



PLY GEM
WINDOWS

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WINDOWS & PATIO DOORS CONSUMER
LIMITED WARRANTY

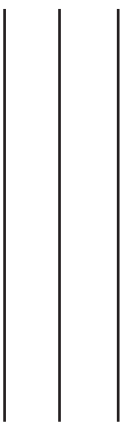


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Warranty Registration Data Center
P.O. Box 110100 • Pittsburgh, PA 15232
windows.plygem.com • 1-888-9PLYGEM



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Pittsburgh, PA 15232

MIRA™ WARRANTY

Mira™ aluminum clad products from Ply Gem Windows are designed to create lasting value for your home. This warranty is effective for all Mira™ products manufactured on or after June 1, 2008 for use in the United States and Canada.

WHAT THIS WARRANTY COVERS

We warrant that Mira™ products will be free from defects in materials or workmanship as identified below from the date of manufacture for the time periods described below. This warranty includes free replacement parts to replace the defective components of the Mira™ window or patio door. Skilled labor¹ (where deemed necessary by us) to repair or replace components is provided for one (1) year unless specified otherwise..

Owner-occupied Single Family Residence: Twenty (20) Year Limited Warranty for Mira™ Window & Patio Door Products (insulating glass, metal clad and wood parts, and hardware unless specified otherwise)

We warrant your Mira™ window, patio door and component parts (e.g. exterior casing provided by Ply Gem Windows) thereof for twenty (20) years. Warranty coverage outside Canada, the continental United States and Alaska is contingent upon prior approval from the Manager of Field Service.

Clad Finish²: We warrant the clad finish on your Mira™ metal clad window or patio door manufactured by us as follows: Super Dynopon® polyester finishes are warranted for twenty (20) years against peeling, checking, cracking, or exhibiting excessive chalk, fade or color change under normal atmospheric conditions.³ Clad products installed within one (1) mile of a saltwater source (or other corrosive environment) require additional and specific maintenance to qualify for coverage under this warranty. Refer to our care and use guide for details..

Special Coverages:

Special Glazing: We warrant special glazing (including sound package glass options incorporating laminated glass) for ten (10) years.

Spontaneous Glass Breakage: We warrant sealed glass units installed in Mira™ windows and patio doors (excluding laminated glass and special glazing) for spontaneous breakage for one (1) year (to include free replacement glass and skilled labor¹ necessary to replace the glass). Spontaneous breakage occurs when the glass develops a crack without impact or any signs thereof.

Transferability:

This warranty is transferable to subsequent owners. In the event you sell your residence or it becomes occupied by other than the original owner, notify Ply Gem Windows in writing at the address found below.

All installations other than owner-occupied Single Family Residence: Ten (10) Year Limited Warranty for Mira™ Window & Patio Door Products

We warrant your Mira™ window, patio door and component parts (e.g. exterior casing provided by Ply Gem Windows) thereof for ten (10) years. Warranty coverage outside Canada, the continental United States and Alaska is contingent upon prior approval from the Manager of Field Service.

Clad Finish²: We warrant the clad finish on your Mira™ aluminum clad window or patio door manufactured by us as follows: Super Dynopon® polyester finishes are warranted for ten (10) years against peeling, checking, cracking, or exhibiting excessive chalk, fade or color change under normal atmospheric conditions.³ Clad products installed within one (1) mile of a saltwater source (or other corrosive environment) require additional and specific maintenance requirements to qualify for coverage under this warranty. Refer to our care and use guide for details.

Non-residential warranties are not transferable.

WHAT THIS WARRANTY DOES NOT COVER

Ply Gem Windows is not liable for:

