



Windows & Doors

3100 SERIES

W I N D O W S



3100 DOUBLE HUNG



- MAINTENANCE-FREE MULTI-CHAMBER PVC CONSTRUCTION
- BOTH TOP AND BOTTOM SASHES TILT IN FOR SAFE AND EASY CLEANING OF EXTERIOR GLASS
- 100% OF WINDOWS ARE HIGH PERFORMANCE^{SC} (LOW-E^{SC} WITH ARGON) COMBINED WITH WARM EDGE+ SPACER SYSTEM FOR ENHANCED ENERGY PERFORMANCE
- CUSTOMER FOCUSED SERVICE TEAM—5 DAY SERVICE PROGRAM
- BEST IN CLASS WARRANTY PROGRAM:
 - LIFETIME LIMITED WARRANTY ON ALL VINYL COMPONENTS
 - 20 YEAR LIMITED WARRANTY ON INSULATING
 - WARRANTY LABOR EXTENDED TO 2 YEARS



3100 DOUBLE HUNG



STANDARD FEATURES

- Energy-efficient Warm Edge insulating glass for enhanced energy performance
- Both sash tilt in and remove for safe and easy cleaning of exterior glass
- Classic brick mould profile provides an authentic sculptured appearance that matches traditional exterior millwork
- Interior and exterior accessory grooves allow for easy accessory application
- Robust interlock satisfies forced entry requirements and improves structural performance
- Low-profile sill nosing resembles a traditional wood window
- Weather-tight dual action sash lock provides security while sealing out the weather and sealing in your comfort
- Integral nailing fin with fusion-welded corners for simple and accurate installation
- Maintenance-free multi-chamber PVC construction with fusion-welded corners for durability, weather-tight performance and beauty
- Sloped sill drains water away from home exterior
- Integral 11/16" siding pocket with undersill trim leg allows for simple and secure siding installation



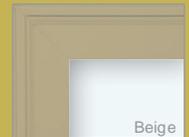
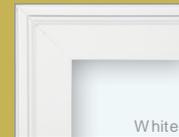
THERMAL PERFORMANCE

	R Value	NFRC CERTIFIED		
		U Factor	SHGC	VT
WITH WARM EDGE				
3/4" Clear	2.13	0.47	0.59	0.62
3/4" Low-E	2.94	0.34	0.28	0.52
WITH WARM EDGE+				
3/4" HPSC Glass	3.45	0.29	0.21	0.41

All units are NAMI certified and rated in accordance with NFRC 100/200 standards by an AAMA accredited lab. Performance values reflect the performance of units tested with the following configuration: 3/4" IGU, 3mm glass and no grilles.

R VALUE: Restrictive ambient air flow; U FACTOR: Rate of heat loss; SHGC: Solar Heat Gain Coefficient; VT: Visible Transmittance

* Structurally rated DP +/- 35. H-R20 overall rating.





It's more than a window. It's a whole new point of view. At Ply Gem Windows, we believe you should have access to all the top quality styles and brands you need to bring your vision to life. That's why we are committed to providing you with more features, more looks and more options. From smart, sustainable features to custom shapes, we'll help you find a look you'll love and a look that will match your home.

And, because we're part of the Ply Gem family, you'll always have access to leading brands. Windows, doors, siding and accessories, stone veneer, fence and rail, rainware, shutters and designer accents, we have something for every project. Realize your vision today with Ply Gem Windows.

CARE & MAINTENANCE



www.plygemwindows.com

Windows Siding Stone Veneer Fence+Rail Accents



PGW-WGLCMV-0310-BC-REV.A

Keep your windows
looking and working great

CARE AND CLEANING OF VINYL WINDOWS

(Single Hung, Double Hung, Casement and Sliding Windows)

Congratulations on your selection of windows from Ply Gem Windows... the most advanced replacement windows available in today's market. These windows are engineered to seal out water and air, and provide maximum energy efficiency for your home.

Cleaning windows has never been easier. The upper and lower sashes tilt inward so all glass may be cleaned from inside your house. The material used in your windows is vinyl, which will not rot, peel or swell, regardless of the weather conditions.

CARE OF VINYL

The natural lubricating ability of vinyl prevents dirt, grease or stains from penetrating the surface. But, as with any window, abrasives can dull the finish. Simply use soap and water or a cream wax cleaner or polish for every day cleaning. Other cleaners including turpentine or denatured alcohol are also acceptable. For stubborn spots, a non-abrasive household cleanser is best. Slight scratches can be polished out with a small amount of scouring powder. Finish off with cream wax or polish.

CARE OF SCREENS

Because our screens are made of the best materials available, your screen never has to be removed unless desired. Your screens can be sprayed with water or vacuumed clean.

DOUBLE HUNG WINDOWS

You may clean your windows with soap and water or any common glass cleaning agent. The same recommendation applies if you have windows with Advanced Easy Clean Glass.

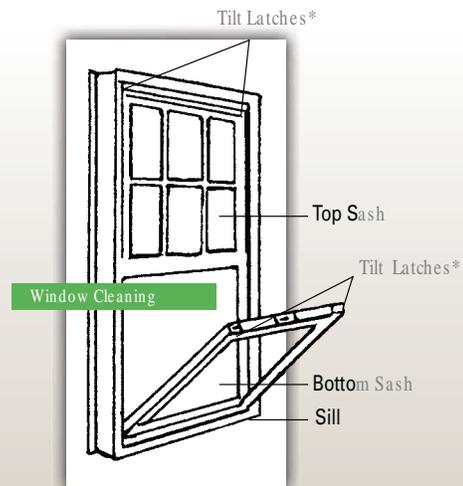
***To Tilt in Bottom Sash:** Raise the bottom sash approximately three (3) inches from the sill. With fingertips, slide tilt latches on both sides of the sash and tilt the sash inward. When washing, rest the center of the sash on your knee or the sill. DO NOT lay the corner of the sash on anything that will leave the other corner unsupported.

***To Tilt in Top Sash:** Pull the top sash down until the sash stops. Slide the top sash latches toward the center and tilt the sash inward. Clean the top sash as you cleaned the bottom sash.

SECURING SASHES AFTER CLEANING

After cleaning, tilt the sash back into place. Make sure the latches have also been sprung back into place. Push the top sash up into place, and check again to see that the bottom sash is in place. When tilting the sashes inward, keep each sash parallel to the sill to avoid any balance disengagements.

Should a balance disengagement occur, please call Ply Gem support at 888-9PLYGEM or email them at support@plygeminfo.com. They will gladly assist you with any questions.



***NOTE:** Not all double and single hung products have a tilt latch option. Please consult your authorized Ply Gem Windows dealer or contractor for questions regarding your specific windows. For windows with a tilt option, your dealer or contractor can demonstrate the proper tilt and sash removal/reinsertion process for cleaning.

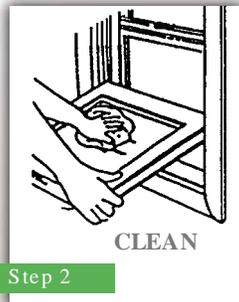
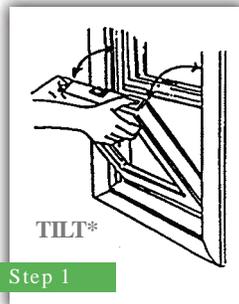
CLEANING GLASS ON SINGLE HUNG AND DOUBLE HUNG WINDOWS

HOW TO TILT FOR CLEANING

Each double hung window comes with two tilt latches* (surface mounted or recessed) on each operating sash.

A single hung window comes with two tilt latches on the bottom sash only.

Raise the bottom sash about three (3) inches. Using both hands as shown, disengage the tilt latches on both sides simultaneously. While holding the latches with your thumbs, gently pull the top of the sash toward you until the latches are clear of the frame. Holding the top of the sash, continue to lower it until you hear a “click.” This “click” signifies that the balance locks have been engaged on both sides.



To tilt the top sash (on double hung windows only) lower it about three (3) inches also, and follow the same procedure as noted by Step 1.

To return either sash to its operating position, swing the sash back up and push the top of the sash gently until the tilt latches snap back into place in the side jambs.

HOW TO REMOVE* SASH

Each sash can be completely removed for glass replacement, balance service, or screen removal. Be careful when you remove the sash because they are heavy.

In the tilt position, lift and remove sash, as shown. Tilt the sash in so it is parallel with the floor. Lift the sash straight up and out.



