

# Homeowner Warranty





## WE'RE HERE FOR YOU

We hope this is just the beginning of our relationship. We're eager to provide you with technical support, design assistance and straight answers to any questions or comments you may have about our products or your installation. You know how to contact your local dealer and now you know how to reach us. Call toll-free (800) 962-3563.

## CARE AND MAINTENANCE

Cellwood® products are some of the most durable building products materials available today for residential applications. In most cases, normal rainfall is sufficient to keep it clean. But if your Cellwood products should need cleaning, the following procedures are recommended. Particular attention should be given to areas under eaves, porches, awnings and other overhangs that have limited exposure to the natural washing effect of rainfall.

### 1. MODERATE ATMOSPHERIC DIRT

An occasional washing with clear water using a garden hose and soft-bristled brush is recommended (a long-handled, car-washing brush is ideal for this purpose).

### 2. HEAVY INDUSTRIAL ATMOSPHERIC DIRT

Wash in the manner indicated above, but use the following solution:

- a. 1/3 cup detergent (Tide®, for example)
- b. 2/3 cup trisodium phosphate (Soilax®, for example)
- c. 1 gallon water

### 3. MILDEW ACCUMULATION

Mildew can collect on surfaces of all types of building products and is often evident on surfaces that have not been properly cared for and maintained. Normally, mildew will appear as black spots. Mildew is easy to remove by using the aforementioned basic cleaning solution with the addition of hypochlorite as follows:

- a. 1/3 cup detergent (Tide®, for example)
- b. 2/3 cup trisodium phosphate (Soilax®, for example)
- c. 1 quart sodium hypochlorite 5% solution (Clorox®, for example)
- d. 3 quarts water

### 4. CAULKING COMPOUNDS, TAR AND SIMILAR SUBSTANCES

Use mineral spirits in reasonable amounts and apply directly to the foreign substance. Immediately after cleaning, rinse the area thoroughly with water.

**CAUTION:** Do not exceed the recommended concentrations of cleaners. To do so can cause damage to the products' surfaces. Avoid skin and eye contact with the solution, and in all cases follow manufacturers' instructions for the use of cleaning compounds and solutions. Avoid use of abrasive-type cleaners and strong solvents. Test any cleaner on an inconspicuous area before applying to major areas. To minimize streaking, always clean from the bottom to the top and follow with a rinsing of clean water. Excessive scrubbing is unnecessary, can be harmful to the products and may cause undesirable glossy areas over the finish.

## INSTALLATION RECORD

THIS IS TO CERTIFY THAT CELLWOOD® BRAND PRODUCTS  
HAVE BEEN INSTALLED AT THE RESIDENCE OF:

Name: \_\_\_\_\_ Home: \_\_\_\_\_

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

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

**HOMEOWNER: COMPLETE THIS SECTION, PLEASE.**

Name: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP: \_\_\_\_\_

Phone: \_\_\_\_\_ Email Address: \_\_\_\_\_

Installation Date: \_\_\_\_\_ Installation Address: \_\_\_\_\_

(IF DIFFERENT FROM ABOVE):

**PLEASE INDICATE TYPE OF APPLICATION:**

- Remodeling       Construction       New Home       Addition

**PLEASE INDICATE THE CELLWOOD PRODUCTS USED IN THIS INSTALLATION.  
(SEE APPLICABLE WARRANTY FOR COMPLETE COVERAGE DETAILS.)**

CELLWOOD VINYL PRODUCTS		
PRODUCT	PROFILE	COLOR
Dimensions®		
Progressions®		
Evolutions®		
Cedar Dimensions™		
Cedar Evolutions™		
Board & Batten		
Colonial Beaded		
Vinyl Soffit		
Outside Corner Posts		

OTHER CELLWOOD PRODUCTS		
PRODUCT	PROFILE	COLOR
Aluminum Soffit		
Aluminum Fascia		
Trim Coil		
Shutters		
Door Surrounds		
Window Mantels		
Gable Vents		
Designer Accents		

**How did you learn about Cellwood?**

- Newspaper       TV       Direct Mail  
 Salesman/Contractor       Radio       Magazine  
 Telephone       Friend/Neighbor       Yellow Pages  
 Internet       Other \_\_\_\_\_

**How did you learn about the builder/contractor you chose?**

- Newspaper       TV       Direct Mail  
 Salesman/Contractor       Radio       Magazine  
 Telephone       Friend/Neighbor       Yellow Pages  
 Internet       Other \_\_\_\_\_

**How satisfied are you with the builder/contractor?**

- Very Satisfied       Satisfied       Not Satisfied

**How satisfied are you with the products installed?**

- Very Satisfied       Satisfied       Not Satisfied



**YOU AND YOUR HOME.**

In an effort to improve our service and performance to you, we would appreciate your taking a few moments to answer the questions listed below. All information will remain strictly confidential. Thank you for your cooperation.

**Approximately how old is the home?** \_\_\_\_\_ years

**How long have you lived in your home?** \_\_\_\_\_ years

**Approximately what is the value of the home?**

- \$20,000 to \$40,000
- \$40,001 to \$60,000
- \$60,001 to \$100,000
- \$100,001 to \$150,000
- \$150,001 to \$200,000
- \$200,000 or more

**What siding material was on the home before you covered or replaced it with Cellwood Vinyl Siding?**

- None (New Construction)
- Plywood
- Stucco/Concrete
- Brick/Stone
- Hardboard
- Oriented Strand Board (OSB)
- Vinyl Siding
- Fiber Cement Siding
- Aluminum/Steel Siding
- Wood
- Other: \_\_\_\_\_

**What was the total cost of the siding job?**

- Less than \$3,000
- \$3,001 to \$5,000
- \$5,001 to \$7,000
- \$7,001 to \$9,000
- \$9,001 to \$11,000
- \$11,000 or more

**Why did you choose Cellwood products? (Check top three reasons)**

- Style/Appearance
- Price
- Warranty Coverage
- Easy Maintenance
- Durability
- Contractor Recommendation
- Friend Has It
- Color
- Brand Name

**Please check your age group:**

- Under 25
- 25 to 29
- 30 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- Over 65

**Please indicate your combined household income:**

- \$15,000 to \$25,000
- \$25,001 to \$50,000
- \$50,001 to \$75,000
- 75,000 or more

**Number of people in your household?** \_\_\_\_\_

**BUILDER/CONTRACTOR: COMPLETE THIS SECTION, PLEASE.**

Name: \_\_\_\_\_ Company Name: \_\_\_\_\_

Company Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP: \_\_\_\_\_

Business Phone: \_\_\_\_\_ Email Address: \_\_\_\_\_

# CELLWOOD VINYL SIDING LIMITED LIFETIME WARRANTY

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Congratulations on choosing Cellwood® vinyl siding products. They have been manufactured to exacting standards to ensure their beauty will last for years. That's why we back them with our Limited Lifetime Warranty, which states:

- If the products are defective, we will repair or replace them.
- The products are covered for as long as you live and continue to own the home.
- If you sell your house, the new owner is covered for 50 years from the date of original installation.
- Limited Lifetime fade protection.

