



STEEL SIDING COLLECTION & ACCESSORIES

LIMITED LIFETIME WARRANTY

We at Ply Gem are confident that you will enjoy your experience with Ply Gem Steel Siding, Coil, and Accessories (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 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 repair or provide replacement product or refund (as provided below) to correct any of the following 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 our specifications:

1. Chipping, peeling, flaking or blistering under conditions of ordinary wear.
2. Hail less than two inches in diameter penetrating the substrate rendering the Product nonfunctional during the first 50 years from original purchase of the Product.
3. Fade in excess of five (5) Hunter deltaE units in accordance with ASTM D2244-93 during the first 35 years from original purchase of the Product.

This Limited Lifetime Warranty is limited to the terms and conditions, exclusions and limitations, requirements and legal rights stated in this Limited Lifetime Warranty.

Important — The products should only be used for the purpose for which they are intended. The products are **NOT** designed or tested for use as roofing material or 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, this Limited Lifetime Warranty extends only to the original consumer-purchaser of the Products and will last for the life of the original consumer-purchaser (except as otherwise provided in the "What does this warranty cover?" section) as long as the original consumer-purchaser maintains ownership of the property on which the Products were originally applied (the "Property"). If you are not an individual (e.g., you are a corporation, condominium, cooperative housing arrangement, unincorporated association, school, church, government entity, public entity or other organization or entity), the warranty period will not exceed and be limited to 50 years from the date of original purchase of the Products, prorated as outlined in the Warranty Coverage Schedule below.

This Limited Lifetime Warranty may be transferred with the Property. However, upon the transfer, the warranty period will be no more than 50 years from the date of original purchase of the Products, prorated in accordance with the Warranty Coverage Schedule below.

WHAT WILL WE DO?

Upon proper notice to us in accordance with the notice requirement outlined below, we shall be afforded the opportunity to inspect or take other action necessary to evaluate the claim. If an inspection reveals no warranted defect in the Product, you agree to pay a fee for the costs of the inspection. Upon our validation of the complaint, we will undertake the following:

At our sole option, we will repair, replace or refund the original purchase price paid by the original Property owner for the Products we determine to be defective in accordance with the terms of this Limited Lifetime Warranty. Our obligations under this Limited Lifetime Warranty will in no event exceed the original purchase price paid by the original Property owner for the Products we determine to be defective. Any additional costs and expenses beyond these amounts are your responsibility. In no event shall Ply Gem refund or pay any costs in connection with labor, accessory materials or repairs not performed by or at the direction of Ply Gem.

In the event we repair or replace any Products under this Limited Lifetime Warranty, the warranty period applicable to the repaired or replaced products will be the time remaining under the warranty for the original Product.

WHAT DOESN'T THIS WARRANTY COVER?

In addition to the other limitations set forth herein, the following general limitations also apply to any coverage under this Limited Lifetime Warranty.

The performance of the Product can vary depending on significant variations in environmental stresses and building design, and selecting the correct product

for a particular application is the sole responsibility of the warranty holder.

Any warranty coverage herein is contingent upon proper installation and integration of the Product in accordance with any applicable building code, good building practice and manufacturer's instructions and normal product use, maintenance, and proper care.

This Limited Lifetime Warranty does not cover

- any condition not directly caused by a defect in the Product as manufactured
- any installation or defects or damage of any kind attributable to or resulting from installation (including faulty or improper installation), including "oil canning", waving, buckling, or other distortions;
- any installation of our Product in direct contact with dissimilar materials as discussed in the final section of this Limited Lifetime Warranty;
- cracking or crazing of the Product's paint surface due to field forming of Products in cold temperatures;
- changes in surface color or the damaging effects of sunlight, the elements, weather and atmospheric conditions, including 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, weathering, aging or deterioration or conditions caused by:
 - accidental damage;
 - impact of foreign objects;
 - neglect;
 - improper storage or mishandling
 - misuse or abuse;
 - vandalism;
 - settlement;
 - structural shrinkage or distortion of the property structure;
 - lightning, hurricane, tornado, windstorm, earthquake, hail or other acts of God;
 - fire;
 - corrosive or abrasive products or harmful chemicals (including harmful cleaning compounds and pesticides);
 - fumes or vapors;
 - mold and mildew accumulation;
 - deterioration due to air pollution;
 - seacoast environment;
 - airborne stains;
 - failure to provide reasonable and necessary maintenance of the Products (see "Care and Maintenance Instructions")
- warping or distortion due to exposure to excessive heat sources or exposure to unusual or excessive reflective heat sources;
- products that have been altered, modified or subjected to unauthorized repair;
- Products painted or coated with unapproved paints, films or coatings
- Products whose surface has been altered in any way without written authorization from Ply Gem;
- paints, stains and/or coatings applied to the Products;
- any other cause not involving manufacturing defects;
- any other causes beyond our control; or
- corrosion caused by contact with dissimilar materials.

