

# REPLACEMENT WINDOWS + PATIO DOORS

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# V.I.P. LIFETIME LIMITED WARRANTY

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5000 | 4000 | 3000 SERIES



MASTIC HOME EXTERIORS REPLACEMENT WINDOWS AND PATIO DOORS  
**V.I.P. LIFETIME LIMITED WARRANTY**  
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We at Mastic Home Exterior are confident that you will enjoy your experience with Mastic Home Exterior replacement windows and patio doors. It is important for you to know that Mastic Home Exterior supports its products and that, as a consumer-purchaser, Mastic will respond to notice from you regarding any product concerns according to the terms set forth below.

**The Mastic Home Exterior V.I.P Lifetime Limited Warranty Promise:** For as long as you own and reside in your single-family home into which Mastic Home Exterior or patio doors were initially installed ("Lifetime"), upon notice from you as required herein, Mastic Home Exterior will, at no charge to you, provide components needed to correct any of the following conditions if it is directly caused by a defect in the product as manufactured as determined by Mastic Home Exterior [and has resulted in a significant impairment in operation and usage]:

**A. Vinyl Components: Chipping, cracking, peeling, pitting, blistering and corrosion, under normal use and proper care.** Replacement vinyl components may vary slightly in color or gloss in comparison to the original vinyl components and Mastic Home Exterior shall not be responsible or liable as a result of such variance.

**B. Insulating Glass Unit (IGU): Condensation on the inner glass surfaces due to a failure of the IGU seal.** Condensation on any external glass or frame surfaces is due to relative humidity, shall not constitute a defective product condition and is not covered by this warranty. Mastic Home Exterior makes no warranty and will have no responsibility with respect to: an IGU with any post-manufacture film or coating applied; deflection in glass surface due to temperature or barometric pressure; the level of fill 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. An IGU having specialized glazing products (such as laminated, blinds and shades, V-grooved, and decorative glass) or custom glass options not within Mastic Home Exterior's literature at time of order are warranted only for period of ten (10) years from the original date of manufacture.

**C. Glass Quality: Glass stress cracks, scratches, and spots for two (2) years from date of manufacture.** Glass imperfections shall not be covered unless they exceed the allowable level specified by ASTM C1036 or ASTM C1048 whichever is applicable.

**D. Hardware and Insect Screens: Failure or breakage of locks, balances and handle sets under normal usage. Failure by deterioration of insect screens or frame.** Loss of function of stainless hardware in a corrosive environment within ten (10) years of date of installation is covered. Mastic Home Exterior'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. Mastic Home Exterior 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.

**E. Non-Prorated Limited Warranty Glass Breakage.** Mastic Home Exterior warrants that in the event the glass breaks or cracks in your window, Mastic Home Exterior will supply the original property owner/purchaser a new sealed glass unit at no charge for as long as the original property owner/purchaser lives and owns the property at the address listed herein. Mastic Home Exterior does not cover the installation which is the responsibility of the homeowner.

**Exclusions:** Coverage is limited to the original property owner/purchaser only and is not transferable. Removal of the windows from the premises invalidates the Warranty. Acts of God (floods, hail storms, earthquakes, fires and acts of civil unrest, wars, riots, etc.) are excluded from coverage. Only single family residential units are covered herein. Garden windows, patio doors, tempered units, special shapes and designer or grooved glass is excluded. Windows that exceed Mastic Home Exterior's size limitations are excluded. Apartment buildings, condominiums, commercial buildings are also excluded from coverage.

**Labor:** Mastic Home Exterior may provide, at its discretion, Skilled Labor necessary for repair or replacement of affected components for a period of two (2) years from date of product installation. Skilled Labor 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 Mastic Home Exterior component.

**Single-Family Home:** The warranty for Mastic Home Exterior's replacement windows and patio doors in a single-family home application is made solely to the original consumer-purchaser of Mastic Home Exterior's replacement window or patio door products who both owns and resides in the single-family home into which they are initially installed and it shall continue for such time as both that ownership and residence are maintained ("Owner"). If the Owner sells or otherwise transfers the home before 25 years has elapsed after the date of product installation, Ply Gem will automatically extend full coverage under this warranty to the first subsequent owner, and any later owners, until the 25th anniversary of the product installation.

**Multi-Family/Commercial:** The warranty for Mastic Home Exterior's replacement windows and patio doors products in a multi-family, non-owner occupied or commercial application (such as condominiums, rental properties, apartments, office buildings, schools, churches, government buildings, etc.) is solely to the owner of the property at the time they are initially installed and shall continue for a period ten (10) years

from the date of product manufacture. The multi-family commercial warranty is non-assignable and is not subject to voluntary or involuntary transfer and is subject to the warranty limitations herein.

**Registration:** Owner must complete and submit the attached warranty registration card within ninety (90) days of the date of product installation.

**Notice of Claim:** Owner must individually provide written notice under this warranty within thirty (30) days of product failure to:

Mastic Home Exterior Replacement Windows  
and Patio Doors  
Warranty Registration Data Center  
P.O. Box 787  
Wexford, PA 15090-0787

Each of Owner's names, property identification, proof of status as Owner, proof of purchase, date and place of purchase, date of installation, a description of the product and a description of the issue must be included. MASTIC HOME EXTERIORS SHALL HAVE NO OBLIGATION WHATSOEVER WITHOUT PROPER NOTICE FROM OWNER AND AN OPPORTUNITY TO RESPOND.

Upon proper notice, Mastic Home Exterior shall be afforded the opportunity to inspect or take other action necessary to formulate a response. Owner agrees to pay a fee for the costs of an inspection which reveals that no action is called for under this warranty. If action is required, Mastic Home Exterior shall have the sole discretion to either provide replacement components or perform a component repair. In no event shall Mastic Home Exterior be liable for the costs of repair not provided by Mastic Home Exterior or any shipping costs.