See warranty for complete details. If you have additional questions about your warranty, just give us a call. And once again, thank you for choosing Cellwood.

## CELLWOOD WARRANTY

Mastic Home Exteriors by Ply Gem manufactures Vinyl Siding, Vinyl Soffit and Vinyl Accessories (the "Products"), in accordance with high standards and tight quality controls. The Products will not rust or corrode because they are made of vinyl, and they will not flake or peel because there is no paint to flake or peel.

## WHAT DOES THIS WARRANTY COVER?

**Limited Lifetime Warranty.** Mastic Home Exteriors by Ply Gem warrants to you, the owner of the property at the time the Products were installed, that the Products are free from defects in material and workmanship in the course of manufacture if installed according to our specifications.

**Limited Fade Warranty.** Mastic Home Exteriors by Ply Gem also warrants to you that for a limited period specified below, the Products will not excessively fade. "Excessive Fading" is more than 'normal fading' (see next page) which is in excess of a Delta E of four Hunter units, as determined by Mastic Home Exteriors by Ply Gem.

**Limited Hail Damage Warranty.** Mastic Home Exteriors by Ply Gem also provides you with a limited hail damage warranty, more fully outlined below. This Warranty is limited to the terms and conditions, exclusions and limitations, requirements and legal rights stated in this Warranty.

## HOW LONG DOES THE COVERAGE LAST?

**Limited Lifetime Warranty.** If you are an individual, this Limited Lifetime Warranty lasts for the life of the property on which the Products were originally applied ("Property") for as long as you own the Property. 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.), the warranty period will be 50 years from the date of original installation of the Products on the Property, prorated as outlined in the Warranty Coverage Schedule on the next page. This Limited Lifetime Warranty may be transferred with the Property. However, upon the transfer, the warranty period will be no more than 50 years from the date of original installation of the Products on the Property, prorated in accordance with the Warranty Coverage Schedule.

**Limited Fade Warranty.** Mastic Home Exteriors by Ply Gem's excessive fade warranty will last as long as Mastic Home Exteriors by Ply Gem's Limited Lifetime Warranty lasts, and upon transfer with the Property, shall continue based upon the coverage terms for Mastic Home Exteriors by Ply Gem's Limited Lifetime Warranty.

**Limited Hail Damage Warranty.** Mastic Home Exteriors by Ply Gem's hail damage warranty will last as long as Mastic Home Exteriors by Ply Gem's Limited Lifetime Warranty lasts, and upon transfer with the Property, shall continue based upon the coverage terms for the Limited Lifetime Warranty.

## 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:

**Limited Lifetime Warranty.** We will repair, replace or refund the initial purchase and installation price of the defective portion of our Product that blisters, checks, crazes, flakes, peels or weathers unevenly due to a defect in our manufacturing process. Our obligations under this Warranty will in no event exceed the purchase price of the originally installed Products found to be defective and the cost of the labor involved in the original installation of such defective Products. Any additional costs and expenses beyond these amounts are your responsibility.

\*In all cases, the remedy we choose is solely up to us. If we elect to repair or replace Product under this Warranty, we will also cover the reasonable labor costs, as determined by us for the applicable area.

## WHAT DOESN'T THIS WARRANTY COVER?

### This Warranty does not cover:

- damage of any kind resulting from faulty or improper installation;
- normal weathering: the damaging effects of sunlight and extremes of weather and atmosphere that may cause any colored surface to fade, chalk or become soiled or stained; exposure to the elements will cause gradual, uniform change over time; the degree to which normal weathering occurs will vary depending on air quality, the building's location and other local conditions over which we have no control;
- accidental damage;
- settlement;
- structural shrinkage or distortion of the property structure;
- fire;
- lightning, hurricane, tornado, windstorm, earthquake or other acts of God;
- harmful chemicals (including harmful cleaning compounds and pesticides);
- fumes or vapors;
- surface deterioration due to air pollution;
- misuse or abuse;
- vandalism;
- airborne stains, mold and mildew accumulation;
- your failure (or the failure of subsequent Property owners) to provide reasonable and necessary maintenance of the Products (see "Care and Maintenance" instructions);
- impact of foreign objects;
- warping or distortion due to exposure to excessive heat sources (e.g., barbecue grills) or exposure to unusual or excessive reflective heat sources (e.g., window reflection);
- uneven fading, color change or "striping" of siding due to installation over dissimilar, inconsistent or inadequate sheathing or backer board;
- products that have been painted or whose surface has been altered in any way without written authorization from Mastic Home Exteriors by Ply Gem;
- uneven fading, color change or "striping" of siding due to installation over dissimilar, inconsistent or inadequate sheathing or backer board; or
- any other causes beyond our reasonable control.

## WARRANTY COVERAGE SCHEDULE

NUMBER OF YEARS FROM DATE OF ORIGINAL INSTALLATION	PERCENT OF PURCHASE PRICE OF ORIGINALLY INSTALLED PRODUCTS FOUND TO BE DEFECTIVE FOR WHICH MASTIC HOME EXTERIORS BY PLY GEM WILL BE RESPONSIBLE
<b>SUBSEQUENT OWNERS AND OTHERS COVERED BY A 50-YEAR PRORATED WARRANTY</b>	
<b>During the original purchaser's Ownership of the Property</b>	
	<b>100%</b>
0-5	100%
more than 5 but less than 7	90%
more than 7 but less than 8	80%
more than 8 but less than 9	70%
more than 9 but less than 10	60%
more than 10 but less than 11	50%
more than 11 but less than 12	40%
more than 12 but less than 13	30%
more than 13 but less than 14	20%
more than 14 but less than 50	10%

Total claim of cost of refund not to exceed original installed purchase price.

