

# Homeowner Warranty



## WE'RE HERE FOR YOU

We hope this is just the beginning of our relationship. We're eager to provide you with technical support, design assistance and straight answers to any questions or comments you may have about our products or your installation. You know how to contact your local dealer and now you know how to reach us. Call toll-free (800) 962-3563.

## CARE AND MAINTENANCE

Cellwood® products are some of the most durable building products materials available today for residential applications. In most cases, normal rainfall is sufficient to keep it clean. But if your Cellwood products should need cleaning, the following procedures are recommended. Particular attention should be given to areas under eaves, porches, awnings and other overhangs that have limited exposure to the natural washing effect of rainfall.

### 1. MODERATE ATMOSPHERIC DIRT

An occasional washing with clear water using a garden hose and soft-bristled brush is recommended (a long-handled, car-washing brush is ideal for this purpose).

### 2. HEAVY INDUSTRIAL ATMOSPHERIC DIRT

Wash in the manner indicated above, but use the following solution:

- a. 1/3 cup detergent (Tide®, for example)
- b. 2/3 cup trisodium phosphate (Soilax®, for example)
- c. 1 gallon water

### 3. MILDEW ACCUMULATION

Mildew can collect on surfaces of all types of building products and is often evident on surfaces that have not been properly cared for and maintained. Normally, mildew will appear as black spots. Mildew is easy to remove by using the aforementioned basic cleaning solution with the addition of hypochlorite as follows:

- a. 1/3 cup detergent (Tide®, for example)
- b. 2/3 cup trisodium phosphate (Soilax®, for example)
- c. 1 quart sodium hypochlorite 5% solution (Clorox®, for example)
- d. 3 quarts water

### 4. CAULKING COMPOUNDS, TAR AND SIMILAR SUBSTANCES

Use mineral spirits in reasonable amounts and apply directly to the foreign substance. Immediately after cleaning, rinse the area thoroughly with water.

**CAUTION:** Do not exceed the recommended concentrations of cleaners. To do so can cause damage to the products' surfaces. Avoid skin and eye contact with the solution, and in all cases follow manufacturers' instructions for the use of cleaning compounds and solutions. Avoid use of abrasive-type cleaners and strong solvents. Test any cleaner on an inconspicuous area before applying to major areas. To minimize streaking, always clean from the bottom to the top and follow with a rinsing of clean water. Excessive scrubbing is unnecessary, can be harmful to the products and may cause undesirable glossy areas over the finish.

## INSTALLATION RECORD

THIS IS TO CERTIFY THAT CELLWOOD® BRAND PRODUCTS  
HAVE BEEN INSTALLED AT THE RESIDENCE OF:

Name: \_\_\_\_\_ Home: \_\_\_\_\_

Address: \_\_\_\_\_

Date of Installation: \_\_\_\_\_ Contractor: \_\_\_\_\_

# CELLWOOD VINYL SIDING LIMITED LIFETIME WARRANTY

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Congratulations on choosing Cellwood® vinyl siding products. They have been manufactured to exacting standards to ensure their beauty will last for years. That's why we back them with our Limited Lifetime Warranty, which states:

- If the products are defective, we will repair or replace them.
- The products are covered for as long as you live and continue to own the home.
- If you sell your house, the new owner is covered for 50 years from the date of original installation.
- Limited Lifetime fade protection.

See warranty for complete details. If you have additional questions about your warranty, just give us a call. And once again, thank you for choosing Cellwood.

## CELLWOOD WARRANTY

Mastic Home Exteriors by Ply Gem manufactures Vinyl Siding, Vinyl Soffit and Vinyl Accessories (the "Products"), in accordance with high standards and tight quality controls. The Products will not rust or corrode because they are made of vinyl, and they will not flake or peel because there is no paint to flake or peel.

## WHAT DOES THIS WARRANTY COVER?

**Limited Lifetime Warranty.** Mastic Home Exteriors 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 Exteriors 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 next page) which is in excess of a Delta E of four Hunter units, as determined by Mastic Home Exteriors by Ply Gem.

**Limited Hail Damage Warranty.** Mastic Home Exteriors by Ply Gem also provides you with a limited hail damage warranty, more fully outlined below. 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?

**Limited Lifetime Warranty.** 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 on the next page. 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.