To restore the sash, reverse the procedure above being careful to insert the pin into the balance shoe. Insert the pin on the lower side, then insert the pin on the upper side and straighten the sash back into its level, operating position.

If a balance lock needs to be moved, or repositioned when the sash is removed, a flathead screwdriver can be used to operate the lock and move the balance up and down to position it for pin insertion.

CAUTION: The balances are pre-tensioned to operate with the weight of the sash. With the sash removed the balances will snap up if the balance lock is disengaged. Make sure the lock is engaged before removing the sash. If it does snap up, place the head of the flat-head screwdriver in the tilt pin hole, pull the lock down to extend the balance, and twist the screwdriver ¼ to ½ turn until the lock “clicks.”

***NOTE:** Not all double and single hung products have a tilt latch option. Please consult your authorized Ply Gem Windows dealer or contractor for questions regarding your specific windows. For windows with a tilt option, your dealer or contractor can demonstrate the proper tilt and sash removal/reinsertion process for cleaning.

CLEANING GLASS ON CASEMENT WINDOWS

HOW TO CLEAN YOUR WINDOW

Before you begin to clean your Casement Windows you'll need to push the screen clips in to disengage the screen from the window. Then, unlock the window by lifting the lock handle up. Crank the sash all the way to the open position.

Clean the exterior of the sash by reaching your arm through the space between the main frame and the sash.

When you're finished cleaning, make sure to close and lock the window by pushing the lock handle down.

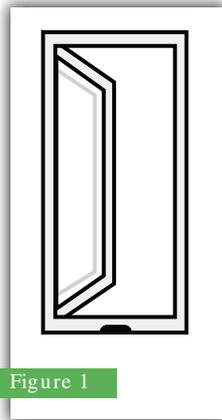


Figure 1

CLEANING GLASS ON SLIDING WINDOWS

Sliding windows are built to slide from side-to-side in their own tracks. They can be removed from these tracks for cleaning.

HOW TO CLEAN YOUR WINDOW

To remove the interior sash, simply open the window and slide the interior sash all the way to the opposite side past the two anti-lift blocks. Lift the sash up into the header of the main frame as high as it will go. Pull the bottom of the sash toward you, releasing it from the frame track. Then, lower it gently.

To remove the exterior sash, slide the exterior sash all the way to the opposite side past the anti-lift blocks. Lift the sash up and then pull the bottom toward you to release it from the frame track. Then, lower gently.

To reinsert the sash, pick up the exterior sash first and place it into the top outer window frame track to the opposite side of the anti-lift blocks, lift upward and push outward. Slide the window sash all the way to the side. Place the head of the interior sash into the top inner window frame track to the opposite side of the anti-lift blocks and push into place. Slide the window closed and make sure to lock it.

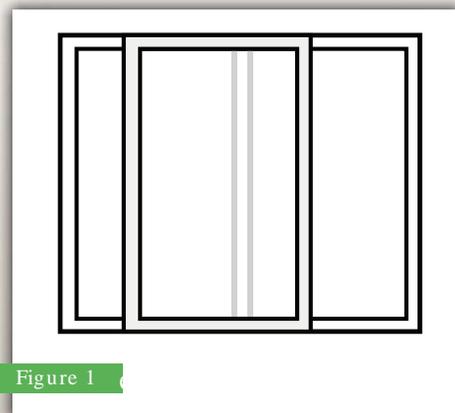


Figure 1

OPERATION AND MAINTENANCE OF SLIDING PATIO DOORS

HOW TO CLEAN YOUR DOOR

The operating panels of your patio door are equipped with tandem steel rollers that move horizontally along a sill track. When the door is open to the outside, these tracks are exposed to the elements and can collect dust, dirt and debris. A semi-annual cleaning is recommended to prevent this material from disrupting the proper operation of the patio door system.

Your door features an anti-take-out device in the head that makes it virtually impossible to remove the active panel, even with the rollers in their lowest adjustment position.

The door's threshold with a stainless steel roller guide resists frost and condensation and can be cleaned with soap and water as needed.

IF YOU SEE WATER IN THE BOTTOM TRACK OR SILL AREA OF YOUR WINDOWS

There is no cause for alarm.

Your horizontally sliding Ply Gem Window is designed to evacuate water efficiently from this track area. As the drawing depicts, the shaded area (water) is draining from both the outer and inner track areas. Small amounts of water, during periods of rain, may be visible, however, this water will drain efficiently to eliminate any possibility of overflow and/or water entry into your living area. Additionally there are "weep cover" protectors installed to prevent water and wind damage during severe weather.

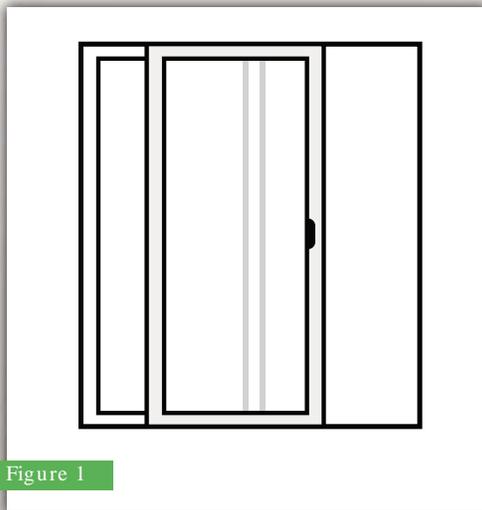
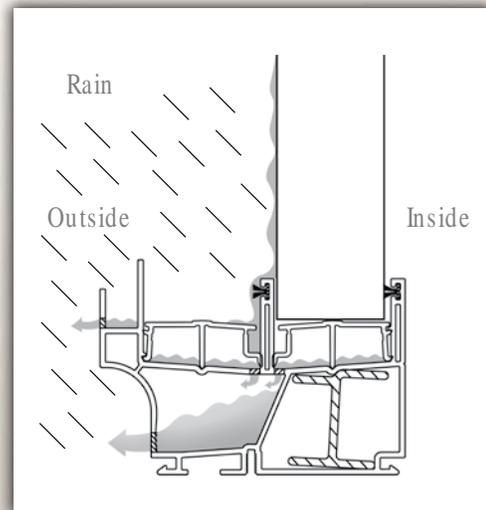


Figure 1



REVERSE OR OUTDOOR CONDENSATION AND YOUR WINDOWS

Condensation on the outdoor surface of an insulating unit is called reverse or outdoor condensation. It is not an indication that the glass or insulating unit is defective. Under the right set of atmospheric conditions, it is possible to get condensation on the exterior glass surface of an insulating glass unit.

Specifically, these conditions are as follows:

- Glass temperature below dew point temperature
- Clear night sky
- Still air
- High relative humidity
- Well-insulated glazings



Exposed to these conditions, the exterior surface of the glass can radiate heat away to the night sky such that the glass temperature falls below the dew point of ambient air. When this occurs, moisture from the air condenses on the glass surface. Only when the glass temperature rises above the dew point, will the condensation evaporate back into the air. Dew formation on grass, car hoods and roofs, building roofs and walls, is common and accepted as a fact of nature.

The presence of moisture indicates that the specific set of atmospheric conditions exist and that the insulating glass is indeed doing its job — that of insulating the building from the environment. In this case, that insulation capability is what impedes the flow of building heat through the glass and prevents warming of the exterior, above the dew point.

If exterior condensation occurs on insulating glass, there is little or nothing that can be done to prevent its recurrence. On some occasions, keeping draperies open to allow heat transfer through the glass has been known to reduce condensation.

BUILDER SERIES
20/2100, 30/3100 &
5000 WINDOWS &
5700 PATIO DOORS



BUILDER SERIES
WINDOWS



WINDOWS & PATIO DOORS CONSUMER LIFETIME LIMITED WARRANTY

We at Ply Gem Windows are confident that you will enjoy your experience with Ply Gem windows and patio doors. It is important for you to know that Ply Gem Windows supports its products and that, as a consumer-purchaser, Ply Gem will respond to notice from you regarding any product concerns according to the terms set forth below.

The Ply Gem Windows Lifetime Limited Warranty Promise: For as long as you own and reside in your single-family home into which Ply Gem windows or patio doors were initially installed ("Lifetime"), upon notice from you as required herein, Ply Gem Windows will, at no charge to you, provide components needed to correct any of the following conditions if it is directly caused by a defect in the product as manufactured as determined by Ply Gem Windows (and has resulted in a significant impairment in operation and usage):

A. VINYL COMPONENTS: Chipping, cracking, peeling, pitting, blistering and corrosion, under normal use and proper care. Replacement vinyl components may vary slightly in color or gloss in comparison to the original vinyl components and Ply Gem Windows shall not be responsible or liable as a result of such variance.