## OTHER LIMITATIONS

1. This Warranty covers only genuine Cellwood® Vinyl Siding (including Cedar Evolutions™), Vinyl Soffit and Vinyl Accessories. It is your responsibility to verify that the siding, soffit and accessories installed are our Products.
2. Due to normal weathering, replacement Products may differ in gloss and color from Products originally installed on the Property.
3. We reserve the right to discontinue or change any design or color of any of our products 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 price.
4. There are no warranties on this Product other than as set forth in this 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
5. ANY IMPLIED WARRANTIES IMPOSED BY LAW, SUCH AS THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN TIME TO THE DURATION OF THIS EXPRESS WARRANTY.
6. WE ARE NOT LIABLE FOR ANY CONSEQUENTIAL DAMAGES OR INCIDENTAL DAMAGES associated with any breach of any express, written, oral or implied warranty on the Products. Your EXCLUSIVE REMEDY for any breach of warranty is as set forth in this Warranty.
7. This Warranty gives you specific legal rights. 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.

## THESE DEFINITIONS APPLY TO THE TERMS USED:

**COVERAGE** means the extent of our commitment to respond to any claim relating to the siding.

**EXCESSIVE COLOR FADE** means a change in the color of any siding in excess of a Delta E of four Hunter units, as determined by us, following the initial installation of the siding, provided that any uneven or abnormal fade distribution is not due to a buildup or accumulation of stains, dirt, mold, mildew or any other deficiency caused by the lack of at least an annual preventative maintenance by the homeowner as such annual preventative maintenance is described in the Cellwood Installation Manual.

**FIRST-TIME TRANSFEREE** means the first individual, person or entity to which any interest of the initial purchaser in the building on which the siding is initially installed or in the siding itself is voluntarily or involuntarily conveyed, transferred or assigned, whether by gift, sale or operation of law, after the initial installation of the siding.

**PURCHASE AND INSTALLATION PRICE** means the sum of (a) the total original cost of the siding that is defective or otherwise being replaced, plus (b) the total original cost of labor for the installation of siding that is 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 retail price in effect at the time of the installation 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.

**RESIDENCE** means regular or full-time permanent lodging by a single family.

**WEATHERING** means changes caused by exposure to sunlight, rain, air pollution, variations in temperature and other atmospheric conditions.

**WEATHERS UNEVENLY or UNEVEN WEATHERING**, such as checkerboarding, means uneven or non-uniform change in color of contiguous elements of siding under uniform, even and equal exposure to sunlight, natural radiation, rain, natural variations in temperature or other atmospheric conditions.

## HOW DO YOU REGISTER YOUR WARRANTY?

For all Cellwood materials used on this installation project, both you and the Cellwood dealer must complete and sign one Application for Warranty Registration within 30 days after original installation has been completed. Please mail it to Mastic Home Exteriors by Ply Gem, Cellwood Warranty Registration Department, P.O. Box 787, Wexford, PA 15090-9951. Failure to register the Warranty will not void the Warranty, but registration of this Warranty confirms the date of purchase of our Products and assists Mastic Home Exteriors by Ply Gem in processing any Warranty claim you might have. This confirmation is of benefit to you, especially if your original proof of purchase is lost.

## HOW DO YOU TRANSFER YOUR WARRANTY?

You and subsequent Property owners may transfer this Warranty by providing written notice to us within 30 days after the date of transfer of ownership. Please mail it to Mastic Home Exteriors by Ply Gem, Cellwood Warranty Registration Department, P.O. Box 787, Wexford, PA 15090-9951. The notice should include the Warranty registration number (if available), the address of the Property, the name and mailing address (if different).



## HOW DO YOU SUBMIT A WARRANTY CLAIM?

You must submit your claim in writing to us within the Warranty period and within a reasonable period of time after the defect is discovered. To initiate a claim, you should contact our Warranty Services number at (800) 962-3563 to receive a Warranty claims packet. If you would like to submit a claim request in writing, please provide the following information: a description of the claimed defect and the date the defect was discovered; the Warranty registration number (if available); the date of original installation; and your name, address and phone number. Written claims should be sent to Cellwood Warranty Claims Department, 2600 Grand Blvd., Suite 900, Kansas City, MO 64108, Fax (816) 426-8210. Mastic Home Exteriors by Ply Gem 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.

ANY REPAIR OF THE PRODUCTS UNDERTAKEN WITHOUT PRIOR WRITTEN AUTHORIZATION FROM MASTIC HOME EXTERIORS BY PLY GEM WILL VOID THIS WARRANTY.

**Limited Fade Warranty.** We will repair, replace or refund the initial purchase and installation price of any portion of our siding that experiences excessive color fade after the installation of the siding, subject to our examination of a siding sample and you performing at least annually as preventative maintenance the cleaning. Our obligations under this Warranty will in no event exceed the purchase price of the originally installed Products found to be defective and the cost of the labor involved in the original installation of such defective Products. Any additional costs and expenses beyond these amounts are your sole responsibility.

**Limited Hail Damage Warranty.** It is your responsibility to pursue the cost of repair or replacement of damaged material through your homeowner's insurance or all other applicable insurance coverage. After you exhaust such coverage, if you have any Product cost that you have incurred in the purchase of the Product that is necessary to replace the Product on your Property that was damaged by hail, and these costs are in excess of your total insurance coverage (excluding your insurance deductible), we will reimburse you for that difference, up to the cost of replacement Product for the damaged Product. Any additional costs and expense beyond these amounts are your responsibility. We will have no responsibility for any costs associated with the labor required to remove, replace or install any Product. In the event of repair, replacement or refinishing under this Warranty, the Warranty applicable to the replacement, material or to the repaired or refinished Products will extend only for the time remaining under the original Warranty.

**IMPORTANT: Fire Safety Information.** Exterior vinyl building materials require little maintenance for many years. Nevertheless, common sense dictates that builders and suppliers of vinyl products store, handle and install vinyl materials in a manner that avoids damage to the product and/or structure. Owners and installers should take a few simple steps to protect vinyl building materials from fire.

## TO THE HOME AND BUILDING OWNER

Rigid vinyl siding is made from organic material and will melt or burn when exposed to a significant source of flame or heat. Building owners, occupants and outside maintenance personnel should always take normal precautions to keep sources of fire, such as barbecues, and combustible materials, such as dry leaves, mulch and trash, away from vinyl siding.

