MASTIC®
by Ply Gem



USE AND CARE GUIDE & WARRANTIES

MAKE MORE POSSIBLE.

To register your warranty go to **mastlc.com/warranty**
or fill out the card found in the back and mail to the address provided.

MASTIC® by Ply Gem

USE AND CARE GUIDE & WARRANTIES

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MASTIC by Ply Gem

USE AND CARE GUIDE

HOW TO CARE FOR YOUR PRODUCTS.

Your selection of Mastic by Ply Gem Siding and/or Aluminum products to cover your most valuable investment should provide a beautiful appearance and long-lasting protection. To keep your home beautiful over the years, you should implement the following procedures at least annually for the major care of your Mastic Siding and Aluminum Products:

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
5. **Additionally for Aluminum Products.** For caulking compounds, tar and similar substances use mineral spirits in reasonable amounts and apply directly to the foreign substance. Immediately after cleaning, rinse the area thoroughly with water.

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 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 Mastic by Ply Gem siding and aluminum products.

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.

To register your warranty go to **mastic.com/warranty**
or fill out the card found in the back and mail to the address provided.

V.I.P. LIMITED LIFETIME WARRANTY
VINYL SIDING, VINYL SOFFIT + VINYL ACCESSORIES ("THE PRODUCTS")

MASTIC by Ply Gem

Ply Gem manufactures the Products in accordance with high standards and tight quality controls, and the Products will not rust or corrode, because they are made of vinyl, or flake or peel, because there is no paint to flake or peel. 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 any 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 originally installed, that, upon notice from you as required herein, Ply Gem will provide replacement product or refund (as provided below) to correct any of the following conditions if such condition 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 the specifications of Ply Gem.

Limited Lifetime Manufacturing Defects Warranty. Blistering, checking, crazing, flaking, peeling, rot or corrosion if it is directly caused by a manufacturing defect in the Product as determined by Ply Gem.

Limited Fade Warranty. Excessive fade, which is more than 'normal fading' (see below) and is in excess of a Delta E of 4 Hunter units, as determined by Ply Gem based on our examination of a siding sample. **Musket Brown and Black colored Products used on sidewalls are excluded from this warranty.**

Limited Hail Damage Warranty. Hail damage on the terms and conditions more fully outlined below.

These warranties are limited to the terms and conditions, exclusions and limitations, requirements and legal rights set forth in this Warranty.

HOW LONG DOES THE WARRANTY LAST AND CAN IT BE TRANSFERRED?

If you are an individual, the Limited Lifetime Manufacturing Defects Warranty, Limited Fade Warranty and Limited Hail Damage Warranty will last for as long as you own and reside in the property on which the Products were originally installed ("Property"). If you are not an individual (e.g., a corporation, condominium, cooperative housing arrangement, unincorporated association, school, church, government or public entity, etc.) or the Products are installed in a multi-family, non-owner occupied or commercial application (such as condominiums, rental properties, apartments, office buildings, schools, churches, government buildings, etc.), the warranty period will be 50 years from the date of the original installation of the Products on the Property, prorated as outlined in the Warranty Coverage Schedule below.

The Limited Lifetime Manufacturing Defects Warranty, Limited Fade Warranty and Limited Hail Damage 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 the original installation of the Products on the Property, prorated in accordance with the Warranty Coverage Schedule below.

WHAT WILL WE DO?

You must notify us in accordance with the notice requirements outlined below, and we must validate the complaint. Upon validation, we will, at our sole discretion, repair, replace or refund the original purchase and installation price (as prorated in accordance with the Warranty Coverage Schedule below, if applicable) of any of the Products we determine to be defective under the terms of this Warranty. We will have no responsibility for any costs associated with the labor required to remove, replace or install any Product.

Our obligations under this Warranty will in no event exceed the original purchase price of the Products found to be defective and the cost of the labor involved in the original installation of such defective Products. Any additional costs and expenses beyond these amounts are your responsibility.

For the Limited Hail Damage Warranty, it is your responsibility to pursue the cost of repair or replacement of damaged material through all applicable insurance coverage, including homeowner's insurance. 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 original purchase price for the damaged Product. Any additional costs and expense beyond these amounts are your responsibility.

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.

WHAT DOESN'T THIS WARRANTY COVER?

Any obligation of Ply Gem hereunder is contingent upon proper installation per manufacturer's instructions and good building practices, normal product use, maintenance and proper care, including annual cleaning. This Warranty does not cover:

- any condition not directly caused by a defect in a Product as manufactured.
- any installation or defects or damage of any kind attributable to or resulting from installation, including faulty or improper installation.
- weathering or changes in surface color resulting from chalking, fading, discoloring, soiling or staining. Exposure to sunlight, the elements, weather and atmospheric conditions may cause these changes over time, and 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 or conditions caused by:
  - accidental damage;
  - settlement;
  - structural shrinkage or distortion of the property structure;
  - fire;
  - lightning, hurricane, tornado, windstorm, earthquake, or other acts of God;
  - corrosive or abrasive products or harmful chemicals (including harmful cleaning compounds and pesticides);
  - fumes or vapors;
  - air pollution;
  - neglect;
  - mishandling;
  - improper care;
  - improper or harmful cleaning;
  - misuse or abuse;
  - vandalism;
  - airborne stains, mold and mildew accumulation;
  - your failure (or the failure of subsequent property owners) to provide reasonable and necessary maintenance of the Products (see "Care and Maintenance Instructions");
  - impact of foreign objects; and
  - 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.
- warping or distortion due to exposure to heat sources (e.g., fire, barbecue grills, etc.) or exposure to unusual or reflective heat sources (e.g., glass reflection, roofing materials, pools, decks, blacktop, or concrete materials).
- Products that have been altered, modified or subjected to unauthorized repair.
- Products that have been painted or whose surface has been altered in any way without written authorization from Ply Gem.
- uneven fading, color change or "striping" due to installation over dissimilar, inconsistent or inadequate sheathing or backer board.
- any other causes beyond our reasonable control.

OTHER LIMITATIONS

1. This Warranty covers only genuine Mastic Vinyl Siding (other than SolarDefense Reflective Technology™), Vinyl Soffit and Vinyl 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 as a result of 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 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 as a result of any difference.
4. There are no warranties on these Products other than as set forth in this Warranty, and no dealer, contractor, applicator, distributor or other is authorized to change or add to this 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. You agree that no action or inaction of Ply Gem shall constitute a waiver.
5. THIS IS THE SOLE WARRANTY FOR THE PRODUCTS, AND ALL OTHER WARRANTIES, INCLUDING OF MERCHANTABILITY AND FITNESS FOR PURPOSE, ARE DISCLAIMED AND EXCLUDED. THIS IS YOUR EXCLUSIVE WARRANTY AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, REMEDIES OR CLAIMS, IRRESPECTIVE OF SOURCE AND PLY GEM'S NEGLIGENCE. WE EXCLUDE AND ARE NO EVENT SHALL WE BE RESPONSIBLE FOR ANY LOSS OF USE, LOST PROFIT, DIMINUTION IN VALUE, CONSEQUENTIAL, SPECIAL, INDIRECT, EXEMPLARY, PUNITIVE OR INCIDENTAL DAMAGES OF ANY KIND. UNDER NO CIRCUMSTANCE SHALL WE BE LIABLE FOR AN AMOUNT EXCEEDING THE PURCHASE PRICE OF THE AFFECTED PRODUCT. COURSE OF DEALINGS, CUSTOM AND USAGE, STATEMENTS, LABELS, ADVERTISING AND PRODUCT REPRESENTATIONS OF ANY KIND SHALL NOT EXPAND THE SCOPE OF THIS WARRANTY.
6. 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. 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, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.
7. Ply Gem Products are often designed and tested in accordance with required standard procedures established by industry associations. These measure performance of sample products in a laboratory-type setting. For consistency, Ply Gem manufactures its products utilizing the same methods and materials as in fabrication of a product for testing. Small tolerances among product components, manufacturing processes and other factors may result in some variance with individual product and performance.

THESE DEFINITIONS APPLY TO THE TERMS USED:

Excessive Color Fade means a change in the color of any siding in excess of a Delta E of four (4) 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 buildup or accumulation of stains, dirt, mold, mildew, or any other deficiency caused by the lack of at least annual preventative maintenance by the homeowner as such annual preventative maintenance is described in the Ply Gem Installation Manual.

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 the 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.

Products means vinyl siding (other than SolarDefense Reflective Technology™), 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.

V.I.P. LIMITED LIFETIME WARRANTY
VINYL SIDING, VINYL SOFFIT + VINYL ACCESSORIES ("THE PRODUCTS")

HOW DO YOU REGISTER YOUR WARRANTY?

For all Ply Gem materials used on this installation project, one Application for Warranty Registration must be completed at mastic.com or mailed within 30 days after original installation has been completed. Please mail it to Ply Gem, Warranty Registration Department, P.O. Box 110100, Pittsburgh, PA 15232. Failure to register the Warranty will not void the Warranty, but registration of this Warranty confirms the date of purchase of our Products and assists Ply Gem in processing any Warranty claim you might have. This confirmation is of benefit to you, especially if your original proof of purchase is lost. It is a good idea to retain your proof of purchase incase it is needed if you submit a warranty claim.

HOW DO YOU TRANSFER YOUR WARRANTY?

You and subsequent Property owners may transfer this Warranty by providing written notice to us within 30 days after the date of transfer of ownership. The notice should include the warranty registration number (if available), 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 Transfer Department, P.O. Box 110100, Pittsburgh, PA 15232 . Failure to notify Ply Gem will not void the Warranty, but the notice will assist Ply Gem in processing any warranty claim.

Warranty coverage upon transfer is as described in detail above. Upon any transfer of the property, your obligations become the obligations of the new Property owners.

HOW DO YOU SUBMIT A WARRANTY CLAIM?

You must submit your claim in writing to us within the warranty period and within thirty (30) days of product failure.

To initiate a claim, you should contact our warranty services number at 1-800-962-3563 to receive a warranty claims packet.

If you would like to submit a claim request in writing, please provide the following information: a description of the claimed Product failure and the date the failure was discovered; the warranty registration number (if available); the date of original installation; proof of status as property owner; proof of purchase; date and place of purchase; and your name, address and phone number. Written claims should be sent to Ply Gem, Warranty Claims Department, 303 W. Major Street, Kearney, MO 64060 or fax your information to 816-426-8210.

