

Ply Gem reserves the right to discontinue or make changes in any of its products, including color changes. In the event the products covered by these warranties are not available, Ply Gem reserves the right to substitute a product or component that, in Ply Gem's sole discretion, is of substantially equal quality or price and shall not be liable as a result of any difference.

Ply Gem reserves the right to change, without notice, the provisions of its warranties for any or all of its products. The warranty in effect for each Ply Gem product at the time of sale of such product remains in effect regardless of subsequent changes in warranty policy.

Replacement components/products are warranted for the balance of the original product warranty.

No dealer, distributor, retailer, contractor, salesperson or other representative of Ply Gem products is authorized to change or add to this warranty. Owner agrees that no action or inaction of Ply Gem shall constitute a waiver.

IMPORTANT OWNER INFORMATION:

EXCLUSIVE REMEDY: THIS WARRANTY IS THE EXCLUSIVE OWNER REMEDY. IT SHALL OPERATE IN LIEU OF ALL OTHER REMEDIES, WARRANTIES OR CLAIMS IRRESPECTIVE OF SOURCE AND PLY GEM'S NEGLIGENCE.

LIMITATION OF REMEDIES: IN NO EVENT SHALL PLY GEM BE LIABLE FOR ANY LOSS OF USE, LOST PROFIT, DIMINUTION IN VALUE, INCIDENTAL, CONSEQUENTIAL, SPECIAL, INDIRECT, EXEMPLARY OR PUNITIVE DAMAGE OF ANY KIND. UNDER NO CIRCUMSTANCE SHALL PLY GEM BE LIABLE FOR AN AMOUNT EXCEEDING THE PURCHASE PRICE OF THE AFFECTED COMPONENT.

ADDITIONAL DISCLAIMER: THIS IS THE SOLE WARRANTY FOR PLY GEM CANADA WINDOW AND DOOR PRODUCTS. ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR PURPOSE, ARE DISCLAIMED AND EXCLUDED. COURSE OF DEALINGS, CUSTOM AND USAGE, STATEMENTS, LABELS, ADVERTISING AND PRODUCT REPRESENTATIONS OF ANY KIND SHALL NOT EXPAND THE SCOPE OF THIS WARRANTY. Where these limitations are prohibited or otherwise altered by mandatory legal provisions, the warranty shall remain effective to the extent required by such law. This warranty gives you specific legal rights and you may also have other rights that vary from province/state to province/state.

OWNER AGREES THAT ANY OBLIGATION OF PLY GEM WITH RESPECT TO ITS PRODUCTS IS CONTINGENT UPON NOTICE AS DEFINED HEREIN AND PLY GEM'S OPPORTUNITY TO RESPOND.

PRODUCT RATINGS: Ply Gem Canada products are often designed and tested in accordance with required standard procedures established by industry association. These measure performance of sample products in a laboratory 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 TO MAKE A WARRANTY CLAIM

If you have a warranty claim with your Ply Gem Canada window or door, you must immediately contact the dealer or contractor from whom you purchased our product, or contact us directly as follows, and provide written notice of such warranty claim within thirty (30) days of product failure:

Calgary, AB
Ph: 403-569-3111
Fax: 403-569-3139
calgary.service@plygem.ca

Medicine Hat, AB
Ph: 403-526-2520
Fax: 403-526-2510
medhat.service@plygem.ca

Regina, SK
Ph: 306-352-2399
Fax: 306-721-2662
regina.service@plygem.ca

Edmonton, AB
Ph: 780-451-2590
Fax: 780-452-7216
edmonton.service@plygem.ca

Langley, BC
Ph: 604-607-7373
Fax: 604-607-7071
langley.service@plygem.ca

Winnipeg, MB
Ph: 866-556-6543
Fax: 866-556-6897
winnipeg.service@plygem.ca

Grande Prairie, AB
Ph: 866-532-7534
Fax: 780-532-7554
grande.prairie.service@plygem.ca

Kelowna, BC
Ph: 800-561-5855
Fax: 403-569-3124
kelowna.service@plygem.ca

USA / International
Ph: 800-661-1437
Fax: 877-263-0900
international.sales@plygem.ca

Red Deer, AB
Ph: 403-346-5189
Fax: 403-346-2500
red.deer.service@plygem.ca

Saskatoon, SK
Ph: 306-374-6166
Fax: 306-373-1777
saskatoon.service@plygem.ca

To help us serve you faster, when contacting Ply Gem please have the following information available:

- a) Your name, address and telephone number, including a daytime telephone number, if different.
- b) A description of the alleged product failure for which the claim is being made (photographs are useful).
- c) The date the product was purchased (or possession date).
- d) The name of the Ply Gem dealer/contractor from whom the product was purchased (if known).
- e) In the case of insulated glass, provide the date of manufacture as printed on the spacer between the panes of glass.

