



True to you. True to your craft.
by PLY GEM

VINYL SIDING PRODUCTS

HOMEOWNER'S LIMITED LIFETIME TRANSFERABLE WARRANTY

Congratulations on your purchase of Ply Gem Vinyl Siding and Soffit!

We believe you will be pleased with this excellent product. However, if you should have any problems, we will try to resolve them in accordance with this warranty. We want you to remain a satisfied **Ply Gem** customer! Please read this document carefully so that you will know the extent of the coverage.

Definitions of terms that are printed in an italic type face appear on Page 3 of this document.

This warranty is effective January 1, 2009

An Assurance of Quality

Premium vinyl siding from **Ply Gem** is confidently backed by our Limited Lifetime Transferable Warranty. As one of the industry's leading manufacturers of vinyl siding since 1964, Ply Gem continues to exceed standards for quality, durability and the beauty of our exterior products. Premium vinyl siding manufactured by Ply Gem incorporates technical advances in material formulations and the highest standards of quality control.

We are confident of our products and we are sure that you will be too, for many years to come.

A Limited Lifetime Transferable Warranty

To enjoy the benefits of this protection please make sure you:

Register Your Warranty. Your prompt product registration ensures your right to the protection under this warranty. We will keep this information on file so that it will be available if necessary.

Protect Your Product. Caring for your *siding* will help preserve its beauty. See page 3 for instructions.

How long does the warranty last?

Individuals. The *coverage* continues until the earlier of (a) the death of the last to survive of the original individual owners of the *residence* on which the *siding* is installed or (b) a transfer of the *residence*. Ply Gem vinyl siding products are non-prorated to the original purchaser.

What is covered by this warranty?

Technical Support. We will provide technical support to you and your installer on installation, maintenance and repair problems. However, our warranty only covers technical advice by us that is issued in writing. Our current toll free service number is **877-574-2939**.

Manufacturing Defects. We will repair, replace or refund the *purchase and installation price* of the defective portion of our *siding* that blisters, checks, crazes, flakes, peels or *weathers unevenly* due to a defect in our manufacturing process.

Excessive Color Fade. We will repair, replace or refund the *initial purchase and installation price* of any portion of our *siding* that experiences *excessive color fade* after the installation of the *siding*, subject to our examination of a *siding* sample and your performing, at least annually, the preventative maintenance cleaning described on page 3.

Limited Hail Damage Warranty. It is your responsibility to pursue the cost of repair or replacement of damaged material through your homeowner's insurance or all other applicable insurance coverage. After you exhaust such coverage, if you have any Product cost that you have incurred in the purchase of the Product that is necessary to replace the Product on your Property which was damaged by hail, and these costs are in excess of your total insurance coverage (excluding your insurance deductible), we will reimburse you for that difference, up to the cost of replacement Product for the damaged Product. Any additional costs and expense beyond these amounts are your responsibility. We will have no responsibility for any costs associated with the labor required to remove, replace or install any Product. In the event of repair, replacement or refinishing under this Warranty, the Warranty applicable to the replacement material or to the repaired or refinished Products will extend only for the time remaining under the original Warranty.

If we elect to repair or replace damaged or defective product, we will only cover reasonable labor costs for the applicable area, as determined by us.

Years From Date of Original Installation	Percent of total claim cost to be covered (including material and labor, if repair is elected by Ply Gem).*
0-5	100%
6	90%
7	80%
8	70%
9	60%
10	50%
11	40%
12	30%
13	20%
14-50	10%

* Total claim cost of refund not to exceed original purchase and installation price

How to care for your siding

Your selection of Ply Gem *siding* to cover your most valuable investment should provide a beautiful appearance and long lasting protection for your home. To keep your investment beautiful over the years, you should implement the following procedure for the major care of your *siding*.

1. General Cleaning. Use an ordinary garden hose to give your siding 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' surface. 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.

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

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 and/or soffit 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.



2600 Grand Blvd, Suite 900
Kansas City, MO 64108

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Warranty & Claims Department

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Suite 900
Kansas City, MO 64108

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Corporations or Other Entities. In the case of *siding* purchased by, or installed on property owned by corporations, governmental agencies, partnerships, trusts, religious organizations, schools, condominiums or cooperative housing arrangements, or installed on apartment buildings, other rental property, or other types of buildings or premises not used by individual homeowners as their residences, the warranty period will be 50 years following the installation of the *siding*, prorated as shown on the proration schedule on the previous page.

First-Time Transferees. The *coverage* continues on a prorated basis for the *first-time transferees* of the *siding* from the original purchasers until the earlier of (a) the fiftieth anniversary of the initial installation or (b) a further transfer of the residence or building. When we choose to repair or refund to a *first-time transferee*, we will pay only a prorated portion of the initial *purchase and installation price* of the defective portion of our *siding*, according to the schedule on the previous page.