Ply Gem will provide notification of any additional information and physical evidence that may be required to process your claim. When a sample is required, it must be sent at the homeowner's expense. In the event 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.

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 UNDER THE TERMS OF THIS WARRANTY FOR WHICH PLY GEM WILL BE RESPONSIBLE FOR
DURING THE ORIGINAL INDIVIDUAL PURCHASER'S OWNERSHIP OF THE PROPERTY:	100%
SUBSEQUENT OWNERS AND OTHERS COVERED BY A 50-YEAR PRORATED WARRANTY:	
0-5	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 50	10%

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

IMPORTANT: FIRE SAFETY INFORMATION

Exterior vinyl building materials require little maintenance for many years. Nevertheless, common sense dictates that builders and suppliers of vinyl products store, handle and install vinyl materials in a manner that avoids damage to the product and/or structure. Owners and Installers should take a few simple steps to protect vinyl building materials from fire.

TO THE HOME AND BUILDING OWNER

Rigid vinyl siding is made from organic material and will melt or burn when exposed to a significant source of flame or heat. Building owners, occupants and outside maintenance personnel should always take normal precautions to keep sources of fire, such as barbecues, and combustible materials, such as dry leaves, mulch and trash away from vinyl siding.

TO THE BUILDING TRADES, SPECIFIERS, PROFESSIONAL AND DO-IT-YOURSELF INSTALLERS

When rigid vinyl siding is exposed to significant heat or flame, the vinyl will soften, sag, melt or burn, and may thereby expose material underneath. Care must be exercised when selecting underlayment materials because many underlayment materials are made from organic materials that are combustible. You should consider the fire properties of underlayment materials prior to installation. All building materials should be installed according to local, state and federal building code and fire regulations.

For more information about vinyl siding products, visit the Polymeric Exterior Products Association at vinylsiding.org.

FACTS ABOUT THE INSTALLATION OF MASTIC VINYL SIDING

We designed and manufactured Mastic Vinyl Siding 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 installation.

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or fill out the card found in the back and mail to the address provided.

SolarDefense REFLECTIVE TECHNOLOGY™

MASTIC by Ply Gem

V.I.P. LIMITED LIFETIME WARRANTY
SOLARDEFENSE VINYL SIDING + VINYL ACCESSORIES

Ply Gem manufactures SolarDefense Reflective Technology™ Vinyl Siding and Vinyl Accessories (the "Products") in accordance with high standards and tight quality controls, and the Products will not rust or corrode, because they are made of polymer, or flake or peel, because there is no paint to flake or peel. 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 any 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 originally installed, that, upon notice from you as required herein, Ply Gem will provide replacement product or refund (as provided below) to correct any of the following conditions if such condition 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 the specifications of Ply Gem.

Limited Lifetime Manufacturing Defects Warranty. Blistering, checking, crazing, flaking, peeling, rot or corrosion if it is directly caused by a manufacturing defect in the Product as determined by Ply Gem.

Limited Fade Warranty. Excessive fade, which is more than 'normal fading' (see below) and is in excess of (i) a Delta E of 1 Hunter unit outside the manufacturing tolerances in the first 5 years from the date of the original installation of the Products on the Property or (ii) a Delta E of 2 Hunter units outside the manufacturing tolerances after the first 5 years from the date of the original installation of the Products on the Property. Excessive fade shall be determined by Ply Gem based on our examination of a siding sample.

Limited Heat Distortion Warranty. Heat distortion from normal conditions or normal reflective light sources (see exclusions below).

Limited Hail Damage Warranty. Hail damage on the terms and conditions more fully outlined below.

These warranties are limited to the terms and conditions, exclusions and limitations, requirements and legal rights set forth in this Warranty.

HOW LONG DOES THE WARRANTY LAST AND CAN IT BE TRANSFERRED?

If you are an individual, the Limited Lifetime Manufacturing Defects Warranty, Limited Fade Warranty, Limited Heat Distortion Warranty and Limited Hail Damage Warranty will last for as long as you own and reside in the property on which the Products were originally installed ("Property"). If you are not an individual (e.g., a corporation, condominium, cooperative housing arrangement, unincorporated association, school, church, government or public entity, etc.) or the Products are installed in a multi-family, non-owner occupied or commercial application (such as condominiums, rental properties, apartments, office buildings, schools, churches, government buildings, etc.), the warranty period will be 50 years from the date of the original installation of the Products on the Property, prorated as outlined in the Warranty Coverage Schedule below.

The Limited Lifetime Manufacturing Defects Warranty, Limited Fade Warranty, Limited Heat Distortion Warranty and Limited Hail Damage 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 the original installation of the Products on the Property, prorated in accordance with the Warranty Coverage Schedule below.

WHAT WILL WE DO?

You must notify us in accordance with the notice requirements outlined below, and we must validate the complaint. Upon the notification and validation, we will undertake the following:

At our sole option, we will repair, replace or refund the original purchase and installation price (as prorated in accordance with the Warranty Coverage Schedule below, if applicable) of any of the Products we determine to be defective under the terms of this Warranty. Our obligations under this Warranty will in no event exceed the original purchase price of the Products found to be defective and the cost of the labor involved in the original installation of such defective Products. Any additional costs and expenses beyond these amounts are your responsibility. If we elect to repair or replace Product under this warranty, we will also cover the reasonable labor costs for the applicable area, as determined solely by us.

For the Limited Hail Damage Warranty, it is your responsibility to pursue the cost of repair or replacement of damaged material through all applicable insurance coverage, including homeowner's insurance. 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 original purchase price 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 damaged by hail.

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.

WHAT DOESN'T THIS WARRANTY COVER?

Any obligation of Ply Gem hereunder is contingent upon proper installation per manufacturer's instructions and good building practices, normal product use, maintenance and proper care, including annual cleaning. This Warranty does not cover:

- any condition not directly caused by a defect in a Product as manufactured.
- any installation or defects or damage of any kind attributable to or resulting from installation, including faulty or improper installation.
- **normal weathering or changes in surface color resulting from chalking, fading, discoloring, soiling or staining. Exposure to sunlight, the elements, weather and atmospheric conditions may cause these changes over time, and 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 or conditions caused by:
  - accidental damage;
  - settlement;
  - structural shrinkage or distortion of the property structure;
  - fire;
  - lightning, hurricane, tornado, windstorm, earthquake, or other acts of God;
  - corrosive or abrasive products or harmful chemicals (including harmful cleaning compounds and pesticides);
  - fumes or vapors;
  - air pollution;
  - neglect;
  - mishandling;
  - improper care;
  - improper or harmful cleaning;
  - misuse or abuse;
  - vandalism;
  - airborne stains, mold and mildew accumulation;
  - your failure (or the failure of subsequent property owners) to provide reasonable and necessary maintenance of the Products (see "Care and Maintenance Instructions"); and
  - impact of foreign objects.
- warping or distortion due to exposure to unusual or excessive heat sources (e.g., fire, barbecue grills, etc.).
- Products that have been altered, modified or subjected to unauthorized repair.
- Products that have been painted or whose surface has been altered in any way without written authorization from Ply Gem.
- uneven fading, color change or "striping" due to installation over dissimilar, inconsistent or inadequate sheathing or backer board.
- any other causes beyond our reasonable control.

OTHER LIMITATIONS

1. This Warranty covers only genuine Ply Gem SolarDefense Reflective Technology Vinyl Siding and Vinyl 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 as a result of 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 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 as a result of any difference.
4. There are no warranties on these Products other than as set forth in this Warranty, and no dealer, contractor, applicator, distributor or other is authorized to change or add to this 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. You agree that no action or inaction of Ply Gem shall constitute a waiver.
5. THIS IS THE SOLE WARRANTY FOR THE PRODUCTS, AND ALL OTHER WARRANTIES, INCLUDING OF MERCHANTABILITY AND FITNESS FOR PURPOSE, ARE DISCLAIMED AND EXCLUDED. THIS IS YOUR EXCLUSIVE WARRANTY AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, REMEDIES OR CLAIMS, IRRESPECTIVE OF SOURCE AND PLY GEM'S NEGLIGENCE. WE EXCLUDE AND IN NO EVENT SHALL WE BE RESPONSIBLE FOR ANY LOSS OF USE, LOST PROFIT, DIMINUTION IN VALUE, CONSEQUENTIAL, SPECIAL, INDIRECT, EXEMPLARY, PUNITIVE OR INCIDENTAL DAMAGES OF ANY KIND. UNDER NO CIRCUMSTANCE SHALL WE BE LIABLE FOR AN AMOUNT EXCEEDING THE PURCHASE PRICE OF THE AFFECTED PRODUCT. COURSE OF DEALINGS, CUSTOM AND USAGE, STATEMENTS, LABELS, ADVERTISING AND PRODUCT REPRESENTATIONS OF ANY KIND SHALL NOT EXPAND THE SCOPE OF THIS WARRANTY.
6. 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. 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, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.
7. Ply Gem Products are often designed and tested in accordance with required standard procedures established by industry associations. 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.

V.I.P. LIMITED LIFETIME WARRANTY
SOLARDEFENSE VINYL SIDING + VINYL ACCESSORIES

THESE DEFINITIONS APPLY TO THE TERMS USED:

Excessive Fade means a change in the color of any siding in excess of (i) a Delta E of 1 Hunter unit outside the manufacturing tolerances within 5 years from the date of the original installation of the Products on the Property or (ii) a Delta E of 2 Hunter units outside the manufacturing tolerances after 5 years from the date of the original installation of the Products on the Property, provided that any uneven or abnormal fade distribution is not due to a buildup or accumulation of stains, dirt, mold, mildew, or any other deficiency caused by the lack of at least annual preventative maintenance by the homeowner as such annual preventative maintenance is described in the Ply Gem Installation Manual. Excessive fade shall be determined by Ply Gem based on our examination of a siding sample.

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 the 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.

Products means SolarDefense Reflective Technology™ Vinyl Siding and Vinyl Accessories 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 checker boarding, means uneven or non-uniform change in 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.

HOW DO YOU REGISTER YOUR WARRANTY?

For all Ply Gem materials used on this installation project, one Application for Warranty Registration must be completed at mastic.com or mailed within 30 days after original installation has been completed. Please mail it to Ply Gem, Warranty Registration Department, P.O. Box 110100, Pittsburgh, PA 15232. Failure to register the Warranty will not void the Warranty, but registration of this Warranty confirms the date of purchase of our Products and assists Ply Gem in processing any Warranty claim you might have. This confirmation is of benefit to you, especially if your original proof of purchase is lost. It is a good idea to retain your proof of purchase in case it is needed if you submit a warranty claim.