B. GLASS QUALITY AND BREAKAGE: Glass stress cracks, scratches, and spots for two (2) years from date of manufacture. Glass imperfections shall not be covered unless they exceed the allowable level specified by ASTM C1036 or ASTM C1048 whichever is applicable.

C. HARDWARE AND INSECT SCREENS:

Failure or breakage of locks, balances and handle sets under normal usage. Failure by deterioration of insect screens or frame. Loss of function of stainless hardware in a corrosive environment within ten (10) years of date of installation is covered. Ply Gem Windows' obligation with respect to insect screens is limited to providing screen material. Insect screens are intended to impede intrusion by insects and are not intended to keep persons or animals in or out. Ply Gem Windows makes no warranty that insect screens will keep persons or animals in or out and shall have no responsibility for any damages or injuries arising or resulting from a failure of insect screens to keep persons or animals in or out.

Labor: Ply Gem Windows may provide, at its discretion, Skilled Labor necessary for repair or replacement of affected components for a period of two (2) years from date of product installation. Skilled Labor includes only work in which specialized product knowledge or methods are required to complete a repair and does not include any repair, refinishing or refurbishment of materials beyond the affected Ply Gem Windows component.

Ply Gem Windows 20 year limited warranty promise for Insulating Glass Unit (IGU): Condensation on the inner glass surfaces due to a failure of the IGU seal. For 20 years from the date of purchase of your single-family home into which Ply Gem windows or patio doors were initially installed, upon notice from you as required herein, Ply Gem Windows will, at no charge to you, provide components needed to correct such IGU failure if it is directly caused by a defect in the product as manufactured as determined by Ply Gem Windows [and has resulted in a significant impairment in operation and usage].

Condensation on any external glass or frame surfaces is due to relative humidity, shall not constitute a defective product condition and is not covered by this warranty. Ply Gem Windows makes no warranty and will have no responsibility with respect to: an IGU with any post-manufacture film or coating applied; de flection in glass surface due to temperature or barometric pressure; the level of fill or retention of gas in a particular gas-filled IGU; or any installation over 5,500 feet above sea level unless a factory installed capillary tube is properly utilized. Any IGU having a capillary tube will not be gas filled. An IGU having specialized glazing products (such as laminated glass) or custom glass options not within Ply Gem Windows' literature at time of order are warranted only for period of ten (10) years from the original date of manufacture.

Single-Family Home: The warranty for Ply Gem Windows' Builder Series 20/2100, 30/3100 and 5000 window or 5700 patio doors in a single-family home application is made solely to the original consumer-purchaser of Ply Gem Windows' Builder Series 20/2100, 30/3100 and 5000 window or 5700 patio door products who both owns and resides in the single-family home into which they are initially installed and it shall continue for such time as both that ownership and residence are maintained ("Owner"). If the Owner sells or otherwise transfers the home before 25 years has elapsed after the date of product installation, Ply Gem will automatically extend full coverage under this warranty to the first subsequent owner, and any later owners, until the 25th anniversary of the product installation.

Multi-Family/Commercial: The warranty for Ply Gem Windows' Builder Series 20/2100, 30/3100 and 5000 window or 5700 patio doors products in a multi-family, non-owner occupied or commercial application (such as condominiums, rental properties, apartments, office buildings, schools, churches, government buildings, etc.) is solely to the owner of the property at the time they are initially installed and shall continue for a period twenty-five (25) years from the date of product manufacture. The multi-family commercial warranty is non-assignable and is not subject to voluntary or involuntary transfer and is subject to the warranty limitations herein.

Registration: Owner must complete and submit the warranty registration card within ninety (90) days of the date of product installation.

Notice of Claim: Owner must individually provide written notice under this warranty within thirty (30) days of product failure to:

Ply Gem Windows
Warranty Registration Data Center
P.O. Box 787
Wexford, PA 15090-0787

Each of Owner's names, property identification, proof of status as Owner, proof of purchase, date and place of purchase, date of installation, a description of the product and a description of the issue must be included. PLY GEM WINDOWS SHALL HAVE NO OBLIGATION WHATSOEVER WITHOUT PROPER NOTICE FROM OWNER AND AN OPPORTUNITY TO RESPOND. Upon proper notice, Ply Gem Windows shall be afforded the opportunity to inspect or take other action necessary to formulate a response. Owner agrees to pay a fee for the costs of an inspection which reveals that no action is called for under this warranty. If action is required, Ply Gem Windows shall have the sole discretion to either provide replacement components or perform a component repair. In no event shall Ply Gem Windows be liable for the costs of repair not provided by Ply Gem Windows or any shipping costs. Limitations on Scope of Warranty: Ply Gem Windows shall have no obligation to address any condition not directly caused by a defect in its product as manufactured. Any Ply Gem Windows' obligation is contingent upon proper installation per manufacturer's instruction and good building practice, normal product use, maintenance and proper care by Owner. Products that have been altered, modified or subjected to unauthorized repair, including, but not limited to, products to which films have been applied, products to which paint has been applied or products to which non-standard parts have been added, shall be deemed outside of this warranty and Ply Gem Windows shall have no obligation with respect to them.

None of the above warranties cover normal wear or conditions caused by: aging; normal deterioration; accident; misuse; abuse (including contact with corrosive or abrasive products); neglect; mishandling; vandalism; lack of maintenance; improper care; improper or harmful cleaning; acts of God; acts of nature; fire; pollutants in the atmosphere; ripped, torn, punctured or creased screens from any cause whatsoever; or any other cause or damage beyond the control of Ply Gem Windows.

Vinyl typically maintains its manufactured color closely as it ages; however, atmospheric pollution and residues deposited on the windows can cause discoloration, and color variance may occur due to exposure to ultraviolet light and atmospheric conditions. Periodic cleaning of the vinyl surfaces with a mild soap or detergent will help prolong the original color and help protect against excessive color change. Caulking is sometimes used to seal the frames or trim packages from water and/or air penetration. Caulking is not considered part of the product and is not covered under this warranty. Caulking is considered a maintenance responsibility of the homeowner.

Ply Gem Windows does not warrant any installation or any defects attributable to installation. Ply Gem Windows reserves the right to discontinue or make changes in any of its products, including color changes. In the event the products covered by these warranties are not available, Ply Gem Windows reserves the right to substitute a product or component that, in Ply Gem Windows' sole discretion, is of substantially equal quality or price and shall not be liable as a result of any difference. No dealer or distributor is authorized to change or add to this warranty. Proof of purchase and ownership must be supplied for all warranty claims. Owner agrees that no action or inaction of Ply Gem Windows shall constitute a waiver.

IMPORTANT OWNER INFORMATION:

EXCLUSIVE REMEDY: THIS WARRANTY IS THE EXCLUSIVE OWNER REMEDY. IT SHALL OPERATE IN LIEU OF ALL OTHER REMEDIES WARRANTIES OR CLAIMS IRRESPECTIVE OF SOURCE AND PLY GEM WINDOWS' NEGLIGENCE.

LIMITATION OF REMEDIES: IN NO EVENT SHALL PLY GEM WINDOWS BE LIABLE FOR ANY LOSS OF USE, LOST PROFIT, DIMINUTION IN VALUE, INCIDENTAL, CONSEQUENTIAL, SPECIAL, INDIRECT, EXEMPLARY OR PUNITIVE DAMAGE OF ANY KIND. UNDER NO CIRCUMSTANCE SHALL PLY GEM WINDOWS BE LIABLE FOR AN AMOUNT EXCEEDING THE PURCHASE PRICE OF THE AFFECTED COMPONENT.

ADDITIONAL DISCLAIMER: THIS IS THE SOLE WARRANTY FOR PLY GEM WINDOWS' WINDOW AND DOOR PRODUCTS IN A SINGLE-FAMILY HOME INSTALLATION. ALL OTHER WARRANTIES, INCLUDING OF MERCHANTABILITY AND FITNESS FOR PURPOSE, ARE DISCLAIMED AND EXCLUDED. COURSE OF DEALINGS, CUSTOM AND USAGE, STATEMENTS, LABELS, ADVERTISING AND PRODUCT REPRESENTATIONS OF ANY KIND SHALL NOT EXPAND THE SCOPE OF THIS WARRANTY. Where these limitations are prohibited or otherwise altered by mandatory legal provisions, the warranty shall remain effective to the full extent of the law. This warranty gives you specific legal rights and you may also have other rights that vary from state to state.

