

Search



Menu



Locate Your Order Number

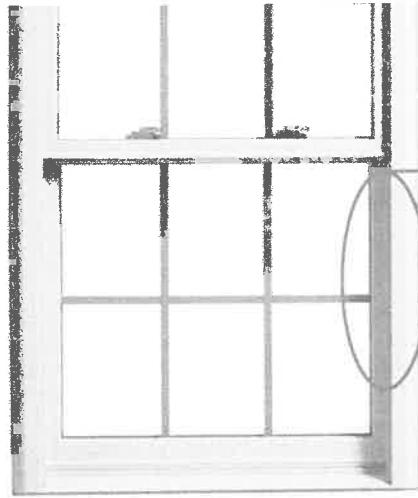
Locating your order number is essential to registering your warranty or submitting a warranty request. The graphic below illustrates where to locate your order number on your window or door.



Search



Menu



SASH LABEL - Located on the edge of the open sash.



ORDER NUMBER

Both the frame and sash label provide the same order number needed to register your warranty or submit a warranty request.



For more than 75 years, Ply Gem Residential Solutions has led the industry with a portfolio that is unmatched: #1 for windows, vinyl siding and metal accessories.

PRODUCTS

IDEAS & LEARNING

SUPPORT

FOR PROS

ABOUT US

CAREERS

HOW TO BUY

BLOG

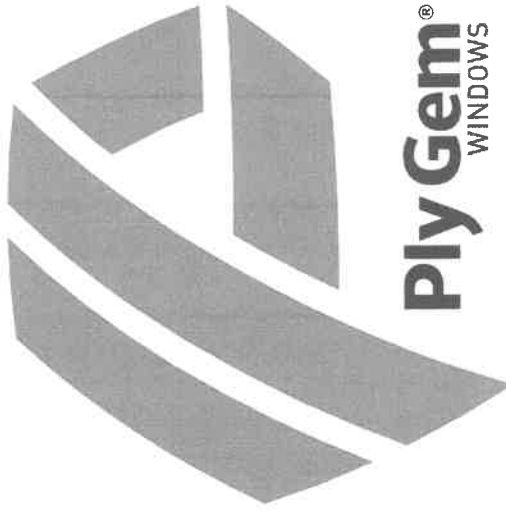
CONTACT US



NEW CONSTRUCTION
WINDOWS



1500 VINYL COLLECTION



WINDOWS CONSUMER LIFETIME
LIMITED WARRANTY

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Warranty Registration Data Center
PO Box 110100 • Pittsburgh, PA 15232-0600
www.plygemwindows.com • 1-888-9PLYGEM



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PO Box 110100
Pittsburgh, PA 15232-0600

WARRANTY REGISTRATION CARD

To assure full warranty benefits, please complete and mail this card. The information will help us process warranty claims smoothly, and provide us with important marketing information on our valued customers.

HOMEOWNER INFORMATION

Name _____
 Street _____
 City _____ State _____ Zip _____
 Phone _____

BUILDER INFORMATION

Name _____
 Street _____
 City _____ State _____ Zip _____
 Phone _____
 Date of Installation _____

Is this your first purchase of Ply Gem Windows products?
 Yes No

Type of project:
 New Construction Replacement Remodel/Room Addition

How old is your house: _____ years

Square Footage of Your Home:
 Less than 1,800 1,801-2,500
 2,501-3,500 Over 3,500

Product Series Purchased: (Check all that apply)
 1500 Series

Product Style(s) Purchased: (Check all that apply)
 Single Hung Casements Round/Elliptical Tops
 Double Hung Awnings Special Shapes
 Sliding Window Patio Door

Glass Type: (Check all that apply)
 Clear Glass HP Glass Obscure
 Low-E Hps[®] Glass Tempered
 Low-Esc GBG

Why Did You Select Ply Gem Windows Products? (Check all that apply)
 Advertisements Price
 Product Variety Low Maintenance
 Warranty Overall Quality
 Style/Aesthetics Builder's Decision
 Energy Efficiency Recommended by Dealer

While vinyl and cap-stock typically maintain the manufactured color closely as it ages, exposure to the elements will cause gradual change over time, and normal weathering is not covered by this warranty. Periodic cleaning of the vinyl surfaces with a mild soap or detergent will help prolong the original color and help protect against excessive fade and color change. Fade, discoloration or color variance attributable to atmospheric pollution or a build-up or accumulation of stains, dirt, residues, mold, mildew or any other deficiency caused by the lack of, at least annual preventative maintenance by the Owner is not covered by this warranty.

