



**PLY GEM**  
WINDOWS

**LIFETIME LIMITED  
WARRANTY**

**Maintenance and Cleaning – New Windows and Doors**

1. Sills, roller tracks and water drainage holes (“weep” holes) should be cleared of construction debris to allow proper water drainage.
2. The sill should be level and the frame square in the opening. When closed, the margin around the operating window or door sash should appear even.
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 glass and vinyl. Avoid use of tools or 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 – Ongoing**

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

1. Keep sills, roller tracks and weep holes clear of dirt and debris that may damage rollers, interfere with operation or block water drainage.
2. All moving metal parts may be treated with light lubricant periodically as needed to improve operation. In corrosive environments such as coastal or industrial areas, exposed metal parts should be cleaned periodically and coated with a marine-grade lubricant to slow corrosion. (See warranty for more details on hardware corrosion.)
3. Use warm water, common glass cleaner or mild household detergent solution with a clean cloth to clean glass and vinyl. Avoid use of tools or 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.

**This Warranty Certificate is Issued to:**

(To be completed by dealers who are submitting warranty registration card).

\_\_\_\_\_

Homeowner

\_\_\_\_\_

Date of Installation

\_\_\_\_\_

Contractor Name

\_\_\_\_\_

Property Address

\_\_\_\_\_

City/State/Zip



5001 D Street NW • Auburn, WA 98001

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IF MAILED  
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UNITED STATES

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**PLY GEM WINDOWS**  
5001 D Street NW  
Auburn, WA 98001-9934



## LIFETIME LIMITED WARRANTY

This warranty covers PLY GEM Premium Series, Pro Series, Builder/Contractor Series and Somerton II™ vinyl windows and doors and all other PLY GEM branded windows and doors manufactured in PLY GEM's Auburn, West Sacramento and Corona manufacturing plants and installed only in the United States of America.

### 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 proper installation, that its vinyl windows and doors will be free from manufacturing defects as long as the original property owner/consumer retains ownership of the property in which the windows and doors were installed. PLY GEM will repair or replace, 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 the replacement product), any window or door determined to be defective under the terms of this warranty. In lieu of replacement or repair, 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 cost (as determined by PLY GEM) for the original installation.

### Lifetime Limited Warranty and Property Sale

In the event the original property owner/consumer sells the property in which the windows or doors covered by this warranty are installed, the coverage provided by this warranty may be transferred to the subsequent property owner/consumer; however, coverage will be twenty (20) years for material and five (5) years for labor measured from the date the original property owner/consumer had them installed.

### Lifetime Limited Warranty and Commercial Property Restrictions

The lifetime coverage offered by this warranty applies to individual homeowners and does not apply to products purchased by or installed in property owned by corporations, governmental agencies, partnerships, trusts, religious organizations, schools, cooperative housing arrangements or installed in apartment buildings 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 period 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 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

This warranty does not provide protection against any failure, defect or damage caused by situations and events beyond normal exposure conditions including but not limited to:

- Defects, damage or failure caused by improper handling or storage, misuse, abuse, transportation or improper installation.
- Any damage to the product caused by impact of foreign objects, fire, earthquake, flood, lightning, hurricane, tornado or other casualty or act of God.
- Windows or doors that have been altered by paint, varnish or any coating (other than by PLY GEM) subsequent to the purchase.
- Defects or damage caused by the effects of air pollution, mildew, exposure to harmful chemicals or normal weathering caused by exposure to the elements. Normal weathering is defined as exposure to sunlight and extremes of weather and atmosphere that will cause any colored surface to gradually fade, chalk or accumulate dirt or stains. The severity of any condition depends on the cleanliness of the air in the area and

many other local influences over which PLY GEM has no control. PLY GEM shall have sole discretion to determine, based on reasonable criteria, whether the product has experienced normal weathering. In the event a product weathers to a degree determined by PLY GEM to be beyond normal, PLY GEM shall select, at its sole discretion, one of the options as set forth in the section of this warranty titled "Overview of Lifetime Limited Warranty."

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 warranted against corrosion for one (1) year from date of purchase by original property owner/consumer if regularly cleaned of salt deposits and coated with marine-grade grease.

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 such screens.

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 such discontinuance or modification, nor shall PLY GEM be liable in the event 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 substitute parts or products designated by PLY GEM to be of comparable quality or price range in the event the parts or products initially installed have been discontinued or modified.

**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 MAY SEEK A REMEDY UNDER THE 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 KIND, INCLUDING ANY DAMAGE TO THE BUILDING, ITS CONTENTS OR ANY PERSONS THEREIN, RESULTING FROM THE BREACH OF THIS WARRANTY. NO FIELD REPRESENTATIVE, DISTRIBUTOR OR DEALER OF PLY GEM IS AUTHORIZED TO CHANGE OR MODIFY THIS WARRANTY. SOME STATES DO NOT ALLOW FOR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSIONS MAY NOT APPLY TO YOU.