OTHER LIMITATIONS

1. This Limited Lifetime Warranty covers only genuine Ply Gem Steel Siding, Coil and Accessories. 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 for 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 sold or 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 for any difference.
4. There are no warranties on these Products other than as set forth in this Limited Lifetime Warranty and no dealer, contractor, applicator, distributor or other party is authorized to change or add to this Limited Lifetime 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. No action or inaction of Ply Gem shall constitute a waiver of any limitation in this Limited Lifetime Warranty.

- THIS LIMITED LIFETIME WARRANTY PROVIDES THE SOLE AND EXCLUSIVE WARRANTY FOR PLY GEM STEEL SIDING, COIL AND ACCESSORY PRODUCTS, IN LIEU OF ALL OTHER WARRANTIES OR CLAIMS IRRESPECTIVE OF SOURCE AND THE NEGLIGENCE OF PLY GEM. PLY GEM DISCLAIMS AND EXCLUDES ALL OTHER WARRANTIES, ORAL, WRITTEN, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR OF FITNESS FOR A PARTICULAR PURPOSE. PLY GEM EXCLUDES AND IN NO EVENT SHALL PLY GEM BE RESPONSIBLE OR LIABLE FOR ANY LOSS OF USE, LOST PROFIT, DIMINUTION IN VALUE, INCIDENTAL, CONSEQUENTIAL, SPECIAL, INDIRECT, EXEMPLARY, OR PUNITIVE DAMAGES OR LOSSES OF ANY KIND. UNDER NO CIRCUMSTANCE SHALL PLY GEM BE LIABLE FOR AN AMOUNT EXCEEDING THE ORIGINAL PURCHASE PRICE OF THE PRODUCT FOUND TO BE DEFECTIVE. NO OTHER STATEMENTS, ADVERTISING OR PRODUCT REPRESENTATIONS OF ANY KIND OR FROM ANY SOURCE SHALL EXPAND THE SCOPE OF THIS WARRANTY.
- If any limitations in this Limited Lifetime Warranty are unenforceable under any applicable law, all other provisions and limitations shall remain effective to the full extent of the law. This Limited Lifetime 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.
- Ply Gem 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). These measure performance of sample products in a laboratory-type setting. To pursue consistency, Ply Gem 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. Ply Gem makes no warranty that the Product will continue to perform under conditions beyond the Product's design limitations. If Product testing is performed by you or others, Ply Gem shall not be responsible for any damage to the Product caused by any testing that is not performed under the appropriate test protocols and standards for the Product.

HOW DO YOU REGISTER YOUR WARRANTY?

Register your warranty at plygem.com/warrantyregistration within 30 days after original installation has been completed.

HOW DO YOU TRANSFER YOUR WARRANTY?

You and subsequent Property owners may transfer this Limited Lifetime Warranty by providing written notice to us within 30 days after the date of transfer of ownership. Submit a written notice at plygem.com/warrantytransfer or by mail. If providing a written notice by mail, please include: the warranty registration number, the address of the Property, the name and mailing address of the new owners and the date of transfer. The notice should be sent to Ply Gem, Warranty Registration Data Center, P.O. Box 110100, Pittsburgh, PA 15232. Warranty coverage upon transfer is as described in detail herein. Upon any transfer of the property, your obligations become the obligations of the new Property owners.

HOW DO YOU SUBMIT A WARRANTY CLAIM?

Claims must be initiated during the applicable Limited Lifetime Warranty period. To initiate a claim, you should contact Ply Gem Warranty Services at 1-800-962-3563 to receive a warranty claims packet. Within thirty (30) days of discovering any suspected defect in the Product, you must individually provide Ply Gem with written notice sent to Ply Gem, Warranty Claims Department, 2600 Grand Blvd., Ste. 900, Kansas City, MO 64108 or via fax to 1-816-426-8210. Such written notice should include the following information: a description of the claimed Product failure and the date the failure was discovered; the warranty registration number; the date of original installation; date and place of purchase; proof of status as Property owner; and your name, address and phone number. Ply Gem will provide notification of any additional information and physical evidence that may be required to process your claim. Pictures must be furnished if requested by Ply Gem. 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.

