



## PGT INNOVATIONS® Residential Aluminum & Vinyl Impact-Resistant Window & Door Crystal Care Premium LIMITED Warranty

PGT Innovations (PGTI), warrants to the original single family residential homeowner of PGT® WinGuard® Vinyl, PGT® WinGuard® Aluminum, and CGI® Sentinel® products that any specified PGTI manufactured window or door shall be free of material defects in manufacturing and/or materials for the period specified below. This limited warranty applies to replacement windows/doors under normal use and service, subject to the conditions and limitations herein listed, and for only so long as the original owner owns and resides in the home where the windows and doors are installed. **PGTI'S LIABILITY UNDER THIS WARRANTY SHALL BE LIMITED TO THE REPAIR OR, AT PGTI'S OPTION, REPLACEMENT OF NONCONFORMING GOODS OR PARTS. PGTI SHALL NOT BE RESPONSIBLE FOR ANY LABOR OR DELIVERY COSTS INCURRED IN REPAIRING OR REPLACING THE PRODUCTS, OR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES THAT MAY ARISE OUT OF A CLAIM FOR BREACH OF THIS WARRANTY.**

This limited warranty covers only those manufacturing and material defects as specified herein and does not include defects or damages attributable to improper installation and or application of product, use or maintenance; normal weathering; highly corrosive environments; defects or damages caused by accident, fire, flood, acts of God, multiple hurricanes, water intrusion, including but not limited to water intrusion caused by wind-driven rain due to high wind events, vandalism, riot or civil disorder; building settlement or structural failures of walls or foundations; stresses resulting from localized heat which causes excessive temperature differentials over glass surface edges, or occurrences beyond PGTI's control.

This limited warranty shall be null and void if harmful solvents are used to clean the product; or if any portion of the product is painted or coated in any way; or if any other "aftermarket" products, such as window films, are applied to the PGTI product.

Caulking is used on some installations to seal the frames (or trim package) against water or air penetration. Caulking is not considered a part of the PGTI product and, therefore, is not covered under this warranty. Caulking is a maintenance responsibility of the owner.

**PGTI'S SOLE RESPONSIBILITY UNDER THIS WARRANTY IS LIMITED TO PROVIDING COMPONENTS OR PARTS NECESSARY TO REPAIR OR, AT PGTI'S OPTION, REPLACE THE PRODUCTS COVERED BY THIS WARRANTY, FREE OF CHARGE OR AT A PRORATED PRICE PER THE GUIDELINES OF THIS WARRANTY THAT ARE SET FORTH IN THE TABLES BELOW, ANY PART OR PARTS OF THE WINDOWS AND DOORS THAT COMPLY WITH THE TERMS OF THIS WARRANTY. THE ORIGINAL WARRANTY PERIOD SHALL NOT BE EXTENDED BY SUCH REPAIR OR REPLACEMENT.**

**REPLACEMENT PRODUCTS MAY NOT MATCH THE COLOR OF THE ORIGINAL PRODUCT, OR THE COLOR OF THE REMAINING WINDOWS AND DOORS IN THE HOME, AS COLOR MAY VARY DUE TO AGE, WEATHERING, DYE LOT DIFFERENCES OR OTHER FACTORS. PGTI WILL NOT BE RESPONSIBLE OR LIABLE FOR ANY SUCH COLOR DIFFERENCES ASSOCIATED WITH ANY REPLACEMENT PRODUCT AND WILL NOT BE REQUIRED TO HAVE THE REPLACEMENT PRODUCT "MATCH" THE COLOR OF THE ORIGINAL PRODUCT THAT IS BEING REPLACED, OR ANY OF THE WINDOWS OR DOORS THAT REMAIN IN THE HOME.**

PGTI reserves the right to discontinue or change the design and specification of any product it manufactures. Should the component of the window/door originally installed not be available, PGTI shall have the right to substitute such part determined by PGTI to be of equal quality and performance.

**THIS WARRANTY COVERS ONLY THOSE PGTI REPLACEMENT WINDOW AND DOOR PRODUCTS INSTALLED IN OWNER-OCCUPIED RESIDENTIAL HOMES SPECIFICALLY LISTED BELOW. Supplemental Commercial Warranty Language** – Commercial, Investment and Non-Owner-Occupied Residential Dwellings. PGTI products installed in non-owner-occupied dwellings such as apartments, rental homes, etc. or, used for commercial purposes such as schools, churches, government owned structures, office buildings, etc.