- Normal wear and tear and natural weathering of surfaces. Variance in color or texture of natural wood parts and natural tarnishing of metallic finishes are not considered defects.
- Normal wear and tear to hardware and naturally occurring changes to hardware finishes (e.g., corrosion or tarnishing).
- Damage caused by chemicals (e.g. brick wash) or a harsh environment (e.g. salt spray or airborne pollutants) unless otherwise specifically stated above.
- Product failure due to misuse or abuse.
- Damage caused by failure to properly finish and provide maintenance, by alteration or modification to the window (e.g. customer applied tints or films, paint finishes, security systems, etc.), or as a result of any cause beyond the control of Ply Gem Windows (e.g. fire, flood, earthquake, other acts of nature, and acts of third parties outside of our control).
- Glass breakage (except spontaneous breakage as covered above).
- Slight imperfections or wavy distortions in the glass that do not impair structural integrity. (Note: wavy distortions in the glass (e.g. related to laminate interlayer or heat strengthening/ tempering of glass) and slight color variations in glass are not considered a defect.)
- Improper installation not in conformance with Ply Gem installation instructions, and operational and other problems related to water and/or air infiltration/leaking as a result of improper installation or flaws in building design or construction.
- Damage or poor product performance resulting from installation into a condition that exceeds product design standards and/or certified performance specifications and/or is not in compliance with building codes.
- Wood cellular structure failure for wood components and any components that come into direct contact with soil.
- Product or component performance decline due to aging, inert gas dissipation, natural processes or failure to provide proper maintenance. (Note: Other than inert gas loss due to seal failure, the migration of an inert gas, such as argon, is a natural process that occurs over time and is not a defect.)

- Screen damage due to normal wear and tear, misuse, abuse, or insect or animal activity.
- Condensation or damage as a result of condensation (Note: unless due to insulating glass failure, most condensation problems are related to excessive humidity levels in a structure. Contact a heating/air conditioning specialist for help).
- Damage caused by extreme artificial temperature buildup or exposure (e.g., where storm doors/windows are present).
- Labor and materials for repainting or refinishing activities.
- The removal or disposal of defective product(s).
- Labor exceeding the time periods specified above.

IMPORTANT LEGAL INFORMATION:

This Warranty sets forth our maximum liability for our products. We shall not be liable for special, indirect, consequential, or incidental damages. Your sole and exclusive remedy with respect to any and all losses or damages resulting from any cause whatsoever shall be as specified above, and our total liability shall be limited to, and in no event exceed, the purchase price paid for the defective products, or at our sole discretion, the replacement of the defective products. **WE MAKE NO OTHER WARRANTY OR GUARANTEE, EITHER EXPRESS OR IMPLIED, INCLUDING ANY WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE TO THE ORIGINAL PURCHASER OR TO ANY SUBSEQUENT USER OF THE PRODUCT, EXCEPT AS EXPRESSLY CONTAINED HEREIN.** In the event state or provincial law precludes exclusion or limitation of implied warranties, the duration of any such warranties shall be no longer than, and the time and manner of presenting any claim thereon shall be the same as, that provided in the express warranty stated herein.

No distributor, dealer, agent or representative of Ply Gem Windows has the authority to change, modify or expand this warranty. The original purchaser of this product acknowledges that they have read this warranty, understand it and are bound by its terms and agrees to provide this warranty to the original owner of the structure into which the product is installed.

¹ “Skilled labor” refers to tasks where specialized technical knowledge, experience, methods or tools are required to properly identify, diagnose and/or correct product-related problems.

² “Clad finish” means the painted finish on the aluminum cladding.

³ “Chalking” of the clad finish is not a defect unless it exceeds a numerical rating of eight (8) when measured in accordance with the standard procedures specified in ASTM D4214. Fading or changing in color of the “clad finish” is not a defect unless it exceeds five (5) E units (NBS), calculated in accordance with ASTM D2244, paragraph 6.3. Color change shall be measured on an exposed “clad finish” that has been cleaned of surface soils and chalk, and the corresponding values measured on the original or unexposed “clad finish”. Fading or color changes may not be uniform if the surfaces are not equally exposed to the sun and elements. If the above ASTM standards change, the standard in effect at the time of purchase applies. As an option to replacement, we may choose, in our sole discretion, to refinish the product.

HOW TO FILE A CLAIM

If you have a problem with your Mira™ product, contact the dealer/distributor or contractor from whom you purchased your product or contact us directly:

1-888-9PLYGEM

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

We can respond quickly and efficiently if you provide the following: a) product identification (from the original order/invoice or permanent warranty label on the window frame), b) how to contact you, c) the address where the product can be inspected, and d) a description of the apparent problem and the product (photographs are requested).

Product Purchase Date: _____

Order Number: _____



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