



# Exterior Items

# **TAKING CARE OF YOUR CONCRETE SURFACES**

***Warning! Use of deicers on your driveways, sidewalks, or patio could be harmful!***

Your exterior concrete may be subjected to a variety of potentially damaging conditions. If your driveway, walkway, or patio is made with the right concrete mixture and proper procedures for placing and finishing have been followed it can serve its purpose, structurally and aesthetically, for a long time.

**Do your part by using the following tips to maintain a durable concrete surface:**

1. ***DO NOT USE DEICING CHEMICALS DURING THE FIRST WINTER. USE PLAIN SAND FOR TRACTION ON ICE AND SNOW.***

Concrete may remain saturate with water during the first year. Avoid the use of deicing salts during the first winter. This will minimize the potential for frost damage. Use plain sand for traction. Clean off accumulations of snow and ice. If your car drips road salts on a concrete driveway, remove the road salts as soon as it is practical to do so.

2. ***IT IS BEST TO AVOID DIRECT APPLICATION OF DEICING CHEMICALS***  
Remember that deicing chemicals increase the potential for scaling damage.

3. ***NEVER USE DEICING PRODUCTS CONTAINING AMMONIUM NITRATE OR AMMONIUM SULFATE OR ANY OTHER FERTILIZER-BASED CHEMICAL.***

Several commercial deicing chemicals may contain ammonium salts or urea-based ingredients, commonly used in fertilizers. These chemicals will destroy concrete surfaces. If a solution of the chemical in water smells of ammonia, avoid its use for deicing. Wash off fertilizers that inadvertently fall on your concrete driveway or walkway when using a spreader over your lawn.

4. *AFTER THE FIRST WINTER, SPARINGLY USE A MIX OF SAND AND CHLORIDE BASED DEICERS – ROCK SALT OR CALSIUM CHLORIDE – FOR DEICING CONCRETE SURFACES.*

Sodium chloride (rock salt) and calcium chloride are milder forms of deicing chemicals that do not destroy concrete surfaces when used sparingly. Preferably use a mix of sand and salt.

5. *APPLY A CONCRETE SEALER TO PROTECT YOUR EXTERIOR CONCRETE SURFACES.*

For maximum protection, water-repellant coatings and sealers will prevent water from getting into the concrete. Apply a sealer by rolling or spraying a commercial sealer on a dry concrete surface in late summer or early fall. A homemade sealer that works well is boiled linseed oil, thinned with an equal volume of mineral spirits or kerosene applied in two layers. (This may slightly darken the concrete surface.) Use manufacturer's recommendations when using commercial sealers. Silane or Siloxane – based commercial sealers, intended for use on concrete surfaces are recommended.

When water saturated concrete freezes, small flakes of the surface may peel off exposing stone and sand, leaving a rough and unsightly surface. This form of damage is referred to as scaling. Concrete is more prone to scaling during the first year.

Information Provided By:  
READY MIXED CONCRETE PRODUCERS TECHNICAL COMMITTEE  
*Serving the Washintgon Metropolitan area*

For more information:  
CONTACT YOUR READY MIXED CONCRETE SUPPLIER

Shingles are installed, the date the Shingles were installed, and the date of the transfer. The Owner may transfer this Limited Warranty only one (1) time. Except for one transfer to a Purchaser as stated above, this Limited Warranty may not be sold, assigned or transferred in any manner whatsoever. Neither a Purchaser nor any other person may transfer this Limited Warranty. Except as set forth in this paragraph, any assignment, sale or transfer of this Limited Warranty or the building to which the TAMKO Shingles are applied shall immediately terminate all liability of TAMKO for the Shingles, all warranties contained herein or hereunder and any applicable implied warranties and conditions including warranties or conditions of merchantability and fitness for a particular purpose.

THIS LIMITED WARRANTY IS EXCLUSIVE AND REPRESENTS THE SOLE REMEDY AVAILABLE TO THE OWNER OR ANY OTHER PERSON OR ENTITY. OBLIGATIONS CONTAINED IN THIS LIMITED WARRANTY ARE EXPRESSLY IN LIEU OF ANY OTHER OBLIGATIONS, GUARANTEES, WARRANTIES, AND CONDITIONS EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OR CONDITION OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND OF ANY OTHER OBLIGATIONS OR LIABILITY ON THE PART OF TAMKO BUILDING PRODUCTS, INC. IN NO EVENT SHALL TAMKO BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES OF ANY KIND INCLUDING WITHOUT LIMITATION, DAMAGES TO THE INTERIOR OR EXTERIOR OF ANY BUILDING WHETHER FOR BREACH OF THIS WARRANTY, NEGLIGENCE, STRICT LIABILITY IN TORT OR FOR ANY OTHER CAUSE. SOME STATES DO NOT ALLOW EXCLUSION OR LIMITATION OF IMPLIED WARRANTIES OR INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU. NO ACTION FOR BREACH OF THIS LIMITED WARRANTY OR ANY OTHER ACTION AGAINST TAMKO RELATING TO OR ARISING OUT OF THE SHINGLES, THEIR PURCHASE OR THIS TRANSACTION SHALL BE BROUGHT LATER THAN ONE YEAR AFTER ANY CAUSE OF ACTION HAS ACCRUED. IN JURISDICTIONS WHERE STATUTORY CLAIMS OR IMPLIED WARRANTIES AND CONDITIONS CANNOT BE EXCLUDED, ALL SUCH STATUTORY CLAIMS, IMPLIED WARRANTIES AND CONDITIONS AND ALL RIGHTS TO BRING ACTIONS FOR BREACH THEREOF EXPIRE ONE YEAR (OR SUCH LONGER PERIOD OF TIME IF MANDATED BY APPLICABLE LAWS) AFTER THE DATE OF PURCHASE. SOME STATES AND PROVINCES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY OR CONDITION LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE AND PROVINCE TO PROVINCE. INVALIDITY OR UNENFORCEABILITY OF ANY PROVISION HEREIN SHALL NOT AFFECT THE VALIDITY OR ENFORCEABILITY OF ANY OTHER PROVISION WHICH SHALL REMAIN IN FULL FORCE AND EFFECT.

MANDATORY BINDING ARBITRATION: EVERY CLAIM, CONTROVERSY, OR DISPUTE OF ANY KIND WHATSOEVER INCLUDING WHETHER ANY PARTICULAR MATTER IS SUBJECT TO ARBITRATION (EACH AN "ACTION") BETWEEN YOU AND TAMKO (INCLUDING ANY OF TAMKO'S EMPLOYEES AND AGENTS) RELATING TO OR ARISING OUT OF THE SHINGLES OR THIS LIMITED WARRANTY SHALL BE RESOLVED BY FINAL AND BINDING ARBITRATION, REGARDLESS OF WHETHER THE ACTION SOUNDS IN WARRANTY, CONTRACT, STATUTE OR ANY OTHER LEGAL OR EQUITABLE THEORY. TO ARBITRATE AN ACTION AGAINST TAMKO, YOU MUST INITIATE THE ARBITRATION IN ACCORDANCE WITH THE APPLICABLE RULES OF ARBITRATION OF THE AMERICAN ARBITRATION ASSOCIATION (WHICH ARE AVAILABLE ONLINE AT [www.adr.org](http://www.adr.org) OR BY CALLING THE AMERICAN ARBITRATION ASSOCIATION AT 1-800-778-7879) AND PROVIDE WRITTEN NOTICE TO TAMKO BY CERTIFIED MAIL AT P.O. BOX 1404, JOPLIN, MISSOURI 64802-1404 WITHIN THE TIME PERIOD PRESCRIBED IMMEDIATELY ABOVE.

ANY ACTION BROUGHT BY YOU AGAINST TAMKO WILL BE ARBITRATED (OR, IF ARBITRATION OF THE ACTION IS NOT PERMITTED BY LAW, LITIGATED) INDIVIDUALLY AND YOU WILL NOT CONSOLIDATE OR SEEK CLASS TREATMENT FOR ANY ACTION UNLESS PREVIOUSLY AGREED TO IN WRITING BY BOTH TAMKO AND YOU.

NO REPRESENTATIVE, EMPLOYEE OR OTHER AGENT OF TAMKO OR ANY PERSON OTHER THAN TAMKO'S PRESIDENT, HAS AUTHORITY TO MODIFY OR WAIVE ANY PROVISIONS OF THIS LIMITED WARRANTY OR ASSUME FOR TAMKO ANY ADDITIONAL LIABILITY OR RESPONSIBILITY IN CONNECTION WITH THE SHINGLES EXCEPT AS DESCRIBED ABOVE.

This form is not to be copied or reproduced in any manner. This Limited Warranty applies to TAMKO fiberglass Shingles sold on or after February 1, 2011. The Limited Warranty for your Shingles is the version in effect on the date of retail purchase.

IF YOU ARE NOT SATISFIED WITH THE TERMS AND CONDITIONS OF THIS LIMITED WARRANTY, RETURN ALL UNOPENED MARKETABLE PRODUCTS TO THE ORIGINAL PLACE OF PURCHASE FOR A REFUND.



**LIMITED WARRANTY INFORMATION**  
(To be completed by Owner and Contractor)

Owner's Name \_\_\_\_\_

Address Where Applied \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_

Type of TAMKO Shingle applied:

TAMKO Glass-Seal	240 Months (20 Year) Limited Warranty
TAMKO Elite Glass-Seal	300 Months (25 Year) Limited Warranty
TAMKO Heritage	360 Months (30 Year) Limited Warranty
TAMKO Heritage XL	480 Months (40 Year) Limited Warranty
TAMKO Heritage Premium	600 Months (50 Year) Limited Warranty
TAMKO Heritage Vintage	600 Months (50 Year) Limited Warranty

Number of Sales Squares \_\_\_\_\_

Color \_\_\_\_\_

Date of application of Shingles \_\_\_\_\_

Total cost of Shingles \_\_\_\_\_

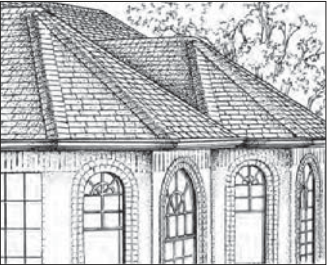
Total cost of Shingle application \_\_\_\_\_

Contractor's Name \_\_\_\_\_

Contractor's Signature \_\_\_\_\_

Date \_\_\_\_\_

**RETAIN THIS LIMITED WARRANTY AND YOUR  
CONTRACTOR'S RECEIPT(S) FOR FUTURE REFERENCE.**



**BUILDING PRODUCTS FOR  
THE PROFESSIONAL.**

Since 1944, building professionals and homeowners have looked to TAMKO for quality products that are built to perform. Our extensive line of residential products includes: Lamanite® composite shingles, MetalWorks® steel shingles, Heritage® series and Vintage® laminated asphalt shingles, 3-tab shingles, EverGrain® composite decking & railing and Elements® dockboards, Tam-Rail® railing, rolled roofing products, waterproofing materials, ventilation products and asbestos-free cements and coatings. Each of these products delivers TAMKO quality, performance and durability.



P.O. Box 1404  
Joplin, MO 64802-1404 USA  
[tamko.com](http://tamko.com)

TAMKOP Elements®, Elite Glass-Seal®, EverGrain®, Heritage®, Lamanite®, MetalWorks®, Tam-Rail® and Vintage® are registered trademarks of  
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Heritage® Vintage®  
Heritage® Premium  
Heritage® XL  
Heritage®  
Elite Glass-Seal®  
Glass-Seal

**FIBERGLASS SHINGLES  
LIMITED WARRANTY**





The Owner of Heritage, Heritage XL, Heritage Premium and Heritage Vintage shingles may transfer this Limited Warranty one time during the first five (5) years of the Term to a Purchaser. The Owner of Elite Glass-Seal and Glass-Seal shingles may transfer this Limited Warranty one time during the first two (2) years of the Term to a Purchaser. No other transfers are permitted.

The Limited Warranty for your Shingles is the version in effect on the date of retail purchase. Information included in this version of the Limited Warranty was current at time of printing. To obtain a copy of the most current version of this Limited Warranty, visit us online at tamko.com or call us at 800-641-4691.

#### FIBERGLASS/ASPHALT SHINGLE LIMITED WARRANTY

THIS LIMITED WARRANTY APPLIES ONLY TO PRODUCTS INSTALLED IN THE UNITED STATES (EXCLUDING HAWAII AND ALASKA) AND CANADA (EXCLUDING QUEBEC AND NEW BRUNSWICK). ALL PRODUCTS INSTALLED IN LOCATIONS WHERE THIS LIMITED WARRANTY DOES NOT APPLY ARE SOLD "AS IS" AND WITHOUT WARRANTY OF ANY KIND, INCLUDING ANY IMPLIED WARRANTY OR CONDITION OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

**How Long Will Your Shingles Last:** It is natural for your roof to age. The process begins as soon as your Shingles are installed and exposed to the harsh elements of nature. The length of time your Shingles will continue to perform their intended purpose of shedding water will depend on many factors, including weather, snow, intensity of ultra-violet radiation from the sun, pollution, and debris from nearby trees. Because no two buildings experience these and other aging factors in the same way, it is difficult to accurately predict the period of time your Shingles will last. This Limited Warranty, subject to its terms and conditions, provides you a remedy during the Term (as defined below) in the event a manufacturing defect causes your Shingles to fail to perform their intended purpose of shedding water.

**Definitions -** In this Limited Warranty certain capitalized words have specific meanings:

**"Algae Relief"** means Shingles which are covered by an Algae Cleaning Limited Warranty that provides for cleaning of discoloration caused by certain algae growth. All Heritage Vintage, Heritage Premium, Heritage XL, Heritage and Elite Glass-Seal Shingles come with the Algae Relief - Algae Cleaning Limited Warranty feature. Tuscaloosa produced Glass-Seal Shingles also come with the Algae Relief - Algae Cleaning Limited Warranty feature. Only shingles designated in this paragraph as having the Algae Relief feature are covered by an Algae Cleaning Limited Warranty.

**"Full Start Period"** means the initial period of the Term during which TAMKO's obligation is not prorated and includes the reasonable cost of labor. The length of the Full Start Period is listed in Table 1.

**"High Wind Application"** means application of Heritage, Heritage XL, Heritage Premium and Heritage Vintage Shingles in strict accordance with application instructions printed on the wrapper with the Shingles installed with six (6) fasteners in the locations specified for high wind application, and using TAMKO starter shingles at eaves and rakes. See local building codes for additional nailing requirements. If High Wind Application requirements are not followed, the Standard Application Wind Warranty (as set forth below) wind velocity applies.

**"Labor Payment Certificate"** means a certificate issued by TAMKO that may be redeemed to pay some or all of the reasonable cost of labor for roof repairs, clearing algae from the roof, or replacement of any defective Shingles according to this Limited Warranty.

**"Material Certificate"** means a certificate issued by TAMKO and redeemable at participating distributors for a stated quantity of replacement shingles of the same type and color as the defective Shingles which are to be replaced. If shingles of the same type or color are no longer available, the Material Certificate will be for the closest TAMKO substitute available. Replacement shingles may not match the original shingles due to many factors, including but not limited to, normal weathering and manufacturing conditions.

**"Maximum Liability"** means the obligation of TAMKO described in the paragraphs titled "TAMKO Full Start Period" and "After the Full Start Period," whichever is applicable.

**"Owner"** means the owner of the building at the time the Shingles are installed on that building. If you purchase a new residence and are the first person to occupy the residence after its construction, TAMKO will consider you to be the Owner even though the Shingles were already installed.

**"Purchaser"** means someone who purchases from the Owner the building upon which the Shingles are installed, but only if the purchase occurs within the first five (5) years for Heritage, Heritage XL, Heritage Premium and Heritage Vintage Shingles or within the first two (2) years for Elite Glass-Seal and Glass-Seal Shingles and the Owner and Purchaser comply with the requirements in this Limited Warranty in the section labeled "Transferability."