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

Ply Gem Windows does not warrant any installation or any defects attributable to installation.

Ply Gem Windows reserves the right to discontinue or make changes in any of its products, including color changes. In the event the products covered by these warranties are not available, Ply Gem Windows reserves the right to substitute a product or component that, in Ply Gem Windows' sole discretion, is of substantially equal quality or price and shall not be liable as a result of any difference.

No dealer or distributor is authorized to change or add to this warranty. Proof of purchase and ownership must be supplied for all warranty claims. Owner agrees that no action or inaction of Ply Gem Windows shall constitute a waiver.

IMPORTANT OWNER INFORMATION:
 EXCLUSIVE REMEDY: THIS WARRANTY IS THE EXCLUSIVE OWNER REMEDY. IT SHALL OPERATE IN LIEU OF ALL OTHER REMEDIES, WARRANTIES OR CLAIMS RESPECTIVE OF SOURCE AND ALL OTHER GEVIN WINDOWS' NEGLIGENCE.

LIMITATION OF REMEDIES: IN NO EVENT SHALL PLY GEM WINDOWS BE LIABLE FOR ANY LOSS OF USE, LOST PROFIT, DIMINUTION IN VALUE, INCIDENTAL, CONSEQUENTIAL, SPECIAL, INDIRECT, EXEMPLARY OR PUNITIVE DAMAGES OF ANY KIND, UNDER NO CIRCUMSTANCE SHALL PLY GEM WINDOWS BE LIABLE FOR AN AMOUNT EXCEEDING THE PURCHASE PRICE OF THE AFFECTED COMPONENT.

ADDITIONAL DISCLAIMER: THIS IS THE SOLE WARRANTY FOR PLY GEM WINDOWS' WINDOW AND DOOR PRODUCTS. ALL OTHER WARRANTIES, INCLUDING OF MERCHANTABILITY AND FITNESS FOR PURPOSE, ARE DISCLAIMED AND EXCLUDED. COURSE OF DEALING, CUSTOM AND USAGE, STATEMENTS, LABELS, ADVERTISING AND PRODUCT REPRESENTATION OF ANY KIND SHALL NOT EXPAND THE SCOPE OF THIS WARRANTY. Where these limitations are prohibited or otherwise altered by mandatory legal provisions, the warranty shall remain effective to the full extent of the law. This warranty gives you specific legal rights and you may also have other rights that vary from state to state.

OWNER AGREES THAT ANY OBLIGATION OF PLY GEM WINDOWS WITH RESPECT TO ITS PRODUCTS IS CONTINGENT UPON NOTICE AS DEFINED HEREIN AND PLY GEM WINDOWS' OPPORTUNITY TO RESPOND.

Product Ratings: Ply Gem Windows' products are often designed and tested in accordance with required standard procedures established by industry association such as the American Architectural Manufacturers Association (AAMA) and the National Fenestration Rating Council (NFRC). These measure performance of sample products in a laboratory-type setting. To pursue consistency, Ply Gem Windows manufactures its products for sale utilizing the same methods and materials as in fabrication of a product for testing. All product components and manufacturing processes, however, involve an inherent range of tolerance. These and other factors can result in some variance among individual product performance.

MULTI-FAMILY / COMMERCIAL: The warranty for Ply Gem Windows' 1500 Series windows in a multi-family, non-owner occupied or commercial application (such as condominiums, rental properties, apartments, office buildings, schools, churches, government buildings, etc.) is solely to the owner of the property at the time they are initially installed and shall continue for a period ten (10) years from the date of product manufacture. The multi-family commercial warranty is non-assignable and is not subject to voluntary or involuntary transfer and is subject to the warranty limitations herein.

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

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

PLY GEM WINDOWS
 Warranty Registration Data Center
 PO Box 110100
 Pittsburgh, PA 15222-0600

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

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

In the event of repair or replacement under this warranty, the warranty applicable to the replacement components or products or to the repaired components or products will extend only for the time remaining under the original warranty.

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

Ply Gem Windows makes no warranty and will have no responsibility with respect to an IGU with any post-installation film or coating applied, deflection in glass surfaces due to thermal or hygroscopic stresses, the level of fill or retention of gas in a multi-paneled gas-filled (IGU) or any installation over 5,500 feet above sea level, or a factor installed capillary tube is properly utilized. Any IGU level capillary tube will not be gas filled. An IGU having specialized glazing products (such as laminated, V-grooved, and decorative glass) or custom glass portions not within Ply Gem Windows' literature at time of order are warranted for a period of ten (10) years from the original date of manufacture.