## TO THE BUILDING TRADES, SPECIFIERS, PROFESSIONALS AND DO-IT-YOURSELF INSTALLERS

When rigid vinyl siding is exposed to significant heat or flame, the vinyl will soften, sag, melt or burn, and may thereby expose material underneath. Care must be exercised when selecting underlayment materials because many underlayment materials are made from organic materials that are combustible. You should ascertain the fire properties of underlayment materials prior to installation. All building materials should be installed in accordance with local, state, and federal building codes and fire regulations. For more information about vinyl siding products, contact the Vinyl Siding Institute, 1275 K St. NW, Washington, D.C. 20005-4006 and request brochures titled, "Fire Properties" or "What Homeowners Want to Know" or contact Mastic Home Exteriors by Ply Gem and request brochure titled "Fire Safety, What You Need to Know".

## FACTS ABOUT THE INSTALLATION OF CELLWOOD VINYL SIDING

We designed and manufactured Cellwood Vinyl Siding to perform best when installed by qualified applicators. While Mastic Home Exteriors by Ply Gem does not assume responsibility for installation of its products, it does keep installers informed of new techniques and provides detailed installation instructions on all of its products. We frequently update our instruction manual with new and improved methods of applications.

# CELLWOOD ALUMINUM PRODUCTS LIMITED LIFETIME WARRANTY

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Congratulations on choosing Cellwood® products to enhance your home's exterior. Cellwood aluminum products are manufactured by Mastic Home Exteriors by Ply Gem to exacting standards that ensure their beauty will last for years. That's why we back them with our Limited Lifetime Warranty, which states:

- If the products are defective, we will repair or replace them.
- The products are covered for as long as you live and continue to own the home.
- If you sell your house, the new owner is covered for 50 years from the date of original installation.

See Warranty for complete details. If you have additional questions about your warranty, just give us a call. And once again, thank you for choosing Cellwood.

## WHAT DOES THIS WARRANTY COVER?

Mastic Home Exteriors by Ply Gem warrants to you, the owner of the property at the time the Products were installed, that the Products are free from defects in material and workmanship in the course of manufacture and that the finish on the Products will not chip, peel, flake or blister under the conditions of ordinary wear, if installed according to our specifications.

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

## HOW LONG DOES THE COVERAGE LAST?

If you are an individual, this Limited Lifetime Warranty lasts for the life of the property on which the Products were originally applied for as long as you own the Property. If you are not an individual (e.g., you are a corporation, condominium, cooperative housing arrangement, unincorporated association, school, church, government, public entity, etc.), the warranty period will be 50 years from the date of original installation of Aluminum Soffit, Aluminum Fascia and Aluminum J-Channel on the Property, prorated as outlined in the Warranty Coverage Schedule on the next page. This Limited Lifetime Warranty may be transferred with the Property. However, upon the transfer, the warranty period will be no more than 50 years from the date of original installation of the Products on the Property, prorated in accordance with the Warranty Coverage Schedule.

## 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 either replace, refinish, repair (including cap or cover) or refund to you the value of the Products found to be defective (or prorated if this Warranty is transferred). Our obligations under this warranty will in no event exceed the purchase price of the originally installed Products found to be warrantable and the cost of the labor involved in the original installation of such defective Products. Any additional costs and expenses beyond these amounts are your responsibility. In the event of repair, replacement or refinishing under this warranty, the Warranty applicable to the replacement material or to the repaired or refinished Products will extend only for the time remaining under the original Warranty.

## WHAT DOESN'T THIS WARRANTY COVER?

This Warranty does not cover damage of any kind resulting from:

- faulty or improper installation, including "oil canning," waving, buckling or other distortions;
- installation of our product in direct contact with dissimilar materials as discussed in the final section of this warranty;
- cracking or crazing of the Product's paint surface due to field forming of Products in cold temperatures or;
- changes in surface color resulting from chalking, fading, soiling or staining; exposure to the elements may cause these changes over time, and the degree to which weathering occurs will vary depending on air quality, the building's location and other local conditions over which we have no control;
- accidental damage;
- settlement;
- structural shrinkage or distortion of the property structure;
- fire;
- lightning, hurricane, tornado, windstorm, earthquake or other acts of God;
- harmful chemicals (including harmful cleaning compounds and pesticides);
- fumes or vapors;
- surface deterioration due to air pollution or seacoast environment;
- misuse or abuse;
- vandalism;
- airborne stains, mold and mildew accumulation;
- your failure (or the failure of subsequent Property owners) to provide reasonable and necessary maintenance of the Products (see "Care and Maintenance" instructions);
- impact of foreign objects;
- warping or distortion due to exposure to excessive heat sources (e.g., barbecue grills) or exposure to unusual or excessive reflective heat sources (e.g., window reflection);
- products that have been painted or whose surface has been altered in any way without written authorization from Mastic Home Exteriors by Ply Gem; or
- any other causes beyond our reasonable control.

## WARRANTY COVERAGE SCHEDULE

NUMBER OF YEARS FROM DATE OF ORIGINAL INSTALLATION TO DATE OF CLAIM	PERCENT OF PURCHASE PRICE OF ORIGINALLY INSTALLED PRODUCTS FOUND TO BE DEFECTIVE FOR WHICH MASTIC HOME EXTERIORS BY PLY GEM WILL BE RESPONSIBLE
<b>SUBSEQUENT OWNERS AND OTHERS COVERED BY A 50-YEAR PRORATED WARRANTY FOR ALUMINUM SOFFIT, ALUMINUM FASCIA AND ALUMINUM J-CHANNEL</b>	
<b>During the original purchaser's Ownership of the Property</b>	<b>100%</b>
0-5	100%
more than 5 but less than 7	90%
more than 7 but less than 8	80%
more than 8 but less than 9	70%
more than 9 but less than 10	60%
more than 10 but less than 11	50%
more than 11 but less than 12	40%
more than 12 but less than 13	30%
more than 13 but less than 14	20%
more than 14 but less than 50	10%

Total claim of cost of refund not to exceed original installed purchase price.

