

instructions and good building practices, normal product use, maintenance, and proper care. This limited 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;
- perceived color fading less than four (4) Hunter units beyond what would be expected in the area in which the products are installed (more details in the “color fading” portion of this warranty document).
- normal wear or conditions caused by:
  - accidental damage;
  - settlement;
  - structural shrinkage or distortion of the property structure;
  - fire;
  - lightning, hail, 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;
  - neglect;
  - mishandling;
  - improper care;
  - improper or harmful cleaning;
  - misuse or abuse;
  - vandalism;
  - airborne stains, mold and mildew accumulations;
  - algae, moss, insects or animals;
  - your failure to provide reasonable and necessary maintenance of the Products (see “Care and Maintenance Instructions”); and
  - excessive heat or solar radiation in extreme climates with prolonged elevated daily ambient temperatures and solar exposure;
- warping or distortion due to exposure to excessive heat sources or exposure to unusual or excessive reflective heat sources (e.g. glass reflection, pools, decks, blacktop, or concrete materials);
- installation while temperature is less than 30° Fahrenheit;
- products that have been altered, modified or subjected to unauthorized repair;
- painted surfaces or coatings applied to the Products;
- any other cause not involving manufacturing defects; or
- any other cause or damage beyond the control of Ply Gem Roofing.

#### 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 (1.844.679.3745) to receive a warranty claims packet.

To submit a claim, you must 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 the original installation; proof of status as property owner; proof of purchase; date and place of purchase; and your name, address and phone number. Claims should be sent to Ply Gem Roofing Engineered Warranty Claims Department, 2520 South Tricenter Blvd., Durham, NC 27713. All documentation must be in a form that provides proof of a claim to Ply Gem Roofing’s satisfaction.

Ply Gem Roofing 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 claim is approved and the homeowner wants the sample returned, there will be a \$25 handling fee.

Ply Gem Roofing shall have no obligation whatsoever without proper notice and an opportunity to respond. Upon proper notice, Ply Gem Roofing shall be afforded the opportunity to inspect or take other action necessary or appropriate to formulate a response.

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

#### Other Limitations

1. Before any coverage shall apply under this limited warranty in the event of damage to Product caused by any insurable risk, the owner must first exhaust all efforts to pursue the cost of replacement or repair of all damaged Product through any applicable insurance coverage. This limited warranty will only cover any costs covered by this limited warranty and incurred by the owner in excess of any insurance proceeds or reimbursement (other than any deductible or retention costs).

2. This limited warranty covers only genuine Ply Gem Engineered Roofing. **It is your responsibility to verify that the roofing installed is our Product.** It is a good idea to retain your proof of purchase in case it is needed if you submit a warranty claim. This limited warranty only covers the Products and does not apply to any products, goods, components, accessories or other items not produced by Ply Gem Roofing, including gutters, underlayment, fasteners or insulation.

3. Replacement products may differ in gloss and/or color from Products originally installed on the Property, and Ply Gem Roofing shall not be responsible or liable as a result of such variance.

4. 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.

5. There are no warranties on these Products other than as set forth in this limited warranty, and no dealer, contractor, applicator, distributor or other party is authorized to change or add to this limited 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 Roofing shall constitute a waiver.

6. THIS IS THE SOLE AND EXCLUSIVE WARRANTY FOR PLY GEM ENGINEERED ROOFING PRODUCTS IN LIEU OF ALL OTHER WARRANTIES, AND ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING OF MERCHANTABILITY AND FITNESS FOR PURPOSE, ARE DISCLAIMED AND EXCLUDED. WE EXCLUDE AND IN NO EVENT SHALL WE BE RESPONSIBLE FOR ANY LOSS OF USE, LOST PROFIT, DIMINUTION IN VALUE, CONSEQUENTIAL, SPECIAL, INDIRECT, EXEMPLARY, PUNATIVE OR INCIDENTAL DAMAGES OF ANY KIND. UNDER NO CIRCUMSTANCE SHALL WE BE LIABLE FOR AN AMOUNT EXCEEDING THE ORIGINAL PURCHASE AND INSTALLATION PRICE OF THE PRODUCT FOUND TO BE DEFECTIVE. COURSE OF DEALINGS, CUSTOM AND USAGE, STATEMENTS, LABELS, ADVERTISING AND PRODUCT REPRESENTATIONS OF ANY KIND SHALL NOT EXPAND THE SCOPE OF THIS WARRANTY.