**"Sales Square"** means 98.4 square feet for Heritage, XL and Premium shingles produced in Tuscaloosa AL, Dallas TX, Phillipsburg KS, or Joplin MO. "Sales Square" means 98.5 square feet for Heritage and 100 square feet for Heritage XL and Premium shingles produced in Frederick MD. "Sales Square" means 100 square feet for Heritage Vintage shingles produced in Phillipsburg KS. "Sales Square" means 100 square feet for Elite-Glass Seal and Glass-Seal shingles produced in Frederick MD, Tuscaloosa AL, and Joplin MO.

**"Shingles"** means the TAMKO shingles identified in this Limited Warranty which were installed on a building owned by the Owner.

**"TAMKO"** means TAMKO Building Products, Inc.

**"Term"** means the period of time this Limited Warranty lasts. The Term begins on the date of retail purchase of the Shingles and continues, unless sooner terminated, for the number of months set forth in Table 1.

TABLE 1

SHINGLE	TERM	STD APPLICATION FULL START PERIOD	WIND WARRANTY MONTHS	HIGH WIND APPLICATION WARRANTY MONTHS	LIMITED WIND WARRANTY TERM	DOLLAR LIMIT PER SALES SQUARE
Glass-Seal	240 months	3 yrs	60	—	5 yrs	US\$25.00
Elite Glass-Seal	300 months	5 yrs	60	—	5 yrs	US\$30.00
Heritage	360 months	15 yrs	110	130	15 yrs	US\$40.00
Heritage XL	480 months	15 yrs	110	130	15 yrs	US\$45.00
Heritage Premium	600 months	20 yrs	110	130	15 yrs	US\$55.00
Heritage Vintage	600 months	20 yrs	110	130	15 yrs	US\$65.00



**TAMKO Full Start Period:** If, during the Full Start Period, Shingles that have been installed in strict accordance with the application instructions printed on the wrapper are determined to have manufacturing defects which have directly caused leaks, TAMKO will provide the Owner with a Material Certificate for replacement shingles to repair or replace such defective Shingles or, at TAMKO's option, the Dollar Limit Per Sales Square identified in Table 1. The Dollar Limit Per Sales Square and the quantity of such replacement shingles will be prorated over the life of this Limited Warranty. This is TAMKO's Maximum Liability after the Full Start Period. TAMKO is not responsible for any cost of labor after the Full Start Period. Proration shall be determined by dividing the number of months remaining in the Term by the total number of months of the Term. For example, if TAMKO is notified of a warranty claim at a time when 100 months remain in a 300 month warranty Term, TAMKO's Maximum Liability is to provide a material Certificate for one third of the replacement shingles or, at TAMKO's option, payment of one third of the Dollar Limit Per Sales Square identified in Table 1. The remaining cost shall be the responsibility of the Owner.

Both during and after the Full Start Period, the extent of replacement is at the sole discretion of TAMKO. TAMKO is not responsible for the cost of any materials other than the replacement shingles (as provided herein) including, but without limitation, underlayment, flashings, metal work, etc. TAMKO is not responsible for the cost of tear-off, removing or disposing of Shingles which are to be replaced. TAMKO reserves the right to arrange directly for your Shingles to be repaired, replaced or cleaned. The remedy under this Limited Warranty is available only for Shingles actually exhibiting manufacturing defects at the time the claim is settled. Replacement shingles will be warranted only for the remainder of the original Term. Tender of TAMKO's Maximum Liability shall extinguish all liability of TAMKO under this Limited Warranty and all applicable implied warranties and conditions.

**Notification to TAMKO:** The Owner must notify TAMKO by telephone at 800-441-7190 or certified mail at P.O. Box 1404, Joplin, Missouri 64802-1404 of any claims under this Limited Warranty within thirty (30) days following discovery of the potential problem with the Shingles. The notice must include documentary proof of Purchase. Failure of the Owner to notify TAMKO as provided herein shall extinguish all liability of TAMKO under this Limited Warranty and all applicable implied warranties and conditions. NOTE: Notice to your contractor, dealer, or home builder is NOT notice to TAMKO. You should keep this Limited Warranty for your records in the event you need to file a claim.

**Right of Inspection and Time for Payment:** TAMKO shall have a reasonable time after notification of a claim to inspect the Shingles. The Owner shall provide TAMKO with reasonable access to the Shingles for



purposes of inspection. If requested by TAMKO the Owner must complete and deliver to TAMKO at the Owner's expense, a warranty questionnaire, photographs of the roof and samples of the Shingles. If reasonable access is denied or made subject to unreasonable conditions by the Owner, or if the Owner fails or refuses to cooperate in TAMKO's investigation of the complaint (such as by failing to provide sample Shingles or photographs or a completed warranty questionnaire), TAMKO's obligation under this Limited Warranty shall immediately terminate. If TAMKO determines there are manufacturing defects covered by this Limited Warranty, TAMKO will have a reasonable time after the inspection of the Shingles to process the Owner's claim. Unless authorized in writing by TAMKO, any claim for Shingles that have been replaced or repaired prior to resolution of your claim by TAMKO may be denied.

**120 Month Algae Relief - Algae Cleaning Limited Warranty:** If, during the initial 120 months of the Term, Shingles designated with the Algae Relief feature, (see designated products under definition of "Algae Relief") become significantly stained by certain algae growth, including blue-green algae, TAMKO will issue to the Owner a Labor Payment Certificate that may be used to pay the reasonable cost of cleaning the Shingles exhibiting stains (up to a maximum of \$15 per Sales Square). After the initial twelve months of the Term, the Labor Payment Certificate for the reasonable cost of cleaning will be prorated over the remaining 108 months of this Algae Cleaning Limited Warranty. The remaining cost shall be the responsibility of the Owner. TAMKO may, at its option, provide a Material Certificate for replacement shingles (or a prorated portion of the replacement shingles) for Shingles exhibiting stains. This is TAMKO's maximum liability under the Algae Cleaning Limited Warranty. TAMKO shall have no liability or responsibility for cleaning Shingles: (a) after the initial 120 months of the Term, (b) at any time for Shingles that do not have the Algae Relief feature, or (c) Shingles not significantly stained by algae growth.

**Limited Wind Warranty:** The Shingles are also covered by a Limited Wind Warranty against damage from wind up to the designated wind velocity identified in Table 1. This Limited Wind Warranty applies only if: (a) the Shingles were installed in strict accordance with application instructions printed on the wrapper and (b) the Shingles have had the opportunity to seal down. Shingles that are installed in cool seasons may not seal until weather conditions are adequate to allow the seal down strip to activate and may be vulnerable to blow-offs and wind damage that would not be covered under this Limited Warranty. If conditions (a) and (b) have been met and during the Limited Wind Warranty Term the Shingles are damaged or blown off by wind up to the designated wind velocity for the product as a result of a manufacturing defect, TAMKO will process the Owner's claim in accordance with the sections titled "TAMKO Full Start Period" or "After the Full Start Period," whichever is applicable. Alternatively, TAMKO may, solely at its option, provide the Owner with a Labor Payment Certificate that may be used to pay the reasonable cost of manually sealing unsealed Shingles and replacing Shingles which have blown off. TAMKO is not responsible for the cost of any materials other than the replacement shingles (as provided herein) including, without limitation, underlayment, flashings, metal work, etc. TAMKO's Maximum Liability is to provide a Labor Payment Certificate that may be used to pay the reasonable cost of manually sealing all of the Shingles on the roof. Shingles will be conclusively deemed to have been exposed to winds or gusts in excess of the designated wind velocity for the product if the National Weather



Service or other reputable weather agency records winds or gusts in excess of the designated wind velocity for the product in the county, parish, regional district or municipality where the Shingles are installed or in any adjoining county, parish, regional district or municipality. Exposure of the Shingles at any time to winds or gusts in excess of the designated wind velocity for the product shall extinguish all liability of TAMKO under this Limited Wind Warranty and all applicable implied warranties and conditions.

**Exclusions from Coverage:** TAMKO shall not be liable under any circumstances and shall have no obligation under this Limited Warranty for:

- Faulty or improper application, storage or handling of the Shingles; inadequate ventilation of the Shingles; or Shingles not installed in strict accordance with application instructions printed on the wrapper and standard good roofing practices; or leaks or damages resulting from any one or more of such causes.
- Damage to any building, either exterior or interior (including without limitation, mold growth), or any property contained therein or for injuries or damages of any kind whatsoever.
- Tear-off, removal, or disposal of any Shingles, or for any costs related to such tear-off, removal, or disposal, or for any cost associated with underlayment, flashings, metal work, etc.
- Removal or abatement of any asbestos present in the roof to which the Shingles are applied, or for any costs related to such removal or abatement.
- Shading, staining, discoloration or damage from any cause whatsoever, including, but not limited to algae (except as provided in the Algae Relief - Algae Cleaning Limited Warranty set forth in this document), moss, fungus, overhanging trees, other biological growth or animals.
- Leaks or damages resulting from Acts of God (including, but without limitation, lightning, ice damming, wind (except as set forth in the Limited Wind Warranty), hurricane or tornado (regardless of wind velocity), hail, or other violent storm or casualty); acid rain; impact of objects; damage to a roof due to movement, settlement, distortion; failure, defects or cracking of the building or its roof deck, walls or foundation; or for any defect in or failure of material used as a roof base over which the Shingles are applied; or for damage by traffic on the roof.
- Damage to the Shingles as a result of exposure to chemicals including, but not limited to, aliphatic or aromatic solvents, chlorinated hydrocarbons, turpentine, oils or organic or inorganic polar materials.
- Leaks or damage to the Shingles from any cause other than inherent manufacturing defect in the Shingle.

**Transferability:** The Owner of Heritage, Heritage XL, Heritage Premium and Heritage Vintage shingles may transfer this Limited Warranty one (1) time during the first five (5) years of the Term to a Purchaser of the building upon which the Shingles are installed. The Owner of Elite Glass-Seal and Glass-Seal shingles may transfer this Limited Warranty one (1) time during the first two (2) years of the Term to a Purchaser of the building upon which the Shingles are installed. The transfer must occur simultaneously with the sale of the building. To transfer this Limited Warranty, the Owner must provide TAMKO with written notice within thirty (30) days after the transfer. The written notice must include the names of the Owner and the Purchaser, the address of the building upon which the

Heritage Premium  
Heritage Vintage





**VARIFORM®**  
SIDING | ACCESSORIES | TRIM | HOME  
by Ply GEM

VARIFORM

BEST QUALITY®



## How to Care for Vinyl Siding and Aluminum Products From Variform®

Your selection of Variform siding and/or Aluminum products to cover your most valuable investment should provide a beautiful appearance and long-lasting protection for your home. To keep your investment beautiful over the years, you should implement the following procedures at least annually for the major care of your Variform Siding and Aluminum Products:

- 1. General Cleaning.** Use an ordinary garden hose to give your siding a light rinse working from the top down.
- 2. Moderate Atmospheric Dirt.** We recommend at least an annual washing with clear water using a garden hose and soft-bristled brush. A long-handled car washing brush is ideal for this purpose.
- 3. Heavy Industrial Atmospheric Dirt.** Wash in the manner indicated above, but use the following solution:
  - 1/3 cup detergent (Tide, for example)
  - 2/3 cup trisodium phosphate
  - 1 gallon water
- 4. 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 can be removed by using the basic cleaning solution above with the addition of sodium hypochlorite as follows:
  - 1/3 cup detergent (Tide, for example)
  - 2/3 cup trisodium phosphate
  - 1 quart sodium hypochlorite 5% solution (Clorox, for example)
  - 3 quarts water
- 5. Additionally for Aluminum Products.** For 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' surface. Avoid skin and eye contact with the solution, and in all cases follow manufacturer's 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 clear water. Excessive scrubbing is unnecessary, can be harmful to the products, and may cause undesirable glossy areas over the finish.

**CAUTION:** Do not use or mix sodium hypochlorite with other household chemicals or products containing ammonia. To do so will release hazardous gases.

**CAUTION:** Use care not to saturate window and door openings when cleaning your Variform siding and aluminum products.

**TIP:** Where the house is extremely dirty, it is recommended you start washing from the bottom and go to the top, rinsing frequently. Cleaning solutions should be permitted to stand on the surface of the siding and/or soffit for several minutes before rinsing.

**TIP:** Pay particular attention to areas under eaves, porches, awnings, and other overhangs that have limited exposure to the natural washing effect of rainfall.



## VARIFORM® VINYL SIDING PRODUCTS

### HOMEOWNER LIMITED LIFETIME TRANSFERABLE WARRANTY

Congratulations on your purchase of Variform vinyl siding and soffit!

We believe you will be pleased with this excellent product. However, if you have any problems, we will try to resolve them in accordance with this warranty. We want you to remain a satisfied Variform customer! Please read this document carefully, so you will know the extent of the coverage.

Definitions of terms printed in an italic typeface appear on Page 4 of this document. This warranty is effective January 1, 2011.

### Assurance of Quality

PREMIUM VINYL SIDING FROM VARIFORM is confidently backed by our Limited Lifetime Transferable Warranty. As one of the industry's leading manufacturers of vinyl siding since 1964, Variform continues to exceed standards for quality, durability and the beauty of our exterior products. Premium vinyl siding manufactured by Variform incorporates technical advances in material formulations and the highest standards of quality control. We are confident of our products and we are sure you will be too, for many years to come.

### Vinyl Siding Warranty

#### A LIMITED LIFETIME TRANSFERABLE WARRANTY

To enjoy the benefits of this protection, please make sure you:

- Register your warranty. Your prompt product registration ensures your right to the protection under this warranty. We will keep this information on file so it will be available if necessary.
- Protect your product. Caring for your siding will help preserve its beauty. See Page 1 for instructions.

### What is Covered by This Warranty?

#### Technical Support

We will provide technical support to you and your installer on installation, maintenance and repair problems. However, our warranty only covers technical advice by us that is issued in writing. Our current toll free service number is (800) 800-2244.

#### Manufacturing Defects

We will repair, replace or refund the *purchase and installation price* of the defective portion of our *siding* that blisters, checks, crazes, flakes, peels or *weathers unevenly* due to a defect in our manufacturing process.

#### Excessive Color Fade

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 to the original home owner, subject to our examination of a siding sample and you performing at least annually as preventative maintenance the cleaning described on Page 1.

#### 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 which 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.

If we elect to repair or replace damaged or defective product, we will only cover reasonable labor costs for the applicable area, as determined by us.

LIMITED  
LIFETIME  
TRANSFERABLE  
WARRANTY

## How Long Does the Warranty Last?

### Individuals

The coverage continues until the earlier of (a) the death of the last to survive of the original individual owners of the *residence* on which the siding is installed or (b) a transfer of the residence. **Variform vinyl siding products are non-prorated to the original purchaser.**

### Corporations or Other Entities

In the case of siding purchased by, or installed on property owned by corporations, governmental agencies, partnerships, trusts, religious organizations, schools, condominiums or cooperative housing arrangements, or installed on apartment buildings, other rental property, or other types of buildings or premises not used by individual homeowners as their primary residences, the warranty period will be 50 years following the installation of the siding, prorated as shown on the coverage schedule below.

### First-Time Transferees

The coverage continues on a prorated basis for the *first-time transferees* of the siding from the original purchasers until the earlier of (a) the fiftieth anniversary of the initial installation or (b) a further transfer of the residence or building. When we choose to repair or refund to a first-time transferee, we will pay only a prorated portion of the initial purchase and installation price of the defective portion of our siding, according to the schedule below.