OWNER AGREES THAT ANY OBLIGATION OF PLY GEM WINDOWS WITH RESPECT TO ITS PRODUCTS IS CONTINGENT UPON NOTICE AS DEFINED HEREIN AND PLY GEM WINDOWS' OPPORTUNITY TO RESPOND.

Product Ratings: Ply Gem Windows' products are often designed and tested in accordance with required standard procedures established by industry association such as the American Architectural Manufacturer's Association (AAMA) and the national fenestration Rating Council (NFRC). These measure performance of sample products in a laboratory-type setting. To pursue consistency Ply Gem Windows manufactures its products for sale utilizing the same methods and materials as in fabrication of a product for testing. All product components and manufacturing processes, however, involve an inherent range of tolerance. These and other factors can result in some variance among individual product performance.

BUILDER SERIES
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BUILDER SERIES
W I N D O W S



WARRANTY REGISTRATION CARD

To assure full warranty benefits, please complete and mail this card. The information will help us process warranty claims smoothly, and provide us with important marketing information on our valued customers.

HOMEOWNER INFORMATION

Name _____
Street _____
City _____ State _____ Zip _____
Phone _____

BUILDER INFORMATION

Name _____
Street _____
City _____ State _____ Zip _____
Phone _____
Date of Installation _____

Is this your first purchase of Ply Gem Windows products?

Yes No

Type of project:

- New Construction
- Remodel/Room Addition
- Window Replacement

How old is your house: _____ years

Square Footage of Your Home:

- Less than 1,800 1,801–2,500
- 2,501–3,500 Over 3,500

Product Style(s) Purchased: (Check all that apply)

- Single Hung Casements Round/Elliptical Tops
- Double Hung Awnings Special Shapes
- Sliding Window Patio Door

Glass Type: (Check all that apply)

- Clear Glass HP Glass Obscure
- Low-E HP^{ESC} Glass Tempered
- Low-E^{SC} Tinted GBG

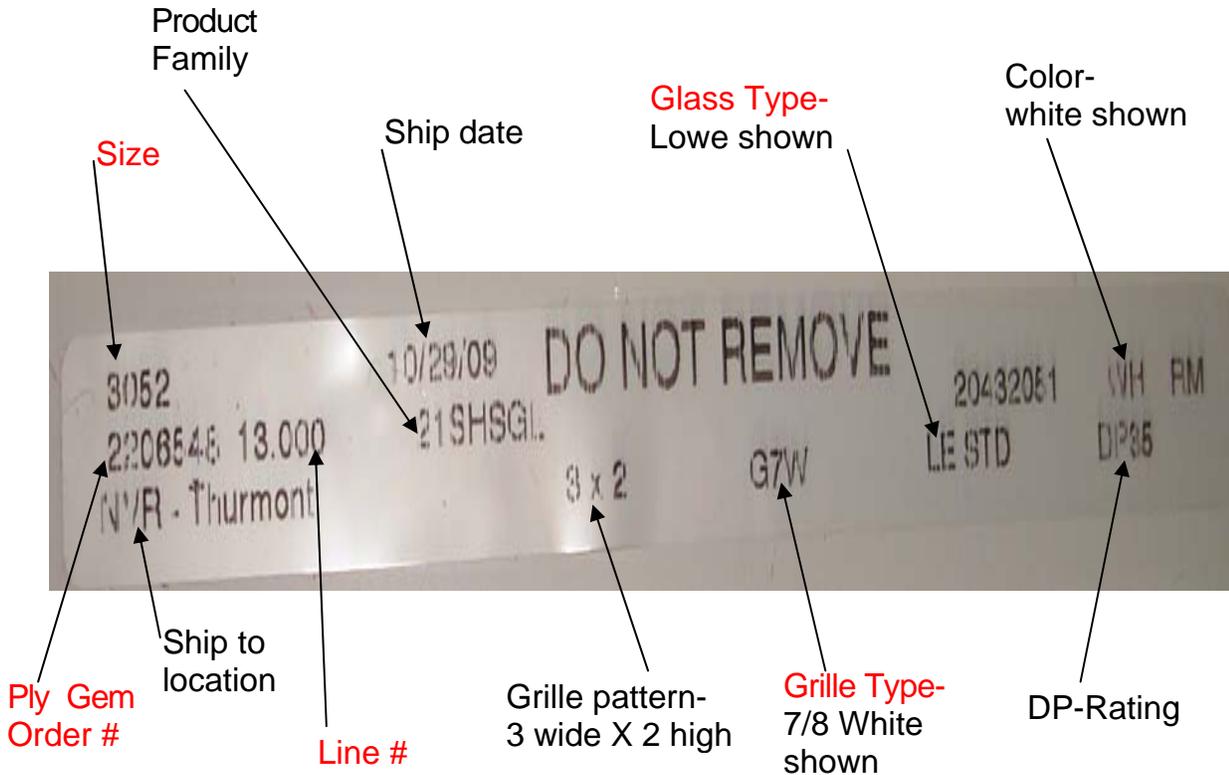
Why Did You Select Ply Gem Windows Products? (Check all that apply)

- Advertisements Price
- Product Variety Low Maintenance
- Warranty Overall Quality
- Builder's Decision Style/Aesthetics
- Energy Efficiency Recommended by Dealer

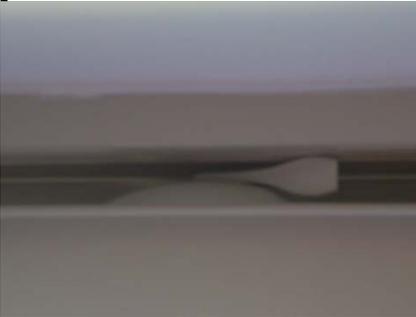
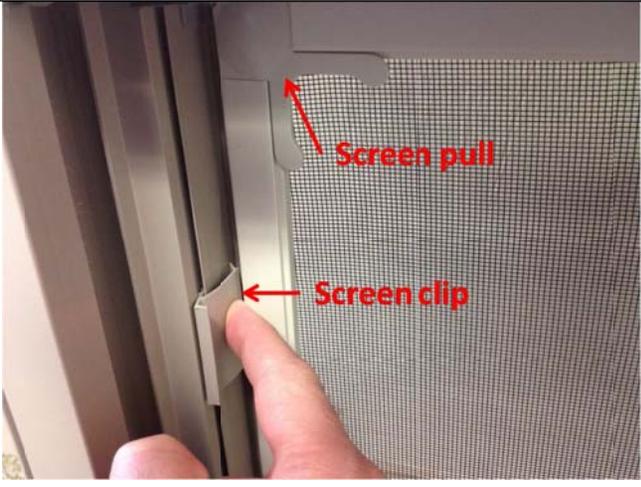
MAIL TO: Ply Gem Windows
Warranty Registration Data Center
P.O. Box 787
Wexford, PA 15090-0787

NVR 2100 Series Window Warranty Label

- § Order and line number from the warranty label (see below for warranty label layout)
- § If the window is a Picture or Palladian style window, the Single Hung windows should have the same order number.



2300 SCREEN REMOVAL PROCESS

Instructions	Visual	Correct	Incorrect
<p>1. Completely open sash. The handle of the lock should go unobstructed into the pocket of the frame head. The lock body should be what comes into contact with the frame head preventing further operation.</p>		<p><u>Correct Position of Lock into Frame:</u></p> 	<p><u>Incorrect Position of Lock into Frame:</u> (Lock handle not in fully open position causing handle to contact frame causing the lower sash to not be as high as possible in order to remove screen)</p> 
<p>2. Detent the screen clips one side at a time starting at the top. Detent the top left screen clip and using the “screen pull”, pull the screen to the interior of the home until the clip is bypassed.</p>		<p><u>Screen Clip Correctly Installed:</u></p> 	<p><u>Screen Clip Incorrectly Installed:</u></p> 
<p>3. Keep inward pressure using the top “screen pull” and detent the bottom left screen clip until the clip is bypassed.</p>			
<p>4. Repeat steps 2 and 3 on the right side until all clips are bypassed.</p>			

5. Rotate the top of the screen inward until the sash is cleared. Pull the screen up and out of the window.



Legacy Products Warranty Process

Pre-Settlement and First Year Post-Settlement

Legacy will cover both material and labor cost for the repair/replacement of Defective Material covered under warranty.