7. 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 limited warranty gives you specific legal rights and 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, AND SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

This limited warranty shall be valid for and cover only installations in the United States, except Alaska and Hawaii. Effective November 1, 2016.

Ply Gem Roofing  
2520 S. Tricenter Blvd.  
Durham, NC 27713  
Phone: 1.844.679.3745  
Email: [rooftech@plygem.com](mailto:rooftech@plygem.com)  
[www.plygemroofing.com](http://www.plygemroofing.com)



## 50 Year Limited Warranty



# PLY GEM ROOFING 50-YEAR TRANSFERABLE LIMITED WARRANTY

We at Ply Gem Roofing are confident that you will enjoy your experience with Ply Gem Engineered Roofing (the "Products") as we manufacture the Products in accordance with high standards and tight quality controls.

It is important for you to know that Ply Gem Roofing supports its Products and that, as a consumer-purchaser, Ply Gem Roofing will respond to notice from you regarding any product concerns according to the terms set forth below.

## What does this limited warranty cover?

**General coverage.** Ply Gem Roofing warrants to you, the owner of the property at the time the Products were installed (the "Owner"), that upon notice from you as required herein, Ply Gem Roofing will provide replacement product or refund (as provided below) to correct any manufacturing defect in the Product causing leaks as determined by Ply Gem Roofing, provided the Products are installed and used under normal conditions and according to our specifications.

**Color fading.** Weathering is a normal occurrence as all material will weather when exposed to air pollution, acid rain, ultra violet light, weather extremes, and other elements found in the outdoors. The severity of any weathering depends on the location of the building, the air in the area, and many other influences over which Ply Gem Roofing has no control. This limited warranty will only cover color fading in excess of four (4) Hunter units beyond what would be expected in the area in which the Products are installed. The Hunter Units will be calculated in accordance with ASTM D2244 and Ply Gem Roofing, in its sole discretion, will determine if the fading is in excess of four (4) Hunter units beyond what is expected in the area where the Products are installed. All claims related to fading must be reported within ten (10) years from the date of the original Product purchase and must be supported by the permitted claim document. If a claim for fading is allowed, Ply Gem Roofing will refund the amount originally paid for the Products. No installation costs or other costs will be reimbursed related to damage from alleged fading.

**Wind damage.** This limited warranty will cover Product damage directly resulting from winds up to 90 mph for a period of ten (10) years after the date of original purchase of the Products from an authorized Ply Gem Roofing dealer. If the Products are installed in strict compliance with Ply Gem Roofing's high wind installation instructions, as confirmed by Ply Gem Roofing in its sole discretion, this limited warranty will cover Product damage directly resulting from winds up to 110 mph for a period of five (5) years after the date of original purchase of the Products from an authorized Ply Gem Roofing dealer. The Owner must provide proof, via reliable third-party verification to Ply Gem Roofing's satisfaction, that the alleged wind damage to the Product did not involve winds in excess of 90 or 110 mph, as applicable. All claims

related to wind damage must be supported by a permitted claim document. If a claim for wind damage is allowed, Ply Gem Roofing will refund the amount originally paid for the Products. No installation costs or other costs will be reimbursed related to wind damage.

This limited warranty is limited to the terms and conditions, exclusions and limitations, requirements and legal rights stated in this limited warranty.