## 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 Variform Will Be Responsible
<b>During the original purchaser's Ownership of the Property</b>	<b>100%</b>
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 12 but less than 13	30%
more than 13 but less than 14	20%
more than 14 but less than 50	10%

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

**The fade protection coverage of this warranty is not transferable.**

## What Must You do to be Covered?

**Because of the length and scope of coverage, you must do the following to be entitled to coverage.**

1. For this warranty to cover you, you must accept this warranty within one year after installation. You may do this by completing and returning the attached Warranty Registration Card. We suggest that you keep a copy for your records. You may also accept the warranty by following the Warranty Registration procedures shown on our Internet web site at [www.variform.com](http://www.variform.com).
2. Notify us in writing of any defects or other conditions that may be covered by this warranty within a reasonable time after you discover the condition. The written notice should describe the defect in detail. For claims of *excessive color fade*, in order to accurately evaluate, we will require the submission by homeowner to Variform (a) a sample piece of the affected area on any and all even color loss claims and (b) a copy of an annual preventative cleaning schedule. You should also provide any additional information that our Warranty Department may request. Our current notification address is: Warranty Department, Variform, Inc., 2600 Grand, Ste. 900, Kansas City, MO 64108, toll free: (877) 574-2939.
3. Follow the maintenance procedures listed on Page 1 of this document under "How to Care for Vinyl Siding and Aluminum Products from Variform".
4. If you are a First-Time Transferee, your transferor must have complied with the above requirements; you must comply with Item 2; and you must also register your ownership of the siding within thirty days following the transfer. You may do this by fully completing and returning to us the Warranty Transfer Registration Card that is attached. We suggest that you keep a copy of this card for your records.
5. In the event we choose to repair or replace siding, you may need to identify a qualified installer or assist us in finding one.
6. Do not begin repair before you receive written notice from us. Variform reserves the right to review and inspect all claims as deemed necessary. All warranty work must first be approved by us. If we elect to repair or replace rather than make a refund, we will see that the repair and/or replacement work is performed at a mutually agreeable time.

## Items for Which We are not Responsible

**Our responsibility under this warranty is limited. In particular, WE ARE NOT RESPONSIBLE FOR any defects or failures due to:**

- Installation or handling of siding after it leaves our factory, including any lack of performance or improper performance in any way by the siding installer. (Please assure that the siding is installed by a qualified installer. Although we are not responsible for installation, we can provide detailed, current installation instructions and manuals as needed.)



- 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).
- Abnormal use of the siding as determined by us.
- The application of paint, varnish or other coating over the siding's original finish.
- Any lack of compatibility between our siding and any other product not manufactured by us that causes damage to or failure of the siding.
- Labor, transportation or installation costs, except when we choose to repair or replace the damaged or defective material and the damage does not result from hail.
- Color variance between any new replacement panel and other panels. (We reserve the right to discontinue or modify any siding product line or color without notifying the original purchaser. If the original siding product is not available, we retain the right to choose to use replacement material of equal value or quality.)
- Uneven fading, color change or "striping" of siding due to installation over dissimilar, inconsistent or inadequate sheathing or backer board;
- Damage caused by, among other things, cracking, splitting, chalking, weathering, oxidation, mold, mildew, settling of the building, failure of the structure (including foundations and walls), use of incompatible accessories, fire, flood, lightning, ice, wind-borne objects, earthquake, hurricane, sun, cyclone, gale, tornado, weather of a catastrophic nature, acts of God, intentional acts, unreasonable use, misuse, physical abuse, vandalism, riot, insurrection or civil disorder, accidents or corrosive atmospheres (such as those contaminated by acid rain, harmful chemicals or vapors).
- Except for excessive color fade after installation and uneven weathering, color change of the siding due to weathering, because weathering will cause any colored surface to gradually lighten, darken, chalk or accumulate dirt or stains. (The severity of these conditions depends on air quality, the geographic location of the property and other local conditions over which we have no control.)
- Fading or color change of brown soffit or accessories when used as vertical siding or in any application with direct exposure to sunlight.
- **WE ARE ALSO NOT RESPONSIBLE FOR AND DISCLAIM ANY WARRANTY NOT MADE EXPRESSLY IN THIS DOCUMENT. ANY IMPLIED WARRANTY, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTY OF MERCHANTABILITY OR OF FITNESS FOR A PARTICULAR PURPOSE, IS LIMITED TO THE DURATION OF THE EXPRESS WARRANTY CONTAINED IN THIS WARRANTY DOCUMENT, UNLESS A SHORTER PERIOD IS PERMITTED BY LAW.**
- **THE REMEDIES PROVIDED HEREIN ARE A WARRANTY CLAIMANT'S SOLE AND EXCLUSIVE REMEDIES, WHETHER FOR CLAIMS UNDER AN EXPRESS WARRANTY OR ANY IMPLIED WARRANTY, BREACH OF EITHER, IN TORT OR OTHERWISE IN NO EVENT ARE WE LIABLE FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE PURCHASE, INSTALLATION, OWNERSHIP OR USE OF OUR PRODUCTS, NOR SHALL WE BE RESPONSIBLE FOR REPRESENTATIONS, WARRANTIES OR AGREEMENTS MADE BY ANY EMPLOYEE, AGENT OR OTHER PERSON THAT PURPORT TO MODIFY OR ADD TO ANY OF OUR OBLIGATIONS UNDER THIS DOCUMENT. YOUR EXCLUSIVE REMEDY FOR ANY BREACH OF WARRANTY IS SET FORTH IN THIS DOCUMENT.**

**SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE LIMITATION OR EXCLUSION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC RIGHTS, AND YOU MAY HAVE OTHER LEGAL RIGHTS WHICH VARY FROM STATE TO STATE.**

## 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 Variform Installation Manual. The excessive color fade warranty does not apply to custom colors of siding and accessories.

**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.

**SIDING** means vinyl siding, vinyl soffit or related vinyl accessories (but not round cut, shingle or trim coil) manufactured by Variform, Inc.

**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.

# VARIFORM® ALUMINUM PRODUCTS

## HOMEOWNER LIMITED TRANSFERABLE WARRANTY

**VARIFORM ALUMINUM PRODUCTS** are confidently backed by this Limited Transferable Warranty. For over 40 years, Variform has embraced a commitment to quality and value. We manufacture a wide range of exterior building products made to the highest quality standards. We have confidence in our metal products and are sure that you will be too for many years to come. Our Aluminum Products include (i) gutter coil, downspouts, elbows, box miters, end caps, and outlets (all referred to together in this warranty as “Rainware®”) and (ii) siding, soffit, fascia, premium trim coil, J-channel, F-channel, drip edge, corner posts, and undersill trim (all referred to together in this warranty as “Siding”).

## Warranty Coverage

Variform, Inc., warrants to the original property owners at the time of installation that the Aluminum Products will not, due to manufacturing defect, chip, flake, peel, rust, craze or blister under normal atmospheric conditions. In the event of a manufacturing defect, we will, at our sole discretion, repair, replace, refinish, or refund to you the value of the products found to be defective (with such value prorated if this warranty is transferred). Our obligation under this warranty will in no event exceed the purchase price of the originally installed products found to be covered and the cost of the labor involved in the original installation of such defective products.

This warranty is limited to the terms and conditions, exclusions and limitations, requirements and legal rights stated in this warranty.

## How Long Does the Warranty Last?

**For Rainware.** If you are an individual, this Limited Transferable Warranty lasts until the earlier of (a) twenty (20) years from the date of original installation of the Rainware products, or (b) a second transfer of property or building ownership. If you are not an individual (e.g., you are a corporation or other entity) the warranty will last until the earlier of (a) twenty (20) years from the date of the original installation of the Rainware products, or (b) a transfer of the property or building.

**For Siding.** If you are an individual, this Limited Transferable Warranty lasts until the earlier of (a) the death of the last to survive of the original owners of the building on which Siding products are installed, subject to a fifty (50) year limitation in the case of a First Time Transferee, or (b) a second transfer of property or building ownership. If you are not an individual (e.g., you are a corporation or other entity), the warranty will last until the earlier of (a) fifty (50) years from the date of the original installation of the siding products, or (b) a transfer of the property or building.

## 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 Variform Will Be Responsible
<b>During the original purchaser's Ownership of the Property</b>	<b>100%</b>
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 12 but less than 13	30%
more than 13 but less than 14	20%
more than 14 but less than 50	10%

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

If you are a First-Time Transferee from the original owner(s), the coverage continues on a pro-rated basis under the Warranty Coverage Schedule until the earlier of (a) the twentieth anniversary of the original installation in the case of Rainware, or the fiftieth anniversary of the original installation, in the case of siding, or (b) a further transfer of the residence or other building.

If we elect to repair or replace damaged or defective product, we will only cover reasonable labor costs for the applicable area, as determined by us.

## Replacement Materials

Replacement materials are covered until the expiration of the original warranty (for a First-Time Transferee, prorated according to the Warranty Coverage Schedule). All warranty coverage is based on the terms and conditions set forth at the time of the original installation.



## What This Warranty Does not Cover

This warranty does not cover any defects, change, or failure due to installation or handling of the product after it leaves our factory, or other causes beyond the control of Variform, including, without limitation, any lack of performance, distortion, or buckling due to improper handling or misapplication of the product by the installer or surface cracking or crazing from shaping or forming at a jobsite in the course of installation. This warranty covers only the specific manufacturing defects described herein and excludes any other damages or material failure, including, but not limited to 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, a building's location and other local conditions over which we have no control.), accidental damage, settlement, structural shrinkage or distortion of the structure, hail, fire, lightning, hurricane, tornado, windstorm, vandalism, earthquake, or other acts of God, contact with harmful or corrosive chemicals, fumes or vapors (including salt, ice melts, pesticides, preservatives in treated lumber, etc.), misuse, abuse, normal weathering, mold or mildew accumulation, the warranty owner's failure to provide reasonable and necessary maintenance of the product (see Care and Maintenance), impact of foreign objects, or other causes beyond the control of Variform. These products are not suitable for roofing applications and use in this manner will void the warranty. This warranty does not cover Variform's Economy Line Trim Coil.

**WE ARE NOT RESPONSIBLE FOR AND DISCLAIM ANY EXPRESS WARRANTY NOT MADE IN THIS DOCUMENT. ANY IMPLIED WARRANTY, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTY OF MERCHANTABILITY OR OF FITNESS FOR A PARTICULAR PURPOSE, IS LIMITED IN DURATION TO THE DURATION OF THE EXPRESS WARRANTY CONTAINED IN THIS WARRANTY DOCUMENT, UNLESS A SHORTER PERIOD IS PERMITTED BY LAW.**

**THE REMEDIES PROVIDED HEREIN ARE A WARRANTY CLAIMANT'S SOLE AND EXCLUSIVE REMEDIES, WHETHER FOR CLAIMS UNDER AN EXPRESS OR ANY IMPLIED WARRANTY, BREACH OF EITHER, TORT OR OTHERWISE.**

**IN NO EVENT ARE WE LIABLE FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE BREACH OF THIS WARRANTY OR THE PURCHASE, INSTALLATION, OWNERSHIP OR USE OF OUR PRODUCTS, NOR SHALL WE BE RESPONSIBLE FOR REPRESENTATIONS, WARRANTIES OR AGREEMENTS MADE BY ANY EMPLOYEE, AGENT OR OTHER PERSON THAT PURPORT TO MODIFY OR ADD TO ANY OF OUR OBLIGATIONS UNDER THIS DOCUMENT. YOUR EXCLUSIVE REMEDY FOR ANY BREACH OF WARRANTY IS SET FORTH IN THIS DOCUMENT.**

**SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE LIMITATION OR EXCLUSION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC RIGHTS, AND YOU MAY HAVE OTHER LEGAL RIGHTS WHICH VARY FROM STATE TO STATE.**

## Register Your Warranty

Your prompt product registration ensures your right to the protection under this warranty. You can register by mail or online at [www.variform.com](http://www.variform.com). We will keep this information on file so that it will be available if necessary.

## How to Receive Coverage Under This Warranty

For this warranty to cover you, you must comply with the conditions described in the six (6) paragraphs that follow (If you are a First-Time Transferee, your transferor must have complied with the first five:

- 1. Accept this warranty within one (1) year after installation, in the case of Siding products, or within thirty (30) days of installation, in the case of Rainware products. You may do this by completing and returning the attached Warranty Registration Card. We suggest that you keep a copy for your records. You may also accept the warranty by following the Warranty Registration procedures shown at our internet website at [www.variform.com](http://www.variform.com).**
- 2. Follow the maintenance procedures under "How to Care for Vinyl Siding and Aluminum Products from Variform" on page 1.**
- 3. Notify us in writing of any defects or other condition that may be covered by this warranty within a reasonable time after you discover the condition. The written notice should describe the defect in detail. Provide proof of purchase of the Variform product identified in your claim. You should also provide any additional information that our Warranty Department may request. Our current notification address is: Warranty Department, Variform, Inc., 2600 Grand Boulevard, Kansas City, MO 64108, toll free (877) 574-2939**
- 4. In the event we choose to repair, replace or refinish the product, identify a qualified installer or assist us in finding one, if we so request.**
- 5. Do not begin to repair before you receive written notice from us. Variform reserves the right to review and inspect all claims as deemed necessary. All warranty work must first be approved by us. If we elect to make repairs or replacements rather than provide a refund, we will see that the repair and/or replacement is performed at a mutually agreeable time.**
- 6. If you are a First-Time Transferee, register your ownership of our Aluminum Products within thirty days following the transfer. You may do this by transferring online at [www.variform.com](http://www.variform.com) or by fully completing and returning to us the Warranty Transfer Registration Card that is attached. We suggest that you keep a copy of this card for your records.**

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.

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.



## HERITAGE CEDAR® SHINGLE AND ROUND CUT SIDING PANELS

### HOMEOWNER LIMITED LIFETIME TRANSFERABLE WARRANTY

Heritage Cedar® Shingle and Round Cut Siding and Accessories (the “Products”) are manufactured in accordance with high standards and tight quality controls. The Products will not rust or corrode because they are made of rigid polypropylene.

### What does this Warranty Cover?

**Limited Lifetime Transferable Warranty.** Variform 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.** Variform also warrants to you that for a limited period specified below, the Products will not excessively fade. “**Excessive Fading**” is more fully set forth in the Fade Coverage Schedule supplied below.

**Limited Hail Damage Warranty.** Variform 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 Transferable Warranty.** If you are an individual, this Limited Lifetime Transferable 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 Transferable 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.

**Limited Fade Warranty.** Variform’s excessive fade warranty is from the date of the original installation of the Products on the Property, even if the warranty is transferred with the Property. See the Fade Coverage Schedule below for further details.

**Limited Hail Damage Warranty.** Variform’s hail damage warranty will last as long as Variform’s Limited Lifetime Transferable Warranty lasts, and upon transfer with the Property, shall continue based upon the coverage terms for Variform’s Limited Lifetime Transferable Warranty.

#### First-Time Transferees

The coverage continues on a prorated basis for the *first-time transferees* of the siding from the original purchasers until the earlier of (a) the fiftieth anniversary of the initial installation or (b) a further transfer of the residence or building. When we choose to repair or refund to a first-time transferee, we will pay only a prorated portion of the initial purchase and installation price of the defective portion of our siding, according to the schedule below.

### 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 Variform Will Be Responsible
<b>During the original purchaser’s Ownership of the Property</b>	<b>100%</b>
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 12 but less than 13	30%
more than 13 but less than 14	20%
more than 14 but less than 50	10%

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

### 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 Transferable Warranty.** 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 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 Fade Warranty.** 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 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 which 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.

If we elect to repair or replace damaged or defective product, we will only cover reasonable labor costs for the applicable area, as determined by us.

## What Doesn't this Warranty Cover?

This Warranty does not cover:

- damage of any kind resulting from faulty or improper installation;
- **normal weathering is 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., skylight or window reflection, roofing materials, pools, decks, blacktop, or concrete materials);
- 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 Variform; or any other causes beyond our reasonable control.

## Other Limitations

1. This Warranty covers only genuine Variform Heritage Cedar® Shingle and Round Cut Siding and 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 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, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

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.



## These Definitions Apply to the Terms Used:

**COVERAGE** means the extent of our commitment to respond to any claim relating to the siding.

**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 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.

## 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 1-877-574-2939 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 Variform, Warranty Claims Department, 2600 Grand Boulevard, Kansas City, MO 64108.

Variform 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 VARIFORM WILL VOID THIS WARRANTY.**

## Fade Coverage Schedule

"Excessive Fading" is fading that is in excess of the Delta E Hunter unit measurement indicated in the following table for the Product you have purchased. Variform reserves to itself the sole right to determine whether a Product has suffered from excessive fading.

Solid Colors... Delta E of 4 Hunter Units for 10 Years from the date of original installation.