1. Project Manager (if Pre-Settlement) or Warranty Manager (if Post-Settlement) will fill out the "Legacy NVR Field Service Request Form"
2. Email request form and photos of damage
 - a. To their areas Building Products Customer Service
 - b. To Legacy; info@legacy-products.com
 - c. Copy Shawn Holland; sholland@gemroi.com
3. Building Products Customer Service will process the claim to the Building Products Planner who will submit PO for material needed and request credit.
4. If Legacy chooses to offer a replacement (vs repair), Legacy Products will ship replacement material out on next shipment to Building Products location.
5. Building Products will receive material and ship out to Project Manager or Warranty Manager.
6. Once replacement has been installed and Project Manager or Warranty Manager knows labor amount, they will submit labor credit request to Building Products.
7. Building Products to submit credit request to Legacy.

One to Five Years Post-Settlement

Legacy will only cover material cost for the repair/replacement of Defective Material covered under warranty. If there are any questions regarding a warranty issue, a representative from GemROI will make a site visit to the homeowner.

1. Homeowner will fill out the "Legacy NVR Field Service Request

Form.”

2. Email request form and photos of damage to Legacy directly at info@legacy-products.com.
3. Legacy will first attempt to work directly with the homeowner to arrange for repair or receipt of replacement material. Otherwise, Legacy will provide information of 3rd party installers who can arrange for receipt of material for repair/replacement.
4. If appropriate based on location of homeowner, Legacy can provide labor at standard rates. Otherwise, labor cost shall be determined by the party conducting the work.

After Five Years Post-Settlement

Legacy will not cover material nor labor cost for the repair/replacement of Defective Material.

1. Homeowner will fill out the “Legacy NVR Field Service Request Form.”
2. Email request form and photos of damage to Legacy directly at info@legacy-products.com.
3. Legacy will first attempt to work directly with the homeowner to arrange for repair or receipt of replacement material. Otherwise, Legacy will provide information of 3rd party installers who can arrange for receipt of material for repair/replacement.
4. Legacy will provide either the homeowner or 3rd party a quote for the cost of material for repair/replacement.

If appropriate based on location of homeowner, Legacy can provide labor at standard rates. Otherwise, labor cost shall be determined by the party conducting the work.



FIELD SERVICE REQUEST FORM

INFORMATION BASIS OF REQUEST

Date: _____ NVR Contact: _____
Phone: _____ Fax: _____ Cell: _____
NVR Division: _____ Address: _____
Settlement Date: _____ City, St. Zip: _____

JOBSITE INFORMATION

Subdivision: _____ Lot: _____
Address: _____ City, St. Zip: _____
Site Contact: _____ NVR Staff: Homeowner:
Phone: _____ Fax: _____ Cell: _____

DESCRIPTION OF PRODUCT

Manufacturer: _____ NVR Part No: _____ NVR Drawing No. (TR057) _____
Product Shape: _____ Height: _____ Width: _____
Glazing: Clear IG: Clear Temp: Low-E IG: Low-E Temp: Direct Set: Sash Set:
Grill: Flat: Contour: Pattern: _____ # Vert Bars: ____ # Horz Bars: ____
Brief Description of Complaint: _____

Proposed Solution / Materials Needed: _____

SERVICE COMPANIES

Legacy Products LLC
12727 Spectrim Lane
Midlothian, VA 23112

Phone: 804-739-9333
Fax: 804-739-5858
Email: info@legacy-products.com

Legacy Products

Product and Glass ID

All windows produced by Legacy Products (Legacy and Envision Windows) for NVR Building Products Company will have a label permanently affixed that will simplify product identification for all current and future warranty or service issues. The product ID label will contain NVR's part number and the beginning of the part description that identifies the unit. The windows will be marked as follows:

Glass ID

Legacy Products purchases insulated glass units from Cardinal Glass Industries or purchases glass and insulates it at Legacy's manufacturing plant. Glass insulated by Legacy will be etched with Legacy Windows and type of glass (LoE) and glass insulated by Cardinal will be etched with CARDINAL IG and various other information to identify the plant, certification info and date.

Tempered and Tempered Low-E Glass ID

All tempered and tempered Low-E glass for all window lines will have the glass ID information as well as the tempered glass information permanently etched in one corner of the glass unit. This information will appear as follows:

Cardinal IG (glass manufacturer)
Tempered (or 'Tempered Low-E')
CIG-05 (plant #)
ICCG CBA (cert. info.)
4-1 (qtr. & yr. of mfg.)

Glass replacement instructions for Legacy direct set Transoms

Broken or failed glass in Legacy direct set transoms can be replaced with either a new piece of glass, or a sash with glass, as is now currently being used on the sash set transoms. The sizing is the same. You would use the same procedure for either type of window. Wear glass approved safety gloves through the whole procedure.

1. Using a stiff putty knife or 5-n-1 tool, remove the interior stop. Pull any nails left in the frame with a pair of pliers. For safety, tack back the top piece of stop about 2" in from the glass. This will keep the glass from falling inside if it comes loose too quickly.
2. From the outside, using a utility knife or pizza style de-glazing tool, cut through the silicone sealant between the glass and blind stop. Once you have the sealant cut, remove the glass from the inside and dispose.
3. Clean the sealant from the inside of the blind stop. Apply a heavy bead of white silicone about 1/4" in from the edge of the blind stop. Then seat the sash or glass in the window frame. Apply even pressure all the way around to make sure the unit is seated completely.
4. Re-install the interior stop using 1-1/4" trim nails.
5. Clean any excess caulk that squeezed out on the outside, then apply a small 1/8" cap bead of silicone around the perimeter of the joint between the glass and blind stop.

This completes the replacement procedure.

Legacy Products LLC
12727 Spec-Trim Lane
Midlothian, Virginia 23112

Warranty for
Legacy Products
For NVR Building Products Company

General

Legacy Products warrants that our products are free from material and workmanship defects under normal use and care. For a period of up to five years (60 months) following the date of settlement, Legacy's obligation under this warranty is limited to replacement or repair of defective material. The decision to replace or repair defective material will be made at Legacy's discretion. During the first year (12 months) following the settlement date, the warranty will also cover labor costs, whether said labor is provided directly from Legacy or by a 3rd party. After one year (12 months) it will not include the coverage of labor costs.

This warranty shall be voided if the product has been subject to misuse by negligence or accident (to include improper installation), or if it has been repaired or altered by any persons other than a Legacy Products authorized representative or NVR approved contractor and/or personnel. A list of Legacy authorized representatives shall be made available to the homeowner upon initiation of the warranty process.

This warranty shall be transferrable to future homeowners.

Frame and Sash

Direct set windows larger than fifteen (15) square feet are especially susceptible to water leakage caused by glazing failure during transportation and installation. Check for glazing failure after installation and before painting, then re-caulk with any quality silicone caulk.

Legacy Products shall not warrant any window where glazing failure has been caused by improper handling and/or installation. All windows must be flashed where necessary and be properly caulked to prevent leakage behind the brick mould.

Glass

Legacy Products warrants that for a period of five years (60 months) following the date of settlement, our glass is free from material and workmanship defects under normal use and care. Stress cracks in glass are only covered during the first 12 months after settlement.

Storage and Handling

All windows should be stored in a dry location. Outside storage is acceptable, provided the windows are protected from direct inclement weather. Window frames that have been saturated with water are not covered under warranty. Any unit larger than 9 square feet should be stored and transported standing up (vertically).

Stain it.

Paint it.

HOW TO STAIN fiberglass entry systems

HOW TO PAINT steel & fiberglass entry systems

IMPORTANT

Please read and understand the entire staining procedure before attempting to finish the door. Be sure to follow the stain and top-coat manufacturers' detailed application instructions on the product label.

IMPORTANT

Please read and understand the entire painting procedure before attempting to finish the door. Be sure to follow the paint manufacturers' detailed application instructions on the product label.

1) how to start

Doors can be stained either hanging in the opening or removed from the frame (recommended). Should you remove the door, take care to protect it from damage. Sidelites will need to be finished vertically. To remove the door from the frame, use a center punch and hammer. Strike the hinge pin from the bottom until it pops up (for outswing units – hinge leaf must be removed from the door). Drive the hinge pin as far as possible with the punch. Using a pair of pliers, grasp the hinge pin and, while twisting, pull the pin out. Remove all door hardware.