HOW DO YOU TRANSFER YOUR WARRANTY?

You and subsequent Property owners may transfer this Warranty by providing written notice to us within 30 days after the date of transfer of ownership. The notice should include the warranty registration number (if available), 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 Transfer Department, P.O. Box 110100, Pittsburgh, PA 15232. Failure to notify Ply Gem will not void the Warranty, but the notice will assist Ply Gem in processing any warranty claim.

Warranty coverage upon transfer is as described in detail above. Upon any transfer of the property, your obligations become the obligations of the new Property owners.

HOW DO YOU SUBMIT A WARRANTY CLAIM?

You must submit your claim in writing to us within the warranty period and within thirty (30) days of product failure.

To initiate a claim, you should contact our warranty services number at 1-800-962- 3563 to receive a warranty claims packet.

If you would like to submit a claim request in writing, please provide the following information: a description of the claimed Product failure and the date the failure was discovered; the warranty registration number (if available); the date of original installation; proof of status as property owner; proof of purchase; date and place of purchase; and your name, address and phone number. Written claims should be sent to Ply Gem, Warranty Claims Department, 303 West Major, Kearney, MO 64060 or fax your information to 816-426-8210.

Ply Gem will provide notification of any additional information and physical evidence that may be required to process your claim. When a sample is required, it must be sent at the homeowner's expense. In the event 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.

To register your warranty
go to **mastic.com/warranty**
or fill out the card found in the back and
mail to the address provided.

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 UNDER THE TERMS OF THIS WARRANTY FOR WHICH PLY GEM WILL BE RESPONSIBLE
DURING THE ORIGINAL PURCHASER'S OWNERSHIP OF THE PROPERTY:	100%
SUBSEQUENT OWNERS AND OTHERS COVERED BY A 50-YEAR PRORATED WARRANTY:	
0-5	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 50	10%

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

CARE AND MAINTENANCE

Ply Gem Vinyl Siding, Soffit and Accessories are some of the most durable building products materials available today for residential applications. In most cases, normal rainfall is sufficient to keep it clean. But if your Ply Gem Vinyl Siding should need cleaning, we recommend the following procedures. Particular attention should be given to areas under eaves, porches, awnings and other overhangs that have limited exposure to the natural washing effect of rainfall.

1. **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).
2. **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 (Soilax®, for example)
   1 gallon water
3. **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 basic cleaning solution above with the addition of sodium hypochlorite as follows:
   a. 1/3 cup detergent (Tide®, for example)
   b. 2/3 cup trisodium phosphate (Soilax®, for example)
   c. 1 quart sodium hypochlorite 5% solution (Clorox®, for example)
   d. 3 quarts water
4. **Caulking Compounds, Tar and Similar Substances** — Use mineral spirits in reasonable amounts and apply directly to the foreign substance. Immediately after cleaning, rinse the area thoroughly with 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 and can be harmful to the Products, and may cause undesirable glossy areas over the finish.

IMPORTANT: FIRE SAFETY INFORMATION

Exterior vinyl building materials require little maintenance for many years. Nevertheless, common sense dictates that builders and suppliers of vinyl products store, handle and install vinyl materials in a manner that avoids damage to the product and/or structure. Owners and Installers should take a few simple steps to protect vinyl building materials from fire.

TO THE HOME AND BUILDING OWNER

Rigid vinyl siding is made from organic material and will melt or burn when exposed to a significant source of flame or heat. Building owners, occupants and outside maintenance personnel should always take normal precautions to keep sources of fire, such as barbecues, and combustible materials, such as dry leaves, mulch and trash away from vinyl siding.

TO THE BUILDING TRADES, SPECIFIERS, PROFESSIONAL AND DO-IT-YOURSELF INSTALLERS

When rigid vinyl siding is exposed to significant heat or flame, the vinyl will soften, sag, melt or burn, and may thereby expose material underneath. Care must be exercised when selecting underlayment materials because many underlayment materials are made from organic materials that are combustible. You should ascertain the fire properties of underlayment materials prior to installation. All building materials should be installed in accordance with local, state and federal building code and fire regulations.

For more information about vinyl siding products, contact Ply Gem or visit the Polymeric Exterior Products Association at vinylsiding.org.

FACTS ABOUT THE INSTALLATION OF PLY GEM VINYL SIDING

We designed and manufactured Ply Gem Vinyl Siding 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 installation.

V.I.P. LIMITED LIFETIME WARRANTY
CEDAR DISCOVERY® AND ACCESSORIES ("THE PRODUCTS")

MASTIC by Ply Gem

Ply Gem manufactures the Products in accordance with high standards and tight quality controls, and the Products will not rust or corrode because they are made of rigid polypropylene. 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 any 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 originally installed, that, upon notice from you as required herein, Ply Gem will provide replacement product or refund (as provided below) to correct any of the following conditions if such condition 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 the specifications of Ply Gem.

Limited Lifetime Manufacturing Defects Warranty. Blistering, checking, crazing, flaking, peeling, rot or corrosion if it is directly caused by a manufacturing defect in the Product as determined by Ply Gem.

Limited Fade Warranty. Excessive fade, which is more than 'normal fading' (see below) and is in excess of a Delta E of 4 for Solid Colors in the first ten years and a Delta E of 7 for Variegated Colors in the first seven years from the date of the original installation of the Products on the Property. Excessive fade shall be determined by Mastic based on our examination of a siding sample.

Limited Hail Damage Warranty. Hail damage on the terms and conditions more fully outlined below.

These Warranties are limited to the terms and conditions, exclusions and limitations, requirements and legal rights set forth in this Warranty.

HOW LONG DOES THE WARRANTY LAST AND CAN IT BE TRANSFERRED?

If you are an individual, the Limited Lifetime Manufacturing Defects Warranty and Limited Hail Damage Warranty will last for as long as you own and reside in the property on which the Products were originally installed (Property") and the Limited Fade Warranty will last ten (10) years for Solid Colors / seven (7) years for Variegated Colors from the date of the original installation of the Products on the Property. If you are not an individual (e.g., a corporation, condominium, cooperative housing arrangement, unincorporated association, school, church, government or public entity, etc.) or the Products are installed in a multi-family, non-owner occupied or commercial application (such as condominiums, rental properties, apartments, office buildings, schools, churches, government building, etc.), the warranty period will be 50 years from the date of the original installation of the Products on the Property for Manufacturing Defects and Hail Damage and ten (10) years for Solid Colors / seven (7) years for Variegated Colors from the date of the original installation of the Products on the Property for Fade, prorated as outlined in the Warranty Coverage Schedule below.

The Limited Lifetime Manufacturing Defects Warranty, Limited Fade Warranty and Limited Hail Damage 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 the original installation of the Products on the Property for Manufacturing Defects and Hail Damage and ten (10) years for Solid Colors and seven (7) years for Variegated Colors from the date of the original installation of the Products on the Property for Fade, prorated in accordance with the Warranty Coverage Schedule below.

WHAT WILL WE DO?

You must notify us in accordance with the notice requirements outlined below, and we must validate the complaint. Upon the notification and validation, we will undertake the following:

At our sole option, we will repair, replace or refund the original purchase and installation price (as prorated in accordance with the Warranty Coverage Schedule below, if applicable) of any of the Products we determine to be defective under the terms of this Warranty. We will have no responsibility for any costs associated with the labor required to remove, replace or install any Product.

Our obligations under this Warranty will in no event exceed the original purchase price of the Products found to be defective and the cost of the labor involved in the original installation of such defective Products. Any additional costs and expenses beyond these amounts are your responsibility.

For the Limited Hail Damage Warranty, it is your responsibility to pursue the cost of repair or replacement of damaged material through all applicable insurance coverage, including homeowner's insurance. 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 that 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 original purchase price for the damaged Product. Any additional costs and expense beyond these amounts are your responsibility.

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.

WHAT DOESN'T THIS WARRANTY COVER?

Any obligation of Ply Gem hereunder is contingent upon proper installation per manufacturer's instructions and good building practices, normal product use, maintenance and proper care, including annual cleaning. This Warranty does not cover:

- any condition not directly caused by a defect in a Product as manufactured.
- any installation or defects or damage of any kind attributable to or resulting from installation, including faulty or improper installation.
- weathering or changes in surface color resulting from chalking, fading, discoloring, soiling or staining. Exposure to sunlight, the elements, weather and atmospheric conditions may cause these changes over time, and 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 or conditions caused by:
  - accidental damage;
  - settlement;
  - structural shrinkage or distortion of the property structure;
  - fire;
  - lightning, hurricane, tornado, windstorm, earthquake, or other acts of God;
  - corrosive or abrasive products or harmful chemicals (including harmful cleaning compounds and pesticides);
  - fumes or vapors;
  - air pollution;
  - neglect;
  - mishandling;
  - improper care;
  - improper or harmful cleaning;
  - misuse or abuse;
  - vandalism;
  - airborne stains, mold and mildew accumulation;
  - your failure (or the failure of subsequent property owners) to provide reasonable and necessary maintenance of the Products (see "Care and Maintenance Instructions");
  - impact of foreign objects; and
  - 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.
- warping or distortion due to exposure to heat sources (e.g., fire, barbecue grills, etc.) or exposure to unusual or reflective heat sources (e.g., glass reflection, roofing materials, pools, decks, blacktop, or concrete materials).
- Products that have been altered, modified or subjected to unauthorized repair.
- Products that have been painted or whose surface has been altered in any way without written authorization from Ply Gem.
- uneven fading, color change or "striping" due to installation over dissimilar, inconsistent or inadequate sheathing or backer board.
- any other causes beyond our reasonable control.