**Limited Fade Warranty.** Mastic Home Exteriors by Ply Gem's excessive fade warranty will last as long as Mastic Home Exteriors by Ply Gem's Limited Lifetime Warranty lasts, and upon transfer with the Property, shall continue based upon the coverage terms for Mastic Home Exteriors by Ply Gem's Limited Lifetime Warranty.

**Limited Hail Damage Warranty.** Mastic Home Exteriors by Ply Gem's hail damage warranty will last as long as Mastic Home Exteriors by Ply Gem's Limited Lifetime Warranty lasts, and upon transfer with the Property, shall continue based upon the coverage terms for the Limited Lifetime Warranty.

## 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:

**Limited Lifetime Warranty.** We will repair, replace or refund the initial purchase and installation price of the defective portion of our Product that blisters, checks, crazes, flakes, peels or weathers unevenly due to a defect in our manufacturing process. Our obligations under this Warranty will in no event exceed the purchase price of the originally installed Products found to be defective and the cost of the labor involved in the original installation of such defective Products. Any additional costs and expenses beyond these amounts are your responsibility.

\*In all cases, the remedy we choose is solely up to us. If we elect to repair or replace Product under this Warranty, we will also cover the reasonable labor costs, as determined by us for the applicable area.

## WHAT DOESN'T THIS WARRANTY COVER?

### This Warranty does not cover:

- damage of any kind resulting from faulty or improper installation;
- normal weathering: the damaging effects of sunlight and extremes of weather and atmosphere that may cause any colored surface to fade, chalk or become soiled or stained; exposure to the elements will cause gradual, uniform change over time; the degree to which normal 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 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., window reflection);
- uneven fading, color change or "striping" of siding due to installation over dissimilar, inconsistent or inadequate sheathing or backer board;
- products that have been painted or whose surface has been altered in any way without written authorization from Mastic Home Exteriors by Ply Gem;
- uneven fading, color change or "striping" of siding due to installation over dissimilar, inconsistent or inadequate sheathing or backer board; or
- any other causes beyond our reasonable control.

## WARRANTY COVERAGE SCHEDULE

NUMBER OF YEARS FROM DATE OF ORIGINAL INSTALLATION	PERCENT OF PURCHASE PRICE OF ORIGINALLY INSTALLED PRODUCTS FOUND TO BE DEFECTIVE FOR WHICH MASTIC HOME EXTERIORS BY PLY GEM WILL BE RESPONSIBLE
<b>SUBSEQUENT OWNERS AND OTHERS COVERED BY A 50-YEAR PRORATED WARRANTY</b>	
<b>During the original purchaser's Ownership of the Property</b>	<b>100%</b>
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%

Total claim of cost of refund not to exceed original installed purchase price.

## OTHER LIMITATIONS

1. This Warranty covers only genuine Cellwood® Vinyl Siding (including Cedar Evolutions™), Vinyl Soffit and Vinyl Accessories. It is your responsibility to verify that the siding, soffit and accessories installed are our Products.
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 this Product 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. ANY IMPLIED WARRANTIES IMPOSED BY LAW, SUCH AS THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN TIME TO THE DURATION OF THIS EXPRESS WARRANTY.
6. WE ARE NOT LIABLE FOR ANY CONSEQUENTIAL DAMAGES OR INCIDENTAL DAMAGES associated with any breach of any express, written, oral or implied warranty on the Products. Your EXCLUSIVE REMEDY for any breach of warranty is as set forth in this Warranty.
7. 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.

## 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 four Hunter units, as determined by us, following the initial installation of the siding, 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 Cellwood 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.

**PURCHASE AND INSTALLATION PRICE** means the sum of (a) the total original cost of the siding that is defective or otherwise being replaced, plus (b) the total original cost of labor for the installation of siding that is defective or otherwise being replaced. If we cannot determine these amounts from original documents, we will compute the purchase and installation price using (i) our suggested retail price in effect at the time of the installation for the cost of material; (ii) labor rates prevailing in the area where the building is located at the time of installation; and (iii) an estimated installation time for the cost of labor.

**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 checkerboarding, 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.

