



Ply Gem 3100 windows are double paned, with argon gas between the panes, and have a low-e coating. These features increase the energy efficiency of your windows.

Ply Gem windows come with a prorated window warranty on several parts of the window for up to 20 years—[read the full warranty](#)

Within the First Year:

Within one year after settlement, NVR will assist the homeowner with warranty inquiries to Ply Gem. If you have a warranty concern within the first year, please follow these steps:



Tilt-in Sash
for Easy Cleaning
of a Single
Hung Window

1. Call Customer Care
2. You will be asked to provide information on the window identifier sticker located on the side of the bottom sash
3. Customer Care will send your request directly to Ply Gem
4. Ply Gem will contact you to set up a warranty appointment

After the First Year:

After the first year following settlement, it is the homeowner's responsibility to contact Ply Gem directly to process a claim. To contact Ply Gem for more information, please see the button below.

About condensation or frost:

Windows will collect condensation on interior surfaces when extreme temperature differences and high humidity levels are present. Condensation is usually the result of climate/humidity conditions created in the interior of the home. This is not covered under the NVR or Ply Gem warranties.



PLY GEM PRODUCT
SUPPORT

CUSTOMER CARE
WARRANTY REQUEST