OTHER LIMITATIONS

1. This Warranty covers only genuine Mastic Cedar Discovery Siding 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 Mastic shall not be responsible or liable as a result of 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 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 as a result of any difference.
4. There are no warranties on these Products other than as set forth in this Warranty, and no dealer, contractor, applicator, distributor or other is authorized to change or add to this 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. You agree that no action or inaction of Ply Gem shall constitute a waiver.
5. THIS IS THE SOLE WARRANTY FOR THE PRODUCTS, AND ALL OTHER WARRANTIES, INCLUDING OF MERCHANTABILITY AND FITNESS FOR PURPOSE, ARE DISCLAIMED AND EXCLUDED. THIS IS YOUR EXCLUSIVE WARRANTY AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, REMEDIES OR CLAIMS, IRRESPECTIVE OF SOURCE AND PLY GEM'S NEGLIGENCE. WE EXCLUDE AND ARE NO EVENT SHALL WE BE RESPONSIBLE FOR ANY LOSS OF USE, LOST PROFIT, DIMINUTION IN VALUE, CONSEQUENTIAL, SPECIAL, INDIRECT, EXEMPLARY, PUNITIVE OR INCIDENTAL DAMAGES OF ANY KIND. UNDER NO CIRCUMSTANCE SHALL WE BE LIABLE FOR AN AMOUNT EXCEEDING THE PURCHASE PRICE OF THE AFFECTED PRODUCT. COURSE OF DEALINGS, CUSTOM AND USAGE, STATEMENTS, LABELS, ADVERTISING AND PRODUCT REPRESENTATIONS OF ANY KIND SHALL NOT EXPAND THE SCOPE OF THIS WARRANTY.
6. 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. 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, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.
7. Ply Gem Products are often designed and tested in accordance with required standard procedures established by industry associations. 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.

THESE DEFINITIONS APPLY TO THE TERMS USED:

Excessive Fade means a change in the color of any siding in excess of a Delta E of four (4) Hunter units, for Solid Colors for the first ten (10) years and a Delta E of seven (7) Hunter Units for Variegated Colors for the first seven (7) years, following the initial installation of the siding, as determined by us, provided that any uneven or abnormal fade distribution is not due to a buildup or accumulation of stains, dirt, mold, mildew, or any other deficiency caused by the lack of at least annual preventative maintenance by the homeowner as such annual preventative maintenance is described in the Ply Gem Installation Manual.

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 the 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.

V.I.P. LIMITED LIFETIME WARRANTY
CEDAR DISCOVERY AND ACCESSORIES ("THE PRODUCTS")

Products means Cedar Discovery siding or related accessories manufactured by Ply Gem.

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

HOW DO YOU REGISTER YOUR WARRANTY?

For all Ply Gem materials used on this installation project, one Application for Warranty Registration must be completed at mastic.com or mailed within 30 days after original installation has been completed. Please mail it to Ply Gem, Warranty Registration Department, P.O. Box 110100, Pittsburg, PA 15232. Failure to register the Warranty will not void the Warranty, but registration of this Warranty confirms the date of purchase of our Products and assists Ply Gem in processing any Warranty claim you might have. This confirmation is of benefit to you, especially if your original proof of purchase is lost. It is a good idea to retain your proof of purchase incase it is needed if you submit a warranty claim.

HOW DO YOU TRANSFER YOUR WARRANTY?

You and subsequent Property owners may transfer this Warranty by providing written notice to us within 30 days after the date of transfer of ownership. The notice should include the warranty registration number (if available), the address of the Property, the name and mailing address (if different) of the new owners and the date of transfer. The notice should be sent to Ply Gem, Warranty Transfer Department, P.O. Box 110100, Pittsburg, PA 15232. Failure to notify Mastic will not void the Warranty, but the notice will assist Mastic in processing any warranty claim.

Warranty coverage upon transfer is as described in detail above. Upon any transfer of the property, your obligations become the obligations of the new Property owners.

HOW DO YOU SUBMIT A WARRANTY CLAIM?

You must submit your claim in writing to us within the warranty period and within thirty (30) days of product failure.

To initiate a claim, you should contact our warranty services number at 1-800-962-3563 to receive a warranty claims packet.

If you would like to submit a claim request in writing, please provide the following information: a description of the claimed Product failure and the date the failure was discovered; the warranty registration number (if available); the date of original installation; proof of status as property owner; proof of purchase; date and place of purchase; and your name, address and phone number. Written claims should be sent to Ply Gem, Warranty Claims Department, 303 W. Major Street, Kearney, MO 64060 or fax your information to 816-426-8210.

Mastic will provide notification of any additional information and physical evidence that may be required to process your claim. When a sample is required, it must be sent at the homeowner's expense. In the event 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.

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 UNDER THE TERMS OF THIS WARRANTY FOR WHICH PLY GEM WILL BE RESPONSIBLE
DURING THE ORIGINAL INDIVIDUAL PURCHASER'S OWNERSHIP OF THE PROPERTY:	100%
SUBSEQUENT OWNERS AND OTHERS COVERED BY A 50-YEAR PRORATED WARRANTY:	
0-5	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 50	10%

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

FACTS ABOUT THE INSTALLATION OF MASTIC CEDAR DISCOVERY SIDING

Mastic Cedar Discovery Siding has been designed and manufactured 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. Our installation manuals are frequently updated with new and improved methods of application.

Any product adjustments should be discussed with the dealer or applicator who 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 installation.

FADE COVERAGE SCHEDULE

"Excessive Fading" is fading that is in excess of the Delta E Hunter unit measurement indicated in the following table for the Product you have purchased. Ply Gem reserves to itself the sole right to determine whether a Product has suffered from excessive fading.

Solid Colors
Delta E of 4 Hunter Units for 10 Years from the date of original installation

ALMOND	LAKESHORE FERN	SAGE
ALPINE FOREST	LINEN	SANDTONE
AUTUMN HARVEST	MAHOGANY	SCOTTISH THISTLE
BRANDY WOOD	MISTY SHADOW	SILVER GREY
CAMEO	MONTANA SUEDE	TERRA COTTA
CLASSIC CREAM	NATURAL SLATE	TUSCAN OLIVE
COLONIAL YELLOW	NEWPORT BAY	VICTORIAN GREY
CORN SILK	PEBBLESTONE CLAY	VINEYARD GROVE
DEEP CAVERN	PORTSMOUTH BLUE	WHISPERING TIMBER
DEEP GRANITE	QUIET WILLOW	WHITE
DESERT SAND	RED BRICK	WICKER
ENGLISH WEDGEWOOD	ROCK HARBOR	WOODLAND RETREAT
EVEREST	RUGGED CANYON	
HARBOR GREY	RUSSET RED	

Weathered Cedar Colors (Variegated Colors)
Delta E of 7 Hunter Units for 7 Years from the date of original installation

CAPE GREY	RED CEDAR	WALNUT
CEDAR	TIMBER	

IMPORTANT: FIRE SAFETY INFORMATION

Exterior polymer building materials require little maintenance for many years. Nevertheless, common sense dictates that builders and suppliers of polymer products store, handle and install polymer materials in a manner that avoids damage to the product and/or structure. Owners and Installers should take a few simple steps to protect polymer building materials from fire.

TO THE HOME AND BUILDING OWNER

Rigid polypropylene siding is made from organic material and will melt or burn when exposed to a significant source of flame or heat. Building owners, occupants and outside maintenance personnel should always take normal precautions to keep sources of fire, such as barbecues, and combustible materials, such as dry leaves, mulch and trash away from rigid polypropylene siding.

TO THE BUILDING TRADES, SPECIFIERS, PROFESSIONAL AND DO-IT-YOURSELF INSTALLERS

When rigid polypropylene siding is exposed to significant heat or flame, the rigid polypropylene will soften, sag, melt, or burn, and may thereby expose material underneath. Care must be exercised when selecting underlayment materials because many underlayment materials are made from organic materials that are combustible. You should ascertain the fire properties of underlayment materials prior to installation. All building materials should be installed in accordance with local, state and federal building code and fire regulations.

For more information about vinyl siding products, contact Ply Gem or isit the Polymeric Exterior Products Association at vinylsiding.org.

To register your warranty go to **mastic.com/warranty**
or fill out the card found in the back and mail to the address provided.

V.I.P. LIMITED LIFETIME WARRANTY
DESIGNER ACCENTS ("THE PRODUCTS")

MASTIC by Ply Gem

Ply Gem manufactures the Products in accordance with high standards and tight quality controls, and the Products will not rust or corrode because they are made of special resins. The Products will be free from manufacturing defects which result in cracking or splitting. 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 any 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 originally installed, that, upon notice from you as required herein, Ply Gem will provide replacement product or refund (as provided below) to correct any of the following conditions if such condition 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 the specifications of Ply Gem.

Limited Lifetime Manufacturing Defects Warranty. Blistering, checking, crazing, flaking, peeling, rot or corrosion if it is directly caused by a manufacturing defect in the Product as determined by Ply Gem.

Limited Fade Warranty. Excessive fade, which is more than 'normal fading' (see below) and is in excess of a Delta E of 7 Hunter units in the first 7 years from the date of the original installation of the Products on the Property. Excessive Fade shall be determined by Ply Gem based on our examination of a Product sample.

HOW LONG DOES THE WARRANTY LAST AND CAN IT BE TRANSFERRED?

If you are an individual, the Limited Lifetime Manufacturing Defects Warranty will last for as long as you own and reside in the property on which the Products were originally installed ("Property") and the Limited Fade Warranty will last for seven (7) years from the date of the original installation of the Products on the Property. If you are not an individual (e.g. a corporation, condominium, cooperative housing arrangement, unincorporated association, school, church, government or public entity, etc.) or the Products are installed in a multi-family, non-owner occupied or commercial application (such as condominiums, rental properties, apartments, office buildings, schools, churches, government buildings, etc.), the warranty period will be 50 years from the date of the original installation of the Products on the Property for Manufacturing Defects and seven (7) years from the date of the original installation of the Products on the Property for Fade, prorated as outlined in the Warranty Coverage Schedule below.

The Limited Lifetime Manufacturing Defects Warranty and Limited Fade 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 the original installation of the Products on the Property for Manufacturing Defects and no more than 7 years from the date of the original installation of the Products on the Property for Fade, prorated in accordance with the Warranty Coverage Schedule below.

WHAT WILL WE DO?

You must notify us in accordance with the notice requirements outlined below, and we must validate the complaint. Upon the notification and validation, we will undertake the following:

At our sole option, we will repair, replace or refund the original purchase price (as prorated in accordance with the Warranty Coverage Schedule below, if applicable) of any of the Products we determine to be defective under the terms of this Warranty. We will have no responsibility for any costs associated with the labor required to remove, replace or install any Product.

Our obligations under this Warranty will in no event exceed the original purchase price of the Products found to be defective.

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.

WHAT DOESN'T THIS WARRANTY COVER?