What must you do to be covered?

Because of the length and scope of coverage, you must do the following to be entitled to coverage:

1. For this warranty to cover you, you must accept this warranty within one year after installation. You may do this by completing and returning the attached Warranty Registration Card. We suggest that you keep a copy for your records. You may also accept the warranty by following the Warranty Registration procedures shown on our Internet Web site at www.truewallvinylsiding.com.

2. Notify us in writing of any defects or other conditions that may be covered by this warranty within a reasonable time after you discover the condition. The written notice should describe the defect in detail. For claims of excessive color fade, in order to accurately evaluate, we will require the submission by homeowner to **Ply Gem** (a) a sample piece of the affected area on any and all even color loss claims and (b) a copy of an annual preventative cleaning schedule. You should also provide any additional information that our Warranty Department may request. Our notification address is:

Warranty & Claims Department, 2600 Grand Blvd, Suite 900, Kansas City Missouri 64108.

3. Follow the maintenance procedures listed on page 4 of this document under *Caring for Vinyl Siding from Ply Gem*.

4. If you are a *First-Time Transferee*, your transferor must have complied with the above requirements; you must comply with Item 2; and you must also register your ownership of the *siding* within thirty days following the transfer. You may do this by fully completing and returning to us the Warranty Transfer Registration Card that is attached. We suggest that you keep a copy of this card for your records.

5. In the event we choose to repair or replace *siding*, you may need to identify a qualified installer or assist us in finding one.

6. Do not begin repair before you receive written notice from us. All warranty work must first be approved by us. If we elect to repair or replace rather than make a refund, we will see that the repair and/or replacement work is performed at a mutually agreeable time.

Items we are not responsible for

Our responsibility under this warranty is limited. In particular, WE ARE NOT RESPONSIBLE FOR any defects or failures due to:

- Installation or handling of siding after it leaves our factory, including any lack of performance or improper performance in any way by the *siding* installer. (Please assure that the *siding* is installed by a qualified installer. Although we are not responsible for installation, we can provide detailed, current installation instructions and manuals as needed.)

- Warping or distortion due to exposure to excessive heat sources (eg, barbecue grills) or exposure to unusual or excessive reflective heat sources (eg., skylight or window reflections, roofing materials, pools, decks, blacktop, or concrete materials.)

- Abnormal use of the *siding*.

- The application of paint, varnish or other coating over the *siding's* original finish.

- Any lack of compatibility between our *siding* and any other product not manufactured by us that causes damage to or failure of the *siding*.

- Labor, transportation or installation costs, except when we choose to repair or replace the damaged or defective material and the damage does not result from hail.

- Color variance between any new replacement panel and other panels. (We reserve the right to discontinue or modify any *siding* product line or color without notifying the original purchaser. If the original *siding* product is not available, we retain the right to choose to use replacement material of equal value or quality.)

- Uneven fading, color change or “striping” of siding due to installation over dissimilar, inconsistent or inadequate sheathing or backerboard.

- Damage caused by, among other things, weathering, oxidation, mold, mildew, settling of the building, failure of the structure (including foundations and walls), use of incompatible accessories, fire, flood, lightning, ice, wind-borne objects, earthquake, hurricane, sun, cyclone, gale, tornado, weather of a catastrophic nature, acts of God, intentional acts, unreasonable use, misuse, physical abuse, vandalism, riot, insurrection or civil disorder, accidents or corrosive atmospheres (such as those contaminated by acid rain, harmful chemicals or vapors).

- Except for *excessive color fade* after installation and *uneven weathering*, color change of the *siding* due to *weathering*, because *weathering* will cause any colored surface to gradually lighten, darken, chalk or accumulate dirt or stains. (The severity of these conditions depends on air quality, the geographic location of the property, and other local conditions over which we have no control.)

- Fading or color change of brown soffit or accessories when used as vertical *siding* or in any application with direct exposure to sunlight.

- WE ARE ALSO NOT RESPONSIBLE FOR AND DISCLAIM ANY WARRANTY NOT MADE EXPRESSLY IN THIS DOCUMENT. ANY IMPLIED WARRANTY, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTY OF MERCHANTABILITY OR OF FITNESS FOR A PARTICULAR PURPOSE, IS LIMITED TO THE DURATION OF THE EXPRESS WARRANTY CONTAINED IN THIS WARRANTY DOCUMENT, UNLESS A SHORTER PERIOD IS PERMITTED BY LAW.

THE REMEDIES PROVIDED HEREIN ARE A WARRANTY CLAIMANT'S SOLE AND EXCLUSIVE REMEDIES, WHETHER FOR CLAIMS UNDER AN EXPRESS WARRANTY OR ANY IMPLIED WARRANTY, BREACH OF EITHER, IN TORT OR OTHERWISE.