## HOW DO YOU REGISTER YOUR WARRANTY?

For all Cellwood materials used on this installation project, both you and the Cellwood dealer must complete and sign one Application for Warranty Registration within 30 days after original installation has been completed. Please mail it to Mastic Home Exteriors by Ply Gem, Cellwood Warranty Registration Department, P.O. Box 787, Wexford, PA 15090-9951. Failure to register the Warranty will not void the Warranty, but registration of this Warranty confirms the date of purchase of our Products and assists Mastic Home Exteriors by Ply Gem in processing any Warranty claim you might have. This confirmation is of benefit to you, especially if your original proof of purchase is lost.

## HOW DO YOU TRANSFER YOUR WARRANTY?

You and subsequent Property owners may transfer this Warranty by providing written notice to us within 30 days after the date of transfer of ownership. Please mail it to Mastic Home Exteriors by Ply Gem, Cellwood Warranty Registration Department, P.O. Box 787, Wexford, PA 15090-9951. The notice should include the Warranty registration number (if available), the address of the Property, the name and mailing address (if different).

## 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 (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 Cellwood Warranty Claims Department, 2600 Grand Blvd., Suite 900, Kansas City, MO 64108, Fax (816) 426-8210. Mastic Home Exteriors by Ply Gem will provide notification of any additional information and physical evidence that may be required to process your claim.

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.

ANY REPAIR OF THE PRODUCTS UNDERTAKEN WITHOUT PRIOR WRITTEN AUTHORIZATION FROM MASTIC HOME EXTERIORS BY PLY GEM WILL VOID THIS WARRANTY.

**Limited Fade Warranty.** We will repair, replace or refund the initial purchase and installation price of any portion of our siding that experiences excessive color fade after the installation of the siding, subject to our examination of a siding sample and you performing at least annually as preventative maintenance the cleaning. Our obligations under this Warranty will in no event exceed the purchase price of the originally installed Products found to be defective and the cost of the labor involved in the original installation of such defective Products. Any additional costs and expenses beyond these amounts are your sole responsibility.

**Limited Hail Damage Warranty.** It is your responsibility to pursue the cost of repair or replacement of damaged material through your homeowner's insurance or all other applicable insurance coverage. After you exhaust such coverage, if you have any Product cost that you have incurred in the purchase of the Product that is necessary to replace the Product on your Property that was damaged by hail, and these costs are in excess of your total insurance coverage (excluding your insurance deductible), we will reimburse you for that difference, up to the cost of replacement Product for the damaged Product. Any additional costs and expense beyond these amounts are your responsibility. We will have no responsibility for any costs associated with the labor required to remove, replace or install any Product. 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.

**IMPORTANT: Fire Safety Information.** Exterior vinyl building materials require little maintenance for many years. Nevertheless, common sense dictates that builders and suppliers of vinyl products store, handle and install vinyl materials in a manner that avoids damage to the product and/or structure. Owners and installers should take a few simple steps to protect vinyl building materials from fire.

## TO THE HOME AND BUILDING OWNER

Rigid vinyl siding is made from organic material and will melt or burn when exposed to a significant source of flame or heat. Building owners, occupants and outside maintenance personnel should always take normal precautions to keep sources of fire, such as barbecues, and combustible materials, such as dry leaves, mulch and trash, away from vinyl siding.

## TO THE BUILDING TRADES, SPECIFIERS, PROFESSIONALS AND DO-IT-YOURSELF INSTALLERS

When rigid vinyl siding is exposed to significant heat or flame, the vinyl will soften, sag, melt or burn, and may thereby expose material underneath. Care must be exercised when selecting underlayment materials because many underlayment materials are made from organic materials that are combustible. You should ascertain the fire properties of underlayment materials prior to installation. All building materials should be installed in accordance with local, state, and federal building codes and fire regulations. For more information about vinyl siding products, contact the Vinyl Siding Institute, 1275 K St. NW, Washington, D.C. 20005-4006 and request brochures titled, "Fire Properties" or "What Homeowners Want to Know" or contact Mastic Home Exteriors by Ply Gem and request brochure titled "Fire Safety, What You Need to Know".

## FACTS ABOUT THE INSTALLATION OF CELLWOOD VINYL SIDING

We designed and manufactured Cellwood Vinyl Siding 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 of new techniques and provides detailed installation instructions on all of its products. We frequently update our instruction manual with new and improved methods of applications.



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Part of **The Designed Exterior™** by Ply Gem

 SIDING + ACCESSORIES  WINDOWS  STONE VENEER  FENCE + RAIL  TRIM + MOULDINGS  
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