Any obligation of Ply Gem hereunder is contingent upon proper installation per manufacturer's instructions and good building practices, normal product use, maintenance and proper care, including annual cleaning. This Warranty does not cover:

- any condition not directly caused by a defect in a Product as manufactured.
- any installation or defects or damage of any kind attributable to or resulting from installation, including faulty or improper installation.
- weathering or changes in surface color resulting from chalking, fading, discoloring, soiling or staining. Exposure to sunlight, the elements, weather and atmospheric conditions may cause these changes over time, and 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 or conditions caused by:
  - accidental damage;
  - settlement;
  - structural shrinkage or distortion of the property structure;
  - fire;
  - lightning, hurricane, tornado, windstorm, earthquake, or other acts of God;
  - corrosive or abrasive products or harmful chemicals (including harmful cleaning compounds and pesticides);
  - fumes or vapors;
  - air pollution;
  - neglect;
  - mishandling;
  - improper care;
  - improper or harmful cleaning;
  - misuse or abuse;
  - vandalism;
  - airborne stains, mold and mildew accumulation;
  - your failure (or the failure of subsequent property owners) to provide reasonable and necessary maintenance of the Products (see "Care and Maintenance Instructions");
  - impact of foreign objects; and
  - 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.
- warping or distortion due to exposure to heat sources (e.g., fire, barbecue grills, etc.) or exposure to unusual or reflective heat sources (e.g., glass reflection, roofing materials, pools, decks, blacktop, or concrete materials).
- Products that have been altered, modified or subjected to unauthorized repair.
- Products that have been painted or whose surface has been altered in any way without written authorization from Ply Gem.
- uneven fading, color change or "striping" due to installation over dissimilar, inconsistent or inadequate sheathing or backer board.
- any other causes beyond our reasonable control.

OTHER LIMITATIONS

1. This Warranty covers only genuine Mastic Louvered/Raised Panel Shutters, Gable Vents, Fixture Mounts, Mantels and Door Surrounds. 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 as a result of 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 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 as a result of any difference.
4. There are no warranties on these Products other than as set forth in this Warranty, and no dealer, contractor, applicator, distributor or other is authorized to change or add to this 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. You agree that no action or inaction of Ply Gem shall constitute a waiver.
5. THIS IS THE SOLE WARRANTY FOR THE PRODUCTS, AND ALL OTHER WARRANTIES, INCLUDING OF MERCHANTABILITY AND FITNESS FOR PURPOSE, ARE DISCLAIMED AND EXCLUDED. THIS IS YOUR EXCLUSIVE WARRANTY AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, REMEDIES OR CLAIMS, IRRESPECTIVE OF SOURCE AND PLY GEM'S NEGLIGENCE. WE EXCLUDE AND ARE NO EVENT SHALL WE BE RESPONSIBLE FOR ANY LOSS OF USE, LOST PROFIT, DIMINUTION IN VALUE, CONSEQUENTIAL, SPECIAL, INDIRECT, EXEMPLARY, PUNITIVE OR INCIDENTAL DAMAGES OF ANY KIND. UNDER NO CIRCUMSTANCE SHALL WE BE LIABLE FOR AN AMOUNT EXCEEDING THE PURCHASE PRICE OF THE AFFECTED PRODUCT. COURSE OF DEALINGS, CUSTOM AND USAGE, STATEMENTS, LABELS, ADVERTISING AND PRODUCT REPRESENTATIONS OF ANY KIND SHALL NOT EXPAND THE SCOPE OF THIS WARRANTY.
6. 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. 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, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.
7. Ply Gem Products are often designed and tested in accordance with required standard procedures established by industry associations. These measure performance of sample products in a laboratory-type setting. To pursue consistency, Mastic 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.

THESE DEFINITIONS APPLY TO THE TERMS USED:

Excessive Fade means a change in the color of any product in excess of a Delta E of seven (7) Hunter units, as determined by us, in the first 7 years from the date of the original installation, provided that any uneven or abnormal fade distribution is not due to a buildup or accumulation of stains, dirt, mold, mildew, or any other deficiency caused by the lack of at least annual preventative maintenance by the homeowner as such annual preventative maintenance is described in the Ply Gem Installation Manual.

Purchase Price means the sum of (a) the total original cost of the product that is defective or otherwise being replaced. If we cannot determine these amounts from original documents, we will compute the purchase price using (i) our suggested retail price in effect at the time of the installation for the cost of material.

Products means designer accents manufactured by Ply Gem.

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

HOW DO YOU SUBMIT A WARRANTY CLAIM?

You must submit your claim in writing to us within the warranty period and within thirty (30) days of product failure.

To initiate a claim, you should contact our warranty services number at 1-800-962-3563 to receive a warranty claims packet.

If you would like to submit a claim request in writing, please provide the following information: a description of the claimed Product failure and the date the failure was discovered; the warranty registration number (if available); the date of original installation; proof of status as property owner; proof of purchase; date and place of purchase; and your name, address and phone number. Written claims should be sent to Ply Gem, Warranty Claims Department, 303 W. Major Street, Kearney, MO 64060 or fax your information to 816-426-8210.

V.I.P. LIMITED LIFETIME WARRANTY
DESIGNER ACCENTS ("THE PRODUCTS")

Ply Gem will provide notification of any additional information and physical evidence that may be required to process your claim. When a sample is required, it must be sent at the homeowner's expense. In the event 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.

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 UNDER THE TERMS OF THIS WARRANTY FOR WHICH PLY GEM WILL BE RESPONSIBLE
DURING THE ORIGINAL INDIVIDUAL PURCHASER'S OWNERSHIP OF THE PROPERTY:	100%
SUBSEQUENT OWNERS AND OTHERS COVERED BY A 50-YEAR PRORATED WARRANTY:	
0-5	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 50	10%

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

FACTS ABOUT THE INSTALLATION OF MASTIC LOUVERED/RAISED PANEL/ BOARD & BATTEN SHUTTERS, GABLE VENTS, FIXTURE MOUNTS, ACCENT PANELS, MANTELS AND DOOR SURROUNDS

We designed and manufactured Mastic Louvered/Raised Panel Shutters, Gable Vents, Fixture Mounts, Mantels and Door Surrounds 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 who 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 installation.

To register your warranty go to **mastlc.com/warranty**
or fill out the card found in the back and mail to the address provided.

PERFORMANCE METALS®

V.I.P. LIMITED LIFETIME WARRANTY

ALUMINUM SIDING, SOFFIT, SELECT TRIM COIL AND ACCESSORIES ("THE PRODUCTS")

MASTIC by Ply Gem

Ply Gem manufactures the Products in accordance with high standards and tight quality controls, and the Products will not rust, burn or support combustion, or split or crack due to cold weather because they are made of aluminum. 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 any 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 originally installed, that upon notice from you as required herein, Ply Gem will provide replacement product or refund (as provided below) to correct any condition where the finish on the Products chip, peel, flake or blister if such condition is directly caused by a manufacturing defect in the Products as determined by Ply Gem and has resulted in a significant impairment in usage, provided the Products are installed according to the specifications of Ply Gem.

This Warranty is limited to the terms and conditions, exclusions and limitations, requirement and legal rights set forth in this Warranty.

HOW LONG DOES THE WARRANTY LAST AND CAN IT BE TRANSFERRED?

If you are an individual, this Limited Lifetime Warranty lasts for the life of the property on which the Products were originally applied ("Property") for as long as you own the Property. If you are not an individual (e.g., you are a corporation, condominium, cooperative housing arrangement, unincorporated association, school, church, government or public entity, etc.), the warranty period will be 50 years from the date of original installation of the Products on the Property, prorated as outlined in the Warranty Coverage Schedule contained within. 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 installation of the Products on the Property, prorated in accordance with the Warranty Coverage Schedule contained within.

WHAT WILL WE DO?

You must notify us in accordance with the notice requirements outlined below, and we must validate the complaint. Upon the notification and validation, we will undertake the following:

At our sole option, we will repair, replace or refund the original purchase and installation price (as prorated in accordance with the Warranty Coverage Schedule below, if applicable) of any of the Products we determine to be defective under the terms of this Warranty.

Our obligations under this Warranty will in no event exceed the original purchase price of the Products found to be defective and the cost of the labor involved in the original installation of such defective Products. Any additional costs and expenses beyond these amounts are your responsibility.

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 Product under this warranty, we will also cover the reasonable labor costs for the applicable area, as determined by us.

WHAT DOESN'T THIS WARRANTY COVER?

Any obligation of Ply Gem hereunder is contingent upon proper installation per manufacturer's instructions and good building practices, normal product use, maintenance and proper care, including annual cleaning. This Warranty does not cover:

- any condition not directly caused by a defect in a Product as manufactured.
- any installation or defects or damage of any kind attributable to or resulting from installation, including faulty or improper installation.
- Installation of our Product in direct contact with dissimilar materials as discussed in the final section of this warranty;
- Cracking or crazing of the Product's paint surface due to field forming of Products in cold temperatures;
- Surface deterioration due to air pollution or seacoast environment;
- weathering or changes in surface color resulting from chalking, fading, discoloring, soiling or staining. Exposure to sunlight, the elements, weather and atmospheric conditions may cause these changes over time, and 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 or conditions caused by:
  - accidental damage;
  - settlement;
  - structural shrinkage or distortion of the property structure;
  - fire;
  - lightning, hurricane, tornado, windstorm, earthquake, or other acts of God;
  - corrosive or abrasive products or harmful chemicals (including harmful cleaning compounds and pesticides);
  - fumes or vapors;
  - air pollution;
  - neglect;
  - mishandling;
  - improper care;
  - improper or harmful cleaning;
  - misuse or abuse;
  - vandalism;
  - airborne stains, mold and mildew accumulation;
  - your failure (or the failure of subsequent property owners) to provide reasonable and necessary maintenance of the Products (see "Care and Maintenance Instructions");
  - impact of foreign objects; and
  - 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.
- warping or distortion due to exposure to heat sources (e.g., fire, barbecue grills, etc.) or exposure to unusual or reflective heat sources (e.g., glass reflection, roofing materials, pools, decks, blacktop, or concrete materials).
- Products that have been altered, modified or subjected to unauthorized repair.
- Products that have been painted or whose surface has been altered in any way without written authorization from Ply Gem.
- uneven fading, color change or "striping" due to installation over dissimilar, inconsistent or inadequate sheathing or backer board.
- Corrosion caused by contact with dissimilar materials;
- Corrosion caused by sea coast environment;
- any other causes beyond our reasonable control.

