

# PGT® Residential Windows & Doors

## Limited Warranty

PGT Custom Windows + Doors (PGT), warrants to the original residential homeowner that any PGT manufactured product shall be free of material defects in manufacturing and/or materials for the period specified below after the date of delivery by PGT. This limited warranty applies to the products 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 products are installed. **PGT'S LIABILITY UNDER THIS WARRANTY SHALL BE LIMITED TO THE REPAIR OR, AT PGT'S OPTION, REPLACEMENT OF NONCONFORMING GOODS OR PARTS. PGT SHALL NOT BE RESPONSIBLE FOR ANY LABOR OR DELIVERY COSTS INCURRED IN REPAIRING OR REPLACING THE PRODUCTS, OR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES THAT MAY ARISE OUT OF A CLAIM FOR BREACH OF THIS WARRANTY.**

This limited warranty covers only those manufacturing and material defects as specified herein and does not include defects or damages attributable to improper installation, storage, application, use, or maintenance; normal weathering; corrosive or otherwise abnormal environments; condensation; defects or damages caused by accident, fire, flood, acts of God, multiple hurricanes, water intrusion, including but not limited to water intrusion caused by wind-driven rain due to high wind events or improper cleaning, vandalism, riot or civil disorder, building settlement, excessive building movement 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 limited warranty shall be null and void if harmful solvents are used to clean the product; or if any portion of the product is painted or coated in any way; or if any other "aftermarket" products, such as window films, are applied to the PGT product.

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 a maintenance responsibility of the owner.

**PGT'S SOLE RESPONSIBILITY UNDER THIS WARRANTY IS LIMITED TO PROVIDING COMPONENTS OR PARTS NECESSARY TO REPAIR OR, AT PGT'S OPTION, REPLACE THE PRODUCTS COVERED BY THIS WARRANTY, FREE OF CHARGE OR AT A PRORATED PRICE PER THE GUIDELINES OF THIS WARRANTY THAT ARE SET FORTH IN THE TABLES BELOW, ANY PART OR PARTS OF THE WINDOWS AND DOORS THAT COMPLY WITH THE TERMS OF THIS WARRANTY. THE ORIGINAL WARRANTY PERIOD SHALL NOT BE EXTENDED BY SUCH REPAIR OR REPLACEMENT.**

**REPLACEMENT PRODUCTS MAY NOT MATCH THE COLOR OF THE ORIGINAL PRODUCT, OR THE COLOR OF THE REMAINING WINDOWS AND DOORS IN THE HOME, AS COLOR MAY VARY DUE TO AGE, WEATHERING, DYE LOT DIFFERENCES OR OTHER FACTORS. PGT WILL NOT BE RESPONSIBLE OR LIABLE FOR ANY SUCH COLOR DIFFERENCES ASSOCIATED WITH ANY REPLACEMENT PRODUCT, AND WILL NOT BE REQUIRED TO HAVE THE REPLACEMENT PRODUCT "MATCH" THE COLOR OF THE ORIGINAL PRODUCT THAT IS BEING REPLACED, OR ANY OF THE WINDOWS OR DOORS THAT REMAIN IN THE HOME.**

PGT reserves the right to discontinue or change the design and specification of any product it manufactures. Should the component of the product 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. THE WARRANTY PERIODS LISTED IN THE TABLE BELOW BEGIN ON THE DATE OF DELIVERY BY PGT.**

	<b>ClassicVue™</b> Series 200 <b>ClassicVue Max™</b> Series 7600/600	<b>WinGuard® Aluminum</b> Series 7700/700/101H	<b>EnergyVue®</b> Series 5400	<b>WinGuard® Vinyl</b> Series 5500
<b>Frame 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

Aluminum components 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. This limited 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. This limited warranty is null and void if damage is caused by harmful cleaners or other chemical or environmental factors, or by any of the other warranty exclusions set forth herein, including exclusions described above.

#### Hardware, Screen and Moving Parts

PGT warrants that mechanical operation of hardware, screen, and moving components will be free of defects in material and workmanship. This limited warranty excludes normal wear and tear and naturally occurring changes such as tarnish, corrosion, oxidization, or discoloration of hardware finishes or component parts, as well as any of the other warranty exclusions set forth herein, including the exclusions described above.

#### Glass

Glass has prevalent characteristics such as distortion, bubbles, discolorations, blurs, debris, and scratches. These types of characteristics are expected, and are excluded from this limited warranty, 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, and such distortions are excluded from this limited warranty. Glass with special coatings may require special cleaning. Visit [www.pgtindustries.com](http://www.pgtindustries.com) for additional care and maintenance information and glass policies. Failure to adhere to cleaning and any other recommended care and maintenance will void this limited warranty, as will any of the other exclusions set forth herein, including the exclusions described above.

**Laminated Glass Unit**

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

**Insulating Glass Unit**

The sealed glass component is warranted to be free of defects that result 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.

**Stress Cracks**

Stress cracks in glass panels outside of PGT's Glass Policy guidelines or resulting from natural settlement or extreme thermal changes between inside and outside temperatures are not considered defects in materials and/or workmanship.

**Supplemental Export Warranty Language** – PGT products installed outside of the continental United States.

**PGT's liability under this limited warranty shall be limited to the replacement of nonconforming goods or parts or, at PGT's option, refund the amount of purchase paid to PGT. PGT shall not be responsible for on-site inspections or warranty repairs. THE WARRANTY PERIODS LISTED IN THE TABLE BELOW BEGIN ON THE DATE OF DELIVERY BY PGT.**

	<b>ClassicVue™</b> Series 200 <b>ClassicVue Max™</b> Series 7600/600	<b>WinGuard® Aluminum</b> Series 7700/700/101H	<b>EnergyVue®</b> Series 5400	<b>WinGuard® Vinyl</b> Series 5500
<b>Frame Coverage</b>	3 years	10 years	10 years Colored/Laminated frame finishes 5 years	10 years Colored/Laminated frame finishes 5 years
<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. are covered by this limited warranty as set forth in the table below. THE WARRANTY PERIODS LISTED IN THE TABLE BELOW BEGIN ON THE DATE OF DELIVERY BY PGT.**

	<b>ClassicVue™</b> Series 200 <b>ClassicVue Max™</b> Series 7600/600	<b>WinGuard® Aluminum</b> Series 7700/700/101H	<b>EnergyVue®</b> Series 5400	<b>WinGuard® Vinyl</b> Series 5500
<b>Frame Coverage</b>	Excluded	5 years	10 years Colored/Laminated frame finishes Excluded	10 years Colored/Laminated frame finishes Excluded
<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 products 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. The failure to follow recommended cleaning, care and maintenance requirements will void this limited warranty.

**Claim Procedure**

Any claim for defect under this limited 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 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 or 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, AND PGT DISCLAIMS ALL WARRANTIES NOT EXPRESSLY PROVIDED HEREIN.**