



PERFORMANCE METALS®

MASTIC HOME EXTERIORS REGISTERED 20-YEAR LIMITED WARRANTY GUTTER COIL

Mastic Home Exteriors by Ply Gem manufactures Gutter Coil and Related Accessories (the "Products"), in accordance with high standards and tight quality controls. The Products will not rust, burn or support combustion, or split or crack due to cold weather because they are made of aluminum.

WHAT DOES THIS WARRANTY COVER?

Mastic Home Exteriors 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, and that the finish on the Products will not chip, peel, flake or blister under conditions of ordinary wear, if installed according to our specifications.

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?

This Registered 20-Year Limited Warranty lasts for twenty (20) years on the property on which the Products were originally applied ("Property") so long as you own the Property. This Registered 20-Year Limited Warranty may be transferred one time with the Property. However, upon the transfer, the Warranty period will be no more than 20 years from the date of original installation of the Products on the Property, prorated in accordance with the Warranty Coverage Schedule below. In the event of a transfer of this Warranty, this Warranty may not be further transferred.

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:

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. Our obligations under this Warranty will in no event exceed the purchase price of the originally installed Products found to be defective. Any additional costs and expenses beyond these amounts are your responsibility.

In the event of repair, replacement or refinishing under this Warranty, the Warranty applicable to the replacement material or to the repaired or refinished Products will extend only for the time remaining under the original Warranty.

WHAT DOESN'T THIS WARRANTY COVER?

This Warranty does not cover:

- damage of any kind resulting from faulty or improper installation;
- **changes in surface color resulting from chalking, fading, soiling or staining. Exposure to the elements may cause these changes over time; the degree to which weathering occurs will vary depending on air quality, the building's location and other local conditions over which we have no control;**
- paint removal during forming due to improper (unconditional, uncovered) outside storage prior to installation;
- accidental damage;
- settlement;
- structural shrinkage or distortion of the property structure;
- fire;
- lightning, hurricane, tornado, windstorm, earthquake, hail, or other acts of God;
- harmful chemicals (including harmful cleaning compounds and pesticides);
- fumes or vapors;
- deterioration due to air pollution or contact with dissimilar materials (please see "Care and Maintenance Instructions");
- misuse or abuse;
- vandalism;
- airborne stains, mold and mildew accumulation;
- your failure (or the failure of subsequent Property owners) to provide reasonable and necessary maintenance of the Products (see "Care and Maintenance Instructions");
- impact of foreign objects;
- warping or distortion due to exposure to excessive heat sources (e.g., barbecue grills) or exposure to unusual or excessive reflective heat sources (e.g., skylight or window reflection, roofing materials, pools, decks, blacktop or concrete materials);
- Products that have been painted or whose surface has been altered in any way without written authorization from Mastic Home Exteriors;
- any other causes beyond our reasonable control;
- corrosion caused by contact with dissimilar materials; or
- gutters greater than 50' in length.

OTHER LIMITATIONS

1. This Warranty covers only genuine Mastic Home Exteriors Gutter Coil and Related Accessories. **It is your responsibility to verify that the Gutter Coil and Related 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 this type originally installed are no longer available from us at the time you make a Warranty claim, we may substitute another product determined by us to be of comparable quality and price.
4. There are no warranties on these Products other than as set forth in this Warranty. We are not liable to you for a breach of any other written or oral express warranties, such as those, if any, given to you by dealers, contractors, applicators, or distributors of the Products.

5. WE EXCLUDE AND ARE NOT RESPONSIBLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES ARISING OUT OF ANY BREACH OF THIS EXPRESSED WARRANTY, OR ANY OTHER ORAL, WRITTEN OR IMPLIED WARRANTY THAT MAY APPLY TO YOUR PURCHASE, AS IT RELATES TO OUR PRODUCTS.

THIS IS YOUR EXCLUSIVE WARRANTY AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

6. This Warranty gives you specific legal rights. You may also have other rights which vary from state to state. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, and some states do not allow limitations on how long an implied Warranty lasts, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

HOW DO YOU REGISTER YOUR WARRANTY?

For all Mastic Home Exteriors materials used on this installation project, one Application for Warranty Registration must be completed at mastic.com or mailed within 30 days after original installation has been completed. Please mail it to Mastic Home Exteriors by Ply Gem, Warranty Registration Data Center, P.O. Box 787, Wexford, PA 15090-9551. Failure to register the Warranty will not void the Warranty, but registration of this Warranty confirms the date of purchase of our Products and assists Mastic Home Exteriors in processing any Warranty claim you might have. This confirmation is of benefit to you, especially if your original proof of purchase is lost. It is a good idea to retain your proof of purchase in case it is needed if you submit a warranty claim.

HOW DO YOU TRANSFER YOUR WARRANTY?

You may transfer this Warranty by providing written notice to us within 30 days after the date of transfer of ownership. In the event a transfer of this Warranty, this Warranty may not be further transferred. The notice should include the Warranty Registration Number (if available), the address of the Property, the name and mailing address (if different) of the new owners and the date of transfer. The notice should be sent to Mastic Home Exteriors by Ply Gem, Warranty Registration Data Center, P.O. Box 787, Wexford, PA 15090-9951. Failure to notify Mastic Home Exteriors will not void the Warranty, but the notice will assist Mastic Home Exteriors in processing any Warranty claim.

Warranty coverage upon transfer is as described in detail above. Upon any transfer of the Property, your obligations become the obligations of the new Property owners.

HOW DO YOU SUBMIT A WARRANTY CLAIM?

