

**PRO SERIES**  
W I N D O W S



**PRO CLASSIC® SERIES**



**Ply Gem®**  
WINDOWS & DOORS

**WINDOWS & PATIO DOORS CONSUMER  
LIFETIME LIMITED WARRANTY**

E A S T



Warranty Registration Data Center  
P.O. Box 110100 • Pittsburgh, PA 15232-0600  
windows.plygem.com • 1-888-9PLYGEM

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**Warranty Registration Data Center**  
**P.O. Box 110100**  
**Pittsburgh, PA 15232-0600**



# PRO CLASSIC® SERIES WINDOWS & PATIO DOORS CONSUMER LIFETIME LIMITED WARRANTY

## I. DESCRIPTION OF LIMITED WARRANTY

Ply Gem Windows does hereby provide the following limited warranty with respect to the Vinyl Window, subject to the terms, conditions and limitations set forth herein.

### A. VINYL COMPONENTS LIFETIME LIMITED WARRANTY

All Vinyl Components of the Vinyl Window are warranted during the lifetime of the Original Homeowner (defined in Section II below) to be free of any defects in material and workmanship and to be free from peeling, flaking, and blistering, under normal use and proper care. Ply Gem Windows obligation under this limited warranty shall be limited to providing to the Original Homeowner replacement Vinyl Components (or any component part thereof) for those Vinyl Components (or any component part thereof), which are determined to be defective by Ply Gem Windows, Ply Gem Windows shall supply to the Original Homeowner, free of charge, the replacement Vinyl Components. Ply Gem Windows is not responsible for installing the replacement Vinyl Components nor for any costs incurred by the Original Homeowner in removing the defective Vinyl Components. The replacement Vinyl Components may vary slightly in color or gloss in comparison to the original Vinyl Components. Ply Gem Windows shall not be responsible or liable as a result of such variance.

### B. 2 YEAR HARDWARE LIMITED WARRANTY

Ply Gem Windows also warrants that the metal and vinyl hardware components in Ply Gem Windows products will be free from manufacturing defects for a period of two (2) years from the date of manufacture. This warranty is for the benefit of the Original Homeowner who purchased the product and resides in the home and may not be transferred. Defective Ply Gem Windows hardware (including locks, balances and handle sets) that fails during the warranty period will be furnished by Ply Gem Windows without charge. Freight and installation will be at homeowner's expense.

### C. 20 YEAR INSULATED GLASS LIMITED WARRANTY

Ply Gem Windows also warrants the Ply Gem Windows' Insulating Glass will be free from moisture infiltration between the two pieces of glass for 20 years from date of manufacture. This warranty is for the benefit of the Original Homeowner who purchased the product and resides in the home, and may not be transferred. If condensation appears between the two pieces of glass within years 1-10, Ply Gem Windows will furnish replacement glass without charge. Freight and installation will be at homeowner's expense. If condensation appears within years 11-20, Ply Gem Windows will furnish replacement glass at 50% of the current list price. Freight and installation will be at homeowner's expense. Condensation on the interior surfaces of the Insulated Glass (surfaces exposed to the interior of the dwelling only, not between the panes), which may occur as a natural result of humidity within the house or building area and interior/exterior temperature differential, does not indicate a defect in the Insulated Glass and is not covered by this limited warranty. Any films applied to the Insulated Glass, will void any and all warranties.

### D. 1 YEAR GLASS DEFECT LIMITED WARRANTY

Ply Gem Windows warrants against glass scratches, in the insulated unit, spots and stress cracks, for a period of one (1) year from date of manufacture. Not to include any abuse, mishandling, vandalism, wrongful cleaning, improper care and or acts of God causing damage to the glass. For the purposes hereof, the Insulated Glass shall not be considered defective unless the reported defects contained in the Insulated Glass

exceed those imperfections allowable in accordance with Specification ASTM 1036 and 1048 for heat treated or tempered glass, as maybe amended from time to time. Freight and installation will be at homeowner's expense.