Ply Gem shall have no obligation whatsoever without proper notice from the Owner 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. Owner agrees to pay for the costs of an inspection which reveals that no action is called for under this warranty. In no event shall Ply Gem be liable for the costs of repair not provided by Ply Gem.

Thank you.

EFFECTIVE: March 1, 2011

LIMITED WARRANTY
Windows & Doors

Since 1958 Ply Gem window and door products have been manufactured to specific engineering standards utilizing quality materials and craftsmanship. We are committed to stand behind our products with a comprehensive warranty, and as a consumer-purchaser, we will respond to notice from you regarding any product concerns according to the terms set forth below. This warranty is effective for all Ply Gem Canada window and door products manufactured on or after March 1, 2011 and is applicable only in Canada. Any previous warranties will continue to apply to products manufactured by Ply Gem Canada prior to this date.

WARRANTY COVERAGE

If a Ply Gem Canada window and door product shows evidence of any of the following defects in material or workmanship, upon notice from you as required herein, Ply Gem Canada will, at our option, repair, replace or refund the original purchase price of the product or component per the terms set forth below provided such defect is directly caused by a defect in the product as manufactured by Ply Gem Canada and has resulted in a significant impairment in operation and usage as determined by Ply Gem Canada.

Skilled Labour. Skilled labour to repair or replace any affected component is provided for two (2) years measured from the date of manufacture. Skilled labour includes only work in which specialized product knowledge or methods are required to complete a repair and does not include any repair, refinishing or refurbishment of materials beyond the affected Ply Gem component.

A. Glass

Should a dual-glazed insulated glass unit fail (evidenced by moisture within the insulated glass unit caused by failure of the hermetic seal), Ply Gem Canada will supply a replacement unit for the failed unit free of charge for as long as you own your single family home or multi family home into which Ply Gem Canada windows, doors or patio doors were installed.

Triple-glazed insulated glass units are warranted for twenty (20) years from the date of manufacture.

Spontaneous Glass Breakage is warranted for one (1) year from the date of manufacture. Spontaneous glass breakage occurs when the glass develops a crack without impact or any signs thereof.

B. Vinyl Window and Patio Door Extrusions

Peeling, cracking, flaking or blistering under normal use, application and proper care are warranted for twenty (20) years from the date of manufacture. This warranty does not extend to discoloration caused by exposure to natural elements or caused by the use of chemical solvents or abrasive cleaners.

C. Factory Painted Vinyl and Aluminum Extrusions

Peeling, cracking, flaking or blistering under normal use, application and proper care are warranted for ten (10) years from the date of manufacture. This warranty does not extend to discoloration caused by exposure to natural elements or caused by the use of chemical solvents or abrasive cleaners.

D. Door Slabs

Door warpage exceeding 8mm (5/16") along the plane of the door is warranted as per the applicable warranty period set forth below, provided the panel is installed with standard lock and hinge preparation:

- Steel Door Slabs – ten (10) years from the date of manufacture
- Fiberglass Door Slabs – twenty five (25) years from the date of manufacture
- Metal Clad Wood Slabs – five (5) years from the date of manufacture

Action on any warpage claim may be deferred, at Ply Gem Canada's option, for a period not to exceed twelve (12) months from the date of the claim to permit conditioning to humidity and temperature.

E. Decorative Door Lites

Insulated glass units, door lite frames, plastic components, operating mechanisms and internal mini-blinds are warranted for ten (10) years from the date of manufacture.

F. Hardware and Components

Failure or breakage of locking mechanisms, rollers, balance systems, hinges, cranks and handles under normal usage and proper care are warranted for ten (10) years from the date of manufacture.

Transferability. If the original property owner/purchaser sells the property in which the Ply Gem Canada windows, doors or patio doors covered by this warranty are installed, Ply Gem Canada will extend the coverage provided by this warranty to subsequent property owner/purchasers until ten (10) years from the date of manufacture.