You must submit your claim in writing to us within the Warranty period and within a reasonable period of time after the defect is discovered.

To initiate a claim, you should contact our Warranty services number at 1-800-962-3563 to receive a Warranty claims packet.

If you would like to submit a claim request in writing, please provide the following information: a description of the claimed defect and the date the defect was discovered; the Warranty Registration Number (if available); the date of original installation; and your name, address and phone number. Written claims should be sent to Mastic Home Exteriors by Ply Gem, Warranty Claims Department, 2600 Grand Blvd, Ste 900, Kansas City MO 64108 or fax your information to 816-426-8210.

Mastic Home Exteriors will provide notification of any additional information and physical evidence that may be required to process your claim.

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

WARRANTY COVERAGE SCHEDULE

NUMBER OF YEARS FROM DATE OF ORIGINAL INSTALLATION TO DATE OF CLAIM	PERCENTAGE OF PURCHASE PRICE OF ORIGINALLY INSTALLED PRODUCTS FOUND TO BE DEFECTIVE FOR WHICH MASTIC HOME EXTERIORS BY PLY GEM WILL BE RESPONSIBLE
DURING THE ORIGINAL PURCHASER'S OWNERSHIP OF THE PROPERTY:	100%
SUBSEQUENT OWNERS AND OTHERS COVERED BY A 20-YEAR PRORATED WARRANTY:	
0-4	100%
MORE THAN 4 BUT LESS THAN 6	70%
MORE THAN 6 BUT LESS THAN 8	50%
MORE THAN 8 BUT LESS THAN 10	40%
MORE THAN 10 BUT LESS THAN 12	30%
MORE THAN 12 BUT LESS THAN 14	20%
MORE THAN 14 BUT LESS THAN 20	10%

*Total claim cost of refund not to exceed original purchase and installation price.

CARE AND MAINTENANCE

Mastic Home Exteriors by Ply Gem Gutter Coil and Related Accessories are some of the most durable building product materials available today for residential applications. In most cases, normal rainfall is sufficient to keep them clean. But if your Mastic Home Exteriors Gutter Coil and Related Accessories should need cleaning, we recommend the following procedures. Particular attention should be given to areas that have limited exposure to the natural washing effect of rainfall.

1. **Moderate Atmospheric Dirt** — We recommend an occasional washing with clear water using a garden hose and soft-bristled brush (a long-handled, car-washing brush is ideal for this purpose).
2. **Heavy Industrial Atmospheric Dirt** — Wash in the manner indicated above, but use the following solution:
 - a. 1/3 cup detergent (Tide®, for example)
 - b. 2/3 cup trisodium phosphate (Soilax®, for example)
 - c. 1 gallon water
3. **Mildew Accumulation** — Mildew can collect on surfaces of all types of building products and is often evident on surfaces that have not been properly cared for and maintained. Normally, mildew will appear as black spots. Mildew is easy to remove by using the following solution:
 - a. 1/3 cup detergent (Tide®, for example)
 - b. 2/3 cup trisodium phosphate (Soilax®, for example)
 - c. 1 quart sodium hypochlorite 5% solution (Clorox®, for example)
 - d. 3 quarts water
4. **Caulking Compounds, Tar and Similar Substances** — Use mineral spirits in reasonable amounts and apply directly to the foreign substance. Immediately after cleaning, rinse the area thoroughly with water.

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

FACTS ABOUT THE INSTALLATION OF MASTIC HOME EXTERIORS GUTTER COIL AND RELATED ACCESSORIES

We designed and manufactured Mastic Home Exteriors by Ply Gem Gutter Coil and Related Accessories to perform best when installed by qualified applicators. While Mastic Home Exteriors does not assume responsibility for installation of its products, it does keep installers informed on new techniques and provides detailed installation instructions on all of its products. We frequently update our installation manuals with new and improved methods of application.

You should discuss any product adjustments with the dealer or applicator who did the work. These adjustments can best be made by the original dealer or applicator, since he or she is most familiar with your particular installation.

NOTE: Direct contact of aluminum products with certain dissimilar materials, or contact with water run-off from dissimilar materials, is likely to result in corrosion. Accordingly, care should be taken during installation to avoid contact of aluminum with dissimilar materials including: dissimilar metals (e.g. copper, zinc, steel, etc.), concrete, stucco, asbestos siding, pressure treated/pretreated lumber, roofing materials or roofing systems containing metallic granules or strips, or corrosive non-metallic materials.

*For detailed coverage of warranty information on Leaf Relief products, reference the brochure "Leaf Relief Warranty," available from your installing dealer.



MASTIC HOME EXTERIORS WARRANTY REGISTRATION

To register your warranty go to mastic.com/warranty

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

PROJECT INFORMATION:

COMPLETION DATE: _____

CONTRACTOR (BUILDER) NAME: _____

COMPANY NAME: _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____

PHONE: _____

EMAIL ADDRESS: _____

HOMEOWNER NAME: _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____

PHONE: _____

EMAIL ADDRESS: _____

PROJECT ADDRESS (IF DIFFERENT FROM ABOVE): _____

CITY: _____ STATE: _____ ZIP: _____

PLEASE INDICATE THE TYPE OF APPLICATION:
 REMODELING NEW CONSTRUCTION ADDITION

APPROXIMATELY, HOW OLD IS THE HOME? _____ YEARS.

WHAT SIDING MATERIAL WAS ON THE HOME PRIOR TO INSTALLATION?

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

PLEASE INDICATE PRODUCT AND QUANTITY COVERED UNDER THIS WARRANTY:

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



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