

# PGT® Vinyl Windows & Doors Warranty

PGT Industries, Inc. ("PGT"), warrants to the original owner that any PGT manufactured vinyl window or door shall be free of material defects in manufacturing and/or materials for the period specified below. This warranty applies to the window/door under normal use and service, subject to the conditions and limitations herein listed, and for only so long as the original owner owns the windows and doors. **PGT'S LIABILITY UNDER THIS WARRANTY SHALL BE LIMITED TO THE REPAIR OR REPLACEMENT OF NONCONFORMING GOODS OR PARTS, AT PGT'S OPTION. PGT SHALL NOT BE RESPONSIBLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES THAT MAY ARISE OUT OF A CLAIM FOR BREACH OF THIS WARRANTY.**

This warranty covers only those manufacturing and material defects as specified herein and does not include defects or damages attributable to improper installation and/or application of product, use or maintenance; normal weathering; highly corrosive environments; defects or damages caused by accident, fire, flood, acts of God, multiple hurricanes, water intrusion caused by wind-driven rain due to high wind events, vandalism, riot or civil disorder; building settlement or structural failures of walls or foundations; stresses resulting from localized heat which causes excessive temperature differentials over glass surface edges, or occurrences beyond PGT's control.

This warranty shall be null and void if harmful solvents are used to clean the frame and/or sash members, or if the frame and/or sash members are painted or coated in any way; or if any other "aftermarket" products are applied to the PGT product such as window films.

Caulking is used on some installations to seal the frames (or trim package) against water or air penetration. Caulking is not considered a part of the PGT product and therefore, is not covered under this warranty. Caulking is normally considered a maintenance responsibility of the owner.

**PGT'S SOLE RESPONSIBILITY UNDER THIS WARRANTY IS LIMITED TO REPAIRING OR REPLACING (COLOR MAY VARY DUE TO AGE, WEATHERING OR DIE LOT DIFFERENCES), FREE OF CHARGE OR AT A PRORATED PRICE PER GUIDELINES OF THIS INSTRUMENT, ANY PART OR PARTS OF THE WINDOWS AND DOORS THAT DO NOT COMPLY WITH THE TERMS OF THIS WARRANTY. THE ORIGINAL WARRANTY PERIOD SHALL NOT BE EXTENDED BY SUCH REPAIR OR REPLACEMENT.**

PGT reserves the right to discontinue or change the design and specification of any product it manufactures. Should the component of the window/door originally installed not be available, PGT shall have the right to substitute such part determined by PGT to be of equal quality and performance.

## **Vinyl Frame (Series 400, 500, 2100, 2200, 2300)**

The vinyl components of the frame/sash members are warranted against defects resulting from blistering, chipping, cracking, peeling, corroding or pitting for a lifetime after the date of delivery by PGT.

## **Glass**

Glass has prevalent characteristics such as bubbles, discolorations, blurs and scratches. These are expected, as they are inherent qualities that meet or exceed standard specifications for flat glass ASTM C 1036, heat treated flat glass ASTM C 1048 and laminated architectural flat glass ASTM C 11 72. Heat strengthened or tempered glass may have distortions as an inherent quality. Glass with special coatings may require special cleaning, please see PGT's "Getting the Most Out of Your Windows and Doors" for this and additional care and maintenance information.

## **Stress Cracks**

In products specifically covered by this warranty, PGT warrants against stress cracks in glass panels for a period of 12 months after the date of delivery by PGT. Stress cracks in glass panels can result from natural settlement or extreme thermal changes between inside and outside temperatures. Stress cracks are not the result of defects in materials and/or workmanship. In the event of a stress crack during the 12-month warranty period, PGT will ship a replacement panel to the original owner at no cost (installation costs are not covered).

## **Insulating Glass Unit**

The sealed glass component is warranted to be free of defects resulting in material obstruction of vision or film formation caused by dust or moisture in the dead air space of a sealed unit for a lifetime after the date of delivery by PGT. Should the glass fail after year twenty-five as a result of defects described above, PGT will charge original owner, and the original owner shall pay PGT, a fixed price for glass at that time, according to the formula below. In the event of glass failure, PGT will ship a replacement panel to the original homeowner at no cost (installation costs are not covered).

Years 26 through lifetime - 50% of the then-current price for the glass

## **Laminated Glass Unit (Series 500 only)**

The glass is warranted to be free of defects resulting in material obstruction of vision or delamination for a period of ten (10) years from the date of delivery by PGT.

## **Screen and Moving Parts**

In products specifically covered by this warranty, the screen shall be warranted for a period of three (3) years and moving parts shall be warranted for a lifetime after the date of delivery by PGT to be free from material defects in manufacturing and/or materials (installation costs are not covered).

## **Residential Intruder Protection (Series 500 only)**

PGT warrants that for a period of ten (10) years following shipment, PGT will reimburse the original single family residential homeowner for property loss arising out of a burglary due to an entry through a locked pane of glass which has been smashed or broken by a burglar up to a maximum of the owner's insurance deductible (not to exceed \$1,000). In order to file a claim, customer must within 30 days of the burglary provide PGT proof of purchase, a copy of the police report, a copy of the loss claim notice to the insurance company for the burglary and two pictures of the broken window or door which shows the logo of the glass manufacturer.

## **Transferable Warranty**

This limited lifetime warranty is transferable by the original owner to one subsequent owner provided PGT receives notice of transfer of title of the registered property within thirty (30) days after the date of ownership transfer, and provided such notice is accompanied by a copy of this Warranty, the order number and certified check in the amount of \$50. The warranty will be extended to the subsequent owner for ten (10) years from the original manufacture date.

## **Claims**

Any claim for defect under this warranty must be submitted promptly after discovery to the independent distributor from whom the product was purchased and within the warranty period specified above. If you cannot locate the independent distributor from whom the product was purchased, you may contact PGT for assistance at either warranty@pgtindustries.com or 877-550-6006.

PGT products are tested and manufactured to current fenestration standards.

Some states do not allow the exclusion or limitation of incidental consequential damages or the limitation of remedies for a breach of warranty, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state. **NO DISTRIBUTOR OR REPRESENTATIVE OF PGT HAS THE AUTHORITY TO CHANGE OR MODIFY THIS WARRANTY IN ANY RESPECT, EITHER ORALLY OR IN WRITING.**

**EXCEPT AS EXPRESSLY PROVIDED IN THIS WARRANTY, PGT MAKES NO WARRANTY, EXPRESS OR IMPLIED, INCLUDING NO WARRANTY OF MERCHANTABILITY. NO WARRANTY OF FITNESS FOR PARTICULAR PURPOSE AND NO WARRANTY OF NONINFRINGEMENT.**