## OTHER LIMITATIONS

1. This Warranty covers only genuine Cellwood® Aluminum Soffit, Aluminum Fascia, Aluminum J-Channel and Aluminum Trim Coil (except Economy Trim Coil). It is your responsibility to verify that the Aluminum Soffit, Aluminum Fascia, Aluminum J-Channel and Aluminum Trim Coil installed are our Products. This Warranty excludes Economy Trim Coil.
2. Products are designed and intended for use as small flashings and water diverters and should not be used as roofing materials.
3. Due to normal weathering, replacement Products may differ in gloss and color from Products originally installed on the Property.
4. We reserve the right to discontinue or change any design or color of any of our products 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 price.
5. There are no warranties on these Products other than as set forth in this 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.
6. WE EXCLUDE AND ARE NOT RESPONSIBLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES ARISING OUT OF ANY BREACH OF THIS EXPRESSED WARRANTY AS IT RELATES TO OUR PRODUCTS. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF SUCH DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.
7. WE ARE NOT LIABLE FOR ANY CONSEQUENTIAL DAMAGES OR INCIDENTAL DAMAGES associated with any breach of any express, written, oral or implied warranty on the Products. Your EXCLUSIVE REMEDY for any breach of warranty is as set forth in this Warranty.
8. This Warranty gives you specific legal rights. 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, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

## THESE DEFINITIONS APPLY TO THE TERMS USED:

**COVERAGE** means the extent of our commitment to respond to any claim relating to the siding.

**FIRST-TIME TRANSFEREE** means the first individual, person or entity to which any interest of the initial purchaser in the building on which the siding is initially installed or in the siding itself is voluntarily or involuntarily conveyed, transferred or assigned, whether by gift, sale or operation of law, after the initial installation of the siding.

**PURCHASE AND INSTALLATION PRICE** means the sum of (a) the total original cost of the siding that is defective or otherwise being replaced, plus (b) the total original cost of labor for the installation of siding that is 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 retail price in effect at the time of the installation 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.

**RESIDENCE** means regular or full-time permanent lodging by a single family.

**WEATHERING** means changes caused by exposure to sunlight, rain, air pollution, variations in temperature and other atmospheric conditions.

## HOW DO YOU REGISTER YOUR WARRANTY?

For all Cellwood Brand Products used on this installation project, the Application for Warranty Registration must be completed and mailed within 30 days after original installation has been completed. Please mail it to Mastic Home Exteriors by Ply Gem, Cellwood Warranty Registration Department, P.O. Box 787, Wexford, PA 15090-9951. Failure to register the Warranty will not void the Warranty, but registration of this Warranty confirms the date of purchase of our Products and assists Mastic Home Exteriors by Ply Gem in processing any Warranty claim you might have. This confirmation is of benefit to you, especially if your original proof of purchase is lost.

## HOW DO YOU TRANSFER YOUR WARRANTY?

You and subsequent Property owners may transfer this Warranty by providing written notice to us within 30 days after the date of transfer of ownership. The notice should include the warranty registration number (if available), the address of the Property, the name and mailing address (if different) of the new owners, and the date of transfer. The notice should be sent to Mastic Home Exteriors by Ply Gem, Cellwood Warranty Transfer Department, P.O. Box 787, Wexford, PA 15090-9951. Failure to notify Mastic Home Exteriors by Ply Gem will not void the Warranty, but the notice will assist Mastic Home Exteriors by Ply Gem in processing any warranty claim.

Warranty coverage upon transfer is as described in detail previously. Upon any transfer of the property, your obligations become the obligations of the new Property owners.

## **HOW DO YOU SUBMIT A WARRANTY CLAIM?**

You must submit your claim in writing to us within the warranty period and within a reasonable period of time after the defect is discovered. To initiate a claim, you should contact our Warranty Services number at (800) 962-3563 to receive a warranty claims packet. If you would like to submit a claim request in writing, please provide the following information: a description of the claimed defect and the date the defect was discovered; the Warranty registration number (if available); the date of original installation; and your name, address and phone number. Written claims should be sent to Mastic Home Exteriors by Ply Gem, Cellwood Warranty Claims Department, 2600 Grand Blvd., Suite 900, Kansas City, MO 64108. 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.

Mastic Home Exteriors by Ply Gem will provide notification of any additional information and physical evidence that may be required to process your claim.

ANY REPAIR OF THE PRODUCTS UNDERTAKEN WITHOUT PRIOR WRITTEN AUTHORIZATION FROM MASTIC HOME EXTERIORS BY PLY GEM WILL VOID THIS WARRANTY.

## **ABOUT THE INSTALLATION OF CELLWOOD ALUMINUM SOFFIT, ALUMINUM FASCIA AND ALUMINUM J-CHANNEL**

We designed and manufactured Cellwood Aluminum Soffit, Aluminum Fascia and Aluminum J-Channel to perform best when installed by qualified applicators. While Mastic Home Exteriors by Ply Gem does not assume responsibility for installation of its products, installation instructions, best practices and new techniques are made available to the professional applicator. You should discuss any product adjustments with the dealer or applicator who did the work. These adjustments can best be made by the original dealer or applicator, since he or she is most familiar with your particular installation. Note: Direct contact of aluminum products with certain dissimilar materials or contact with water runoff from dissimilar materials is likely to result in corrosion. Accordingly, care should be taken during installation to avoid contact of aluminum with dissimilar materials including dissimilar metals (e.g., copper, zinc, steel, etc.), concrete, stucco, asbestos siding, pressure-treated/pretreated lumber, roofing materials or roofing systems containing metallic granules or strips, or corrosive non-metallic materials.



# CELLWOOD SHUTTERS, DESIGNER ACCENTS, MOUNTING BLOCKS AND VENTS LIMITED LIFETIME WARRANTY

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Congratulations on choosing Cellwood® products. They have been manufactured to exacting standards to ensure their beauty will last for years. That's why we back them with our exclusive Limited Lifetime Warranty, which states:

- If the products are defective, we will repair or provide replacement material.
- The products are covered for as long as you live and continue to own the home.
- If you sell your house, the new owner is covered for 50 years from the date of original installation.

See Warranty for complete details. If you have additional questions about your warranty, just give us a call. And once again, thank you for choosing Cellwood. Mastic Home Exteriors by Ply Gem by Ply Gem manufactures Louvered, Raised Panel and Board & Batten Shutters, Vents, Mounts, Mantels and Door Surrounds (the "Products") in accordance with high standards and tight quality controls. The Products will not rust or corrode because they are made of special resins. The Products will be free from manufacturing defects which result in cracking or splitting.