This limited warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

### How to Make a Claim

Contact the PLY GEM Warranty Claims Department at (800) 635-6253 promptly following the discovery of any covered defect. PLY GEM will investigate the claim, and if a defect covered by the warranty is confirmed, PLY GEM shall, within a reasonable amount of time, either repair or replace the defective window or door or refund that amount paid by the original property owner/consumer for the window or door, per the terms of this warranty.

This warranty is effective on PLY GEM window and door products installed on or after September 24, 2008. This warranty supercedes the written warranty previously issued by PLY GEM, code #20-65-203.

### PLY GEM Windows and Doors Warranty Registration

This warranty registration certificate should be completed by either property owner or dealer at the time of installation and returned to Ply Gem Windows, 5001 D Street NW, Auburn, WA 98001. Dealers completing warranty registration must complete the fields marked with an "X."

X \_\_\_\_\_  
Date installed Date submitted

X \_\_\_\_\_  
Property owner's name

X \_\_\_\_\_  
Address

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

\_\_\_\_\_  
Phone

\_\_\_\_\_  
Dealer or distributor name

\_\_\_\_\_  
Address

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

\_\_\_\_\_  
Phone

X \_\_\_\_\_ X \_\_\_\_\_  
Original invoice number (must be provided) Date of original invoice

X \_\_\_\_\_ X \_\_\_\_\_  
Additional invoice number Date of invoice

X \_\_\_\_\_ X \_\_\_\_\_  
Additional invoice number Date of invoice

We would appreciate your taking a few minutes to help us understand your decision to install PLY GEM high performance vinyl windows. All information will remain strictly confidential.

This warranty applies to products installed after September 24, 2008 and replaces all prior warranties.



1. Number of windows in your home: \_\_\_\_

2. Approximate market value of your home:  
 Less than \$75,000  \$200,000+  
 \$75,000+  \$250,000+  
 \$100,000+  \$300,000+  
 \$150,000+

3. Please check your age bracket:  
 Under 25  45-49  
 25-29  50-54  
 30-34  55-59  
 35-39  60-64  
 40-44  65+

4. Windows were installed in:  
 A. An existing home  
 B. A newly constructed home

### A. Complete the following for replacement windows.

5. Approximate age of your house: \_\_\_\_

6. Number of years you have lived in this house: \_\_\_\_

7. Windows were used:  
 To replace older windows  
 As part of an addition or remodeling project

8. How many windows were replaced? \_\_\_\_

9. What type of windows were replaced?  
 All wood  Aluminum-clad wood  
 Aluminum  All vinyl  
 Vinyl-clad wood  Steel  
 Other \_\_\_\_\_

10. Please number your top three reasons for selecting PLY GEM windows. (Write the numbers from 1 to 3, ranking the most important reason as #1):  
\_\_\_\_ Energy efficiency \_\_\_\_ PLY GEM reputation  
\_\_\_\_ Ease of maintenance \_\_\_\_ Warranty protection  
\_\_\_\_ Style/appearance \_\_\_\_ Dealer recommendation  
\_\_\_\_ Custom fitting \_\_\_\_ Friend's advice  
\_\_\_\_ Price/value \_\_\_\_ Durability  
\_\_\_\_ Other \_\_\_\_\_

11. How did you select your dealer?  
 Yellow pages  Direct mail response  
 Referral  Newspaper ads  
 Other \_\_\_\_\_

12. Did your dealer discuss any other window systems with you?  
 No  
 Yes (Please specify) \_\_\_\_\_

13. In the future, do you plan to do any of the following remodeling projects?

More replacement windows  Patio doors  
 Sunspace  French doors  
 Greenhouse windows  Roofing  
 Entrance doors  Siding  
 No  No

14. Type of dealer:

Large company  
 Smaller company  
 Single proprietor

15. Dealer's business:

Window specialist  
 General remodeling  
 Builder and remodeler  
 Other (Specify) \_\_\_\_\_

### B. Complete the following for a newly constructed home.

5. Number of windows installed: \_\_\_\_\_

6. Approximate size of your home in square feet: \_\_\_\_\_

7. Is your home:  
 A townhouse or condominium  
 In a new development  A custom-built home

8. Type of windows in your previous home:  
 All wood  Aluminum-clad wood  
 Aluminum  All vinyl  
 Vinyl-clad wood  Steel  
 Other \_\_\_\_\_

9. Please number the three things you like most about your PLY GEM windows. (Write the numbers from 1 to 3, ranking the most important reason as #1):  
\_\_\_\_ Energy efficiency \_\_\_\_ PLY GEM reputation  
\_\_\_\_ Ease of maintenance \_\_\_\_ Durability  
\_\_\_\_ Style/appearance \_\_\_\_ Price/value  
\_\_\_\_ Custom fitting \_\_\_\_ Warranty protection

10. How did you select your builder?  
 Yellow pages  Model home  
 Referral  Newspaper ads  
 Other \_\_\_\_\_

11. Did your builder discuss any other window systems with you?  
 No  
 Yes (Please specify) \_\_\_\_\_

12. Type of builder:  
 Large company (builds more than 25 homes per year)  
 Smaller company (builds 5 to 25 homes per year)  
 Individual contractor (builds less than five homes per year)