OTHER LIMITATIONS

1. This Warranty covers only genuine Mastic Aluminum Siding, Aluminum Soffit, Aluminum Siding & Soffit Accessories, select Aluminum Trim Coil (except Economy Trim Coil) and Aluminum Fascia. It is your responsibility to verify that the siding, soffit and accessories installed are our Products. For Trim Coil, we require written proof it is Mastic product. 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 Mastic shall not be responsible or liable as a result of 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 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 as a result of any difference.
4. There are no warranties on these Products other than as set forth in this Warranty, and no dealer, contractor, applicator, distributor or other is authorized to change or add to this 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. You agree that no action or inaction of Mastic shall constitute a waiver.
5. THIS IS THE SOLE WARRANTY FOR THE PRODUCTS, AND ALL OTHER WARRANTIES, INCLUDING OF MERCHANTABILITY AND FITNESS FOR PURPOSE, ARE DISCLAIMED AND EXCLUDED. THIS IS YOUR EXCLUSIVE WARRANTY AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, REMEDIES OR CLAIMS, IRRESPECTIVE OF SOURCE AND PLY GEM'S NEGLIGENCE. WE EXCLUDE AND ARE NO EVENT SHALL WE BE RESPONSIBLE FOR ANY LOSS OF USE, LOST PROFIT, DIMINUTION IN VALUE, CONSEQUENTIAL, SPECIAL, INDIRECT, EXEMPLARY, PUNITIVE OR INCIDENTAL DAMAGES OF ANY KIND. UNDER NO CIRCUMSTANCE SHALL WE BE LIABLE FOR AN AMOUNT EXCEEDING THE PURCHASE PRICE OF THE AFFECTED PRODUCT. COURSE OF DEALINGS, CUSTOM AND USAGE, STATEMENTS, LABELS, ADVERTISING AND PRODUCT REPRESENTATIONS OF ANY KIND SHALL NOT EXPAND THE SCOPE OF THIS WARRANTY.
6. 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. 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, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.
7. Ply Gem Products are often designed and tested in accordance with required standard procedures established by industry associations. These measure performance of sample products in a laboratory-type setting. To pursue consistency, Mastic 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.

THESE DEFINITIONS APPLY TO THE TERMS USED:

Purchase and Installation Price means the sum of (a) the total original cost of the product that is defective or otherwise being replaced, plus (b) the total original cost of labor for the installation of product 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 the 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.

Products means Aluminum Siding, Aluminum Soffit, Aluminum Siding & Soffit Accessories, select Aluminum Trim Coil (except Economy Trim Coil) and Aluminum Fascia manufactured by Ply Gem.

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

HOW DO YOU REGISTER YOUR WARRANTY?

For all Ply Gem materials used on this installation project, one Application for Warranty Registration must be completed at mastic.com or mailed within 30 days after original installation has been completed. Please mail it to Ply Gem, Warranty Registration Department, P.O. Box 110100, Pittsburg, PA 15232. Failure to register the Warranty will not void the Warranty, but registration of this Warranty confirms the date of purchase of our Products and assists Ply Gem in processing any Warranty claim you might have. This confirmation is of benefit to you, especially if your original proof of purchase is lost. It is a good idea to retain your proof of purchase incase it is needed if you submit a warranty claim.

PERFORMANCE METALS®

V.I.P. LIMITED LIFETIME WARRANTY

ALUMINUM SIDING, SOFFIT, SELECT TRIM COIL AND ACCESSORIES ("THE PRODUCTS")

HOW DO YOU TRANSFER YOUR WARRANTY?

You and subsequent Property owners may transfer this Warranty by providing written notice to us within 30 days after the date of transfer of ownership. The notice should include the warranty registration number (if available), the address of the Property, the name and mailing address (if different) of the new owners and the date of transfer. The notice should be sent to Ply Gem, Warranty Transfer Department, P.O. Box 110100, Pittsburg, PA 15232. Failure to notify Ply Gem will not void the Warranty, but the notice will assist Ply Gem in processing any warranty claim.

Warranty coverage upon transfer is as described in detail above. Upon any transfer of the property, your obligations become the obligations of the new Property owners.

HOW DO YOU SUBMIT A WARRANTY CLAIM?

You must submit your claim in writing to us within the warranty period and within thirty (30) days of product failure.

To initiate a claim, you should contact our warranty services number at 1-800-962-3563 to receive a warranty claims packet.

If you would like to submit a claim request in writing, please provide the following information: a description of the claimed Product failure and the date the failure was discovered; the warranty registration number (if available); the date of original installation; proof of status as property owner; proof of purchase; date and place of purchase; and your name, address and phone number. Written claims should be sent to Ply Gem, Warranty Claims Department, 303 W. Major Street, Kearney, MO 64060 or fax your information to 816-426-8210.

Ply Gem will provide notification of any additional information and physical evidence that may be required to process your claim. When a sample is required, it must be sent at the homeowner's expense. In the event 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.

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 UNDER THE TERMS OF THIS WARRANTY FOR WHICH PLY GEM WILL BE RESPONSIBLE
DURING THE ORIGINAL INDIVIDUAL PURCHASER'S OWNERSHIP OF THE PROPERTY:	100%
SUBSEQUENT OWNERS AND OTHERS COVERED BY A 50-YEAR PRORATED WARRANTY:	
0-5	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 50	10%

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

FACTS ABOUT THE INSTALLATION OF ALUMINUM PRODUCTS

We designed and manufactured Ply Gem Aluminum Siding, Aluminum Soffit, Aluminum Siding and Soffit Accessories, Aluminum Trim Coil, and Aluminum Fascia 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 who 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 installation.

NOTE: Direct contact of aluminum products with certain dissimilar materials, or contact with water run-off from dissimilar materials, is likely to result in corrosion. Accordingly, care should be taken during installation to avoid contact of aluminum with dissimilar materials including dissimilar metals (e.g. copper, zinc, steel, etc.), concrete, stucco, asbestos siding, pressure treated/pretreated lumber, roofing materials or roofing systems containing metallic granules or strips, or corrosive non-metallic materials.

To register your warranty go to **mastlc.com/warranty**
or fill out the card found in the back and mail to the address provided.

PERFORMANCE METALS®

V.I.P. LIMITED LIFETIME WARRANTY

ENVOY SECTIONAL RAIN REMOVAL SYSTEMS ("THE PRODUCTS")

MASTIC by Ply Gem

Ply Gem manufactures the Products in accordance with high standards and tight quality controls, and the Products will not rust, burn or support combustion, or split or crack due to cold weather because they are made of aluminum. 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 any 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 originally installed, that upon notice from you as required herein, Ply Gem will provide replacement product or refund (as provided below) to correct any condition where the finish on the Products chip, peel, flake or blister if such condition is directly caused by a manufacturing defect in the Products as determined by Ply Gem and has resulted in a significant impairment in usage, provided the Products are installed according to the specifications of Ply Gem.

This Warranty is limited to the terms and conditions, exclusions and limitations, requirement and legal rights set forth in this Warranty.

HOW LONG DOES THE WARRANTY LAST AND CAN IT BE TRANSFERRED?

If you are an individual, this Limited Lifetime Warranty lasts for the life of the property on which the Products were originally applied ("Property") for as long as you own the Property. If you are not an individual (e.g., you are a corporation, condominium, cooperative housing arrangement, unincorporated association, school, church, government or public entity, etc.), the warranty period will be 20 years from the date of original installation of the Products on the Property, prorated as outlined in the Warranty Coverage Schedule contained within. This Limited Lifetime Warranty may be transferred with the Property. However, upon the transfer, the warranty period will be no more than 20 years from the date of original installation of the Products on the Property, prorated in accordance with the Warranty Coverage Schedule contained within

WHAT WILL WE DO?

You must notify us in accordance with the notice requirements outlined below, and we must validate the complaint. Upon the notification and validation, we will undertake the following:

At our sole option, we will repair, replace or refund the original purchase and installation price (as prorated in accordance with the Warranty Coverage Schedule below, if applicable) of any of the Products we determine to be defective under the terms of this Warranty.

Our obligations under this Warranty will in no event exceed the original purchase price of the Products found to be defective and the cost of the labor involved in the original installation of such defective Products. Any additional costs and expenses beyond these amounts are your responsibility.

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.

WHAT DOESN'T THIS WARRANTY COVER?

Any obligation of Ply Gem hereunder is contingent upon proper installation per manufacturer's instructions and good building practices, normal product use, maintenance and proper care, including annual cleaning. This Warranty does not cover:

- any condition not directly caused by a defect in a Product as manufactured.
- any installation or defects or damage of any kind attributable to or resulting from installation, including faulty or improper installation.
- weathering or changes in surface color resulting from chalking, fading, discoloring, soiling or staining. Exposure to sunlight, the elements, weather and atmospheric conditions may cause these changes over time, and 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 or conditions caused by:
  - accidental damage;
  - settlement;
  - structural shrinkage or distortion of the property structure;
  - fire;
  - lightning, hurricane, tornado, windstorm, earthquake, or other acts of God;
  - corrosive or abrasive products or harmful chemicals (including harmful cleaning compounds and pesticides);
  - fumes or vapors;
  - air pollution;
  - neglect;
  - mishandling;
  - improper care;
  - improper or harmful cleaning;
  - misuse or abuse;
  - vandalism;
  - airborne stains, mold and mildew accumulation;
  - your failure (or the failure of subsequent property owners) to provide reasonable and necessary maintenance of the Products (see "Care and Maintenance Instructions");
  - impact of foreign objects; and
  - 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.
- warping or distortion due to exposure to heat sources (e.g., fire, barbecue grills, etc.) or exposure to unusual or reflective heat sources (e.g., glass reflection, roofing materials, pools, decks, blacktop, or concrete materials).
- Products that have been altered, modified or subjected to unauthorized repair.
- Products that have been painted or whose surface has been altered in any way without written authorization from Ply Gem.
- any other causes beyond our reasonable control.
- Corrosioin caused by contact with dissimilar materials or sea coast environment.