## WHAT DOES THIS WARRANTY COVER?

Mastic Home Exteriors by Ply Gem warrants to you, the owner of the property at the time the Products were installed, that the Products are free from defects in material and workmanship in the course of manufacture if installed according to our specifications.

**Limited Fade Warranty.** Mastic Home Exteriors by Ply Gem also warrants to you that for a limited period as specified, the Products will not excessively fade. "Excessive fading" is more than 'normal fading' (see next page) which is in excess of a Delta E of seven Hunter Units for a period of seven years following the installation date, as determined by Mastic Home Exteriors by Ply Gem.

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

## HOW LONG DOES THE COVERAGE LAST?

If you are an individual, this Limited Lifetime Warranty lasts for the life of the property on which the Products were originally applied ("Property") for as long as you own the Property. 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.), the Warranty period will be 50 years from the date of original installation of the Products on the Property, prorated as outlined in the Warranty Coverage Schedule on the next page. This Limited Lifetime Warranty may be transferred with the Property. However, upon the transfer, the warranty period will be no more than 50 years from the date of original installation of the Products on the Property, prorated in accordance with the Warranty Coverage Schedule on the next page.

## 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 either repair, replace, refinish or refund to you the value of the Products found to be defective (or prorated if this Warranty is transferred). Our obligations under this Warranty will in no event exceed the purchase price of the Products found to be defective. Any additional costs and expenses beyond these amounts are your responsibility, including labor. In the event of repair, replacement or refinishing under this Warranty, the Warranty applicable to the replacement material or to the repaired or refinished Products will extend only for the time remaining under the original Warranty.

## WHAT DOESN'T THIS WARRANTY COVER?

### This Warranty does not cover:

- labor charges incurred;
- damage of any kind resulting from faulty or improper installation;
- changes in surface color resulting from chalking, fading, soiling or staining. Exposure to the elements may cause these changes over time; the degree to which weathering occurs will vary depending on air quality, the building's location and other local conditions over which we have no control;
- accidental damage;
- settlement;
- structural shrinkage or distortion of the property structure;
- fire;
- lightning, hurricane, tornado, windstorm, earthquake or other acts of God;
- harmful chemicals (including harmful cleaning compounds and pesticides);
- fumes or vapors;
- surface deterioration due to air pollution or seacoast environment;
- misuse or abuse;
- vandalism;
- airborne stains, mold and mildew accumulation;
- your failure (or the failure of subsequent Property owners) to provide reasonable and necessary maintenance of the Products (see "Care and Maintenance" instructions);
- impact of foreign objects;
- warping or distortion due to exposure to excessive heat sources (e.g., barbecue grills) or exposure to unusual or excessive reflective heat sources (e.g., window reflection);
- Products that have been painted or whose surface has been altered in any way without written authorization from Mastic Home Exteriors by Ply Gem;
- uneven fading, color change or "striping" of products due to installation over dissimilar, inconsistent or inadequate sheathing or backer board; or
- any other causes beyond our reasonable control.

## WARRANTY COVERAGE SCHEDULE

NUMBER OF YEARS FROM DATE OF ORIGINAL INSTALLATION TO DATE OF CLAIM	PERCENT OF PURCHASE PRICE OF ORIGINALLY INSTALLED PRODUCTS FOUND TO BE DEFECTIVE FOR WHICH MASTIC HOME EXTERIORS BY PLY GEM WILL BE RESPONSIBLE
<b>SUBSEQUENT OWNERS AND OTHERS COVERED BY A 50-YEAR PRORATED WARRANTY</b>	
<b>During the original purchaser's Ownership of the Property</b>	<b>100%</b>
0-5	100%
more than 5 but less than 7	90%
more than 7 but less than 8	80%
more than 8 but less than 9	70%
more than 9 but less than 10	60%
more than 10 but less than 11	50%
more than 11 but less than 12	40%
more than 12 but less than 13	30%
more than 13 but less than 14	20%
more than 14 but less than 50	10%

Total claim of cost of refund not to exceed original installed purchase price.

## **OTHER LIMITATIONS**

1. This Warranty covers only genuine Mastic Home Exteriors by Ply Gem Louvered, Raised Panel and Board & Batten Shutters, Vents, Mounts, Mantels and Door Surrounds. It is your responsibility to verify that the installed are our Products.
2. Due to normal weathering, replacement Products may differ in gloss and color from Products originally installed on the Property.
3. We reserve the right to discontinue or change any design or color of any of our products 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 price.
4. There are no warranties on these Products other than as set forth in this 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
5. WE EXCLUDE AND ARE NOT RESPONSIBLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES ARISING OUT OF ANY BREACH OF THIS EXPRESSED WARRANTY, OR ANY OTHER ORAL, WRITTEN OR IMPLIED WARRANTY THAT MAY APPLY TO YOUR PURCHASE, AS IT RELATES TO OUR PRODUCTS. THIS IS YOUR EXCLUSIVE WARRANTY AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.
6. This Warranty gives you specific legal rights. 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, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

## **HOW DO YOU REGISTER YOUR WARRANTY?**

For all Mastic Home Exteriors by Ply Gem materials used on this installation project, one Application for Warranty Registration must be completed and mailed within 30 days after original installation has been completed. Please mail it to Mastic Home Exteriors by Ply Gem, Cellwood Warranty Registration Department, P.O. Box 787, Wexford, PA 15090-9951. Failure to register the Warranty will not void the Warranty, but registration of this Warranty confirms the date of purchase of our Products and assists Mastic Home Exteriors by Ply Gem in processing any Warranty claim you might have. This confirmation is of benefit to you, especially if your original proof of purchase is lost.

## **HOW DO YOU TRANSFER YOUR WARRANTY?**

You and subsequent Property owners may transfer this Warranty by providing written notice to us within 30 days after the date of transfer of ownership. The notice should include the Warranty registration number (if available), the address of the Property, the name and mailing address (if different) of the new owners and the date of transfer. The notice should be sent to Mastic Home Exteriors by Ply Gem, Cellwood Warranty Transfer Department, 2600 Grand Boulevard, Suite 900, Kansas City, MO 64108. Failure to notify Mastic Home Exteriors by Ply Gem will not void the Warranty, but the notice will assist Mastic Home Exteriors by Ply Gem in processing any warranty claim. Warranty coverage upon transfer is as described in detail above. Upon any transfer of the property, your obligations become the obligations of the new Property owners.