Weathered Cedar Colors... Delta E of 7 Hunter Units for 7 Years from the date of original installation.

## 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 Variform Will Be Responsible
<b>During the original purchaser's Ownership of the Property</b>	<b>100%</b>
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 12 but less than 13	30%
more than 13 but less than 14	20%
more than 14 but less than 50	10%

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

## How to Care for Shingle and Round Cut Siding from Variform

While the Shingle and Round Cut Siding product comes closer to being totally maintenance free than any other siding of its type on the market today, it may become dirty. As a result, it should be cleaned at least yearly to prevent dirt buildup or mildew.

Generally your siding can be cleaned satisfactorily with the use of an ordinary garden hose; do not power wash siding. If plain water does not remove the dirt, we suggest the following:

Gently wash siding with a soft bristle brush and water from garden hose. Where dirt is of a stubborn nature, the following cleaning solutions work well:

- 1 cup detergent (e.g., Tide)
- 2/3 cup trisodium phosphate
- 4 quarts of water

In certain geographic areas where mildew may be a problem, substitute one quart of 5% sodium hydrochloride (e.g., Clorox), for one quart of water in the above solution. If the structure is extremely dirty, start washing from the top and work down to the bottom. Apply cleaning solution and let it stand several minutes so the dirt will loosen. The siding must be rinsed thoroughly with clear water to avoid staining and/or streaking.

**WE ARE NOT RESPONSIBLE FOR AND DISCLAIM ANY EXPRESS WARRANTY NOT MADE IN THIS DOCUMENT. ANY IMPLIED WARRANTY, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTY OF MERCHANTABILITY OR OF FITNESS FOR A PARTICULAR PURPOSE, IS LIMITED IN DURATION TO THE DURATION OF THE EXPRESS WARRANTY CONTAINED IN THIS WARRANTY DOCUMENT, UNLESS A SHORTER PERIOD IS PERMITTED BY LAW.**

**THE REMEDIES PROVIDED HEREIN ARE A WARRANTY CLAIMANT'S SOLE AND EXCLUSIVE REMEDIES, WHETHER FOR CLAIMS UNDER AN EXPRESS OR ANY IMPLIED WARRANTY, BREACH OF EITHER, TORT OR OTHERWISE.**

**IN NO EVENT ARE WE LIABLE FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE BREACH OF THIS WARRANTY OR THE PURCHASE, INSTALLATION, OWNERSHIP OR USE OF OUR PRODUCTS, NOR SHALL WE BE RESPONSIBLE FOR REPRESENTATIONS, WARRANTIES OR AGREEMENTS MADE BY ANY EMPLOYEE, AGENT OR OTHER PERSON THAT PURPORT TO MODIFY OR ADD TO ANY OF OUR OBLIGATIONS UNDER THIS DOCUMENT. YOUR EXCLUSIVE REMEDY FOR ANY BREACH OF WARRANTY IS SET FORTH IN THIS DOCUMENT.**

**SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE LIMITATION OR EXCLUSION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC RIGHTS, AND YOU MAY HAVE OTHER LEGAL RIGHTS WHICH VARY FROM STATE TO STATE.**

## WARRANTY TRANSFER REGISTRATION

Transfer by mail or online at [www.variform.com](http://www.variform.com). This form is to be completed, signed by both the Original Purchaser of the Variform siding or Soffit and the First-Time Transferee and mailed to Variform, Inc., within thirty (30) days after the transfer of the building on which the Variform siding was installed.

Original purchaser \_\_\_\_\_ Phone # \_\_\_\_\_

Installation address \_\_\_\_\_

Date of installation \_\_\_\_\_ Product name \_\_\_\_\_ Color \_\_\_\_\_

I hereby certify I sold or transferred the building at the above address on this date: \_\_/\_\_/\_\_ (day/month/year)  
to \_\_\_\_\_ (please print name of First-Time Transferee).

Signature of original purchaser \_\_\_\_\_

I acknowledge I have read the Variform Homeowner's Limited Lifetime Transferable Warranty  
and accept its terms and conditions.

**Mail To:**  
**Variform, Inc.**  
**PO Box 787**  
**Wexford, PA 15090-0887**

## WARRANTY REGISTRATION

Register by mail or online at [www.variform.com](http://www.variform.com).

This form is to be completed, signed and mailed to Variform, Inc., within one year after installation of Variform siding.

The undersigned has read and accepts the Variform Homeowner's Limited Lifetime Transferable Warranty and certifies that:

Name and address of installer \_\_\_\_\_

has installed Variform siding on the home or other building of the undersigned at:

Street \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Products purchased ☐ vinyl siding ☐ aluminum products ☐ shingle & round cut ☐ etc. Color(s) \_\_\_\_\_ Date installed \_\_\_\_\_

Name of building owner \_\_\_\_\_ Phone # (include area code) \_\_\_\_\_

E-mail address \_\_\_\_\_

Signature of building owner \_\_\_\_\_

**Mail To:**  
**Variform, Inc.**  
**PO Box 787**  
**Wexford, PA 15090-0887**



# VARIFORM®

SIDING | ACCESSORIES | TRIM | HOME  
by PLY GEM



Vinyl Siding



Rainware, Fascia, Soffit



Accessories



Columns



Shutters, Vents, Mounting Blocks



Gutter Protection

## Finish your home, your way.

Beauty truly is in the details. That's why Variform by Ply Gem offers a full line of matching accessories in a variety of colors and styles to complete the look of your home.

From corners to columns, guttering to soffits, door surrounds to fascia, Variform has all the details you need to define the look you want for your home. And with our enhancements — Leaf Relief® by Ply Gem gutter protection, Monticello Columns® by Ply Gem and Richwood® by Ply Gem exterior finishings — you'll enjoy worry-free maintenance and a beautiful finish down to the last detail.



2600 Grand Blvd., Suite 900 • Kansas City, MO 64108 • Phone: (800) 800.2244 • Fax: (800) 800.0077 • [www.variform.com](http://www.variform.com)

\*See [www.vinylsiding.org](http://www.vinylsiding.org) for a current list of certified products and colors. Variform, the Variform logo are trademarks of Variform, Inc. Monticello is a trademark of NAPCO, Inc. Leaf Relief and Richwood are trademarks of Mastic Home Exteriors, Inc. Ply Gem is a trademark of Ply Gem Industries, Inc. © Variform, Inc. 2010. 1101079991102/CG/BB/1010



Windows Siding Stone Veneer Fence+Rail Designer Accents [plygem.com](http://plygem.com)

**PLY GEM**  
BUILDING PRODUCTS. BUILDING SUCCESS.

Dear Homeowner,

It has come to our attention that you are experiencing a problem with the vinyl siding installed on your home. In order to determine if the vinyl siding installed on your home was manufactured by Royal and to determine if the problem you are experiencing is a warranty issue according to the terms and conditions of the Royal warranty please read the contents of this package carefully. Please review your warranty so you are fully aware of the coverage provided.

**Summary of the Royal claim process:**

- Homeowner to fill out the Homeowner Product Investigation Report completely
- Homeowner to obtain samples required from the affected walls (see requirements page)
- Homeowner to take required pictures (see requirements page)
- **Homeowner to mark all required samples with the homeowner's last name. Your samples could be lost or misplaced without this reference.**
- **Homeowner to courier all required samples by traceable means to the following address:**

Royal Building Products  
C/o Roytec Vinyl Co.  
91 Royal Group Crescent  
Woodbridge, On Canada  
L4H 1X9  
1-855-769-2585  
Attn: Quality Control

- **Digital pictures and paperwork can be sent to:**
  - ✉ In the USA [rbpusaclaims@royalbuildingproducts.com](mailto:rbpusaclaims@royalbuildingproducts.com)
  - ✉ In Canada [rbpcanadaclaims@royalbuildingproducts.com](mailto:rbpcanadaclaims@royalbuildingproducts.com)(Please note the homeowner's last name on subject line.)
- Royal Quality Control will review and evaluate the claim (approx. 4 to 6 weeks)
- Royal Claims Department will assign a claim number and notify the Homeowner by email of the results of the evaluation and indicate any further actions. If the claim is submitted by anyone other than the homeowner the results will be emailed to the homeowner and to the person submitting the claim.

\*\*\*Please note that your claim will not be processed without all the requested information, in order to expedite the claims process, please read this claims package carefully before submitting your claim\*\*\*

\*\*\*Please use a courier capable of tracing your samples when submitting your claim. Royal Building Products will not be responsible for submissions that are lost prior to arriving at our facility.\*\*\*

**Incomplete claim packages will not be processed.**

91 Royal Group Crescent  
Woodbridge, Ontario Canada L4H 1X9  
T 1-855-769-2585  
[royalbuildingproducts.com](http://royalbuildingproducts.com)



### **Claim Requirements:**

The following are required to process **any claim** regardless of the complaint. Claims submitted without this information will **not be processed**.

1. Copy of the original homeowner warranty or bill of sale showing the date of installation, homeowner's name and address. If you purchased from a builder, please provide copies of original purchase documents showing the date of purchase, homeowner's name, address and builder's name.
2. Complete the Homeowner Product Investigation Report
3. Sample(s) from each wall affected. Samples need to show the worst of the problem. Investigation is based on the samples submitted. (next page list quantities of samples required)
4. Sample should be at least 3 feet with the nail hem intact.
5. **DO NOT CUT** the samples, if your claim is not justified you will not be able to put them back on your wall if they are cut.
6. Pictures must be taken of each affected wall(s) both near and far. Pictures should show where the samples were taken from and clearly show the problem. 35 mm pictures can be submitted with the samples OR digital pictures can be emailed to the e-mail address indicated on the cover page of the claim package. Polaroid's will not be accepted

### **How to submit your claim:**

- Mark all samples with the homeowner's last name, and direction of the wall they were taken from. (north, south, east, west)
- Mark all pictures with the homeowner's last name, and direction of the wall they were taken from. (north, south, east, west)
- Include samples in package being sent clearly marked **Attn: QC Department**.
- E-mail digital pictures and paperwork to the address indicated on the cover page of the claim package. Subject line should include the homeowner's last name.
- Please track your package before calling to check on your claim. Allow 4 to 6 weeks to evaluate claim.

**All samples will be returned for any claims that are not justified for all walls submitted.**

**Incomplete claim packages will not be processed.**

**Complaint definitions and other specific requirements:**

- Please note that warranty coverage applies to the original purchaser of the Royal Vinyl Siding or the second homeowner only if the transfer card from the original warranty was submitted when the property was sold.
- If you are the second homeowner since the Royal Vinyl Siding was installed, you will need to provide a copy of the Transfer of Warranty" card before this claim can be processed.
- Warranty is only transferable to the second homeowner.

**Excessive Fade: 1 sample from each wall affected is required.** Mark each sample with direction of the wall they were taken from. (north, south, east, west).

Vinyl siding undergoes a normal weathering process. The Royal warranty does **not** cover color change due to **normal weathering**.

Please be sure your siding does not need to be cleaned. (See page 12 of our Royal Installation Guide for cleaning suggestions, available on our website [www.royalbuildingproducts.com](http://www.royalbuildingproducts.com))

Claims will be evaluated using the ASTM color hold guidelines by wall. Only the submitted

**Panel Distortion: 2 samples from each wall affected are required.**

Panels that are nailed too tightly or panels that do not have the recommended room for expansion/contraction can cause panel distortion. **This is considered an installation problem** and is **not covered** by the Royal warranty. Check to see if the panels move freely from side to side; also check the areas around windows, doors and at corners to ensure expansion room is available. Approx. ¼" is required. Note that the maximum expansion of vinyl siding occurs at temperatures above 90 degrees Fahrenheit. (See our Royal Installation Guide for more information, available on our website [www.royalbuildingproducts.com](http://www.royalbuildingproducts.com))

**Color / Gloss Variation or Uneven Fading: 2 or more samples (1 sample of each variation) from each wall affected are required.**

Please be sure your siding does not need to be cleaned. (See page 12 of our Royal Installation Guide for cleaning suggestions, available on our website [www.royalbuildingproducts.com](http://www.royalbuildingproducts.com))

Variation must occur on one wall that gets equal exposure to sunlight. If the variation is caused by some part of the wall being shaded or covered, it is not covered under the Royal warranty.

**Miscellaneous:**

If the problem you are experiencing is different than what is listed above, please provide 2 samples that clearly indicate the problem.

**Incomplete claim packages will not be processed.**

91 Royal Group Crescent  
Woodbridge, Ontario Canada L4H 1X9  
T 1-855-769-2585  
[royalbuildingproducts.com](http://royalbuildingproducts.com)



## Tips and Frequently Asked Questions

**Q-** Do I really need to send samples; can't I just send pictures or can a rep. come and investigate?

**A-** No the Royal warranty covers manufactures defect, and we require samples to test for such defects. The reps we have in the field are Sales Reps and do not have the equipment and are not qualified to determine manufactures defect.

**Q-** The fade is very noticeable; can't you just send out a rep to investigate instead of sending samples?

**A-** No the Royal warranty does not cover normal weathering. The samples need to be tested in our QC lab to determine the actual amount of color change. This is not a visual test and samples must be submitted.

**Q-** How long does this process take?

**A-** It should take 4 to 6 weeks to process your claim as long as you provide all the required information.

**Q-** Do I get my samples back?

**A-** If any part of your claim is not justified; ALL samples will be returned so you can put them back on your home. If your claim is justified your samples will not be returned.

**Q-** How do I cut the samples to send in?

**A- DO NOT CUT** any samples. Use the zip tool provided to remove the sample undamaged. If your claim is not justified, then you will need to re-install the sample on your home. If you cut the sample you will no longer be able to re-install the sample on you home.

### **How to label your claim package to expedite the process and prevent items being lost or misplaced:**

Sample / Picture #1	Sample / Picture #2	Sample / Picture #3
Smith	Smith	Smith
South (front)	West (left side)	East (right side)
1 of 3	2 of 2	3 of 3

Submit digital pictures via email. Subject line should read: **"Smith"**

Clearly mark package being sent for evaluation **"Attn: QC Department"**

**Contact information:** All claim inquiries should be directed to the Royal Warranty Claims Department:

**Phone # 1-855-769-2585      Fax # 1-877-284-8734**

**Incomplete claim packages will not be processed.**

# Royal Building Products - Homeowner Product Investigation Form

## Claim # \_\_\_\_\_

(To be assigned once complete package is received by Royal)

### Do not submit claim without one of the following:

☐  
☐

Copy of the Original Warranty or Transfer of Warranty Card

Copy of the Original Bill of Sale (this must include your name, address & date of purchase/install)

Homeowner's Name: \_\_\_\_\_

Site Address: \_\_\_\_\_ City: \_\_\_\_\_

State/Prov.: \_\_\_\_\_ Zip/Postal Code: \_\_\_\_\_ Home Phone: \_\_\_\_\_

Day Time Phone: \_\_\_\_\_ e-mail address: \_\_\_\_\_

Mailing Address (if different from above): \_\_\_\_\_

Claim submitted by: \_\_\_\_\_ Day Time Phone: \_\_\_\_\_

e-mail address: \_\_\_\_\_ Fax #: \_\_\_\_\_

Nature of Complaint: \_\_\_\_\_ Date Installed: \_\_\_\_\_

Product Line: \_\_\_\_\_ Profile: \_\_\_\_\_ Color: \_\_\_\_\_

Total # of squares on home: \_\_\_\_\_ Total # of squares being requested: \_\_\_\_\_

### Walls being requested for replacement - Please check all that apply.

\*\*\*note that samples and pictures must be submitted for each wall that you would like investigated.