THE WARRANTY PERIODS LISTED IN THE TABLE BELOW BEGIN ON THE DATE OF DELIVERY BY PGTI.

	WinGuard® Vinyl Residential Warranty with Crystal Care PREMIUM Package	WinGuard® Vinyl Commercial Warranty with Crystal Care PREMIUM Package	WinGuard® Aluminum and Sentinel Residential Warranty with Crystal Care PREMIUM Package	WinGuard® Aluminum and Sentinel Commercial Warranty with Crystal Care PREMIUM Package
<b>Frame Coverage</b>	Limited Lifetime	10 Years	Limited Lifetime	10 Years
<b>Frame Finish</b>	Limited Lifetime 10 years - Colored/ Laminated frame finishes	10 years Colored/Laminated frame finishes Excluded	10 Years	5 Years
<b>Hardware, Screen and Moving Parts</b>	Limited Lifetime	3 Years	10 Years	3 Years
<b>Insulating Glass</b>	Limited Lifetime	10 Years	Limited Lifetime	10 Years
<b>Laminated Glass</b>	20 Years	5 Years	20 Years	5 Years
<b>Stress Cracks</b>	1 Year	1 Year	1 Year	1 Year

**IMPORTANT COVERAGE INFORMATION:**

**Frame**

The vinyl components of the frame/sash members are warranted against defects resulting from blistering, chipping, cracking, peeling, corroding or pitting. Colored or laminated exterior and interior finishes are warranted against peeling, blistering or excessive color changes. This limited warranty is null and void if damage is caused by harmful cleaners or other chemical or environmental factors, or by any of the other warranty exclusions set forth herein, including exclusions described above.

Aluminum components are warranted to be free of defects in materials and workmanship. It is typical for anodized products to have color variation and processing marks that occur during manufacturing. These are not considered defects or covered under the warranty. This limited warranty is null and void if any aluminum component has direct contact with a copper treated wood, such as Alkaline Copper Quaternary (ACQ).

**Hardware, Screen and Moving Parts**

PGTI warrants that mechanical operation of hardware, screen, and moving components will be free of defects in material and workmanship. This limited warranty excludes normal wear and tear and naturally occurring changes such as tarnish, corrosion, oxidization, or discoloration of hardware finishes or component parts, as well as any of the other warranty exclusions set forth herein, including the exclusions described above.

**Glass**

Glass has prevalent characteristics such as distortion, bubbles, discolorations, blurs, debris, and scratches. These types of characteristics are expected, and are excluded from this limited warranty, as they are inherent qualities that meet or exceed standard specifications for flat glass ASTM C 1036, heat treated flat glass ASTM C 1048, and laminated architectural flat glass ASTM C 1172. Heat strengthened or tempered glass may have distortions as an inherent quality, and such distortions are excluded from this limited warranty. Glass with special coatings may require special cleaning. Visit [www.PGTwindows.com](http://www.PGTwindows.com) or [www.CGIwindows.com](http://www.CGIwindows.com) for additional care and maintenance information. Failure to adhere to cleaning and any other recommended care and maintenance will void this limited warranty, as will any of the other exclusions set forth herein, including the exclusions described above.

**Laminated Glass Unit**

The glass is warranted to be free of defects that result in material obstruction of vision or delamination from the date of delivery by PGTI.

**Insulating Glass Unit**

The sealed glass component is warranted to be free of defects that result in material obstruction of vision or film formation caused by dust or moisture in the dead air space of a sealed unit after the date of delivery by PGTI.

**Stress Cracks**

Stress cracks in glass panels can result from natural settlement or extreme thermal changes between inside and outside temperatures. Stress cracks are not the result of defects in materials and/or workmanship.