OTHER LIMITATIONS

1. This Warranty covers only genuine Ply Gem Envoy Sectional Rain Removal Systems. It is your responsibility to verify that the Rain Removal Systems 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. Due to normal weathering, replacement Products may differ in gloss and color from Products originally installed on the Property.
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 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 as a result of any difference.
4. There are no warranties on these Products other than as set forth in this Warranty, and no dealer, contractor, applicator, distributor or other is authorized to change or add to this 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. You agree that no action or inaction of Ply Gem shall constitute a waiver.
5. THIS IS THE SOLE WARRANTY FOR THE PRODUCTS, AND ALL OTHER WARRANTIES, INCLUDING OF MERCHANTABILITY AND FITNESS FOR PURPOSE, ARE DISCLAIMED AND EXCLUDED. THIS IS YOUR EXCLUSIVE WARRANTY AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, REMEDIES OR CLAIMS, IRRESPECTIVE OF SOURCE AND PLY GEM'S NEGLIGENCE. WE EXCLUDE AND ARE NO EVENT SHALL WE BE RESPONSIBLE FOR ANY LOSS OF USE, LOST PROFIT, DIMINUTION IN VALUE, CONSEQUENTIAL, SPECIAL, INDIRECT, EXEMPLARY, PUNITIVE OR INCIDENTAL DAMAGES OF ANY KIND. UNDER NO CIRCUMSTANCE SHALL WE BE LIABLE FOR AN AMOUNT EXCEEDING THE PURCHASE PRICE OF THE AFFECTED PRODUCT. COURSE OF DEALINGS, CUSTOM AND USAGE, STATEMENTS, LABELS, ADVERTISING AND PRODUCT REPRESENTATIONS OF ANY KIND SHALL NOT EXPAND THE SCOPE OF THIS WARRANTY.
6. 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. 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, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.
7. Ply Gem Products are often designed and tested in accordance with required standard procedures established by industry associations. 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.

THESE DEFINITIONS APPLY TO THE TERMS USED:

Purchase and Installation Price means the sum of (a) the total original cost of the product that is defective or otherwise being replaced, plus (b) the total original cost of labor for the installation of product 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 the 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.

Products means Envoy sectional Rain Removal Systems manufactured by Ply Gem.

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

HOW DO YOU REGISTER YOUR WARRANTY?

For all Ply Gem materials used on this installation project, one Application for Warranty Registration must be completed at mastic.com or mailed within 30 days after original installation has been completed. Please mail it to Ply Gem, Warranty Registration Department, P.O. Box 110100, Pittsburg, PA 15232. Failure to register the Warranty will not void the Warranty, but registration of this Warranty confirms the date of purchase of our Products and assists Ply Gem in processing any Warranty claim you might have. This confirmation is of benefit to you, especially if your original proof of purchase is lost. It is a good idea to retain your proof of purchase incase it is needed if you submit a warranty claim.

HOW DO YOU TRANSFER YOUR WARRANTY?

You and subsequent Property owners may transfer this Warranty by providing written notice to us within 30 days after the date of transfer of ownership. The notice should include the warranty registration number (if available), the address of the Property, the name and mailing address (if different) of the new owners and the date of transfer. The notice should be sent to Ply Gem, Warranty Transfer Department, P.O. Box 110100, Pittsburg, PA 15232. Failure to notify Ply Gem will not void the Warranty, but the notice will assist Ply Gem in processing any warranty claim.

Warranty coverage upon transfer is as described in detail above. Upon any transfer of the property, your obligations become the obligations of the new Property owners.

PERFORMANCE METALS®

V.I.P. LIMITED LIFETIME WARRANTY

ENVOY SECTIONAL RAIN REMOVAL SYSTEMS ("THE PRODUCTS")

HOW DO YOU SUBMIT A WARRANTY CLAIM?

You must submit your claim in writing to us within the warranty period and within thirty (30) days of product failure.

To initiate a claim, you should contact our warranty services number at 1-800-962-3563 to receive a warranty claims packet.

If you would like to submit a claim request in writing, please provide the following information: a description of the claimed Product failure and the date the failure was discovered; the warranty registration number (if available); the date of original installation; proof of status as property owner; proof of purchase; date and place of purchase; and your name, address and phone number. Written claims should be sent to Ply Gem, Warranty Claims Department, 303 W. Major Street, Kearney, MO 64060 or fax your information to 816-426-8210.

Ply Gem will provide notification of any additional information and physical evidence that may be required to process your claim. When a sample is required, it must be sent at the homeowner's expense. In the event 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.

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 UNDER THE TERMS OF THIS WARRANTY FOR WHICH PLY GEM WILL BE RESPONSIBLE
DURING THE ORIGINAL INDIVIDUAL PURCHASER'S OWNERSHIP OF THE PROPERTY:	100%
SUBSEQUENT OWNERS AND OTHERS COVERED BY A 50-YEAR PRORATED WARRANTY:	
0-5	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%

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

CARE & MAINTENANCE

Ply Gem Envoy Sectional Rain Removal Systems is one of the most durable building products materials available today for residential applications. In most cases, normal rainfall is sufficient to keep it clean. But if your Ply Gem Envoy Sectional Rain Removal Systems 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.

1. **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).
2. **Heavy Industrial Atmospheric Dirt** — Wash in the manner indicated above, but use the following solution:
   a. 1/3 cup detergent (Tide®, for example)
   b. 2/3 cup trisodium phosphate (Soilax®, for example)
   c. 1 gallon water
3. **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 basic cleaning solution above with the addition of sodium hypochlorite as follows:
   a. 1/3 cup detergent (Tide®, for example)
   b. 2/3 cup trisodium phosphate (Soilax®, for example)
   c. 1 quart sodium hypochlorite 5% solution (Clorox®, for example)
   d. 3 quarts water
4. **Caulking Compounds, Tar and Similar Substances** — Use mineral spirits in reasonable amounts and apply directly to the foreign substance. Immediately after cleaning, rinse the area thoroughly with 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 and can be harmful to the Products, and may cause undesirable glossy areas over the finish.

FACTS ABOUT THE INSTALLATION OF PLY GEM ENVOY SECTIONAL RAIN REMOVAL SYSTEMS

We designed and manufactured Ply Gem Envoy Sectional Rain Removal Systems 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 who 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 installation.

NOTE: Direct contact of aluminum products with certain dissimilar materials, or contact with water run-off from dissimilar materials, is likely to result in corrosion. Accordingly, care should be taken during installation to avoid contact of aluminum with dissimilar materials including dissimilar metals (e.g. copper, zinc, steel, etc.), concrete, stucco, asbestos siding, pressure treated/pretreated lumber, roofing materials or roofing systems containing metallic granules or strips, or corrosive non-metallic materials.

For detailed coverage of warranty information on Leaf Relief products, reference the brochure "Leaf Relief Warranty," available from your installing dealer.

To register your warranty go to **mastic.com/warranty**
or fill out the card found in the back and mail to the address provided.

PERFORMANCE METALS®

REGISTERED 20-YEAR LIMITED WARRANTY

GUTTER COIL ("THE PRODUCTS")

MASTIC by Ply Gem

Ply Gem manufactures the Products in accordance with high standards and tight quality controls, and the Products will not rust, burn or support combustion, or split or crack due to cold weather because they are made of aluminum. 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 any 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 originally installed, that upon notice from you as required herein, Ply Gem will provide replacement product or refund (as provided below) to correct any condition where the finish on the Products chip, peel, flake or blister if such condition is directly caused by a manufacturing defect in the Products as determined by Ply Gem and has resulted in a significant impairment in usage, provided the Products are installed according to the specifications of Ply Gem.

This Warranty is limited to the terms and conditions, exclusions and limitations, requirement and legal rights set forth in this Warranty.

HOW LONG DOES THE COVERAGE LAST?

This Registered 20-Year Limited Warranty lasts for twenty (20) years on the property on which the Products were originally applied ("Property") so long as you own the Property. This Registered 20-Year Limited Warranty may be transferred one time with the Property. However, upon the transfer, the Warranty period will be no more than 20 years from the date of original installation of the Products on the Property, prorated in accordance with the Warranty Coverage Schedule below. In the event of a transfer of this Warranty, this Warranty may not be further transferred.

WHAT WILL WE DO?

You must notify us in accordance with the notice requirements outlined below, and we must validate the complaint. Upon the notification and validation, we will undertake the following:

At our sole option, we will repair, replace or refund the original purchase and installation price (as prorated in accordance with the Warranty Coverage Schedule below, if applicable) of any of the Products we determine to be defective under the terms of this Warranty. We will have no responsibility for any costs associated with the labor required to remove, replace or install any Product.

Our obligations under this Warranty will in no event exceed the original purchase price of the Products found to be defective and the cost of the labor involved in the original installation of such defective Products. Any additional costs and expenses beyond these amounts are your responsibility.

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.

WHAT DOESN'T THIS WARRANTY COVER?

Any obligation of Ply Gem hereunder is contingent upon proper installation per manufacturer's instructions and good building practices, normal product use, maintenance and proper care, including annual cleaning. This Warranty does not cover:

- any condition not directly caused by a defect in a Product as manufactured.
- any installation or defects or damage of any kind attributable to or resulting from installation, including faulty or improper installation.
- weathering or changes in surface color resulting from chalking, fading, discoloring, soiling or staining. Exposure to sunlight, the elements, weather and atmospheric conditions may cause these changes over time, and 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 or conditions caused by:
  - accidental damage;
  - settlement;
  - structural shrinkage or distortion of the property structure;
  - fire;
  - lightning, hurricane, tornado, windstorm, earthquake, or other acts of God;
  - corrosive or abrasive products or harmful chemicals (including harmful cleaning compounds and pesticides);
  - fumes or vapors;
  - air pollution;
  - neglect;
  - mishandling;
  - improper care;
  - improper or harmful cleaning;
  - misuse or abuse;
  - vandalism;
  - airborne stains, mold and mildew accumulation;
  - your failure (or the failure of subsequent property owners) to provide reasonable and necessary maintenance of the Products (see "Care and Maintenance Instructions");
  - impact of foreign objects; and
  - 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.
- warping or distortion due to exposure to heat sources (e.g., fire, barbecue grills, etc.) or exposure to unusual or reflective heat sources (e.g., glass reflection, roofing materials, pools, decks, blacktop, or concrete materials).
- Products that have been altered, modified or subjected to unauthorized repair.
- Products that have been painted or whose surface has been altered in any way without written authorization from Ply Gem.
- any other causes beyond our reasonable control;
- corrosion caused by contact with dissimilar materials; or sea coast environment
- gutters greater than 50' in length.