North	<input type="checkbox"/>	Samples Submitted	Pictures Submitted	<input type="checkbox"/>	35 mm	or	<input type="checkbox"/>	digital
South	<input type="checkbox"/>	Samples Submitted	Pictures Submitted	<input type="checkbox"/>	35 mm	or	<input type="checkbox"/>	digital
East	<input type="checkbox"/>	Samples Submitted	Pictures Submitted	<input type="checkbox"/>	35 mm	or	<input type="checkbox"/>	digital
West	<input type="checkbox"/>	Samples Submitted	Pictures Submitted	<input type="checkbox"/>	35 mm	or	<input type="checkbox"/>	digital
Other	<input type="checkbox"/>	Samples Submitted	Pictures Submitted	<input type="checkbox"/>	35 mm	or	<input type="checkbox"/>	digital

(specify) \_\_\_\_\_

Date pictures were e-mailed: \_\_\_\_\_ E-mail subject line: \_\_\_\_\_

Total # of samples submitted: \_\_\_\_\_ Total # of pictures submitted: \_\_\_\_\_

Original Applicator or Builder's Name: \_\_\_\_\_

Address: \_\_\_\_\_ Phone #: \_\_\_\_\_

Royal distributor that siding was purchased: \_\_\_\_\_ Branch: \_\_\_\_\_

\*\*The above information is essential in the filing and processing of your claim. All information must be completed to the best of your knowledge.

\*\*Royal Building Products reserves the right to make an inspection of your home, if warranted, at any time, to verify the usage of our products.

\*\*Royal Building Products reserves the right to pursue legal action on fraudulent claims

**I certify that all of the above information is true and accurate to the best of my knowledge.**

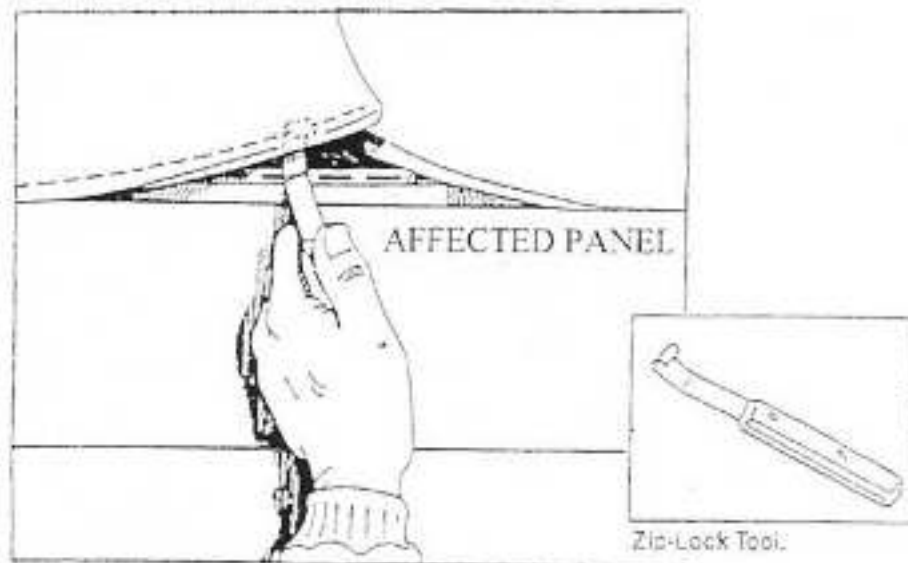
Homeowner Signature \_\_\_\_\_

Date \_\_\_\_\_

## **IMPORTANT**

**DO NOT** cut the samples; they will need to be re-installed on your home if your claim is not justified. Smaller pieces can usually be found at the corners of your house. Instructions and a "Zip Tool" for removing your siding have been enclosed. Do not send a sample longer than 6 feet in length. If your claim is denied, your samples will be returned to you.

### **REMOVAL OF SIDING**



#### **Please follow the instructions carefully:**

- 1) Locate and begin at an overlap seam above the panel you wish to remove.
- 2) Insert zip tool (enclosed) under the panel.
- 3) Slide the zip tool along the edge with a slight downward and outward pull. This will disengage the Jock and expose the nail hem of the panel to be removed.
- 4) Carefully remove the nails from the sample panel and take it from the wall. At this point you may wish to place a temporary panel or covering in this area as Royal Building Products is not responsible for damage done to walls that are not covered when sample is removed.

#### **To install the temporary panel or to reinstall the original panel when returned to you:**

- 1) Nail the panel back into place, selecting the center of the slots for your nails.
- 2) Engage the lock by gently pulling on the panel above the sample and pop the locks together.



Double Limited Lifetime  
**Warranty**



**Westlake**  
Royal Building Products™



Thank you for your purchase of product(s) manufactured by Westlake Royal Building Products. We are committed to meeting homeowner demands for high quality, low maintenance building materials. For more information about our complete line, please visit [www.WestlakeRoyalBuildingProducts.com](http://www.WestlakeRoyalBuildingProducts.com).

**Effective Date:** This warranty is in effect for all Products sold after 01/01/2019.

**Terms:**

Subject to the terms and conditions of this warranty, Westlake Royal Building Products (herein "Westlake Royal") warrants to the Homeowner that its vinyl siding, soffits, and accessories (collectively, "Products") are free from manufacturing defects in material and workmanship if installed according to our installation instructions, and will not rot, peel, flake, corrode, blister, split, chip, fade excessively or fade unevenly when exposed evenly. While you own your home, this warranty will remain in effect for your lifetime. It may be transferred once to a subsequent Homeowner, as set forth below. Westlake Royal reserves the right to discontinue, modify, or otherwise alter any of its Products, including color, without prior notice.

This warranty is made exclusively and specifically to the person(s) who both owns and continuously resides in the home on which the Products are installed (herein "Homeowner") if that person is the original purchaser of Westlake Royal's Product(s) covered under this warranty. This warranty is also made to a Homeowner who purchases a newly constructed residence on which the Product is installed directly from the builder.

Where Westlake Royal's Product(s) are installed on a structure (i) not occupied exclusively by the Homeowner (including his or her immediate family), (ii) used for income producing purposes, or (iii) used in a public or semi-public application, such as (but not limited to) a condominium, apartment building, house of worship, school, medical facility, senior living facility, government building, hotel, etc., then the warranty is made solely to the original owner of the structure ("Commercial Owner") and is not transferable. The term of the Commercial Owner's warranty is 50 years, prorated below.

If Westlake Royal determines, at its sole discretion, that its Product(s) have a manufacturing defect covered under the terms of this warranty, Westlake Royal will, at its option, either (1) refund the purchase price of the material and the cost of original labor paid to install Product(s), (2) pay to repair, replace, refinish or coat any Product it determines has a manufacturing defect, including the cost of labor, not in excess of the original cost of installation. In the event of repair, replacement, refinishing, or coating, the warranty applicable to the original Product(s) shall apply to the repaired, replaced, refinished or coated Product and will extend for the balance of the original term of the warranty period. These remedies are the sole remedies for any defect to the Product.

**Warranty Registration:**

We recommend you to register your product, by visiting: [www.RBPWarranty.com](http://www.RBPWarranty.com)

The registration process is fast and easy. You will need to provide: name, address, date of installation, and the original proof of purchase for the product.

**Transferability:**

To transfer the warranty, please visit [www.RBPWarranty.com](http://www.RBPWarranty.com). You may use your same username and password if you have already registered your warranty. If not, you will be required to create an account. Failure to do so may result in the termination of any obligations on the part of Westlake Royal.

**Commercial Owner Pro-Ration Schedule:**

Commercial Owners shall have a pro-rated warranty per the coverage chart below:

Number of Years After Installation	Covered on a Prorated basis:
Up to 10	100%
11	90%
12	80%
13	70%
14	60%
15	50%
16	40%
17	30%
18	20%
19	15%
20-50	10%

**Hail Coverage:**

Hail is considered an abnormal weather condition. Any hail damage to your Product(s) should be claimed against any applicable homeowner's insurance. In addition to the foregoing, any costs incurred not covered by applicable homeowner's insurance can be claimed upon application for warranty coverage and the payment of \$50 (Fifty US Dollars) for warranty servicing. This hail coverage shall only cover replacement material costs and never any labor to replace damaged pieces of product. Proof of insurance required.

**Limitations:**

Westlake Royal's warranty does not provide protection against any damage caused by events beyond normal weathering conditions (defined below), including, but not limited to:

- Improper installation
- Misuse or negligence
- Failure to provide reasonable maintenance to prevent accumulation of dirt, mildew, staining materials, pollution, exposure to chemical products, or incompatible cleaners
- Alterations, like applying paints, coatings, stains, or varnishes
- Improper handling or storage
- Defects in the wall structure (materials or construction) on which Westlake Royal's products are installed that cause failure, such as movement, cracking, or settling of the wall, foundation or building

- Deformation caused by high heat sources, including, but not limited to, grills, fire pits and reflections from foil sheathing, low e-glass windows, and low e-glass doors

- Damage caused by animals or insects

- Impact of foreign objects, hail, lightning, fire, hurricane, tornadoes, or other Acts of God

- Vandalism, intentional damage, riot, or insurrection

"Normal weathering" is defined as exposure to sunlight, atmosphere, and typical variations that will cause any colored or painted surface to fade, darken, chalk or acquire a surface accumulation of dirt or stains. The severity of these conditions depends on air quality, the geographic location of the property, and other local conditions over which Westlake Royal has no control. Westlake Royal shall determine, at its discretion, whether the siding is suffering from abnormal weathering (which is not covered by warranty). This conclusion shall be based on whether the Product(s) evidence a change in color in excess of the Hunter Units, as calculated according to ASTM D2244, as outlined in the chart herein. Product(s) must have been exposed to the same weathering conditions and not partially covered by other materials, such as shutters, awnings, porticos, or other materials. PLEASE NOTE THAT THE MUSKET BROWN COLOR IS EXPLICITLY NOT WARRANTED FOR SIDEWALL APPLICATIONS.

The following fade limits expressly apply to the following standard brands of Westlake Royal vinyl siding: Residential®, Royal Crest®, and Genesis®.

	Change in Hunter Units	
	Colorscape® Traditional Colors	Colorscape® Premium Colors
Owner		
Original Homeowner	4	4
Subsequent Homeowner	4	4
Commercial Owner	4	4

The following fade limits expressly apply to the following premium brands of Westlake Royal vinyl siding: Estate®, Board & Batten, Royal Woodland®, and Haven®.

	Change in Hunter Units	
	Colorscape® Traditional Colors	Colorscape® Premium and Dark Colors
Owner		
Original Homeowner	4	3
Subsequent Homeowner	4	3
Commercial Owner	4	3

Westlake Royal reserves the right to discontinue or change any of its Products, including color, without giving notice. Should a Product covered by this warranty not be available, Westlake Royal reserves the right to substitute a product that is of equal quality or price, according to Westlake Royal's sole discretion.

THIS WARRANTY IS GIVEN IN LIEU OF ALL OTHER WARRANTIES, LIABILITIES OR OBLIGATIONS OF WESTLAKE ROYAL, EITHER EXPRESSED OR IMPLIED, AND WESTLAKE ROYAL HEREBY EXPRESSLY DISCLAIMS ANY AND ALL OTHER WARRANTIES, LIABILITIES AND OBLIGATIONS OF WESTLAKE ROYAL, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. WESTLAKE ROYAL SHALL IN NO EVENT BE LIABLE FOR CONSEQUENTIAL, INCIDENTAL OR SPECIAL DAMAGES OF ANY KIND. YOUR EXCLUSIVE REMEDY SHALL BE ENFORCEMENT OF THIS WARRANTY UPON THE TERMS AND CONDITIONS HEREIN CONTAINED. NO REPRESENTATIVE OF WESTLAKE ROYAL OR ITS DISTRIBUTORS OR DEALERS IS AUTHORIZED TO MAKE ANY CHANGE OR MODIFICATION TO THIS WARRANTY.

Some States do not allow limitations on how long an implied warranty lasts, so the foregoing limitation may not apply to you.

Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

**Warranty Claim:**

To make a warranty claim on your product, please visit: [www.RBPWarranty.com](http://www.RBPWarranty.com)

If you have already registered your product, please log in using your same user ID and password. If you have not registered your product, you will need to create an account to file your claim.

Within 30 days of identifying a defect, the claimant shall be required to provide a written description with pictures demonstrating the claimed manufacturing defect. In some cases, an actual sample of the defective product may need to be removed at the owner's expense for analysis. Westlake Royal will analyze the provided materials and information to determine the validity of the claim.

For inquiries regarding registration or claims, please e-mail:

[RBPCustomerCare@westlake.com](mailto:RBPCustomerCare@westlake.com)

The claimant must provide the date of installation and proof of property ownership. The claimant may be required to submit a sample of the defective materials for analysis. This sample may need to be removed from the property at the property owner's expense. Westlake Royal will analyze the material claimed to be defective and determine the validity of the claim.

**Use and Care:**

Your Westlake Royal Product is a low maintenance product. Please refer to our Use and Care brochure for the best way to keep your Westlake Royal Product looking great.

This warranty gives you specific legal rights, and you may also have other rights that vary from State to State.



**Westlake**  
Royal Building Products™

1.855.ROYAL85



**JamesHardie**

## 30-Year Limited Warranty

HardiePlank® HZ5™ Lap Siding, HardiePanel® HZ5™ Vertical Siding,  
HardieShingle® HZ5™ Siding, HardieSoffit® HZ5™ Panels

**1. LIMITED WARRANTY.** James Hardie Building Products Inc. ("Hardie") warrants, for a period of thirty (30) years (the "Limited Warranty Period") from the date of purchase or installation of Hardie Fiber-Cement **HARDIEPLANK® HZ5™**, **HARDIEPANEL® HZ5™**, **HARDIESHINGLE® HZ5™** and **HARDIESOFFT® HZ5™** Products (each, the "Product") (for installation within the U.S., Puerto Rico and Canada) that such purchased Product complies with ASTM C1186 and is free from defects in material and workmanship. This Limited Warranty extends only to (i) the first retail purchaser of the Product; (ii) the first owner of the structure to which the Product is applied and (iii) the first transferee (each a "Covered Person").

**2. WHAT WE WILL DO.** If, during the Limited Warranty Period, the Product is defective in material or workmanship, Hardie will, in its sole discretion, either repair or replace the defective portion of the Product, or, during the first (1st) through the thirtieth (30th) year, reimburse the Covered Person for up to twice the original retail cost of the defective portion of the Product. After the 30th year, this Limited Warranty will expire and shall no longer be applicable. If the original retail cost cannot be established by the Covered Person to Hardie's reasonable satisfaction, the cost shall be determined by Hardie in its sole and reasonable discretion. Hardie's replacement of the defective Product or reimbursement pursuant to Section 2 of this Limited Warranty is the exclusive remedy for the Covered Person for any defect in materials or workmanship. **HARDIE WILL NOT REFUND OR PAY ANY COSTS IN CONNECTION WITH LABOR OR ACCESSORY MATERIALS.**

**3. WHAT YOU MUST DO/ CONDITIONS OF LIMITED WARRANTY.** Warranty coverage under this Limited Warranty shall be subject to the following terms and conditions:

- (A) A Covered Person must provide written notice to Hardie within thirty (30) days after discovery of any claimed defect covered by this Limited Warranty and before beginning any permanent repair. The notice must describe the location and details of the claimed defect and any additional information necessary for Hardie to investigate the claim. Photos of the Product, showing the claimed defect must accompany the notice. A claimant under this Limited Warranty must provide proof to Hardie that such claimant is a Covered Person as defined in Section 1 above.
- (B) The Product must be installed according to Hardie's printed installation requirements and must comply with all building codes adopted by federal, state or local governments or government agencies applicable to the installation.
- (C) Upon discovery of a claimed defect, a Covered Person must immediately, and at a Covered Person's own expense, provide for protection of all property that could be affected until the claimed defect is remedied if applicable. Before any permanent repair to the Product, a Covered Person must allow Hardie or Hardie's authorized agent to enter the property and structure where the Product is installed, if applicable, and examine, photograph and take samples of the Product.

