



# MASTIC BY PLY GEM V.I.P. LIMITED LIFETIME WARRANTY DESIGNER ACCENTS

Mastic Home Exterior by Ply Gem manufactures Louvered / Raised Panel Shutters, Gable Vents, Fixture 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?

**Limited Lifetime Warranty Manufacturing Defects.** Mastic Home Exterior 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 Exterior 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 below) which is in excess of a Delta E of 7 Hunter units for a period of 7 years following the installation date, as determined by Mastic Home Exterior 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 below. 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 below.

## 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 originally installed Products found to be defective. 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:

- excludes 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, hail, 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 Exterior by Ply Gem; or
- any other causes beyond our reasonable control.

## 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 seven Hunter units in the first seven years, as determined by us, following the initial installation 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 Mastic Home Exterior by Ply Gem 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.

**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.

## OTHER LIMITATIONS

1. This Warranty covers only genuine Mastic Home Exterior by Ply Gem Louvered / Raised Panel Shutters, Gable Vents, Fixture Mounts, Mantels and Door Surrounds. **It is your responsibility to verify that the installed are our Products.** It is a good idea to retain your proof of purchase incase it is needed if you submit a warranty claim.
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, 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, 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.**

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.

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 Exterior by Ply Gem, Warranty Transfer Department, P.O. Box 787, Wexford, PA 15090-9951. Failure to notify Mastic Home Exterior by Ply Gem will not void the Warranty, but the notice will assist Mastic Home Exterior 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 1-800-962-3563 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 Exterior by Ply Gem, Warranty Claims Department, 2600 Grand Blvd., Suite 900, Kansas City, Missouri 64108 or fax your information to 816-426-8210.

Mastic Home Exterior 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.**

## WARRANTY COVERAGE SCHEDULE

NUMBER OF YEARS FROM DATE OF ORIGINAL INSTALLATION TO DATE OF CLAIM	PERCENTAGE OF PURCHASE PRICE OF ORIGINALLY INSTALLED PRODUCTS FOUND TO BE DEFECTIVE FOR WHICH MASTIC HOME EXTERIORS BY PLY GEM WILL BE RESPONSIBLE
DURING THE ORIGINAL PURCHASER'S OWNERSHIP OF THE PROPERTY:	100%
SUBSEQUENT OWNERS AND OTHERS COVERED BY A 50-YEAR PRORATED WARRANTY:	
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%

# MASTIC BY PLY GEM V.I.P. LIMITED LIFETIME WARRANTY

## DESIGNER ACCENTS

### FACTS ABOUT THE INSTALLATION OF MASTIC HOME EXTERIORS BY PLY GEM LOUVERED / RAISED PANEL SHUTTERS, GABLE VENTS, FIXTURE MOUNTS, ACCENT PANELS, MANTELS AND DOOR SURROUNDS

We designed and manufactured Mastic Home Exteriors by Ply Gem Louvered / Raised Panel Shutters, Gable Vents, Fixture 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.



To register your warranty go to [mastic.com/warranty](https://mastic.com/warranty)  
Or fill out the card found in the back and mail to the address provided.



To register your warranty go to [mastic.com/warranty](http://mastic.com/warranty)

or mail this form to:  
Mastic Home Exterior  
Warranty Registration Data Center  
PO Box 787  
Wexford, PA 15080-9951

**PROJECT INFORMATION:**

COMPLETION DATE: \_\_\_\_\_

CONTRACTOR (BUILDER) NAME: \_\_\_\_\_

COMPANY NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_

PHONE: \_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_

HOMEOWNER NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_

PHONE: \_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_

PROJECT ADDRESS (IF DIFFERENT FROM ABOVE):  
\_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_

PLEASE INDICATE THE TYPE OF APPLICATION:  
 REMODELING     NEW CONSTRUCTION     ADDITION

APPROXIMATELY, HOW OLD IS THE HOME? \_\_\_\_\_ YEARS.

WHAT SIDING MATERIAL WAS ON THE HOME PRIOR TO INSTALLATION?

<input type="checkbox"/> NONE (NEW CONSTRUCTION)	<input type="checkbox"/> PLYWOOD
<input type="checkbox"/> STUCCO/CONCRETE	<input type="checkbox"/> BRICK/STONE
<input type="checkbox"/> ORIENTED STRAND BOARD (OSB)	<input type="checkbox"/> HARDBOARD
<input type="checkbox"/> VINYL SIDING	<input type="checkbox"/> FIBER CEMENT SIDING
<input type="checkbox"/> ALUMINUM/STEEL SIDING	<input type="checkbox"/> WOOD
<input type="checkbox"/> OTHER: _____	

**PLEASE INDICATE PRODUCT AND QUANTITY COVERED UNDER THIS WARRANTY:**

PRODUCT	PROFILE/PRODUCT CODE	COLOR	QUANTITY
<b>Products Covered under the Mastic V.I.P. Limited Lifetime Warranty:</b>			
CEDAR DISCOVERY® HAND-SPLIT SHAKE			
CEDAR DISCOVERY® PERFECTION SHINGLE DOUBLE 7"			
CEDAR DISCOVERY® PERFECTION SHINGLE TRIPLE 5"			
CEDAR DISCOVERY® HALF-ROUND			
STRUCTURE® EPS INSULATED SIDING			
QUEST SIGNATURE™			
GRAND SIERRA®			
CARVEDWOOD•44™			
OVATION™			
T-LOK BARKWOOD®			
LIBERTY ELITE®			
CHARLESTON BEADED COLLECTION®			
BOARD•BATTEN			
SILHOUETTE CLASSIC™			
MILL CREEK®			
BRENTWOOD®			
TRADE•MARK <sub>CG</sub> ®			
ENVOY® ALUMINUM SIDING			
ENDURANCE® ALUMINUM SIDING			
VINYL SOFFIT			
PERFORMANCE METALS ALUMINUM SOFFIT			
PERFORMANCE METALS ALUMINUM FASCIA			
PERFORMANCE METALS ALUMINUM TRIM SHEET + TRIM COIL			
SHUTTERS			
DOOR SURROUNDS			
MANTELS			
WINDOW AND DOOR CASINGS			
DECORATIVE MOULDINGS			
DECORATIVE CORNER POSTS			
GABLE VENTS			
UTILITY VENTS			
SURFACE MOUNTS			
MOUNTING BLOCKS			
MONTICELLO ALUMINUM COLUMNS			
GUTTERS AND DOWNSPOUTS			
<b>Products Covered under the Mastic Registered 20-Year Limited Warranty:</b>			
PERFORMANCE METALS GUTTER + DOWNSPOUT COIL AND ACCESSORIES			
<b>Products Covered under the Registered 10-Year No-Clog, No Overflow Warranty:</b> <small>(REFERENCE SEPARATE WARRANTY FOR DETAILS)</small>			
LEAF RELIEF			