## **HOW DO YOU SUBMIT A WARRANTY CLAIM?**

You must submit your claim in writing to us within the warranty period and within a reasonable period of time after the defect is discovered. To initiate a claim, you should contact our warranty services number at (800) 962-3563 to receive a Warranty claims packet. If you would like to submit a claim request in writing, please provide the following information: a description of the claimed defect and the date the defect was discovered; the Warranty registration number (if available); the date of original installation; and your name, address and phone number. Written claims should be sent to Mastic Home Exteriors by Ply Gem, Cellwood Warranty Claims Department, 2600 Grand Boulevard, Suite 900, Kansas City, MO 64108 or fax your information to (816) 426-8210. Mastic Home Exteriors by Ply Gem 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.

ANY REPAIR OF THE PRODUCTS UNDERTAKEN WITHOUT PRIOR WRITTEN AUTHORIZATION FROM MASTIC HOME EXTERIORS BY PLY GEM WILL VOID THIS WARRANTY.

## **FACTS ABOUT THE INSTALLATION OF CELLWOOD LOUVERED, RAISED PANEL AND BOARD & BATTEN SHUTTERS, MOUNTING BLOCKS AND VENTS, DESIGNER ACCENTS.**

We designed and manufactured Cellwood Louvered, Raised Panel and Board & Batten Shutters, Vents, Mounts, Mantels and Door Surrounds to perform best when installed by qualified applicators. While Mastic Home Exteriors by Ply Gem does not assume responsibility for installation of its products, it does keep installers informed on new techniques and provides detailed installation instructions on all of its products. We frequently update our installation manuals with new and improved methods of application. You should discuss any product adjustments with the dealer or applicator who did the work. These adjustments can best be made by the original dealer or applicator, since he or she is most familiar with your particular installation.

# CELLWOOD CEDAR DIMENSIONS™ LIMITED LIFETIME WARRANTY

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Cedar Dimensions™ Shingle and Round Cut Siding and Accessories (the “Products”) are manufactured by Mastic Home Exteriors by Ply Gem in accordance with high standards and tight quality controls. The Products will not rust or corrode because they are made of rigid polypropylene.

## WHAT DOES THIS WARRANTY COVER?

**Limited Lifetime Warranty.** Mastic Home Exteriors by Ply Gem warrants to you, the owner of the property at the time the Products were installed, that the Products are free from defects in material and workmanship in the course of manufacture if installed according to our specifications.

**Limited Fade Warranty.** Mastic Home Exteriors by Ply Gem also warrants to you that for a limited period specified below, the Products will not excessively fade. “Excessive Fading” is more fully set forth in the Fade Coverage Schedule.

**Limited Hail Damage Warranty.** Mastic Home Exteriors by Ply Gem also provides you with a limited hail damage warranty, more fully outlined below. This Warranty is limited to the terms and conditions, exclusions and limitations, requirements and legal rights stated in this Warranty.

## HOW LONG DOES THE COVERAGE LAST?

**Limited Lifetime Warranty.** If you are an individual, the Limited Lifetime Warranty lasts for the life of the property on which the Products were originally applied (“Property”) for as long as you own the Property. 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.), the Warranty period will be 50 years from the date of original installation of the Products on the Property, prorated as outlined in the Warranty Coverage Schedule following. This Limited Lifetime Warranty may be transferred with the Property. However, upon the transfer, the Warranty period will be no more than 50 years from the date of original installation of the Products on the Property, prorated in accordance with the Warranty Coverage Schedule following.

**Limited Fade Warranty.** Mastic Home Exteriors by Ply Gem excessive fade Warranty is from the date of the original installation of the Products on the Property, even if the warranty is transferred with the Property. See the Fade Coverage Schedule for further details.

**Limited Hail Damage Warranty.** Mastic Home Exteriors by Ply Gem hail damage warranty will last as long as the Mastic Home Exteriors by Ply Gem Limited Lifetime Warranty lasts, and upon transfer with the Property, shall continue based upon the coverage terms for the Mastic Home Exteriors by Ply Gem Limited Lifetime Warranty.

## 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:

**Limited Lifetime Warranty.** At our sole option, we will either repair, replace, refinish or refund to you the value of the Products found to be defective (or prorated if this warranty is transferred). Our obligations under this Warranty will in no event exceed the purchase price of the originally installed Products found to be defective and the cost of labor involved in the original installation of such defective and the cost of the labor involved in the original installation of such defective Products. Any additional costs and expenses beyond these amounts are your sole responsibility.

**Limited Fade Warranty.** We will repair, replace or refund the initial purchase and installation price of any portion of our siding that experiences excessive color fade after the installation of the siding, subject to our examination of a siding sample and you performing at least annually as preventative maintenance the cleaning. Our obligations under this Warranty will in no event exceed the purchase price of the originally installed Products found to be defective and the cost of the labor involved in the original installation of such defective Products. Any additional costs and expenses beyond these amounts are your sole responsibility.

**Limited Hail Damage Warranty.** It is your responsibility to pursue the cost of repair or replacement of damaged material through your homeowner’s insurance or all other applicable insurance coverage. After you exhaust such coverage, if you have any Product cost that you have incurred in the purchase of the Product that is necessary to replace the Product on your Property which was damaged by hail, and these costs are in excess of your total insurance coverage (excluding your insurance deductible), we will reimburse you for that difference, up to the cost of replacement Product for the damaged Product. Any additional costs and expense beyond these amounts are your responsibility. We will have no responsibility for any costs associated with the labor required to remove, replace or install any Product. In the event of repair, replacement or refinishing under this Warranty, the Warranty applicable to the replacement material or to the repaired or refinished Products will extend only for the time remaining under the original Warranty. If we elect to replace Product under this warranty, we will also cover reasonable labor costs for the area, as determined in our sole discretion, for replacement.