**Limitations on Scope of Warranty: Mastic Home Exterior shall have no obligation to address any condition not directly caused by a defect in its product as manufactured.** Any Mastic Home Exterior's obligation is contingent upon proper installation per manufacturer's instruction and good building practice, normal product use, maintenance and proper care by Owner. Products that have been altered, modified or subjected to unauthorized repair, including, but not limited to, products to which films have been applied, products to which paint has been applied or products to which non-standard parts have been added, shall be deemed outside of this warranty and Mastic Home Exterior shall have no obligation with respect to them.

None of the above warranties cover normal wear or conditions caused by: aging; normal deterioration; accident; misuse; abuse (including contact with corrosive or abrasive products); neglect; mishandling; vandalism; lack of maintenance; improper care; improper or harmful cleaning; acts of God; acts of nature; fire; pollutants in the atmosphere; ripped, torn, punctured or creased screens from any cause whatsoever; or any other cause or damage beyond the control of Mastic Home Exterior.

Vinyl typically maintains its manufactured color closely as it ages; however, atmospheric pollution and residues deposited on the windows can cause discoloration, and color variance may occur due to exposure to ultraviolet light and atmospheric conditions. Periodic cleaning of the vinyl surfaces with a mild soap or detergent will help prolong the original color and help protect against excessive color change.

Caulking is sometimes used to seal the frames or trim packages from water and/or air penetration. Caulking is not considered part of the product and is not covered under this warranty. Caulking is considered a maintenance responsibility of the homeowner.

Mastic Home Exterior does not warrant any installation or any defects attributable to installation. Mastic Home Exterior 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, Mastic Home Exterior reserves the right to substitute a product or component that, in Mastic Home Exterior's sole discretion, is of substantially equal quality or price and shall not be liable as a result of any difference. No dealer or distributor is authorized to change or add to this warranty. Proof of purchase and ownership must be supplied for all warranty claims. Owner agrees that no action or inaction of Mastic Home Exterior shall constitute a waiver.

Effective: June 1, 2010

## HOW TO FILE A CLAIM

To make a warranty claim under any of these warranties, write to:

Mastic Home Exteriors Replacement Windows  
and Patio Doors Warranty Registration Data Center  
P.O. Box 787 Wexford, PA 15090-0787

Describe the product and nature of the product failure, and include the following information: \_\_\_\_\_

Date of purchase: \_\_\_\_\_

Dealer and place of purchase: \_\_\_\_\_

Date of Installation: \_\_\_\_\_

Property Owner: \_\_\_\_\_

Address: \_\_\_\_\_

The claim must be made within 30 days after the product failure occurred. Mastic Home Exteriors reserves the right to inspect any product that is the subject of a warranty claim before honoring the claim.

Mastic Home Exteriors: 1-800-962-3563



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**LIFETIME WINDOW WARRANTY REGISTRATION CERTIFICATE**  
This card is to be completed, signed by both Property Owner and Dealer at time of installation, and returned to:  
Mastic Home Exteriors Replacement Windows and Patio Doors Warranty Registration Data Center P.O. Box 787 Wexford, PA 15090-0787

Date of Installation: \_\_\_\_\_  
Property Owner's Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_  
State: \_\_\_\_\_ Zip: \_\_\_\_\_

The Property Owner named above has purchased Mastic Home Exteriors replacement windows and is entitled to protection under our Lifetime Limited Warranty.

Windows were purchased from:  
Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_  
State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Original Invoice #: \_\_\_\_\_

**Please enclose this section in an envelope and mail to:**  
Mastic Home Exteriors Replacement Windows and Patio Doors Warranty Registration Data Center, P.O. Box 787, Wexford, PA 15090-0787

Please fill out the following information. This information will be used in a market research capacity only and will not be sold or given to anyone else.

**Age Group**  
 under 30     30-40     41-50     51-65     over 65

**Marital Status**  
 Single     Married     Divorced     Widowed

**Age of Home**  
 Less than 5 years     5-10 years     11-20 years  
 21-34 years     35-50 years     over 50 years

**Number of People in Household**  
 1     2     3-5     over 5

**Household Income (in thousands)**  
 under \$20     \$20 - \$40     \$41 - \$60     \$61 - \$80  
 \$81 - \$100     \$101 - 140     over \$140

**Purchase Information**  
 First window purchase  
 Purchased windows before  
 First purchase from this company  
 Purchased from this company before

**Type of Product Purchased**  
**Windows:**  
 Double-Hung     Casement     Slider     Bay  
 Bow     Garden     Other \_\_\_\_\_  
**Patio Door:**  
 Sliding Patio Door     Hinged Patio Door

**Number of Windows Purchased**  
 One     Partial House     Entire House

**How did you hear about your Mastic window dealer?**  
 Referral     Newspaper     Radio     TV  
 Yellow Pages     Trade Show     Remodeling Contractor  
 Other \_\_\_\_\_

**Why did you decide on Mastic Replacement Windows? (Check all that apply)**  
 Appearance     Thermal Efficiency     Price     Reputation  
 Ease of Operation     Other \_\_\_\_\_

**If you are replacing windows, why are you doing it now? (Check all that apply)**  
 Drafty     Water Leaks     Appearance  
 Poor Operation     Other \_\_\_\_\_

**How old are the windows you are replacing?** \_\_\_\_\_



PLY GEM SIDING GROUP  
 2600 GRAND BLVD. SUITE 900  
 KANSAS CITY, MO 64108  
 800 962 3563



## mastic.com/replacementwindows

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