**4. WHAT IS NOT COVERED.** This Limited Warranty does not cover damage or defects resulting from or in any way attributable to: (a) The improper storage, shipping, handling or installation of the Product, including, without limitation, failure of the Product to be installed in strict compliance with the Conditions of Limited Warranty set forth in Section 3 of this Limited Warranty and/ or improper installation of studs or other accessories; (b) Further processing, modification or alteration of the Product after shipping from Hardie; (c) Neglect, abuse, or misuse; (d) Repair or alteration; (e) Settlement or structural movement and/ or movement of materials to which the Product is attached; (f) Damage from incorrect design of the structure; (g) Exceeding the maximum designed wind loads; (h) Acts of God including, but not limited to, tornados, hurricanes, floods, earthquakes, severe weather or other natural phenomena, (including, but not limited to, unusual climate conditions); (i) Efflorescence, peeling or performance of any third party paints, stains and/ or coatings; (j) Growth of mold, mildew, fungi, bacteria, or any organism on any surface of the Product (whether on the exposed or unexposed surfaces); (k) Lack of proper maintenance. or (l) Any cause other than defects in material and workmanship attributable to Hardie.

**5. LIMITATION OF LIABILITY.** IN NO EVENT SHALL HARDIE BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES, INCLUDING BUT NOT LIMITED TO, ANY CLAIMS OF PROPERTY DAMAGE, BASED UPON BREACH OF WARRANTY, BREACH OF CONTRACT, TORT, OR ANY OTHER LEGAL THEORY. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you.

**6. LIMITATION OF WARRANTY.** THE ABOVE LIMITED WARRANTY IS THE EXCLUSIVE WARRANTY FOR THE PRODUCT. HARDIE DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR PARTICULAR PURPOSE OR OTHERWISE. In the event that applicable consumer law prohibits the disclaimer of an implied warranty, the above Limited Warranty shall not extend the time period of any such implied warranty. Some states do not allow limitations for consumers on how long an implied warranty lasts, so the above limitation may not apply to you. This Limited Warranty gives you specific legal rights, and you may have additional rights, which vary from state to state.

**7. ENTIRE AGREEMENT.** This Limited Warranty contains and represents the only warranty extended by Hardie for the Product. No employee or agent of Hardie or any other party is authorized to make any other warranty in addition to those made in this Limited Warranty.

**8. HOW TO OBTAIN LIMITED WARRANTY SERVICE.** For warranty service call 1.866.375.8603 or write Limited Warranty Department, James Hardie Building Products Inc., 10901 Elm Avenue, Fontana, California 92337.



**JamesHardie**

1-800-9-HARDIE

10901 Elm Avenue Fontana, CA 92337





**James Hardie®  
Siding Products**

with ColorPlus® Technology

## Express Limited Finish Warranty

**1. LIMITED WARRANTY COVERAGE - FINISH:** James Hardie Building Products, Inc. ("Hardie") warrants (for installation within the U.S. and its trust territories, as well as Canada) to the purchaser and all transferees prior to and including the first owner of the structure to which the product is applied and the first transferee of such structure (each a "covered person") that the ColorPlus® Finish will be free from defects. When used for its intended purpose, properly installed and maintained according to Hardie's published installation instructions, James Hardie's ColorPlus finish with ColorPlus Technology, for a period of 15 years from the date of purchase: (a) will not peel (b) will not crack, and (c) will not chip. James Hardie, in its sole liability and in lieu of any direct, indirect or consequential damages will, during the first year, reimburse the covered person for reasonable fees for paint and labor (an amount not to exceed \$1.00 per square foot). During the 2nd through 15th year, the warranty payment shall be reduced by 6.67% such that after the 15th year no warranty shall be applicable.

Hardie's replacement of the defective Product or granting of a refund pursuant to Section 1 of this Warranty SHALL BE THE SOLE EXCLUSIVE REMEDY available to the covered person with respect to any defect.

**2. CONDITIONS OF WARRANTY:** Hardie's liability hereunder to the covered person shall be subject to the following terms and conditions:

- A. The claimant must provide proof that he/she is a covered person.
- B. The Product must be stored according to the manufacturer's instructions at all times between purchase and installation. Installing wet product may result in staining or shrinkage, neither of which is covered under the terms of this warranty.
- C. The Product must be installed according to Hardie's printed installation instructions and all building codes adopted by federal, state or local governments or government agencies and applicable to the installation. Failure to install and finish the product per the manufacturer's published instructions does affect Product performance and may void this Warranty.
- D. The covered person must provide written notice to James Hardie Building Products, Inc. within 30 days after discovery of any claimed defect or failure covered by this Warranty and before beginning any permanent repair. The notice must describe the location and details of the defect and such information as is necessary for Hardie to investigate the claim. Photos of the product, showing the defect or failure, must accompany the notice. Product samples may be required by the Claims Department.
- E. Upon discovery of a possible defect or failure, the covered person must immediately, and at the covered person's own expense, provide for protection of all property that could be affected until the defect or failure is remedied. Before any permanent repair to the Product, the covered person must allow Hardie or Hardie's agent to enter the property and structure where the Product is installed, and examine, photograph and take samples of the Product.

**3. EXCLUSIONS:** This Warranty does not cover damage or defects resulting from, or in any way attributable to: (a) the improper storage, shipping, handling or installation of the Product (including, without limitation, failure of the Product to be installed in strict compliance with the terms and conditions set forth in Section 2 (c) of this warranty) (b) neglect; (c) abuse; (d) misuse; (e) repair or alteration; (f) settlement or structural movement and/or movement of materials to which the Product is

attached; (g) damage from incorrect design or construction of the structure; (h) exceeding the maximum designed wind loads; (i) acts of God including, but not limited to, hurricanes, tornados, floods, earthquakes, severe weather or other natural phenomena, (including, but not limited to, unusual climate conditions); (j) efflorescence or performance of any paints and/or coatings which are not Hardie; (k) growth of mold, mildew, fungi, bacteria, or any organism on any surface of the siding (whether on the exposed or unexposed surfaces) and in this respect, ANY CLAIMS OF DAMAGE CAUSED BY MOLD OR MILDEW ARE EXPRESSLY EXCLUDED; (l) lack of proper maintenance; and (m) any cause other than manufacturing defects attributable to Hardie.

#### **4. DISCLAIMER:**

The statements in this Warranty constitute the only warranty extended by Hardie for the Product. HARDIE DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, EXCEPT WHERE PRODUCT PURCHASE IS SUBJECT TO CONSUMER PRODUCT WARRANTY LAW, IN WHICH INSTANCES THE DURATION OF ANY APPLICABLE IMPLIED WARRANTIES ARE LIMITED TO THE FIRST ELAPSE OF THE WARRANTY PERIOD PROVIDED ABOVE, OR SUCH SHORTER PERIOD AS APPLICABLE LAW PERMITS OR REQUIRES. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

NO OTHER WARRANTY WILL BE MADE BY OR ON BEHALF OF THE MANUFACTURER OR THE SELLER OR BY OPERATION OF LAW OR BY USAGE OF TRADE OR COURSE OF DEALING WITH RESPECT TO THE PRODUCT OR ITS INSTALLATION, STORAGE, HANDLING, MAINTENANCE, USE, REPLACEMENT OR REPAIR. This Warranty gives you specific legal rights and you may also have other rights which vary from state to state.

#### **5. EXCLUSION OF INCIDENTAL AND CONSEQUENTIAL DAMAGES:**

IN NO EVENT SHALL HARDIE BE LIABLE FOR ANY INCIDENTAL, SPECIAL, INDIRECT, OR CONSEQUENTIAL DAMAGES, WHETHER RESULTING FROM NONDELIVERY OF THE PRODUCT, FROM THE USE, MISUSE, OR INABILITY TO USE THE PRODUCT OR FROM DEFECTS IN THE PRODUCT. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you.

**6. MODIFICATIONS AND ALTERATIONS OF PRODUCT:** Hardie shall have no responsibility hereunder for defective Product subjected to further processing or alteration after shipment.

**7. SETTLEMENT OF CLAIM:** Any refund or material replacement by Hardie pursuant to Section 1 hereof shall constitute a full settlement and release of all claims of any covered person hereunder for damages or other relief, and shall be a complete bar to any litigation filed subsequently to the covered person's acceptance of such an agreement.

#### **8. MODIFICATION OR DISCONTINUATION OF PRODUCTS:**

Hardie reserves the right to modify, or discontinue, (whether completely or partially) any of its products without notice and shall not be liable as a result of such modification or discontinuation.

# Homeowner Care and Maintenance Tips

- ❖ **Patching** - Dents, chips and cracks can be filled using a good quality cement patching compound (acrylic mortar patch) which can be found at your local Home Center or Hardware Store.
- ❖ **Mold/Mildew** - Remove using a commercial mold/ mildew remover. Consult your paint manufacturer's recommendations before applying any mold or mildew remover.
- ❖ **Loose Siding** - Re-nail using a properly-sized corrosion-resistant fastener. Note: See James Hardie's written installation requirements and NER405 for further details.
- ❖ **Caulk Replacement** - When sealant is in need of replacing, carefully remove existing caulk and replace with a high quality, paintable latex caulk. For best results use a latex caulk that complies with ASTM C 834, ASTM C920 or better. Caulking should be applied in accordance with the caulking manufacturer's written installation instructions.
- ❖ **Paint Maintenance** - Remove any damaged, chipped or cracked paint. Prior to repainting make sure that the surface area is properly cleaned and prepared. Repaint immediately using 100% acrylic paint.  
Note: For best results please refer to your paint manufacturer's written specifications for application rates and required topcoats or refer to James Hardie's Technical Bulletin, No. S-100.
- ❖ **Product Replacement** - Replacement of one or more pieces of James Hardie® product should be done in accordance with James Hardie's written installation requirements and best practice guides.
- ❖ **Call 1-800-9-HARDIE to obtain written installation requirements or for more detailed technical information.**



## COMPLETE AND SAVE FOR YOUR OWN RECORDS

Name of Owner \_\_\_\_\_  
Installation Address \_\_\_\_\_  
Name of Installing Contractor \_\_\_\_\_  
Date Installed \_\_\_\_\_ Phone# \_\_\_\_\_

## SAVE YOUR RECEIPTS



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**Terms of Warranty.** Meridian Brick LLC (“Seller”) hereby warrants to the owner of any building or residence constructed with Brick manufactured by Seller for use in such building or residence that the Brick meet the American Society for Testing and Materials (ASTM) specifications for such Brick in effect at the time such Brick was produced, including ASTM specifications C216, C62, C652, C1088, C902 or C1272 as applicable to such Brick.

**Residential Buyer Warranty Period.** With respect to the original homeowner who closes on a home with the intent to reside in such home within one year after construction (the “Residential Buyer”) this warranty commences as of the date the Residential Buyer closes and shall extend for the life of the Residential Buyer so long as such Residential Buyer owns the home. In addition, the warranty shall extend for the life of the first successor or transferee of the Residential Buyer so long as the transferee owns the home. The warranty period does not extend beyond the time period that such first successor or transferee owns the home.

**Non-Residential Buyer Warranty Period.** If the original owner that closes on a building or structure after construction is not a Residential Buyer, including without limitation, all commercial entities (a “Non-Residential Buyer”), the warranty shall extend for fifty (50) years from the date a Non-Residential Buyer closes on the building or structure after construction and shall be transferable during such fifty (50) year period. If the building or structure is a home and the Non-Residential Buyer sells such home to a Residential Buyer within one year after construction, then the Residential Buyer Warranty Period shall apply to such Residential Buyer.

**Warranty Exclusions:**

This Limited Warranty does not apply to failure, damage, deterioration, efflorescence or color change to the Brick resulting from:

1. faulty building methods, faulty wall prefabrication or structural defects;
2. failure or cracking of Brick due to settling or subsidence of the building or residence;
3. incorrect use of mortar or deterioration of mortar (all mortar joints must be full);
4. inferior masonry workmanship or any tooling of mortar joints which does not comply with BIA standards or is not recommended in BIA Tech Notes 7B (Dec. 2005) for exterior Brickwork;
5. use of Brick for soffits, sills, or caps except as specifically outlined in BIA Tech Notes 36 (Jan. 1988) and 36A (Feb. 2001);
6. non-compliance with applicable building codes; or
7. deterioration and discoloration from the effects of acid rain, pollution or other applied chemicals whether intended or unintended.

**Notice and Remedies for Warranty Claims.** To preserve its warranty rights hereunder, Residential Buyer and Non-Residential Buyer (either of which shall be referred to herein as the “Buyer”) shall notify Seller in writing within thirty (30) days of the date Buyer first knows or is first put on inquiry notice that any Brick manufactured by Seller may or does not comply with the warranty specifications. Such written notice shall explain the basis for the claim and shall state the date the building or residence was purchased by Buyer. Buyer must also provide this Transferable Residential Limited Warranty and proof of ownership of the building or residence acceptable to Seller, at Seller’s sole discretion. If available, Buyer shall furnish the original invoice number for the Brick and Brick code as stated on the invoice. Seller shall have the right to investigate all such claims and to inspect all Brick involved. If any Brick is found by Seller to not comply with its written warranty as set forth above, then, at Seller’s election, it shall have the option of: (i) repairing the Brick, (ii) providing replacement Brick; or (iii) refunding the purchase price of the Brick paid at the time of original purchase. In no event shall Seller be responsible for any labor costs.

**WARRANTY LIMITATIONS. EXCEPT AS SET FORTH ABOVE AND TO THE EXTENT NOT PROHIBITED BY LAW, SELLER DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, INCLUDING WITHOUT LIMITATION THE WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO ANY BRICK SOLD TO BUYER. ORAL STATEMENTS CONCERNING THE BRICK COVERED BY THIS WARRANTY, OR STATEMENTS CONTAINED IN SELLER’S GENERAL ADVERTISING, PAMPHLETS OR OTHER PRINTED MATERIALS DO NOT CONSTITUTE WARRANTIES, AND BUYER ACKNOWLEDGES THAT IT HAS NO RIGHT TO RELY UPON SAME. SELLER MAKES NO WARRANTY AS TO THE AESTHETIC QUALITIES OF THE BRICK. SELLER, WHETHER AS A MANUFACTURER OR CARRIER, SHALL NOT BE LIABLE FOR ANY COMMERCIAL LOSSES, SPECIAL, INCIDENTAL, CONSEQUENTIAL, PUNITIVE OR EXEMPLARY DAMAGES, OR FOR ANY LOSS, DAMAGE OR EXPENSE ARISING UNDER OR IN CONNECTION WITH ANY SALE OF BRICK. SELLER’S LIABILITY FOR DAMAGES OF ANY KIND SHALL IN NO EVENT EXCEED THE ORIGINAL PURCHASE PRICE OF THE PARTICULAR ORDER, LOT OR SHIPMENT (OR THE ORIGINAL PURCHASE PRICE OF THAT PORTION THEREOF WHICH IS NOT REPAIRED OR REPLACED) WITH RESPECT TO WHICH A CLAIM IS ASSERTED. IN PARTICULAR, SELLER SHALL NOT BE LIABLE FOR LOSS OF SALES, REVENUES OR PROFITS OR CLAIMS OF ANY THIRD PARTIES.**

**Legal Rights.** Some states do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you. Some states do not allow the exclusion or limitation on incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. If the laws of a particular state require terms other than or in addition to those contained in this warranty, this warranty shall be deemed modified so as to comply with the appropriate laws of such state, but only to the extent necessary to prevent the invalidity of this warranty or any provision of this warranty or to prevent the imposition of fines, penalties or any liability.

# Installation Guidelines

These guidelines cover the general installation recommendations for cellular PVC Trim/Sheet.

- Cellular PVC trim and sheet should be installed using the same good building principles used to install wood or composite trim and mouldings and in accordance with the local building codes and the installation guidelines included below. **Vycom** accepts no liability or responsibility for the improper installation of this product.
- Cellular PVC trim and sheet may not be suitable for every application and it is the sole responsibility of the installer to be sure that the products are fit for the intended use. Since all installations are unique, it is also the installer's responsibility to determine specific requirements in regards to each trim application.
- It is recommended that all applications be reviewed by a licensed architect, engineer or local building official before installation.

## STORAGE & HANDLING

- Store trim and sheet products on a flat and level surface.
- Since cellular PVC trim products are more flexible than wood, they may conform to uneven surfaces. Ensure that storage areas, as well as all framing and substructures, are flat and level to minimize uneven surfaces.
- Cellular PVC trim products have a density comparable to pine and should be handled in a fashion as pine would be handled to avoid damage.
- Units of the products are shipped from the manufacturer in a protective covering. If covering has been removed, take care to keep product free of dirt and debris at jobsite. If product gets dirty, clean after installation.

