



# LIMITED WARRANTY

Custom Windows and Doors

## WHAT THIS LIMITED WARRANTY COVERS

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 applicable period specified in the tables below. This limited warranty applies to the products under normal use and service, subject to the conditions, exclusions and limitations described in this limited warranty, and for only so long as the original owner owns and resides in the home where the products are installed, subject to the limited transferability exception described in the paragraph below entitled "Transferability."

**PGT'S LIABILITY UNDER THIS LIMITED 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, INCLUDING WITHOUT LIMITATION, ANY WATER OR OTHER DAMAGES TO CEILINGS, WALLS, FLOORS, ELECTRONICS OR APPLIANCES WITHIN A RESIDENCE.**

## WHAT THIS LIMITED WARRANTY DOES NOT COVER; EXCLUSIONS

This limited warranty covers only those manufacturing and material defects as specified herein and does not apply to, cover, or include defects or damages attributable to or caused by:

Improper installation, improper storage, improper application or use, failure to adhere to PGT's recommended cleaning and other product care and maintenance instructions, improper maintenance or cleaning, normal weathering, corrosive or otherwise abnormal environments, condensation (except as described in the section below entitled "Insulating Glass Unit"), 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, vandalism, riot or civil disorder, building settlement, excessive building movement or structural failures of walls or foundations, localized heat which causes excessive temperature differentials over glass surface edges, aluminum components having direct contact with a copper treated wood, such as Alkaline Copper Quaternary (ACQ), naturally occurring changes such as tarnish, corrosion, oxidization, or discoloration of hardware finishes or component parts, 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 at any time after the product leaves PGT's factory; 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.

**YOUR LIMITED REMEDIES IF PGT'S PRODUCT DOES NOT CONFORM TO THIS LIMITED WARRANTY 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. 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.**

**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 LISTED BELOW THAT ARE INSTALLED IN OWNER-OCCUPIED RESIDENTIAL HOMES. THE WARRANTY PERIODS LISTED IN THE TABLE BELOW BEGIN ON THE DATE PGT DELIVERS PRODUCT TO OUR CUSTOMER'S SPECIFIED LOCATION.**

	ClassicVue™ Aluminum	ClassicVue Max™ Aluminum	WinGuard® Aluminum	EnergyVue® Vinyl	WinGuard® Vinyl
Frame	Limited Lifetime	Limited Lifetime	Limited Lifetime	Limited Lifetime	Limited Lifetime
Frame Finish	10 years	10 years	10 years	Limited Lifetime, 10 years on colored / laminated finishes	Limited Lifetime, 10 years on colored / laminated finishes
Hardware, Screens and Moving Parts	10 years	10 years	10 years	Limited Lifetime	Limited Lifetime
Insulating Glass	10 years	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
Laminated Glass	Not Applicable	Not Applicable	10 years	Not applicable	10 years
Stress Cracks	1 year	1 year	1 year	1 year	1 year
Transferable	1 time	Unlimited	Unlimited	Unlimited	Unlimited
Residential Intruder Protection	Not applicable	Not applicable	Included	Not applicable	Included

## IMPORTANT COVERAGE INFORMATION:

**Frame**  
Aluminum components are warranted to be free of defects in materials and workmanship. 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 for the applicable warranty period described in the table above. 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.pgtwindows.com](http://www.pgtwindows.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.

**LIMITED WARRANTY**

**Laminated Glass Unit**

The glass is warranted to be free of defects that result in material obstruction of vision or delamination for the applicable time period specified in the table above.

**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, for the applicable period of time specified in the table above.

**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.

**Transferability**

This limited lifetime warranty is transferable to subsequent owner(s) as specified herein provided PGT receives notice of transfer of title of the registered property within thirty (30) days after the date of ownership transfer, and provided such notice is accompanied by a copy of this Warranty and the order number for no additional fee. If this limited warranty has not already expired or been voided for other reasons, it will be extended to the subsequent owner for ten (10) years from the date PGT delivers product to our customer’s specified location, subject to the conditions, exclusions and limitations described elsewhere in this limited warranty.