OTHER LIMITATIONS

1. This Warranty covers only genuine Ply Gem Gutter Coil and Related Accessories. It is your responsibility to verify that the Gutter Coil and Related Accessories 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. Due to normal weathering, replacement Products may differ in gloss and color from Products originally installed on the Property.
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 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 as a result of any difference.
4. There are no warranties on these Products other than as set forth in this Warranty, and no dealer, contractor, applicator, distributor or other is authorized to change or add to this 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. You agree that no action or inaction of Ply Gem shall constitute a waiver.
5. THIS IS THE SOLE WARRANTY FOR THE PRODUCTS, AND ALL OTHER WARRANTIES, INCLUDING OF MERCHANTABILITY AND FITNESS FOR PURPOSE, ARE DISCLAIMED AND EXCLUDED. THIS IS YOUR EXCLUSIVE WARRANTY AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, REMEDIES OR CLAIMS, IRRESPECTIVE OF SOURCE AND PLY GEM'S NEGLIGENCE. WE EXCLUDE AND ARE NO EVENT SHALL WE BE RESPONSIBLE FOR ANY LOSS OF USE, LOST PROFIT, DIMINUTION IN VALUE, CONSEQUENTIAL, SPECIAL, INDIRECT, EXEMPLARY, PUNITIVE OR INCIDENTAL DAMAGES OF ANY KIND. UNDER NO CIRCUMSTANCE SHALL WE BE LIABLE FOR AN AMOUNT EXCEEDING THE PURCHASE PRICE OF THE AFFECTED PRODUCT. COURSE OF DEALINGS, CUSTOM AND USAGE, STATEMENTS, LABELS, ADVERTISING AND PRODUCT REPRESENTATIONS OF ANY KIND SHALL NOT EXPAND THE SCOPE OF THIS WARRANTY.
6. 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. 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, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.
7. Ply Gem Products are often designed and tested in accordance with required standard procedures established by industry associations. 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.

HOW DO YOU REGISTER YOUR WARRANTY?

For all Ply Gem materials used on this installation project, one Application for Warranty Registration must be completed at mastic.com or mailed within 30 days after original installation has been completed. Please mail it to Ply Gem, Warranty Registration Department, P.O. Box 110100, Pittsburg, PA 15232. Failure to register the Warranty will not void the Warranty, but registration of this Warranty confirms the date of purchase of our Products and assists Ply Gem in processing any Warranty claim you might have. This confirmation is of benefit to you, especially if your original proof of purchase is lost. It is a good idea to retain your proof of purchase incase it is needed if you submit a warranty claim.

HOW DO YOU TRANSFER YOUR WARRANTY?

You and subsequent Property owners may transfer this Warranty by providing written notice to us within 30 days after the date of transfer of ownership. The notice should include the warranty registration number (if available), the address of the Property, the name and mailing address (if different) of the new owners and the date of transfer. The notice should be sent to Ply Gem, Warranty Transfer Department, P.O. Box 110100, Pittsburg, PA 15232. Failure to notify Ply Gem will not void the Warranty, but the notice will assist Mastic in processing any warranty claim.

Warranty coverage upon transfer is as described in detail above. Upon any transfer of the property, your obligations become the obligations of the new Property owners.

HOW DO YOU SUBMIT A WARRANTY CLAIM?

You must submit your claim in writing to us within the warranty period and within thirty (30) days of product failure.

To initiate a claim, you should contact our warranty services number at 1-800-962-3563 to receive a warranty claims packet.

If you would like to submit a claim request in writing, please provide the following information: a description of the claimed Product failure and the date the failure was discovered; the warranty registration number (if available); the date of original installation; proof of status as property owner; proof of purchase; date and place of purchase; and your name, address and phone number. Written claims should be sent to Ply Gem, Warranty Claims Department, 303 W. Major Street, Kearney, MO 64060 or fax your information to 816-426-8210.

Ply Gem will provide notification of any additional information and physical evidence that may be required to process your claim. When a sample is required, it must be sent at the homeowner's expense. In the event 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.

PERFORMANCE METALS®
REGISTERED 20-YEAR LIMITED WARRANTY
GUTTER COIL ("THE PRODUCTS")

ANY REPAIR OF THE PRODUCTS UNDERTAKEN WITHOUT PRIOR WRITTEN AUTHORIZATION FROM PLY GEM WILL VOID THIS WARRANTY.

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 UNDER THE TERMS OF THIS WARRANTY FOR WHICH PLY GEM WILL BE RESPONSIBLE
DURING THE ORIGINAL PURCHASER'S OWNERSHIP OF THE PROPERTY:	100%
SUBSEQUENT OWNERS AND OTHERS COVERED BY A 20-YEAR PRORATED WARRANTY:	
0-4	100%
MORE THAN 4 BUT LESS THAN 6	70%
MORE THAN 6 BUT LESS THAN 8	50%
MORE THAN 8 BUT LESS THAN 10	40%
MORE THAN 10 BUT LESS THAN 12	30%
MORE THAN 12 BUT LESS THAN 14	20%
MORE THAN 14 BUT LESS THAN 20	10%

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

FACTS ABOUT THE INSTALLATION OF PLY GEM GUTTER COIL AND RELATED ACCESSORIES

We designed and manufactured Ply Gem Gutter Coil and Related 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 who 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 installation.

NOTE: Direct contact of aluminum products with certain dissimilar materials, or contact with water run-off from dissimilar materials, is likely to result in corrosion. Accordingly, care should be taken during installation to avoid contact of aluminum with dissimilar materials including: dissimilar metals (e.g. copper, zinc, steel, etc.), concrete, stucco, asbestos siding, pressure treated/pretreated lumber, roofing materials or roofing systems containing metallic granules or strips, or corrosive non-metallic materials.

*For detailed coverage of warranty information on Leaf Relief products, reference the "Leaf Relief Warranty" available from your installing dealer.

To register your warranty go to **mastlc.com/warranty**
or fill out the card found in the back and mail to the address provided.

WARRANTY REGISTRATION

MASTIC by Ply Gem

Register your warranty online at
mastic.com/warranty

or mail this form to:

Ply Gem
Warranty Registration Data Center
P.O. Box 110100
Pittsburg, PA 15232

PROJECT INFORMATION:

COMPLETION DATE:_____

CONTRACTOR (BUILDER) NAME:_____

COMPANY NAME: _____

ADDRESS:_____

CITY: _____ STATE:_____ ZIP:_____

PHONE: _____

EMAIL ADDRESS:_____

HOMEOWNER NAME:_____

ADDRESS: _____

CITY: _____ STATE:_____ ZIP:_____

PHONE:_____

EMAIL ADDRESS:_____

PROJECT ADDRESS (IF DIFFERENT FROM ABOVE):

_____

CITY: _____ STATE:_____ ZIP:_____

PLEASE INDICATE THE TYPE OF APPLICATION:

☐ REMODELING ☐ NEW CONSTRUCTION ☐ ADDITION

APPROXIMATELY, HOW OLD IS THE HOME? _____ YEAR(S).

WHAT SIDING MATERIAL WAS ON THE HOME PRIOR TO INSTALLATION?

☐ NONE (NEW CONSTRUCTION)
☐ PLYWOOD
☐ STUCCO/CONCRETE
☐ BRICK/STONE
☐ ORIENTED STRAND BOARD (OSB)
☐ HARDBOARD
☐ VINYL SIDING
☐ FIBER CEMENT SIDING
☐ ALUMINUM/STEEL SIDING
☐ WOOD
☐ OTHER: _____

PLEASE INDICATE PRODUCT AND QUANTITY COVERED UNDER THIS WARRANTY:

Products Covered under the Mastic V.I.P. Limited Lifetime Warranty:

PRODUCT	PROFILE/PRODUCT CODE	COLOR	QUANTITY
CEDAR DISCOVERY® HAND-SPLIT SHAKE			
CEDAR DISCOVERY® PERFECTION SHINGLE DOUBLE 7"			
CEDAR DISCOVERY® PERFECTION SHINGLE TRIPLE 5"			
CEDAR DISCOVERY® HALF-ROUND			
STRUCTURE® HOME INSULATION SYSTEM™			
QUEST®			
CARVEDWOOD•44™			
OVATION™			
MILL CREEK			
WESTERN EXTREME™			
CHARLESTON BEADED®			
BOARD+BATTEN DESIGNER SERIES™			
MASTIC EVERPLANK™ SIDING			
SOLARDEFENSE™ REFLECTIVE TECHNOLOGY			
ENVOY® ALUMINUM SIDING			
ENDURANCE® ALUMINUM SIDING			
VINYL SOFFIT			
PERFORMANCE METALS® ALUMINUM SOFFIT			
PERFORMANCE METALS® ALUMINUM FASCIA			
PERFORMANCE METALS® ALUMINUM TRIM COIL			
SHUTTERS			
DOOR SURROUNDS			
MANTELS			
WINDOW AND DOOR CASINGS			
DECORATIVE MOULDINGS			
DECORATIVE CORNER POSTS			
GABLE VENTS			
UTILITY VENTS			
SURFACE MOUNTS			
MOUNTING BLOCKS			
GUTTERS AND DOWNSPOUTS			
ALUMINUM ROOFING ACCESSORIES			
ROOF AND EAVE VENTILATION PRODUCTS			

Products Covered under the Registered 20-Year Limited Warranty:

PERFORMANCE METALS® GUTTER + DOWNSPOUT COIL AND ACCESSORIES			

Products Covered under the Registered 25-Year No-Clog, No Overflow Warranty:
(REFERENCE SEPARATE WARRANTY FOR DETAILS)

LEAF RELIEF®			

Products Covered under the Registered 20-Year Material and Performance Warranty:
(REFERENCE SEPARATE WARRANTY FOR DETAILS)

LEAF LOGIC™			

Products Covered under the Registered 5-Year Material and Performance Warranty:
(REFERENCE SEPARATE WARRANTY FOR DETAILS)

LEAF SMART™			

MASTIC® by Ply Gem

MAKE MORE POSSIBLE.

Mastic by Ply Gem is backed by the resources and reach of Cornerstone Building Brands, a leading manufacturer of exterior building products, and supported by a team of dedicated professionals who provide an unrivaled level of experience and expertise to our nationwide network of distributors.







MASTIC.COM | 800-962-6973
5020 Weston Parkway, Cary, NC 27513

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PEPA Member NAHB

Ply Gem®

PART OF THE CORNERSTONE BUILDING BRANDS FAMILY | SIDING | WINDOWS | PATIO DOORS | STONE VENEER | TRIM + MOULDINGS | FENCE + RAILING | SHUTTERS + ACCESSORIES | METAL + RAINWARE