2) material required

Find a well-lit staining location that is dust-free, well ventilated and within the climate conditions recommended by the stain/top-coat manufacturer.

coatings and accessories:

- mineral spirits or acetone
- lint-free rags or cheese cloth (recommended)
- 2" wide foam brush
- safety razor blades
- one pair of rubber gloves
- str sticks
- masking tape
- stain
 - high-quality, opaque (non-transparent), heavily pigmented, oil-based stain (recommended)
 - gel stains can also be used
 - semi-transparent stains are not recommended
- high-quality, exterior grade, UV-stabilized polyurethane sealant (satin or low gloss)
- 2-1/2" wide china bristle brush

tools:

- hammer
- center punch
- safety glasses
- Phillips screwdriver
- pliers



3) preparing the door surface

IMPORTANT: Dust, debris and other surface contaminants can accumulate on the surface of the door. Therefore, to achieve best results and maximum coating adhesion, wipe/clean all surfaces of the door (panels) and sidelite(s) thoroughly with acetone or mineral spirits.

Mask (tape) off all surfaces that will not be stained.

4) staining the door

Use a high quality, heavily pigmented, oil-based stain (recommended). Gel stains can also be used. Before starting, and occasionally throughout the project, stir the stain until the texture is creamy. We recommend that before starting, you try staining a small inconspicuous area of the door to achieve the desired color.

One coat of stain is required with the recommended (per manufacturer's instructions) dry time needed between sides. The stain should be applied in the following order working on one small section of the door at a time.

finishing order:

- #1 panels and sticking (molding profiles)
- #2 vertical center areas (mullions)
- #3 horizontal areas (rails)
- #4 outside vertical areas (stiles)
- #5 edge of door or stiles

staining:

1. Put on gloves and prepare your materials.
2. Stir stain thoroughly using smooth strokes, avoid creating bubbles and do not shake the stain container.
3. Working in the specified order and individual section, dip the foam brush into the stain then use the rim of the container to release any excess. Use the foam brush to apply the stain onto the section. Using a cloth, rub the stain into the embossed wood-grain ensuring complete and even coverage. Stop between sections to tidy up the perimeter with a rag and mineral spirits. Clean edges will help define the individual components of the door. If preferred, the subtle color variation found in wood can be replicated by selective removal of the stain. Using a rag or cheese cloth, gently rub the surface removing very small amounts of stain. Apply varying levels of pressure and work in the direction of the grain. Excessive pressure will remove too much stain.

4. Once the door has been completely stained, check for any drips. While the stain is still wet, lightly brush the entire surface of the door with a china bristle brush. Use long strokes and work in the direction of the grain to even out color and achieve consistency.
5. Let the first stained surface dry, per the stain manufacturer's recommended drying time, before proceeding to the second side.
6. If you prefer a darker appearance, repeat staining steps one through five only after first coat is completely dry. Do not sand between staining coats.



1) how to start

Doors can be painted either hanging in the opening or removed from the frame (recommended). Should you remove the door, take care to protect it from damage. Sidelites will need to be finished vertically. To remove the door from the frame, use a center punch and hammer. Strike the hinge pin from the bottom until it pops up (for outswing & self closing units – hinge leaf must be removed from the door). Drive the hinge pin as far as possible with the punch. Using a pair of pliers, grasp the hinge pin and, while twisting, pull the pin out. Remove all door hardware.

2) materials required

Find a well-lit painting location that is dust-free, well ventilated and within the climate conditions recommended by the coating manufacturer. Recommended temperature should be between 50°F/90°F (10°C/32°C) degrees Fahrenheit.

coatings and accessories:

- mineral spirits or acetone
- soapy water (mild detergent in warm water)
- masking tape
- paint
 - High-quality, oil-base or 100% acrylic water-based latex paint of desired color
 - Lacquer paints are **not** recommended
- 2-1/2" wide brush appropriate for type of paint (A natural bristle brush should be used with oil-based paint and a synthetic bristle brush should be used with latex paint.)
- 220 grit sandpaper

tools:

- hammer
- Phillips screwdriver
- safety glasses
- center punch
- pliers
- air-less sprayer (optional)

These painting instructions apply to the following Masonite products: Masonite® Steel, Oakcraft®, Belleville™ and Barrington®.

Note: Painting instructions specifically refer to the door and sidelite panels. Oil-based paint should not be used on wood frame components (frames & brickmold).



3) preparing the door surface

IMPORTANT: For adequate paint adhesion the door surface must be free of dust, debris and other surface contaminants.

Steel doors should be wiped clean with a solvent such as acetone or mineral spirits. Allow the cleaning solvent to dry completely – until there is no residual odor. Once wiped clean, the door must be lightly sanded with a 220-grit sandpaper. After sanding, the door must be washed with a mild detergent in warm soapy water, rinsed and then dried. Fiberglass doors should be wiped clean with a solvent such as acetone or mineral spirits. Allow the cleaning solvent to dry completely – until there is no residual odor. Next, the door must be washed with a mild detergent in warm soapy water, rinsed and then dried. Mask (tape) off all surfaces that will not be painted, including all glass.

4) painting the door

Use exterior, high quality, oil-based or 100% acrylic water-based latex paint of desired color. High quality interior paint can be used on the interior surface of the door only. Lacquer paints are **not** recommended. Follow the manufacturer's instructions for paint application by using either a brush or a handheld sprayer.

painting:

Put on gloves, safety glasses, and prepare your materials. Before starting, and occasionally throughout the project, stir the paint using smooth strokes until the texture is creamy – avoid creating bubbles.

finishing with brush application:

Dip the brush into the paint, then use the rim of the container to release any excess paint. Apply paint as evenly as possible while still wet.

Brush strokes should follow the grain direction of the selected area. Start working on the panels and sticking (molding profiles), then the vertical center mullion, next the horizontal rails, then the vertical stiles, and finally, the outside edges (stiles and top rail, see figure 1 for details). Doors that are outswing or have adjustable surface mounted sweeps will need to have the sweep removed and the bottom rail painted.

finishing with spray applicator:

Follow the manufacturer's instructions for thinning the paint; (i.e. thin latex paint with water or oil-based with solvent for better atomization and spraying results). Strain paint before filling the spray pot.

The door can be painted in horizontal (recommended) or vertical position; however, the paint should be applied in continuous strokes extending six inches past the edges of the door. This will ensure uniformity across the entire surface of the door. Multiple light coats are better than one heavy coat.

Avoid runs as a result of overspraying.

drying:

IMPORTANT: Let the paint **dry completely**, following the manufacturer's recommended drying time before handling the painted surface or applying a second coat. If possible, allow the door to dry in a horizontal position to minimize paint runs. High humidity and/or low temperatures may extend your drying time. **WARNING:** Doors painted with dark colors or doors with attached storm doors, may become very hot to the touch in direct sunlight.

Do not paint the weather strip and do not close door until paint is dry (see paint manufacturer's specifications on minimum drying time).

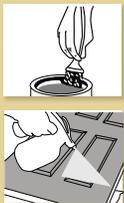
To maintain product warranty: Paint the door, frame, header and brickmold within 45 days of installation. Repainting every 1 to 7 years will be required, depending upon weather exposure.

grain direction:

Figure 1: For textured door finishing with brush.

- #1 Panels and sticking (molding profiles)
- #2 Vertical center areas (mullions)
- #3 Horizontal areas (rails)
- #4 Outside vertical areas (stiles)
- #5 Edges of door (includes both sides and top of door)

Note: To maintain the product warranty, paint all exposed surfaces.





LIMITED LIFETIME WARRANTY

Belleville® Fiberglass Entry Doors



Subject to the limitations and conditions set forth below, Masonite warrants the door panel to be free of manufacturing defects in material and workmanship from the date of its original installation. Masonite grants this warranty only to the original purchaser of the door and the original purchaser of the building where the door was installed. **THIS WARRANTY IS NOT TRANSFERABLE.**

The warranty excludes any defects in the coating on the door, any glass inserts or other accessories. Also excluded are defects resulting from (1) exposure to chemicals, acid or fumes; (2) improper use; (3) improper installation; (4) improper maintenance; (5) water-related damage; or (6) a failure to follow any applicable installation, care or maintenance instructions.

THIS WARRANTY IS IN LIEU OF ANY OTHER WARRANTY, EXPRESSED OR IMPLIED, INCLUDING IMPLIED WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE AND MERCHANTABILITY. MOREOVER, IN NO EVENT WILL MASONITE BE LIABLE FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES. This warranty gives you specific legal rights. Other rights vary from state to state and may apply to you. Some states and federal laws do not allow the exclusion of implied warranties. In the event these laws apply, then the length of any implied warranty shall be one (1) year or the shortest time in excess of one year permitted under applicable law. Similarly, some states do not allow the exclusion or limitation of consequential damages and, if applicable, this limitation will not apply.

