over 50 years

Purchase Information _____ First window purchase _____ Purchased windows before _____ First purchase from this company _____ Purchased from this company before

Type of Product Purchased _____ Windows: _____ Single-Hung _____ Double-Hung _____ Casement _____ Slider _____ Bay _____ Bow _____ Garden _____ Other _____

Number of Windows Purchased _____ One _____ Partial House _____ Entire House

How did you hear about your Ply Gem window dealer? _____ Referral _____ Newspaper _____ Radio _____ TV _____ Yellow Pages _____ Remodeling Contractor _____ Trade Show _____ Other _____

Why did you decide on Ply Gem windows? (Check all that apply) _____ Appearance _____ Thermal Efficiency _____ Price _____ Reputation _____ Ease of Operation _____ Other _____

If you are replacing windows, why are you doing it now? (Check all that apply) _____ Drafty _____ Water Leaks _____ Appearance _____ Poor Operation _____ Other _____

Number of People in Household _____ 1 _____ 2 _____ 3-5 _____ over 5

Household Income (in thousands) _____ under \$20 _____ \$20 - \$40 _____ \$41 - \$60 _____ \$61 - \$80 _____ \$81 - \$100 _____ \$101 -140 _____ over \$140

How old are the windows you are replacing? _____

Patio Door: _____ Sliding Patio Door _____ Hinged Patio Door