## II. LIMITATION ON WARRANTIES & ADDITIONAL TERMS & CONDITIONS

The limited warranty covers only the Original Homeowner of the Vinyl Window provided that: (i) such Homeowner is an individual and (ii) the Original Homeowner uses the Vinyl Window in residential property owned by said Original Homeowner (herein referred to as the "Original Homeowner"). Accordingly, this limited warranty does not provide remedies for Vinyl Windows installed upon any property other than a residential dwelling owned by the Original Homeowner. Accordingly, Vinyl Windows installed upon commercial property, schools, apartment buildings, or cooperative housing arrangements, are specifically excluded from remedies provided by this warranty. All sales, however, are subject to time exclusions set out below. Ply Gem Windows' obligation under this limited warranty is conditioned upon the normal use and proper care of the Vinyl Window by the Original Homeowner and the proper installation thereof. The Original Homeowner's sole remedy for a covered defect is as specifically set forth herein, and Ply Gem Windows shall not be liable for any incidental or consequential damages arising out of said defect or the use or inability to use the product. Under no circumstances will Ply Gem Windows be liable for damages including, but not limited to, damage or loss of other property or equipment, or for the cost of removing, installing or reinstalling any replacement part or parts furnished here under. In the event the defective parts(s) are not available for whatever reason, Ply Gem Windows reserves the right to replace any of the defective parts with replacement parts of substantially equal quality. None of the above warranties applies to products that have not been installed per Manufacturers installation recommendations or finished properly. Products that have been altered, modified or subjected to unauthorized repair, including but not limited to, products to which films have been applied, paint applied to vinyl components or non-standard parts have been added to, shall be deemed out of warranty. None of the above warranties cover normal wear or product failure caused by accident, abuse (including the use of corrosive or abrasive products) or acts of God. The foregoing warranty does not apply to the product's normal deterioration, accidents, acts of God, fire, mishandling, acts of nature, chemical pollutants in the atmosphere, improper care, glass breakage, ripped, torn, punctured or creased screens for any cause whatsoever, vandalism, misuse, abuse, neglect, use of harmful cleaning components, installation other than as recommended by Ply Gem Windows or any other cause or damage beyond the control of Ply Gem Windows. This warranty gives you specific legal rights and you may also have other rights that vary from state to state. Enforceability of this warranty is limited to the Original Homeowner. Ply Gem Windows reserves the right to discontinue or make changes in any of its products, including color changes in its vinyl product line. In the event the products covered by these warranties are not available, Ply Gem Windows reserves the right to substitute a product or component that, in Ply Gem Windows' sole discretion, is of equal quality or price. The Dealer is not authorized to change or add to this warranty. Proof of purchase must be supplied before warranty work is performed.

THE FOREGOING WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. PLY GEM WINDOWS EXPRESSLY EXCLUDES ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. PLY GEM WINDOWS EXPRESSLY EXCLUDES RESPONSIBILITY FOR INCIDENTAL AND CONSEQUENTIAL DAMAGES. THESE EXPRESS EXCLUSIONS APPLY TO ALL SALES OF PLY GEM WINDOWS, WHETHER INSTALLED IN RESIDENTIAL OR COMMERCIAL BUILDINGS.

## HOW TO MAKE A WARRANTY CLAIM

To make a warranty claim write to the address on this warranty describing the product and the product failure, including the date and place where you purchased the product. The claim must be made within 30 days after the product failure occurred. Ply Gem Windows reserves the right to inspect any product that is the subject of a warranty claim before honoring the claim.

To assure full warranty benefits, please complete and mail this card. The information will help us process warranty claims smoothly, and provide us with important marketing information on our valued customers.

## HOMEOWNER INFORMATION

Name \_\_\_\_\_  
Street \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
Phone \_\_\_\_\_

## BUILDER INFORMATION

Name \_\_\_\_\_  
Street \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
Phone \_\_\_\_\_  
Date of Installation \_\_\_\_\_

## Is this your first purchase of Ply Gem Windows products?

Yes  No

## Type of project:

- New Construction  
 Remodel/Room Addition  
 Window Replacement

## How old is your house: \_\_\_\_\_ years

## Square Footage of Your Home:

- Less than 1,800  1,801-2,500  
 2,501-3,500  Over 3,500

## Product Style(s) Purchased: (Check all that apply)

- Awnings  Patio Door  
 Casements  Round/Elliptical Tops  
 Double Hung  Special Shapes

## Glass Type: (Check all that apply)

- Clear Glass  HP Glass  Obscure  
 Low-E  HP<sup>SC</sup> Glass  Tempered  
 Low-E<sup>SC</sup>  Tinted  GBG

## Why Did You Select Ply Gem Windows Products? (Check all that apply)

- Advertisements  Price  
 Product Variety  Low Maintenance  
 Warranty  Overall Quality  
 Builder's Decision  Style/Aesthetics  
 Energy Efficiency  Recommended by Dealer