If a defect occurs, Masonite, at its sole option, will furnish a replacement door, repair the door or refund the original purchase price. **MASONITE'S MAXIMUM LIABILITY IS LIMITED TO THE AMOUNT OF THE ORIGINAL PURCHASE PRICE. MASONITE WILL NOT PAY THE COSTS OF**

LABOR, INSTALLATION OR FINISHING FOR ANY REPLACEMENT DOOR. No representative of Masonite or any other person has any authority whatsoever to assume for Masonite any other liability or responsibility in connection with the door warranted herein.

If you have a warranty claim, please notify your Masonite Dealer. Include in the notice the following information:

- A. description of door;
- B. name and address of owner and installer;
- C. proof of sale; and
- D. detailed explanation of defect.



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86910064 Rev. B 05/10



LIMITED 25 YEAR WARRANTY

Oakcraft® Wood-Grain Textured Fiberglass Entry Doors

Oakcraft[®]
Wood-grain Textured
FIBERGLASS ENTRY DOORS

Subject to the limitations and conditions set forth below, Masonite warrants the door will be free of manufacturing defects in material and workmanship for a period of twenty-five (25) years from the date of its original installation. Masonite grants this warranty only to the original purchaser of the door and the original purchaser of the building where the door was installed. **THIS WARRANTY IS NOT TRANSFERABLE.**

The warranty excludes any defects in the coating on the door or any glass inserts or other accessories. Also excluded are defects resulting from (1) exposure to chemicals, acid or fumes; (2) improper use; (3) improper installation; (4) improper maintenance; (5) water-related damage; or (6) a failure to follow any applicable installation, care or maintenance instructions. Inspection and Discovery of Defect.

THIS WARRANTY IS IN LIEU OF ANY OTHER WARRANTY, EXPRESSED OR IMPLIED, INCLUDING IMPLIED WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE AND MERCHANTABILITY. MOREOVER, IN NO EVENT WILL MASONITE BE LIABLE FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES. This warranty gives you specific legal rights. Other rights vary from state to state and may apply to you. Some states and federal laws do not allow the exclusion of implied warranties. In the event these laws apply, then the length of any implied warranty shall be one (1) year or the shortest time in excess of one year permitted under applicable law. Similarly, some states do not allow the exclusion or limitation of consequential damages and, if applicable, this limitation will not apply.

If a defect occurs, Masonite, at its sole option, will furnish a replacement door, repair the door or refund the original purchase price. **MASONITE'S MAXIMUM LIABILITY IS LIMITED TO THE AMOUNT OF THE ORIGINAL PURCHASE**

PRICE. MASONITE WILL NOT PAY THE COSTS OF LABOR, INSTALLATION OR FINISHING FOR ANY REPLACEMENT DOOR. No representative of Masonite or any other person has any authority whatsoever to assume for Masonite any other liability or responsibility in connection with the door warranted herein.

If you have a warranty claim, please notify your Masonite Dealer. Include in the notice the following information:

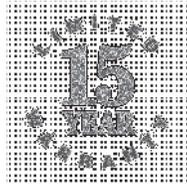
- A. description of door;
- B. name and address of owner and installer;
- C. proof of sale; and
- D. detailed explanation of defect.

 *Masonite*[®]
the beautiful door™

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Steel-Edge

LIMITED 15 YEAR WARRANTY
24-Gauge Steel-Edge Steel Entry Doors



Subject to the limitations and conditions set forth below, Masonite warrants that from the date of original installation, the door panel will be free of manufacturing defects in material and workmanship for a period of fifteen (15) years. Exception: doors panels on doors installed within five (5) miles of a body of saltwater are warranted to be free of manufacturing defects in material and workmanship for a period of ten (10) years. Deflection (up to ¼ inch) or minor scratches or other visual imperfections shall not be considered defects. Masonite grants these warranties only to the original purchaser of the door and the original purchaser of the building where the door was installed. **THIS WARRANTY IS NOT TRANSFERABLE.**

This warranty excludes any defects in coatings, any glass inserts or other accessories. Also excluded from the warranty are defects resulting from (a) exposure to air pollutants, such as acid rain, (b) exposure to chemicals, acid or fumes; (c) improper handling, storage, abuse, vandalism, misuse, impact by foreign objects, acts of god, fire, explosions or other casualty; (c) installation or maintenance not conducted in strict adherence with the manufacturer's written instructions; (e) air and water infiltration during severe weather conditions; (f) any failure of the structure/building/foundation into which the door is installed; or (g) any other causes beyond the manufacturer's control and not related to the manufacturing process.

THIS WARRANTY IS IN LIEU OF ANY OTHER WARRANTY, EXPRESSED OR IMPLIED, INCLUDING IMPLIED WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE AND MERCHANTABILITY. MOREOVER, IN NO EVENT WILL MASONITE BE LIABLE FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES. This warranty gives you specific legal rights. Other rights vary from state to state and may apply to you. Some states and federal laws do not allow the exclusion of implied warranties. In the event these laws apply, then the length of any implied warranty shall be one (1) year or the shortest time in excess of one year permitted under applicable law. Similarly, some states do not allow the exclusion or limitation of consequential damages and, if applicable, this limitation will not apply.

If a defect occurs, Masonite, at its sole option, will furnish a replacement door, repair the door or refund the original purchase price. **MASONITE'S MAXIMUM LIABILITY IS LIMITED TO THE AMOUNT OF THE ORIGINAL PURCHASE PRICE. MASONITE WILL NOT PAY THE COSTS OF LABOR, INSTALLATION OR FINISHING FOR ANY REPLACEMENT DOOR. No representative of Masonite or any other person has any authority whatsoever to assume for Masonite any other liability or responsibility in connection with the door warranted herein.**

If you have a warranty claim, please notify your Masonite Dealer. Include in the notice the following information: (a) description of door; (b) name and address of owner and installer; (c) proof of sale; and detailed explanation of defect.



Masonite. The Beautiful Door.®



LIMITED 5 YEAR WARRANTY

24-Gauge Wood-Edge Steel Entry Doors



Subject to the limitations and conditions set forth below, Masonite warrants that from the date of original installation, the door will be free of manufacturing defects in material and workmanship for a period of five (5) years. Deflection (up to 1/4 inch) or minor scratches or other visual imperfections shall not be considered defects. Masonite grants these warranties only to the original purchaser of the door and the original purchaser of the building where the door was installed. **THIS WARRANTY IS NOT TRANSFERABLE.**

The warranty excludes any defects in the coatings, any glass inserts or other accessories. Also excluded from the warranty are defects resulting from (a) exposure to air pollutants, such as acid rain, (b) exposure to chemicals, acid or fumes; (c) improper handling, storage, abuse, vandalism, misuse, impact by foreign objects, acts of god, fire, explosions or other casualty; (d) installation or maintenance not conducted in strict adherence with the manufacturer's written instructions; (e) air and water infiltration during severe weather conditions; (f) any failure of the structure/building/foundation into which the door is installed; or (g) any other causes beyond the manufacturer's control and not related to the manufacturing process.

THIS WARRANTY IS IN LIEU OF ANY OTHER WARRANTY, EXPRESSED OR IMPLIED, INCLUDING IMPLIED WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE AND MERCHANTABILITY. MOREOVER, IN NO EVENT WILL MASONITE BE LIABLE FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES. This warranty gives you specific legal rights. Other rights vary from state to state and may apply to you. Some states and federal laws do not allow the exclusion of implied warranties. In the event these laws apply, then the length of any implied warranty shall be one (1) year or the shortest time in excess

of one year permitted under applicable law. Similarly, some states do not allow the exclusion or limitation of consequential damages and, if applicable, this limitation will not apply.

If a defect occurs, Masonite, at its sole option, will furnish a replacement door, repair the door or refund the original purchase price. **MASONITE'S MAXIMUM LIABILITY IS LIMITED TO THE AMOUNT OF THE ORIGINAL PURCHASE PRICE. MASONITE WILL NOT PAY THE COSTS OF LABOR, INSTALLATION OR FINISHING FOR ANY REPLACEMENT DOOR. No representative of Masonite or any other person has any authority whatsoever to assume for Masonite any other liability or responsibility in connection with the door warranted herein.**

If you have a warranty claim, please notify your Masonite Dealer. Include in the notice the following information:

- A. description of door;
- B. name and address of owner and installer;
- C. proof of sale; and
- D. detailed explanation of defect.