## WHAT DOESN'T THIS WARRANTY COVER?

### This Warranty does not cover:

- damage of any kind resulting from faulty or improper installation;
- normal weathering is the damaging effects of sunlight and extremes of weather and atmosphere that may cause any colored surface to fade, chalk or become soiled or stained. Exposure to the elements will cause gradual, uniform change over time. The degree to which normal weather occurs will vary depending on air quality, the building's location and other local conditions over which we have no control;
- accidental damage;
- settlement;
- structural shrinkage or distortion of the property structure;
- fire;
- lightning, hurricane, tornado, windstorm, earthquake or other acts of God;
- harmful chemicals (including harmful cleaning compounds and pesticides);
- fumes or vapors;
- surface deterioration due to air pollution;
- misuse or abuse;
- vandalism;
- airborne stains, mold and mildew accumulation;
- your failure (or the failure of subsequent Property owners) to provide reasonable and necessary maintenance of the Products (see "Care and Maintenance" instructions);
- impact of foreign objects;
- warping or distortion due to exposure to excessive heat sources (e.g., barbecue grills) or exposure to unusual or excessive reflective heat sources (e.g., skylight or window reflection, roofing materials, pools, decks, blacktop or concrete materials);
- products that have been painted or whose surface has been altered in any way without written authorization from Mastic Home Exteriors by Ply Gem;
- uneven fading, color change or "striping" of siding due to installation over dissimilar, inconsistent or inadequate sheathing or backer board; or
- any other causes beyond our reasonable control.

## WARRANTY COVERAGE SCHEDULE

NUMBER OF YEARS FROM DATE OF ORIGINAL INSTALLATION TO DATE OF CLAIM	PERCENT OF PURCHASE PRICE OF ORIGINALLY INSTALLED PRODUCTS FOUND TO BE DEFECTIVE FOR WHICH MASTIC HOME EXTERIORS BY PLY GEM WILL BE RESPONSIBLE
<b>SUBSEQUENT OWNERS AND OTHERS COVERED BY A 50-YEAR PRORATED WARRANTY</b>	
<b>During the original purchaser's Ownership of the Property</b>	
	<b>100%</b>
0-5	100%
more than 5 but less than 7	90%
more than 7 but less than 8	80%
more than 8 but less than 9	70%
more than 9 but less than 10	60%
more than 10 but less than 11	50%
more than 11 but less than 12	40%
more than 12 but less than 13	30%
more than 13 but less than 14	20%
more than 14 but less than 50	10%

Total claim of cost of refund not to exceed original installed purchase price.



## OTHER LIMITATIONS

1. This Warranty covers only genuine Cedar Dimensions™ Siding and Accessories. It is your responsibility to verify that the siding, soffit and accessories installed are our Products.
2. Due to normal weathering, replacement Products may differ in gloss and color from Products original installed on the Property.
3. We reserve the right to discontinue or change any design or color of any of our products at any time and without notice or liability. If, for any reason, Products of the type originally installed are no longer available from use at the time you make a Warranty claim, we may substitute another product determined by us to be of comparable quality and price.
4. There are no warranties on these Products other than as set forth in this 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.
5. WE EXCLUDE AND ARE NOT RESPONSIBLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES ARISING OUT OF ANY BREACH OF THIS EXPRESSED WARRANTY, OR ANY OTHER ORAL, WRITTEN OR IMPLIED WARRANTY THAT MAY APPLY TO YOUR PURCHASE, AS IT RELATES TO OUR PRODUCTS. THIS IS YOUR EXCLUSIVE WARRANTY AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.
6. This Warranty gives you specific legal rights. 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, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

## THESE DEFINITIONS APPLY TO THE TERMS USED:

**COVERAGE** means the extent of our commitment to respond to any claim relating to the siding.

**EXCESSIVE COLOR FADE** means a change in the color of any siding in excess of a Delta E, as determined by us, and specified below by color, following the initial installation of the Product, provided that any uneven or abnormal fade distribution is not due to a buildup or accumulation of stains, dirt, mold, mildew or any other deficiency caused by the lack of at least an annual preventative maintenance by the homeowner as such annual preventative maintenance is described in the Cellwood Siding and Accessories Installation Manual. In addition, the excessive color fade warranty does not apply to custom colors of siding and accessories.

**FIRST-TIME TRANSFEREE** means the first individual, person or entity to which any interest of the initial purchaser in the building on which the siding is initially installed or in the siding itself is voluntarily or involuntarily conveyed, transferred or assigned, whether by gift, sale or operation of law, after the initial installation of the siding.

**PURCHASE AND INSTALLATION PRICE** means the sum of (a) the total original cost of the siding that is defective or otherwise being replaced, plus (b) the total original cost of labor for the installation of siding that is 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 retail price in effect at the time of the installation 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.

**RESIDENCE** means regular or full-time permanent lodging by a single family.

**WEATHERING** means changes caused by exposure to sunlight, rain, air pollution, variations in temperature and other atmospheric conditions.

**WEATHERS UNEVENLY OR UNEVEN WEATHERING**, such as checker boarding, means uneven or non-uniform change in color of contiguous elements of siding under uniform, even and equal exposure to sunlight, natural radiation, rain, natural variations in temperature or other atmospheric conditions. Warranty coverage upon transfer is as described in detail above. Upon any transfer of the property, your obligations become the obligations of the new property owners.

## HOW DO YOU SUBMIT A WARRANTY CLAIM?

You must submit your claim in writing to us within the warranty period and within a reasonable period of time after the defect is discovered. To initiate a claim, you should contact our warranty services number at (800) 962-3563 to receive a warranty claims packet. If you would like to submit a claim request in writing, please provide the following information: a description of the claimed defect and the date the defect was discovered; the warranty registration number (if available); the date of the original installation; and your name, address and phone number. Written claims should be sent to Mastic Home Exteriors by Ply Gem Warranty Claims Department, 2600 Grand Blvd., Ste. 900, Kansas City, MO 64108. Mastic Home Exteriors by Ply Gem 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.

ANY REPAIR OF THE PRODUCTS UNDERTAKEN WITHOUT PRIOR WRITTEN AUTHORIZATION FROM MASTIC HOME EXTERIORS BY PLY GEM WILL VOID THIS WARRANTY.

**Fade Coverage Schedule.** "Excessive Fading" is fading that is in excess of the Delta E Hunter unit measurement indicated below for the Product you have purchased. Mastic Home Exteriors by Ply Gem reserves to itself the sole right to determine whether a Product has suffered from excessive fading. Solid Colors: Delta E of four Hunter Units for 10 Years from the date of original installation. Variegated Colors: (Shaded Cedar and Shaded Gray) Delta E of seven Hunter units for seven years from the date of original installation.




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Part of **The Designed Exterior™** by Ply Gem

 SIDING + ACCESSORIES

 WINDOWS

 STONE VENEER

 FENCE + RAIL

 TRIM + MOULDINGS  
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