None of the above warranties cover normal wear or conditions caused by aging; normal deterioration; accident; misuse; abuse (including contact with corrosive or abrasive products or other harmful chemicals, such as firecrackers or fireworks misfiring, vandalism, lack of maintenance, improper use, firecracker or爆竹 cleaning, acts of God, acts of nature, fire, painting or distortion due to exposure to stains, mold and mildew, actual or excessive reflective heat sources or excessive excessive heat sources, including but not limited to, solar heat gain, or in extra heat or solar rays with tinted, elevated, daily ambient temperatures and solar exposure; ripped, torn, punctured or creased screens from any cause whatsoever; or any other cause or damage beyond the control of Ply Gem Windows.

PLY GEM WINDOWS 1500 SERIES VINYL WINDOWS LIMITED LIFETIME WARRANTY

Ply Gem Windows does hereby provide the following limited warranty with respect to the Ply Gem Windows' 1500 Series vinyl windows, subject to the terms, conditions and limitations set forth herein.

The Ply Gem Windows Limited Lifetime Warranty Promise: For as long as you own and reside in your single-family home into which Ply Gem Windows were initially installed ("lifetime"), normal use and proper care, Ply Gem Windows will, at no charge to you, provide components needed to correct any of the following conditions if it is directly caused by a defect in the product as manufactured, as determined by Ply Gem Windows, and has resulted in a significant impairment in operation and usage:

A. VINYL COMPONENTS: Chipping, cracking, peeling, pitting, blistering, and corrosion, under normal use and proper care, of the plastic or vinyl components and Ply Gem Windows shall not be responsible or liable as a result of such variance.

B. CO-EXTRUDED CAP-STOCK EXTERIOR COLORS: Excessive fading and uneven weathering, under normal use and proper care, for period of fifteen (15) years from the original date of manufacture. "Excessive fading" is more than normal weathering (see below) which is in excess of a Delta E of 6 Hunter units, as determined by Ply Gem Windows, following the initial installation of the product; and "uneven weathering" means uneven or non-uniform change in color of contiguous elements under uniform, even and equal exposure to sunlight, natural radiation, rain, natural variations in temperature and other atmospheric conditions, provided that any excessive, uneven or abnormal fade or wear is not due to a build-up or accumulation of stains, dirt, mildew, mold, or any other factor caused by the lack of at least an annual preventative maintenance by the Owner.

C. GLASS QUALITY AND BREAKAGE: Stress cracks, scratches, blemishes, chips and distortion in the glass for one (1) year from date of manufacture. Glass imperfections shall not be covered unless they exceed the allowable level specified by ASTM C1088 or ASTM C1048 whichever is applicable.

D. HARDWARE AND INSECT SCREENS: Failure or breakage of locks, balances, and handle sets under normal usage and proper care, and failure or deterioration of insect screens or frame under normal usage and proper care. Loss of function of stainless hardware in a corrosive environment within ten (10) years of date of installation is covered. Ply Gem Windows' obligation with respect to insect screens is limited to providing screen material. Insect screens are intended to impede intrusion of insects and are not intended to keep persons or animals in or out. Ply Gem Windows makes no warranty that insect screens will keep persons or animals in or out and shall have no responsibility for damages or injuries arising or resulting from a failure or insect screens to keep persons or animals in or out.

E. INSULATING GLASS UNIT (IGU): Condensation on the inner glass surfaces due to a failure of the IGU seal for twenty (20) years from the date of manufacture. Condensation on any external glass or frame surfaces is due to relative humidity, shall not constitute a defective product condition and is not covered by this warranty.

LABOR: Ply Gem Windows may provide, at its discretion, Skilled Labor necessary for repair or replacement of affected components for a period of ten (1) year from the date of installation. Skilled Labor includes only those repairs and materials that product knowledge or methods are available to a repair and does not include any repair, re-finishing, or refurbishment or materials beyond the affected Ply Gem Windows component.

SINGLE-FAMILY HOME: The warranty for Ply Gem Windows' 1500 Series windows in a single-family home application is made solely to the original consumer-purchaser of Ply Gem Windows' 1500 Series windows who both owns and resides in the single-family home into which they are initially installed and it shall continue for such time as both that ownership and residence are maintained ("Owner"). If the Owner sells or otherwise transfers the home before 20 years has elapsed after the date of product installation, Ply Gem Windows will automatically transfer full coverage under this warranty to the first subsequent owner, and any later owners, until the 20th anniversary of the product installation.