CARE & MAINTENANCE

Dependent upon the finish coating used, in most cases normal rainfall is sufficient to keep Ply Gem Steel Siding, Coil and Accessories clean. But if your Ply Gem Steel Siding, Coil and Accessories should need cleaning, we recommend the following procedures (particular attention should be given to areas that have limited exposure to the natural washing effect of rainfall):

- Moderate Atmospheric Dirt** - We recommend an occasional washing with clear water using a garden hose and soft-bristled brush (a long-handled, car-washing brush is ideal for this purpose).
- Heavy Industrial Atmospheric Dirt** - Wash in the manner indicated above, but use the following solution:
 - 1/3 cup detergent (e.g., Tide®)
 - 2/3 cup trisodium phosphate (e.g., Soilax®)
 - 1 gallon water
- 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 is easy to remove by using the following solution:
 - 1/3 cup detergent (e.g., Tide®)
 - 2/3 cup trisodium phosphate (e.g., Soilax®)
 - 1 quart sodium hypochlorite 5% solution (e.g., Clorox®)
 - 3 quarts water
- Caulking Compounds, Tar and Similar Substances** - Consult the manufacturer of the paint and/or other coating used to determine the best cleaning solution.

CAUTION: Do not exceed the recommended concentrations of cleaners; to do so can cause damage to the product. Avoid skin and eye contact with the solution, and in all cases follow the 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.

CAUTION: Use care not to saturate window and door openings when cleaning your Ply Gem Steel Siding, Coil and Accessories.

TIP: Where the house is extremely dirty, it is recommended you start washing from the bottom and go to the top, rinsing frequently. Cleaning solutions should be permitted to stand on the surface of the siding for several minutes before rinsing.

TIP: Pay particular attention to areas under eaves, porches, awnings, and other overhangs that have limited exposure to the natural washing effect of rainfall.

FACTS ABOUT THE INSTALLATION OF PLY GEM STEEL SIDING, COIL AND ACCESSORIES

We designed and manufactured Ply Gem Steel Siding, Coil and Accessories to perform best when installed by qualified applicators. While Ply Gem does not assume responsibility for installation of its products, it does keep installers informed on new techniques and provides detailed installation instructions on all of its products. We frequently update our installation manuals with new and improved methods of application. You should discuss any product adjustments with the dealer or applicator that did the work. These adjustments can best be made by the original dealer or applicator, since he or she is most familiar with your particular purchase.

NOTE: Direct contact of steel products with certain dissimilar materials, or contact with water run-off from dissimilar materials, is likely to result in corrosion, and Ply Gem hereby excludes and shall not be responsible for any damages or impacts from dissimilar materials. Accordingly, care should be taken during installation to avoid contact with dissimilar materials including dissimilar metals (e.g. copper, zinc, aluminum, etc.), concrete, stucco, asbestos siding, pressure treated/pretreated lumber, roofing materials or roofing systems containing metallic granules or strips, or corrosive non-metallic materials.

WARRANTY COVERAGE SCHEDULE

NUMBER OF YEARS FROM DATE OF ORIGINAL INSTALLATION TO DATE OF CLAIM	PERCENTAGE OF PURCHASE PRICE OF ORIGINALLY INSTALLED PRODUCTS FOUND TO BE DEFECTIVE FOR WHICH PLY GEM WILL BE RESPONSIBLE
0-5 YEARS	100%
MORE THAN 5 BUT LESS THAN 7 YEARS	90%
MORE THAN 7 BUT LESS THAN 8 YEARS	80%
MORE THAN 8 BUT LESS THAN 9 YEARS	70%
MORE THAN 9 BUT LESS THAN 10 YEARS	60%
MORE THAN 10 BUT LESS THAN 11 YEARS	50%
MORE THAN 11 BUT LESS THAN 12 YEARS	40%
MORE THAN 12 BUT LESS THAN 13 YEARS	30%
MORE THAN 13 BUT LESS THAN 14 YEARS	20%
MORE THAN 14 BUT LESS THAN 50 YEARS	10%

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