**Accidental Glass Breakage and Hurricane Glass Breakage Warranties (non-transferable)**

These warranties are offered to the original purchaser of PGT WinGuard Vinyl, PGT WinGuard Aluminum and CGI Sentinel Windows and Doors. Coverage hereunder is limited to the original purchaser only, is not transferable to subsequent owners, is subject to the conditions and limitations herein listed, and for only so long as the original purchaser owns and occupies the residence where the

windows and doors are installed. These warranties apply only to the owner of a residential dwelling and are not available for new construction, export or commercial applications as described herein. Should any product covered by these warranties be installed in a building operated or used for commercial purposes or rental properties such as, but not limited to, schools, churches, government owned structures, office buildings, etc., then these warranties shall be null and void. These warranties are valid only as long as the PGTI products are installed on the premises of the original installation. Removal and reinstallation of product invalidates these warranties. These warranties start on the date of installation of products in the home and remain effective as long as the original purchaser owns and resides in the home. To be eligible, these warranties must be activated at [myflwindows.com](http://myflwindows.com) within 30 days of installation.

#### **Accidental Glass Breakage**

This Accidental Glass Breakage Warranty covers only accidental glass breakage and does not cover breakage resulting from or in connection with hurricanes, other acts of nature, civil disorder, building settlement, structural failure of walls or foundations, improper installation, storage, or handling or damage to any other window or door component. This warranty shall be null and void if harmful solvents are used to clean the product, or if any portion of the product is painted or coated in any way; or if any other "aftermarket" products, such as window films, are applied to the product, AS THE MANUFACTURER, PGTI'S LIABILITY UNDER THE ACCIDENTAL GLASS BREAKAGE WARRANTY SHALL BE LIMITED TO THE REPLACEMENT OF GLASS COVERED HEREUNDER. Delivery of replacement glass will be sent to the original dealer or closest PGTI dealer.

#### **Hurricane Glass Breakage Warranty**

The Hurricane Glass Breakage Warranty covers only glass breakage caused solely by a Hurricane and does not cover accidental breakage or breakage resulting from, or in connection with, other acts of nature, civil disorder, building settlement, structural failure of walls or foundations, improper installation, storage, or handling or damage to any other window or door component. This warranty shall be null and void if harmful solvents are used to clean the product, or if any portion of the product is painted or coated in any way; or if any other "aftermarket" products, such as window films, are applied to the PGTI product. AS THE MANUFACTURER, PGTI'S LIABILITY UNDER THE HURRICANE GLASS BREAKAGE WARRANTY SHALL BE LIMITED TO THE REPLACEMENT OF GLASS COVERED HEREUNDER. Delivery of replacement glass will be sent to the original dealer or closest PGTI dealer.

#### **Transferability (excludes Accidental Glass Breakage and Hurricane Glass Breakage Warranties)**

This limited lifetime warranty is transferable by the original owner to one subsequent owner provided PGTI receives notice of transfer of title of the registered property within thirty (30) days after the date of ownership transfer, and provided such notice is accompanied by a copy of this Warranty, and the order number for no additional fee. The warranty will be extended to the subsequent owner for ten (10) years from the original manufacture date.

#### **Export**

PGTI products installed outside of the continental United States are excluded from this warranty.

#### **New Construction**

PGTI products installed in new construction projects are excluded from this warranty.

#### **Owner Responsibility**

The life of your windows and doors increases with proper care and maintenance and require reasonable care and periodic cleaning. In salt-air environments increased care and maintenance is required. Visit [www.PGTwindows.com](http://www.PGTwindows.com) or [www.CGIwindows.com](http://www.CGIwindows.com) for additional care and maintenance information. The failure to follow recommended cleaning, care and maintenance requirements will void this limited warranty.

#### **Registration Procedure**

Activating your Crystal Care warranty is easy, please contact South Florida Windows & Doors by visiting [myflwindows.com](http://myflwindows.com). Any claim for defect under this limited warranty must be submitted promptly after discovery and within the warranty period specified above. Be sure to register this Crystal Care Premium warranty within 30 days of installation.

PGTI products are tested and manufactured to current fenestration standards.

Some states do not allow the exclusion or limitation of incidental consequential damages or the limitation of remedies for a breach of warranty, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state. **NO DISTRIBUTOR, DEALER OR REPRESENTATIVE OF PGTI HAS THE AUTHORITY TO CHANGE OR MODIFY THIS WARRANTY IN ANY RESPECT, EITHER ORALLY OR IN WRITING. EXCEPT AS EXPRESSLY PROVIDED IN THIS WARRANTY, PGTI MAKES NO WARRANTY, EXPRESS OR IMPLIED, INCLUDING NO WARRANTY OF MERCHANTABILITY, NO WARRANTY OF FITNESS FOR PARTICULAR PURPOSE AND NO WARRANTY OF NONINFRINGEMENT.**