## How long does the coverage last?

If you are an individual installing the Products in a single-family home application, the warranty period to the original consumer-purchaser of the Products will run for 50 years from the date of original purchase from an authorized Ply Gem Roofing dealer as long as you own the property on which the Products were originally applied ("Property"), prorated as outlined below. 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.) or the Products are installed on 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 to the original purchaser of the Products will run for 50 years from the date of original purchase from an authorized Ply Gem Roofing dealer, prorated as outlined below.

Ten (10) years after the date of original purchase from an authorized Ply Gem Roofing dealer, the amount Ply Gem Roofing will refund in the event of a permitted warranty claim will be reduced by dividing the number of months remaining in the warranty period by 600 and multiplying the resulting percentage by the actual original amount paid by the original Property Owner for the Products we determine to be defective under the terms of this limited warranty. This payment specifically excludes installation and all other costs.

The duration of building products depends on numerous post-sale conditions beyond our control, and Ply Gem Roofing cannot guarantee your product will last for a particular period of time.

## Is this limited warranty transferable?

This limited warranty may be transferred with the Property up to two (2) times within the first ten (10) years after the date of original purchase of the Products from an authorized Ply Gem Roofing dealer. To maintain coverage under this limited warranty after transfer within the first ten (10) years after the date of original purchase of the Products, the transferee must provide the following to Ply Gem Roofing at 2520 South Tricenter Blvd., Durham, NC 27713 within sixty (60) days of the transfer of ownership of the Property: (1) legal documentation evidencing transfer of the Property ownership and the date of such transfer; (2) proof of the original purchase date of the Products; (3) a completed warranty transfer

form (a copy of which is available from Ply Gem Roofing) and payment of any transfer fees to Ply Gem Roofing. Failure to satisfy the foregoing requirements shall void this limited warranty as of the date the original Owner transfers ownership of the Property. Ply Gem Roofing's color fading and wind damage warranties are not transferable and only extend to the original Owner of the Property.

## 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, refinish or refund the original amount paid by the original Property Owner for the Products we determine to be defective under the terms of this limited warranty, all as prorated in accordance with the terms and conditions stated in this limited warranty.

For a period of ten (10) years from the date of original purchase from an authorized Ply Gem Roofing dealer, Ply Gem Roofing will provide reasonable costs necessary to repair, replace or refinish Products we determine to be defective under the terms of this limited warranty at the reasonably prevailing customary local rates not to exceed \$350 per one hundred square feet of Product ("Installation Costs"). Installation Costs include freight related costs, labor, underlayment, decking, flashing, nails, permits, disposal and any other costs related to the repair, replacement, refinishing or refurbishment of the affected Products.

Our obligations under this limited warranty will in no event exceed the Purchase and Installation Price of the originally installed Products found to be defective. Any additional costs and expenses beyond these amounts are your sole responsibility. "Purchase and Installation Price" means the sum of (a) the total original cost of the roofing that we determine to be defective or otherwise being replaced, plus (b) the total original cost of labor for the installation of roofing that we determine to be 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 wholesale price in effect at the time of purchase 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.

In the event we replace the Products under the limited warranty, the warranty applicable to the replacement products will extend only for the time remaining under the original warranty.

## What this limited warranty does not cover?

Any obligation of Ply Gem Roofing hereunder is contingent upon proper installation per manufacturer's

## PLY GEM ROOFING LIMITED WARRANTY REGISTRATION FORM

This form must be completed, signed by the original Owner and Installing Contractor, and mailed within 30 days from the date of installation. This is to certify the installation of Ply Gem Engineered Roofing Products.

(Number) \_\_\_\_\_ (Street) \_\_\_\_\_ (City) \_\_\_\_\_ (State) \_\_\_\_\_

Was completed to our satisfaction on \_\_\_\_\_ Date

(Name of Installing Contractor - Please Print)

(Name of Original Owner - Please Print)

(Signature of Installing Contractor)

(Signature of Original Owner)

(Address of Contractor)