## CUTTING

- Products can be cut using the same tools used to cut lumber.
- Carbide tipped blades designed to cut wood work well. Avoid using fine tooth metal cutting blades.
- Rough edges from cutting may be caused by excessive friction, poor board support, or worn or improper tooling.

## DRILLING

- Cellular PVC products can be drilled using the same tools used to drill lumber.
- Drilling cellular PVC products is similar to drilling a hardwood. Care should be taken to avoid frictional heat build-up.
- Periodic removal of shavings from the drill hole may be necessary.

## ROUTING

- Products can be routed using standard router bits and the same tools used to rout lumber.
- Carbide tipped router bits are recommended.
- Routing products provides a crisp, clean edge.

## FASTENING

- For best results, use fasteners designed for wood trim and wood siding. These fasteners have a thinner shank, blunt point, and full round head.
- A #8 trim screw may be used and works well with cellular PVC trim products.
- Use a highly durable fastener such as stainless steel or hot dipped galvanized.
- Staples, small brads, and wire nails must not be used.
- The fasteners should be long enough to penetrate the solid wood substrate a minimum of 1 1/4".
- Standard nail guns work well with cellular PVC products. If using pneumatic tools, the air pressure should be regulated so fasteners slightly penetrate the surface.
- Like wood, use 2 fasteners per every framing member for trimboard applications. Trimboards 12" or wider, as well as sheets,

## Installation Guidelines

will require additional fasteners, not to exceed 8" on center. See illustration below.

- Fasteners must be installed within 2" of the end of each board. See illustration below.
- There must be 2 fasteners on each side of a board joint (scarf, miter, etc.).
- All fasteners must hit a solid framing member.
- Cellular PVC products should be fastened into a flat, solid substrate. Fastening the material into hollow or uneven areas must be avoided.
- Pre-drilling is typically not required unless a large fastener is used or product is installed in low temperatures.
- 3/8" and 1/2" sheet product is not intended to be ripped into trim pieces. These profiles must be glued to a substrate and mechanically fastened.

### BEADBOARD FASTENING CONSIDERATIONS

(Use one of the following):

- #7 trim screw
- 16 gauge T-nail
- 15 gauge round head (for 1/2" Beadboard only)
- Fasteners should be a minimum of 1 1/2" in length

### GLUING

- For best results, glue all joints such as window surrounds, long fascia runs, etc., with a cellular PVC cement to prevent joint separation.
- The glue joint should be secured with a fastener and/or fastened on each side of the joint to allow adequate bonding time.
- Cellular PVC cement typically has a working time of 10 minutes and will be fully cured in 24 hours.
- If standard PVC cements are used, these products typically cure quickly which will result in limited working time and may reduce adhesive strength.
- For best results, surfaces to be glued should be smooth, clean and in complete contact with each other.
- For best results, whenever possible, always use scarf joints instead of butt joints.
- To bond cellular PVC material to other substrates, various adhesive may be used. Consult adhesive manufacturer to determine suitability.
- Must have 2 fasteners on each side of a board joint (scarf, miter, etc...).

### PAINTING

- Cellular PVC trim does not require paint for protection, but accepts and holds paint very well.
- If you choose to paint, use a 100% acrylic latex paint with colors having a Light Reflective Value (LRV) of 55 or higher.
- For darker colors (LRV of 54 or lower), use paints specifically formulated for use on vinyl/PVC products such as, but not limited to, Sherwin-Williams Vinyl Safe® coatings. These paints/coatings are designed to reduce excessive heat gain.
- WARNING: It is recommended that you only use standard VinylSafe® paint colors and do not request a custom blend from the paint manufacturer.
- Follow the paint manufacturer's recommendations for use and compatibility
- Surfaces must be clean, dry, and void of any foreign material such as dirt, oil, grease or other contaminants that may come from normal handling, storage and/or installation prior to painting.
- Moisture cycling is a main reason for paint failure on wood. Since cellular PVC material absorbs no moisture, paints last longer on the products than it does on wood.
- Since cellular PVC products have almost no moisture absorption, paints may take longer to cure on the material than on wood. Generally paints on cellular PVC will be dry to the touch quickly, but may take up to 30 days to fully cure depending on the humidity and temperature.

### EXPANSION & CONTRACTION

- Cellular PVC products expand and contract with changes in temperature.
- Properly fastening material along its entire length will minimize expansion and contraction.
- When properly fastened, allow 1/8" per 18 feet of product for expansion and contraction. Joints between pieces of material

## Installation Guidelines

should be glued to eliminate joint separation. See "Gluing".

- When gaps are glued on a long run of cellular PVC material, allow expansion and contraction space at ends of the run.
- Cellular PVC trim should be glued to a substrate and mechanically fastened to help minimize expansion and contraction.
- WARNING: Dark colors may increase movement and expansion and contraction of PVC Trim.

### SPANNING

- Cellular PVC products must not be used in load bearing applications, but may be used in spanned applications such as fascias, soffits and ceilings. Material should be installed over a solid backing.
- For soffit installations :
  - For spans greater than 16" OC, see below.
  - When using beadboard, see considerations below.
- For ceiling installations :
  - For spans greater than 16" OC, see below.
  - If temperature at time of installation is 40°F or below, spans need to be decreased to 12".
  - When using beadboard, see consideration below.
- BEADBOARD SPANNING CONSIDERATION:
  - For both 1/2" and 5/8" beadboard, run boards perpendicular to structure when possible to create the shortest possible run of material.
  - When using 1/2" beadboard, use 12" OC framing as well as use a high quality construction grade polyurethane adhesive on joists.
    - For spans greater than 12" OC, use 5/8" beadboard or use a minimum 1/2" backer such as plywood or OSB with construction grade adhesive and mechanical fastening a minimum of every 8". Fasteners should hit joist or framing when possible.
  - When using 5/8" beadboard, use 16" OC framing as well as use a high quality construction grade polyurethane adhesive on joists. For spans greater than 16" OC, see below.
- For spans greater than 16" OC, use a minimum 1/2" backer such as plywood or OSB with construction grade adhesive and mechanical fastening a minimum of every 16". Fasteners should hit joist or framing when possible.
- Never span cellular PVC products more than 16" without utilizing instructions above. Proper fastening will help reduce the possibility of excessive movement from expansion and contraction.
- With all beadboard or trim ceiling and soffit installations, follow good building practices and ensure adequate ventilation is provided.

# GALLERY<sup>®</sup> STEEL

## garage doors



America's Favorite Garage Doors<sup>®</sup>



1  
LAYER  
NON-INSULATED

Model	Description
GD5S	25 Gauge, Short Panel, Non-Insulated

## STYLE AND CONSTRUCTION

- 24 gauge or 25 gauge, 2" steel frame construction for long-lasting performance.
- Hot-dipped galvanized steel with a baked-on primer and top coat help ensure a virtually maintenance-free door with long-lasting beauty.
- Long-life nylon rollers are quiet and durable.
- Replaceable vinyl bottom weatherseal in a rust-resistant aluminum retainer helps seal out the elements.

## Warranties

25 GAUGE DOORS (GD5S, GD5L, GD5SV and GD5LV)

PAINT SYSTEM  
LIMITED  
**15YR**  
WARRANTY

WINDOW  
LIMITED  
**10YR**  
WARRANTY

HARDWARE  
LIMITED  
**3YR**  
WARRANTY



Visit [clopaydoor.com](http://clopaydoor.com) or call 1-800-2CLOPAY (225-6729) for more information on Clopay, America's Favorite Garage Doors.

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RSDR-GALLERY1-2LAYERSS-11\_REV0621

# LIMITED WARRANTY

## STEEL GARAGE DOORS

Subject to the terms of this Limited Warranty ("Warranty") and any warranty policies and procedures in effect at the time a notice of a claim is received, Clopay Corporation ("Clopay", "we", or "our") will repair or replace (at our sole discretion) any garage door sections/section components, hardware, or springs/spring components (collectively, "Replacement Parts") that we determine to be defective in material or workmanship so long as timely written notice is provided within the applicable limited warranty periods provided below. This Warranty shall apply and benefit only the original purchase of a Clopay garage door product and is non-transferable.

The Warranty period begins from the date of delivery. Proof of purchase is required. Once we have verified any defect(s) with your Product through persons authorized by Clopay, we will provide – at no cost to you – Replacement Parts to the extent necessary to repair or replace any such defective sections, hardware, or springs/spring components. We reserve the right to inspect and/or verify any claimed defect, as well as the right to replace Product(s) or its components with a similar or like product or component, all within the sole discretion of Clopay. All labor costs associated with any warranty claim (including removal, reinstallation, installation, and/or finishing) will be your responsibility.

The applicable Warranty periods are as follows:

MODEL NUMBER	PAINT FINISH	SECTIONS/ DELAMINATION	WINDOWS	HARDWARE/ SPRINGS
GD4S, GD4L, GD4SV, GD4LV, GR4S, GR4L, GR4SV, GR4LV, AR4S, AR4L, AR4SV, AR4LV, BD4N, BD4NV, BD4E, BD4EV, BR4N, BR4NV, BR4E, BR4EV	Single Family* – Lifetime Other** – 10 Years Color Blast® – 5 Years	5 Years	10 Years	3 Years
GD5S, GD5L, GD5SV, GD5LV, GR5S, GR5L, GR5SV, GR5LV, AR5S, AR5L, AR5SV, AR5LV, BD5N, BD5NV, BD5E, BD5EV, BR5N, BR5NV, BR5E, BR5EV	Single Family* – 15 Years Other** – 10 Years Color Blast® – 5 Years			

\* Applies to residential single family installations.

\*\* "Other" refers to all other residential installations (including installations on facilities owned in common by condominium associations or similar organizations).

### ADDITIONAL INFORMATION REGARDING YOUR WARRANTY

Clopay warrants the sections of the Models listed above against the paint finish cracking, checking or peeling (i.e. losing adhesion). We warrant our rust prevention system against rust through perforation(s) caused by corrosion originating at the steel layer. Surface rust – and rust through caused by untreated surface rust – is not covered under this warranty. Surface rust (a coating that forms on the surface when exposed to moisture) can result from failure to properly clean and maintain your door (particularly in, but not limited to, high-salt or acidic environments) or damage to the door (such as scratching). For more information about our rust prevention system and how to care for your door visit: [info.garagedoors.com/maintenance](http://info.garagedoors.com/maintenance)

Window components such as frames, grilles, inserts, and clear acrylic are warranted for ten (10) years from manufacturing defects and excessive yellowing. Insulated windows are warranted for ten (10) years for material obstruction of vision resulting from film formation or dust or moisture collection between the interior surface of the insulating glass. No warranty is available for single pane glass. No warranty is available for decorative hardware.

### EXCLUSIONS TO COVERAGE

This Warranty shall not extend to damages or defects caused by any of the following:

Paint or Stain Not Applied per Manufacturer Specifications after Delivery of Door	Failure to Follow All Installation Instructions	Failure to Follow Maintenance Instructions	Faulty or Defective Installation(s)
Fire	Radiation (UV or Other)	Foreign Substances	Accident or Casualty
Harmful Fumes	Vandalism	Act(s) of God	Physical Damage
Salt Spray or Exposure	Normal Wear and Tear	Chemical Action	Abrasive Materials
Operation Beyond Rated Capacity	Improper Use or Abuse	Improper Installation or Handling	Exposure to Coastal Weather Conditions
Alteration, Modification or Use of Non-CBM/ Clopay-Approved Parts or Products	Other Painted Parts Not Part of a Door Section (such as stop mold)	Normal Fading or Discoloration from Usage, Age or UV Exposure	Thermal Bow as Described in DASMA Technical Data Sheet 185 <a href="http://www.dasma.com">www.dasma.com</a>

If you make any repair or alteration without first providing notice to and receiving authorization from us, or use any parts, accessories, or attachments other than authorized by Clopay for use in its products, you will be solely responsible for any such repairs or parts and you may void this Warranty. Routine maintenance and related items, as well as minor adjustments or damage caused by your installer either during delivery or installation, are excluded from this Warranty. For purposes of this Warranty, minor scratches will not be considered a defect.

If you would like to submit a Warranty claim, notify Clopay Customer Service promptly after discovery of the defect by sending an email to [warranty@clopay.com](mailto:warranty@clopay.com) or calling 800-225-6729. Please be prepared to send us a proof of purchase and complete description with photographs of any issues. YOU MUST REPORT ANY MANUFACTURING DEFECTS THAT ARE IMMEDIATELY OBVIOUS OR VISIBLE AT THE TIME OF INSTALLATION (SUCH AS INCORRECT OR INCONSISTENT PAINT COLOR, MANUFACTURING DEFECTS (E.G. SURFACE CONTAMINANT(S) OR SMUDGES), VISIBLE PHYSICAL DAMAGE, OR MAJOR SCRATCHES) WITHIN FORTY FIVE (45) DAYS FROM DELIVERY OR YOUR CLAIM MAY BE BARRED. Additional copies of our installation and maintenance instructions may be obtained by calling 800-225-6729.

UNDER NO CIRCUMSTANCES SHALL WE BE LIABLE FOR ANY CONSEQUENTIAL OR SPECIAL DAMAGES WHICH ANY PERSON OR ENTITY MAY INCUR OR CLAIM TO INCUR AS A RESULT OF ANY DEFECT IN THE PRODUCT OR IN ANY CORRECTION OR ALTERATION THEREOF MADE OR FURNISHED BY US OR OTHERS. OUR MAXIMUM LIABILITY UNDER THIS WARRANTY SHALL BE THE PURCHASE PRICE PAID TO US WITH RESPECT TO THE GARAGE DOOR TO WHICH SUCH WARRANTY IS CLAIMED. THE LIMITATION OF LIABILITY PROVISIONS HEREIN SHALL APPLY TO ANY AND ALL CLAIMS OR SUITS BROUGHT AGAINST US, INCLUDING ANY CLAIM BASED UPON NEGLIGENCE, BREACH OF CONTRACT, BREACH OF WARRANTY, STRICT LIABILITY OR ANY OTHER THEORIES UPON WHICH LIABILITY MAY BE ASSERTED AGAINST US.

This Warranty constitutes our entire and exclusive warranty as to the Product and is the sole and exclusive remedy for product defects in material and workmanship. We do not assume (and have not authorized any other person to assume on its behalf) any other warranty or liability in connection with any product covered by this warranty. WE MAKE NO OTHER WARRANTIES, REPRESENTATIONS OR COVENANTS, EXPRESS OR IMPLIED, WITH RESPECT TO THIS PRODUCT, INCLUDING BUT NOT LIMITED TO WARRANTIES, REPRESENTATIONS OR COVENANTS AS TO WORKMANSHIP, DESIGN, CAPACITY, QUALITY, CONDITION, MERCHANTABILITY OR FITNESS FOR ANY PURPOSE OF THE PRODUCT, EXCEPT FOR ANY "IMPLIED WARRANTY" AS THAT TERM IS DEFINED IN THE MAGNUSON-MOSS WARRANTY-FEDERAL TRADE COMMISSION IMPROVEMENT ACT, SUCH IMPLIED WARRANTIES TO BE LIMITED IN DURATION TO A PERIOD OF ONE YEAR FROM THE DATE OF PURCHASE.

This Warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

To the extent of any conflict between this Warranty and any other document, this Warranty shall control. If Warranty is provided in multiple languages, the English language version shall govern.



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# GAF Shingle & Accessory Limited Warranty



Congratulations! Thank you for purchasing asphaltic shingles and/or accessories from GAF, North America's largest roofing manufacturer — your best choice. While many factors can affect how long your shingles and accessories will last, this *GAF Shingle & Accessory Limited Warranty* covers your asphaltic shingles and accessories, including GAF Ridge Cap Shingles, GAF Starter Strip Shingles, GAF Leak Barrier Products, GAF Roof Deck Protection Products, and GAF Cobra® Ventilation Products (the "GAF Products"), in the unlikely event that they contain a manufacturing defect. It provides great coverage that is "non-prorated" during the crucial up-front period of your ownership (the "Smart Choice® Protection Period") with continued coverage for extended periods of time afterwards. Note: This limited warranty does not cover low-slope membranes, Master Flow® Ventilation Products, or ShingleMatch™ Roof Accessory Paint. Please go to [gaf.com](http://gaf.com) for a copy of the limited warranties covering these products.