WHAT IS NOT COVERED BY THIS LIMITED WARRANTY

Any Ply Gem Canada obligation is contingent upon proper installation per manufacturer's instructions and good building practice, normal product use, maintenance and proper care by Owner. Ply Gem will assume no liability for the stated warranties under, but not limited to, the following conditions:

- Ply Gem does not warrant any installation or any defects attributable to installation, including but not limited to, installation in non-vertical, upside down, on-the-side, or out-of-square positions.
- Condensation or frost on windows or doors. Condensation or frost, and any related water damage, which may occur as the natural result of humidity or changes in interior/exterior temperatures is not a defect and is not covered by this warranty.
- Product or component performance decline caused by normal wear and tear, aging and normal deterioration, including normal wear and tear of weatherstripping; natural weathering of surfaces or variations in the colour or texture of wood or finish; naturally occurring changes to hardware finishes; inert gas dissipation, and natural processes. 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.
- Product failure due to alterations, modifications or unauthorized repair to the product, such as customer applied tints, paint finishes or security systems.
- Conditions caused by misuse or abuse (including contact with corrosive or abrasive products), neglect, accident, damage, mishandling, vandalism, lack of or improper maintenance, improper care, improper or harmful cleaning, and stresses from localized application of heat (such as from a barbecue).
- Finish failure or corrosion of finishes or components (such as aluminum cladding) caused by chemicals (i.e. brick wash) or environmental conditions such as salt or acid rain.
- Replacement vinyl or aluminum components may vary slightly in colour or gloss in comparison to the original vinyl or aluminum components and Ply Gem shall not be responsible or liable as a result of such variance.
- Repainting and/or refinishing products or components.
- Damage or poor product performance resulting from installation into a condition that exceeds product design standards and/or certified performance specifications and/or does not comply with applicable building codes.
- Use of a non-commercial door as main entrance or exit door for a building other than a single-family residential unit.
- Damage or poor product performance because of settlement of the building structure or structural defect of the building.
- Failing to properly seal the exposed wood portions of a product within thirty (30) days of installation. This includes, but is not limited to, the exposed wood on all sides of a door panel (i.e. exterior, interior, top, bottom, and both sides), a door frame and wood grilles. Failure to do so will void the warranty on this product.
- It is recommended that the application of dark paint colours be avoided when steel or fiberglass doors are exposed to extreme direct sun or when installed in conjunction with a non-ventilated storm door. Ply Gem does not warrant steel or fiberglass door products, including door lite insert frames, under these conditions.
- Adjustments of locking mechanisms and strikers are the responsibility of the homeowner as part of regular maintenance, and are not covered under warranty.
- Slight imperfections or wavy distortions in the glass that don't impair structural integrity or significantly obscure normal vision are not considered a defect. Slight colour variations in glass are not considered a defect.
- Ply Gem makes no warranty and will have no responsibility with respect to: an Insulated Glass Unit (IGU) with any post-manufactured film or coating applied; deflection in glass surface due to temperature or barometric pressure; the level or retention of gas in a particular gas-filled IGU; or any installation over 6,000 feet above sea level unless a factory installed capillary tube is properly utilized. Any IGU having a capillary tube will not be gas filled.
- Ripped, torn, punctured or creased screens from any cause whatsoever. Defects or other damage to insect screens (applicable to products covered by this warranty) that occur more than six (6) months from date of window or door installation with such screens.
- Ply Gem's obligation with respect to insect screens is limited to providing screen material. Insect screens are intended to impede intrusion by insects and are not intended to keep persons or animals in or out. Ply Gem makes no warranty that insect screens will keep persons or animals in or out and shall have no responsibility for any damages or injuries arising or resulting from a failure of insect screens to keep persons or animals in or out.
- Caulking is sometimes used to seal the frames or trim packages from water and/or air penetration. Exposed caulking is considered a maintenance responsibility of the homeowner is not covered under this warranty.
- Labour, installation and other replacement portions of our warranties may be limited in certain areas of North America and other countries.
- Warranties for products purchased from outside manufacturers will be limited to that manufacturer's original warranty or guarantee. These products include, but are not limited to, skylights, glass block and custom/decorative door lites.
- Acts of God and perils such as fire, flood, earthquake, storms, acts of nature or any other causes beyond Ply Gem's control.
- When Ply Gem has not been fully paid for the products supplied.
- Claims made beyond the expiration date of any of the specified warranty periods.