

# PGT® Residential Windows & Doors

## Warranty

PGT Industries, Inc. ("PGT"), warrants to the original single family residential homeowner that any PGT manufactured 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 and resides in the home where the windows and doors are installed. **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 DYE 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.

**THIS WARRANTY COVERS ONLY THOSE PGT PRODUCTS INSTALLED IN OWNER-OCCUPIED RESIDENTIAL HOMES SPECIFICALLY LISTED BELOW.**

	<b>ClassicVue™</b> Series 200 <b>ClassicVue Max™</b> Series 600	<b>WinGuard® Aluminum</b> Series 700/101H	<b>EnergyVue™</b> Series 5400 <b>PGT® Vinyl</b> Series 400	<b>WinGuard® Vinyl</b> Series 500 & 5500
<b>Basic Coverage</b>	3 years	10 years	Lifetime 10 years: Colored / Laminated frame finishes	Lifetime 10 years: Colored / Laminated frame finishes
<b>Hardware, Screen and Moving Parts</b>	3 years	5 years 10 years on PVD and Stainless Steel Hardware	Lifetime	Lifetime
<b>Insulating Glass</b>	0 – 25 years: 100% 26+ years: 50% of glass price	0 – 25 years: 100% 26+ years: 50% of glass price	0 – 25 years: 100% 26+ years: 50% of glass price	0 – 25 years: 100% 26+ years: 50% of glass price
<b>Laminated Glass</b>	Not applicable	10 years	Not applicable	10 years
<b>Stress Cracks</b>	1 year	1 year	1 year	1 year

### IMPORTANT COVERAGE INFORMATION:

#### Frame

The aluminum components of the frame/sash members are warranted to be free of defects in materials and workmanship after the date of delivery by PGT. It is typical for anodized products to have color variation and processing marks that occur during manufacturing. These are not considered defects or covered under the warranty. Warranty is null and void if any aluminum component has direct contact with a copper treated wood, such as Alkaline Copper Quaternary (ACQ). The vinyl components of the frame/sash members are warranted against defects resulting from blistering, chipping, cracking, peeling, corroding or pitting. Colored or laminated exterior and interior finishes are warranted against peeling, blistering or excessive color changes. Warranty is null and void if damage is caused by harmful cleaners, or other chemical, or environmental factors.

#### Hardware, Screen and Moving Parts

PGT warrants that mechanical operation of hardware, screen and moving components will be free of material defects and workmanship. Normal wear and tear and naturally occurring changes such as tarnish, corrosion, oxidization or discoloration of hardware finishes or component parts are not considered defects and are specifically excluded from this warranty.

## 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 1172. Heat strengthened or tempered glass may have distortions as an inherent quality. Glass with special coatings may require special cleaning. Visit [www.pgtindustries.com](http://www.pgtindustries.com) for additional care and maintenance information.

## 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 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. In the event of glass failure, PGT will ship a replacement panel to the original homeowner at no cost (**installation costs are not covered**).

## Laminated Glass Unit

The glass is warranted to be free of defects resulting in material obstruction of vision or delamination from the date of delivery by PGT.

## Stress Cracks

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 warranty period above, PGT will ship a replacement panel to the original owner at no cost (**installation costs are not covered**).

## Supplemental Export Warranty Language –PGT products installed outside of the continental United States limits this warranty as follows:

PGT will provide replacement parts or refunds at its sole discretion, but will not be responsible for doing on-site inspections or warranty repairs.

	<b>ClassicVue™</b> Series 200 <b>ClassicVue Max™</b> Series 600	<b>WinGuard® Aluminum</b> Series 700/101H	<b>EnergyVue™</b> Series 5400 <b>PGT® Vinyl</b> Series 400	<b>WinGuard® Vinyl</b> Series 500 & 5500
<b>Basic Coverage</b>	3 years	10 years	10 years 5 years: Colored / Laminated frame finishes	10 years 5 years: Colored / Laminated frame finishes
<b>Hardware, Screens and Moving Parts</b>	3 years	3 years	3 years	3 years
<b>Insulating Glass</b>	5 years	10 years	5 years	10 years
<b>Laminated Glass</b>	Not applicable	5 years	Not applicable	5 years
<b>Stress Cracks</b>	Excluded	Excluded	Excluded	Excluded

## Supplemental Commercial Warranty Language – Commercial, Investment and Non Owner-Occupied Residential Dwellings

PGT products installed in non owner-occupied dwellings such as apartments, rental homes, etc. or, used for commercial purposes such as schools, churches, government owned structures, office buildings, etc. limits this warranty as follows:

	<b>ClassicVue™</b> Series 200 <b>ClassicVue Max™</b> Series 600	<b>WinGuard® Aluminum</b> Series 700/101H	<b>EnergyVue™</b> Series 5400 <b>PGT® Vinyl</b> Series 400	<b>WinGuard® Vinyl</b> Series 500 & 5500
<b>Basic Coverage</b>	Excluded	5 years	10 years Excluded: Colored / Laminated frame finishes	10 years Excluded: Colored / Laminated frame finishes
<b>Hardware, Screens and Moving Parts</b>	Excluded	3 years	3 years	3 years
<b>Insulating Glass</b>	Excluded	10 years	10 years	10 years
<b>Laminated Glass</b>	Not applicable	5 years	Not applicable	5 years
<b>Stress Cracks</b>	Excluded	1 year	1 year	1 year

## Owner Responsibility

The life of your windows and doors increases with proper care and maintenance and require reasonable care and periodic cleaning. In salt-air environments increased care and maintenance is required. Visit [www.pgtindustries.com](http://www.pgtindustries.com) for additional care and maintenance information.

## 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](mailto:warranty@pgtindustries.com) or 877-550-6006. To help us serve you better, all claims must include proof of purchase, product identification or order number, the address where the product is installed and a description of the problem.

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, DEALER 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.**