How Long Your Warranty Lasts

GAF Shingles	Manufacturing Defect Coverage		Wind Warranty Coverage		Algae Warranty Coverage	
	Limited Warranty Term	Smart Choice® Protection Period***	Limited Warranty Term	Wind Speed Coverage (mph / km/h)	Limited Warranty Term	Smart Choice® Protection Period***
GAF Designer and Timberline® Roofing Shingles™	Lifetime*	10 Years	15 Years	With Special Installation****: 130/209  Without Special Installation****: 110/175	StainGuard Plus™: 25 Years  StainGuard®: 10 Years	StainGuard Plus™: 10 Years  StainGuard®: 1 Year
Marquis WeatherMax®	30 Years	5 Years	5 Years	80/130	StainGuard®: 10 Years	StainGuard®: 1 Year
Royal Sovereign®	25 Years	5 Years	5 Years	60/96	StainGuard®: 10 Years	StainGuard®: 1 Year
GAF Accessories**	Manufacturing Defect Coverage		Wind Warranty Coverage		Algae Warranty Coverage	
	Limited Warranty Term	Smart Choice® Protection Period***				
If you install less than 3 GAF Accessories** and Shingles that carry a Lifetime* Limited Warranty	40 Years	5 Years	Coverage only available for “GAF Ridge Cap Shingles” (see below).  No coverage for other GAF Accessories**.		Coverage only available for “GAF Ridge Cap Shingles” (see below).  No coverage for other GAF Accessories**.	
If you do not install Shingles that carry a Lifetime* Limited Warranty	25 Years	5 Years				
GAF Ridge Cap Shingles**	Manufacturing Defect Coverage		Wind Warranty Coverage		Algae Warranty Coverage	
			Limited Warranty Term	Wind Speed Coverage (mph / km/h)	Limited Warranty Term	Smart Choice® Protection Period***
Timbertex®, Rdglass®, TimberCrest™	See “GAF Accessories***” section above.		15 Years	With Special Installation****: 130/209  Without Special Installation****: 110/175	StainGuard®: 10 Years	StainGuard®: 1 Year
Seal-A-Ridge®	See “GAF Accessories***” section above.		5 Years	90/144	StainGuard®: 10 Years	StainGuard®: 1 Year
Seal-A-Ridge® ArmorShield®, Z®Ridge	See “GAF Accessories***” section above.		5 Years	With Special Installation****: 90/144  Without Special Installation****: 70/112	StainGuard®: 10 Years	StainGuard®: 1 Year
<p>*<b>Definition of Lifetime:</b> The word “Lifetime” means as long as you, the original owner(s) [or the second owner(s) if coverage was properly transferred during the Smart Choice® Protection Period], own the property where the shingles are installed. The Lifetime warranty is applicable only to shingles installed on a single-family detached residence owned by individuals. For any other type of owner or building, such as a corporation, governmental entity, religious entity, condominium or homeowner association, school, apartment building, office building, or multi-use structure, the length of the warranty is 40 years.</p> <p>**<b>GAF Accessories covered under this limited warranty include:</b> GAF Ridge Cap Shingles, GAF Starter Strip Shingles, GAF Leak Barrier Products, GAF Roof Deck Protection Products, and GAF Cobra® Ventilation Products. If you install 3 or more GAF Accessories and shingles that carry a Lifetime Limited Warranty, you are eligible for enhanced coverage on your qualifying GAF Accessory Products. Please refer to the <i>GAF Roofing System Limited Warranty</i>, available on <a href="http://gaf.com">gaf.com</a>, for complete coverage and restrictions.</p> <p>***<b>Smart Choice® Protection Period:</b> refers to the crucial period of time following installation of the GAF Products during which the coverage provided for in this limited warranty is non-prorated. After the Smart Choice® Protection Period specified above, the remedy provided for in this warranty may be different than that provided for during the Smart Choice® Protection Period, and any remedy will be reduced to reflect the use you have received from your GAF Products.</p> <p>****<b>Special Installation:</b> Your GAF LayerLock-labeled Shingles will be covered up to the maximum wind speed above <b>ONLY</b> if installed using <b>4 nails</b> per shingle <b>and</b> you have GAF Starter Strip Products installed at the eaves <b>and</b> rakes. Special Installation for all other GAF Shingles requires use of <b>6 nails</b> per shingle and GAF Starter Strip Products installed at the eaves <b>and</b> rakes. Your GAF Ridge Cap Shingles will be covered up to the maximum wind speed above <b>ONLY</b> if your ridge cap shingles are installed in strict accordance with the “Maximum Wind Speed Coverage Under Limited Warranty” section of the applicable ridge cap shingle application instructions.</p>						

Who Is Covered By This Limited Warranty; Transferability

You are covered by this limited warranty if you live in the United States or Canada and are the original property owner (i.e., not a builder or installer) or the first subsequent owner if this warranty was properly transferred.

This limited warranty may be transferred **only once**. The second owner must notify GAF in writing within **one year** after the property transfer for warranty coverage to be transferred. (Other than this one transfer, this warranty may **not** be transferred or assigned, directly or indirectly.) If the transfer takes place within the Smart Choice® Protection Period, the second owner is entitled to the same coverage as the original owner. If the transfer takes place afterwards, the length of this warranty shall be reduced to the two-year period after the ownership changes. If there is a defect during this two-year period, GAF's reimbursement to the second owner will be based only on the reasonable cost of replacement shingles or applicable accessories, reduced by the amount of use that has been received from the shingles or applicable accessories from the date of installation through the date of claim.

Manufacturing Defects: What Is Covered/Sole and Exclusive Remedy

GAF Warranty Company, LLC, a subsidiary of GAF, warrants that your GAF Roofing Shingles will remain free from manufacturing defects that adversely affect their performance during the applicable Smart Choice® Protection Period or that cause leaks for the remainder of the applicable warranty term and that your GAF Accessory Products will remain free from manufacturing defects that adversely affect their performance during the applicable warranty term. **Note:** Wind Warranty and Algae Warranty are covered separately below.

**(1) During the Smart Choice® Protection Period:** GAF will pay you the full reasonable cost of labor to repair or re-cover any defective GAF Products (excluding non-GAF accessories, metal work, or flashing) and will provide replacement GAF Products or the reasonable cost of obtaining replacement GAF Products, at GAF's option. GAF will not pay to tear off your GAF Products, or to dispose of them.

**(2) After the Smart Choice® Protection Period:** Labor will no longer be covered. GAF's contribution to you will be based on either providing you with replacement GAF Products or, at GAF's choice, reimbursing you for the reasonable cost of replacement GAF Products. The amount of replacement GAF Products or reimbursement provided to you will be reduced to reflect the use you have received from your GAF Products. The amount of use will be calculated by dividing the number of months which have elapsed since installation to the date of claim by the number of months in the warranty term. For a Lifetime warranty, the number of months in the warranty term is deemed to be 600 for years 11-40 of the warranty term. For years 41 and beyond of a Lifetime warranty, GAF's contribution is 20%. For example, if you make a claim for Lifetime Shingles installed on a single-family home after your shingles have been installed for 25 years (300 months), GAF's contribution will be reduced by 300/600 or 50%.



# GAF Shingle & Accessory Limited Warranty



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**Wind Warranty: What Is Covered/Sole and Exclusive Remedy**

This limited warranty is **specifically conditioned** on your shingles or ridge cap shingles being fastened and installed **strictly** in accordance with GAF's application instructions. This limited warranty does not apply to starter strip shingles. GAF warrants to you that your GAF shingles or ridge cap shingles will not fail to seal, blow off, or sustain damage from winds (including gusts) up to the applicable wind speed listed above after they should have sealed but did not due to a manufacturing defect. If your shingles or ridge cap shingles do fail to seal, blow off, or suffer wind damage, GAF will reimburse you for the reasonable costs of replacing the blown-off or damaged shingles or ridge cap shingles and hand-sealing any unsealed shingles or ridge cap shingles. Costs related to underlayment, metal work, and flashings are not included. GAF's **maximum** liability under this paragraph is to reimburse you for the cost of hand-sealing all of the shingles and ridge cap shingles on your roof.

**Note:** All self-sealing shingles and ridge cap shingles, including GAF's, must be exposed to warm, sunny conditions for several days before they completely seal. Before sealing occurs, shingles and ridge cap shingles are vulnerable to blow-offs and wind damage. Shingles and ridge cap shingles installed in fall or winter may not seal until the following spring. Shingles or ridge cap shingles that are not exposed to direct sunlight or adequate surface temperatures or that are not fastened or installed properly may never seal. Failures to seal, blow-offs, and wind damage under these circumstances result from the nature of self-sealing shingles and ridge cap shingles, not a manufacturing defect, and are not covered under this limited warranty.

**Algae Warranty: What Is Covered/Sole and Exclusive Remedy**

This limited warranty applies only to shingles and ridge cap shingles sold in packages bearing the **StainGuard Plus™** or **StainGuard®** logos. GAF warrants to you that blue-green algae (also known as cyanobacteria) will not cause a pronounced discoloration of your **StainGuard Plus™** or **StainGuard®**-labeled shingles or ridge cap shingles for the warranty term listed above. If your **StainGuard Plus™**-labeled shingles or your **StainGuard®**-labeled shingles or ridge cap shingles exhibit a pronounced discoloration caused by blue-green algae during the Smart Choice® Protection Period listed above, GAF's contribution will be either the reasonable cost of commercially cleaning your shingles or ridge cap shingles or, at GAF's sole option, replacing discolored shingles or ridge cap shingles. The **maximum** cost to GAF shall be the lesser of the original cost of the affected shingles or ridge cap shingles or the cost to clean the affected shingles or ridge cap shingles. During the **remainder** of the limited warranty period, GAF's contribution to you will be reduced to reflect the amount of use you have received from your shingles or ridge cap shingles since they were installed. The amount of use will be calculated by dividing the number of months which have elapsed since installation to the date of claim by the number of months in the Algae Warranty term.

**Note:** Preventing pronounced algae-related discoloration of your shingles or ridge cap shingles is achieved through formulations or through unique blends of granules.

**What Is Not Covered**

Even if your GAF Products were not properly installed according to GAF's application instructions or to standard good roofing practices, this limited warranty remains in effect. However, GAF will **NOT** be liable for and this warranty does **NOT** apply to:

- (1) Damage resulting from anything other than an inherent manufacturing defect in the GAF Products, such as:
  - (a) improper fastening of your shingles or accessories or application not in strict accordance with GAF's printed application instructions, if the improper installation was the cause of the damage.
  - (b) settlement, movement, structural damage, or defects in the building, walls, foundation, or the roof base over which the GAF Products were applied.
  - (c) inadequate ventilation.
- (2) Damage resulting from causes beyond normal wear and tear, such as:
  - (a) acts of nature, such as hail, fire, or winds (including gusts) over the applicable wind speed listed above.
  - (b) impact of traffic on the roof or foreign objects, including damage caused by objects blown onto the roof by wind.
  - (c) improper storage or handling of the GAF Products.
- (3) Ice damming, except for leaks in the area of your roof deck covered by a GAF Leak Barrier which are caused by a manufacturing defect in your GAF Leak Barrier.
- (4) Shading or variations in the color of your GAF Products or discoloration or contamination caused by fungus, mold, lichen, algae (except for blue-green algae if your shingles or ridge cap shingles were labeled with the StainGuard Plus™ or StainGuard® logos), or other contaminants, including that caused by organic materials on the roof.
- (5) Labor costs, except as specifically provided for above, disposal costs, tear-off costs, and costs related to underlayments (unless your claim involves a manufacturing defect in a GAF Underlayment), metal work, and flashings.
- (6) Damage to the interior or exterior of the building, including, but not limited to, mold growth.

**Other Limitations Concerning Coverage**

Decisions as to the extent of repair, re-cover, or cleaning required, and the reasonable cost of such work, will be made solely by GAF. GAF reserves the right to arrange directly for your GAF Products to be repaired, re-covered, or cleaned instead of reimbursing you for such work. The remedy under this warranty is available only for those GAF Products actually exhibiting manufacturing defects or algae discoloration at the time your claim is settled. Any replacement GAF Products will be warranted only for the remainder of the original warranty period. GAF reserves the right to discontinue or modify its shingles or accessories, including the colors available, so any replacement GAF Products may not be an exact match for the GAF Products on your roof. Even if GAF does not modify a color, replacement GAF Products may not match your original GAF Products due to normal weathering, manufacturing variations, or other factors.

**Claims: What You Must Do**

You must notify GAF about any claim within **30 days** after you notice a problem. You may report a claim online at [gaf.com/contact](http://gaf.com/contact), by calling GAF at 1-800-458-1860, sending an email to [warrantyclaims@gaf.com](mailto:warrantyclaims@gaf.com), or by sending a notice in writing to: GAF, Warranty Claims Department, 1 Campus Drive, Parsippany, NJ 07054, USA. You will then be provided with complete details about submitting your claim. You will be required to provide proof of the date your shingles or accessories were installed and that you were the owner of the property at that time (or that the warranty was properly transferred to you). You may be required to send to GAF, at your expense, photographs and sample products for testing. Within a reasonable time after proper notification, GAF will evaluate your claim and resolve it in accordance with the terms of this limited warranty. If you repair or replace your GAF Products before you notify GAF about your claim or before GAF has completed its evaluation of your claim, your claim may be denied. If you need to repair or replace your GAF Products before your claim is resolved, you **MUST** provide GAF with reasonable notice. **NOTE: Notice to your contractor, dealer, or home builder is NOT notice to GAF.** You should retain this document for your records in the unlikely event that you need to file a claim.

**Sole and Exclusive Warranty**

THIS LIMITED WARRANTY IS EXCLUSIVE AND REPLACES ALL OTHER WARRANTIES, CONDITIONS, REPRESENTATIONS AND GUARANTEES, WHETHER EXPRESS OR IMPLIED, WHETHER BY STATUTE, AT LAW OR IN EQUITY, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. This limited warranty is your exclusive warranty from GAF and represents the **SOLE REMEDY** available to any owner of GAF Shingles or Accessories. GAF makes **NO OTHER REPRESENTATIONS, CONDITIONS, GUARANTEES, OR WARRANTIES** of any kind other than that stated herein. GAF **WILL NOT BE LIABLE IN ANY EVENT FOR CONSEQUENTIAL, PUNITIVE, SPECIAL, INCIDENTAL, OR OTHER SIMILAR DAMAGES OF ANY KIND**, including **DAMAGE TO THE INTERIOR OR EXTERIOR OF ANY BUILDING**, whether any claim against it is based upon breach of this warranty, negligence, strict liability in tort, or for any other cause. This limited warranty gives you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction. Some jurisdictions do not allow limitations on or the exclusion of incidental or consequential damages, so the above limitations or exclusions may not apply to you. New Jersey state residents are encouraged to review their rights under the agreement, as provided under the New Jersey Truth-In-Consumer Contract Warranty and Notice Act ("TCCWNA").

The United Nations Convention on the International Sale of Goods shall **NOT** apply either to the sale of the GAF Products or to this limited warranty.

**Modification Of Warranty**

This limited warranty may not be changed or modified except in writing, signed by an officer of GAF. No one (other than an officer of GAF) has the authority to assume any additional or other liability or responsibility for GAF in connection with your GAF Products except as described in this limited warranty. (**Note:** Warranty subject to change. The warranty in effect at the time your GAF Products are installed is the version of the warranty that will govern your claim. For current information, visit [gaf.com](http://gaf.com) or write to GAF at 1 Campus Drive, Parsippany, NJ 07054, USA, Attn: Warranty Claims Department.)

**Effective Date**

This limited warranty is effective for GAF Products installed after January 1, 2020.