**Residential Intruder Protection**

For WinGuard® Aluminum and WinGuard® Vinyl products, PGT warrants that for a period of ten (10) years following the date of delivery to our customer’s specified location, PGT will reimburse the original residential homeowner for property loss arising out of a burglary due to an entry through a locked pane of impact-resistant, Missile Class D, glass which has been smashed or broken by a burglar up to a maximum of the owner’s insurance deductible (not to exceed One Thousand Dollars (\$1,000)). In order to file a claim, the customer must within 30 days of the burglary provide PGT proof of purchase, a copy of the police report, a copy of the loss claim notice to the customer’s insurance company for the burglary and two pictures of the broken WinGuard® window or door which shows the logo of the glass manufacturer.

**Supplemental Commercial Warranty Language: Commercial, Investment, and Non-Owner-Occupied Residential Dwellings**

PGT products installed in non-owner-occupied dwellings such as apartments and rental homes, or used for commercial purposes such as schools, churches, hospitals, government owned structures and office buildings are covered by this limited warranty only as set forth in the table below and are subject to all of the exclusions described in this limited warranty, including those exclusions listed on the first page of this limited warranty.

**THE WARRANTY PERIODS LISTED IN THE TABLE BELOW BEGIN ON THE DATE PGT DELIVERS PRODUCT TO OUR CUSTOMER’S SPECIFIED LOCATION.**

	ClassicVue™ Aluminum	ClassicVue Max™ Aluminum	WinGuard® Aluminum	EnergyVue® Vinyl	WinGuard® Vinyl
<b>Frame</b>	Excluded	5 years	5 years	10 years	10 years
Frame Finish	Excluded	5 years	5 years	10 years, colored / laminated finishes Excluded	10 years, colored / laminated finishes Excluded
Hardware, Screens and Moving Parts	Excluded	3 years	3 years	3 years	3 years
Insulating Glass	Excluded	10 years	10 years	10 years	10 years
Laminated Glass	Not Applicable	Not Applicable	5 years	Not applicable	5 years
Stress Cracks	Excluded	Excluded	1 year	Excluded	1 year
Transferable	Excluded	Excluded	Excluded	Excluded	Excluded
Residential Intruder Protection	Not applicable	Not applicable	Excluded	Not applicable	Excluded

**Supplemental Export Warranty Language: PGT Products Installed Outside 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, subject to the provisions set forth in the table below. PGT shall not be responsible for on-site inspections or warranty repairs and shall not be responsible for any labor or delivery costs associated with repairing or replacing products, or for any consequential damages.

**THE WARRANTY PERIODS LISTED IN THE TABLE BELOW BEGIN ON THE DATE PGT DELIVERS PRODUCT TO OUR CUSTOMER’S SPECIFIED LOCATION.**

	ClassicVue™ Aluminum	ClassicVue Max™ Aluminum	WinGuard® Aluminum	EnergyVue® Vinyl	WinGuard® Vinyl
<b>Frame</b>	Excluded	10 years	10 years	10 years	10 years
Frame Finish	Excluded	10 years	10 years	10 years, 5 years on colored / laminated finishes	10 years, 5 years on colored / laminated finishes
Hardware, Screens and Moving Parts	Excluded	3 years	3 years	3 years	3 years
Insulating Glass	Excluded	10 years	10 years	5 years	10 years
Laminated Glass	Not Applicable	Not Applicable	5 years	Not applicable	5 years
Stress Cracks	Excluded	Excluded	Excluded	Excluded	Excluded
Transferable	Excluded	Excluded	Excluded	Excluded	Excluded
Residential Intruder Protection	Not applicable	Not applicable	Excluded	Not applicable	Excluded

**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.pgtwindows.com](http://www.pgtwindows.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 dealer or distributor from whom the product was purchased and within the warranty period specified above. If you cannot locate the independent dealer or distributor from whom the product was purchased, you may contact PGT for assistance at [warranty@pgtindustries.com](mailto:warranty@pgtindustries.com) or call 800-282-6019. 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.

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. \*\*\*