IN NO EVENT ARE WE LIABLE FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE PURCHASE, INSTALLATION, OWNERSHIP OR USE OF OUR PRODUCTS, NOR SHALL WE BE RESPONSIBLE FOR REPRESENTATIONS, WARRANTIES OR AGREEMENTS MADE BY ANY EMPLOYEE, AGENT OR OTHER PERSON THAT PURPORT TO MODIFY OR ADD TO ANY OF OUR OBLIGATIONS UNDER THIS DOCUMENT. YOUR EXCLUSIVE REMEDY FOR ANY BREACH OF WARRANTY IS SET FORTH IN THIS DOCUMENT.

SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE LIMITATION OR EXCLUSION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC RIGHTS, AND YOU MAY HAVE OTHER LEGAL RIGHTS WHICH VARY FROM STATE TO STATE.

Definitions

Coverage means the extent of our commitment to respond to any claim relating to the *siding*.

Excessive Color Fade means a change in the color of any *siding* in excess of a Delta E of five Hunter units, as determined by us, following the initial installation of the *siding* provided that any uneven or abnormal fade distribution is not due to a build up or accumulation of stains, dirt, mold, mildew, or any other deficiency caused by the lack of annual preventative maintenance by the homeowner as such annual preventative maintenance is described in the Ply Gem Installation Manual. **NOTE:** Because there is not an objective industry standard for measuring even color change on variegated color panels, the excessive color fade warranty coverage does not apply to variegated *siding* and accessories. In addition, the *excessive color fade* warranty does not apply to custom colors of *siding* and accessories.

First-Time Transferee means the first individual, person or entity to which any interest of the initial purchaser in the building on which the *siding* is initially installed or in the *siding* itself is voluntarily or involuntarily conveyed, transferred or assigned, whether by gift, sale or operation of law, after the initial installation of the *siding*,

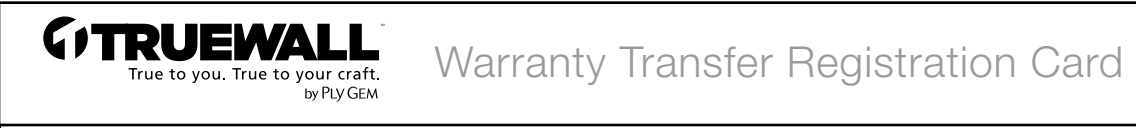
Purchase and Installation Price means the sum of (a) the total original cost of the *siding* that is defective or otherwise being replaced, plus (b) the total original cost of labor for the installation of *siding* that is defective or otherwise being replaced. If we cannot determine these amounts from original documents, we will compute the *purchase and installation price* using (i) our suggested retail price in effect at the time of installation for the cost of material, (ii) labor rates prevailing in the area where the building is located at the time of installation and (iii) an estimated installation time for the cost of labor.

Residence means regular or full-time permanent lodging by a single family.

Siding means vinyl siding, vinyl soffit, or related vinyl accessories (but not scallops, shakes, or trim coil) manufactured by Ply Gem.

Weathering means changes caused by exposure to sunlight, rain, air pollution, variations in temperature and other atmospheric conditions.

Weathers Unevenly or Uneven Weathering such as checkerboarding, means uneven or non-uniform change in the color of contiguous elements of *siding* under uniform, even and equal exposure to sunlight, natural radiation, rain, natural variations in temperature or other atmospheric conditions.



• Transfer your warranty by mail or online at www.truewallvinylsiding.com
This form is to be completed, signed by both the Original Purchaser of the Ply Gem Siding and the First-Time Transferee and mailed to Ply Gem within thirty (30) days after the transfer of the building on which the Ply Gem Siding or was installed.

Original purchaser (Name)		(Phone number)	
Address of Installation (Street)	(City)	(State)	(Zip)
Date of Installation		Color	
I hereby certify that I sold or transferred the building at the above address on _____			
		Date (day/month/year)	

To (please print name of First-Time transferee) _____ Signature of Original Purchaser _____
I acknowledge that I have read the Ply Gem Homeowner's Limited Lifetime Transferable Warranty and accept its terms and conditions.



• Register your warranty by mail or online at www.truewallvinylsiding.com
This form is to be completed, signed and mailed to Ply Gem within one year after installation of Ply Gem Siding. The undersigned has read and accepts the Ply Gem Homeowner's Limited Lifetime Transferable Warranty and certifies that:

(Name and address of Installer)		
has installed Ply Gem Siding on the home or other building of the undersigned at:		
(Street)	(City)	(State) (Zip)
Type of siding	Color of siding	Date installed
Name of building owner	Phone number (include area code)	E-mail address
Signature of Building Owner		