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Rev. B 05/10



Updated 08/07/2014

NVR DOOR SYSTEM WARRANTY POLICY

EFFECTIVE August 2010

To simplify and expedite warranty requests, NVR, GeMROI & Masonite have implemented the following service policy. This policy, which covers the warranty for all components of the NVR exterior door system, will allow NVR to work with one assigned contact for all claims.

1. GeMROI will provide a copy of the NVR Door System Warranty form (see attached) to all NVR locations & divisions for their use in submitting warranty claims. All completed forms, will be emailed (sales@gemroi.com) or faxed to GeMROI (540-899-5498) as follows:
 - A) **Pre-settlement warranty requests will be sent, as described above, directly to the GeMROI Company for processing.**
 - B) **Post-settlement requests & homeowner calls within the NVR one year warranty period, will be fielded by the NVR Customer Care call center or division service department and NVR Door System Warranty Form will be forwarded to the GeMROI Company.**
 - C) **For warranty issues after the one year NVR warranty has expired, the homeowner will contact NVR Customer Care, who will complete the form with as much information as they can provide and obtain photos from the homeowner, and send both to GeMROI for review. If additional information is needed GeMROI will contact the servicing plant or the homeowner directly for clarification. Once it is determined what material is needed for replacement, GeMROI will forward the form with the product information to Masonite to ship direct to the homeowner. Or if a field inspection is necessary, GeMROI will coordinate a jobsite visit with the homeowner or the NVR contact. Labor to replace the material is not covered under the Masonite warranty.**

Every effort will be made by NVR & GeMROI to have the warranty concerns addressed in five working days. Completion time of the requests will vary, depending on the homeowner availability and the materials needed.

2. Warranty requests, utilizing the approved form, must contain all pertinent information such as:
 - A) Name and contact information for NVR employee submitting the request.
 - B) Name, address, city/state/zip code, home and work telephone # of the homeowner (if home has been sold).
 - C) Date of closing for all homeowner calls.
 - D) What replacement parts are required, be as accurate as possible including: the size and style of the door unit (fiberglass, 6-panel, glass insert, etc.), quantity of affected doors, etc.
3. All requests will be reviewed by GeMROI for accuracy and completeness of the information. Once approved, processing will begin.
4. The request will be handled by the GeMROI partner responsible for the NVR plant from which the door unit was supplied. If the warranty issue is door panel/or glass related, GeMROI is the party responsible for resolution. If the warranty issue is related to the frame, threshold/sill of the door unit, GeMROI will contact the appropriate Endura Representative. If the problem is an NVR installation issue, GeMROI will ensure the NVR call center is notified to dispatch the service department. The homeowner or NVR point-of-contact will be notified within 48 hours of receipt of all required information to schedule a time for inspection and/or resolution of the issue.
5. Please refer to the Masonite warranty in the settlement package for information on each component of door unit.
6. GeMROI can be contacted to determine the status of a service request at the number below.

GeMROI Contact: Cyndi Bruner P: 540-899-7786 F: 540-899-5498 cbruner@gemroi.com



Customized Security.

WHY RE-KEY WITH SMARTKEY?

Kwikset's SmartKey is a technological innovation that provides **superior security**. It also provides you the flexibility of re-keying your own locks yourself, quickly & easily without removing them from your door.

SmartKey allows you to control who has access to your home. When it's necessary to loan out keys to **household help, contractors or neighbors**—you can re-key your lock to a spare set & change back to your personal set when you wish to disable the loaners. **Re-key any time**, as frequently as you wish, while maintaining a level of security.



SUPERIOR SECURITY

- ANSI Grade 1 Deadbolt
- Pick Resistant
- BumpGuard—Protects against lock bumping*

PEACE OF MIND

- No more worrying about lost or loaned house keys
- Allows you to control who has access to your home

CONVENIENCE

- Re-key your lock in 3-easy steps
- Provides one key convenience for all Kwikset locks
- Avoid re-keying costs & the hassle of removing locks from your door

* Lock bumping - an attack technique using specially cut keys that can defeat conventional pin & tumbler locks.

FIND SMARTKEY IN ALL OF THESE ENTRY FUNCTIONS:

Kwikset Signature Series™



Deadbolts



Handlesets



Levers



Knobs

Available Finishes



L03/3-Polished Brass 5-Antique Brass 11P-Venetian Bronze 15-Satin Nickel 15A-Antique Nickel



26-Polished Chrome 26D-Satin Chrome 501-Rustic Bronze 502-Rustic Pewter 514-Iron Black

* Finish offering varies by style

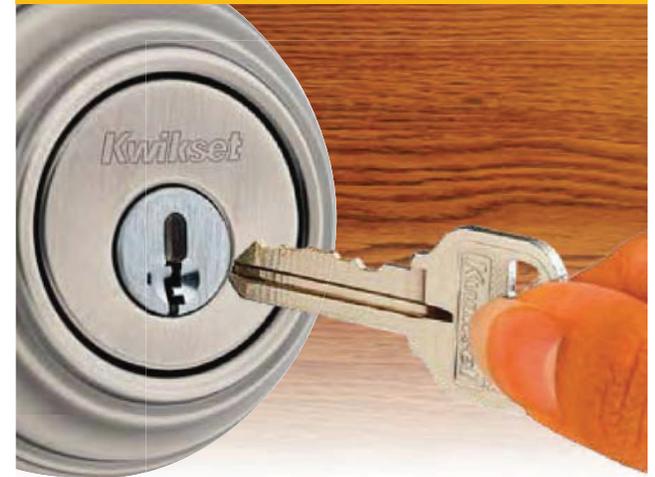
Kwikset

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LIT 7-3-26 • 13843

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Kwikset

The Beauty of Strength.



Customized Security.



Signature Series

SECURITY

It's why we buy locks in the first place. For the very best in residential security make sure your lock has these important features:

ANSI GRADE 1 DEADBOLT*

Locks are rated by an independent agency (ANSI). GRADE 3 security provides good residential protection—GRADE 1, the best. SmartKey™ withstands the highest level of UL pick testing, the UL 437, Par. 11.6.

BumpGuard™

Protects against lock bumping**. Not only is a SmartKey deadbolt the most convenient residential deadbolt you can buy, it provides the security you need.



* 980 Deadbolt

NEW TECHNOLOGY

Locking bar, racks and pins are made out of stainless steel for increased strength & durability.

BUMPGUARD

Patented side locking bar technology replaces a traditional pin & tumbler design to protect against lock bumping*.

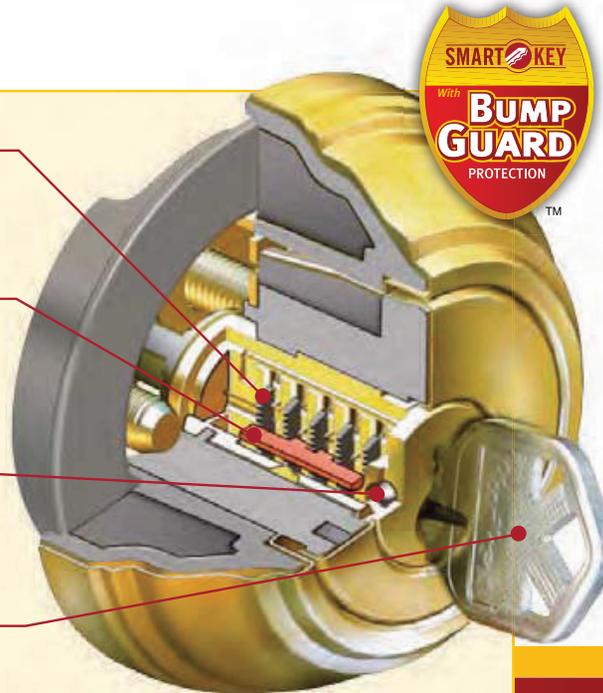
DRILL RESISTANCE

Cylinder uses two steel balls inserted into the front of the key face to resist attack from drilling.

KEY IT YOURSELF

Lock is rekeyable by using the included learn tool in less than 30 seconds without removing the lock from the door.

** Lock bumping - an attack technique using specially cut keys that can defeat conventional pin & tumbler locks.



1



Insert functioning key and turn 1/4 turn clockwise.

2



Insert and remove the SmartKey learn tool. Take out current key.

3



Insert new key and turn 1/2 turn counter-clockwise. Your lock is now re-keyed!

You *must* have your working key & your learn tool for the system to work.



SmartKey Tool



Working Key