



*Congratulations on your decision to purchase a new home from Caviness Land Development! We share your excitement about your new home and look forward to working with you throughout the process.*

*Watson Caviness started this company in 1995 to provide homeowners with more innovative designs, better quality, and higher customer satisfaction. The entire Caviness Land Team remains committed to these goals and our hard work is paying off. We hope you will take the time to review our Homeowner's Guide & Warranty Manual.*

*This Guide/Manual has been written to help you both during and after the process of building your new home. It contains a great deal of information and will answer many questions, making this exciting time a bit easier for you.*

*If you need clarification or additional details about any topic in this Manual, please give us a call. Thank you for purchasing a Caviness Land Home and please let us know if we can assist you in any way.*

*Sincerely,*

**Watson Caviness – President**

**PJ Gay – CEO**

**Janine Lightner – Director of Sales, US Army Veteran** 

**Kaitlin Trogdon – Sales & Warranty Coordinator**

**Cynthia Jacobs – Executive A/P Administrator**

**Kathie Loeder – Accounts Payable**

**Chuck Lightner – Production Manager, US Army Retired** 

**Ron Loeder – Production Manager, US Army Retired** 

**Shawnie Edwards – Production Manager**

**Andrew Raynor – Production Manager**

**Matt Cooper – Production Manager, US Army/Air Force Veteran** 

**Nathan Malcolm – Production Manager**

**Roger Pickett – Production Manager – Intern**



# CERTIFICATE OF WARRANTY

## ONE YEAR COVERAGE

**Caviness Land warrants the construction of the home will conform to the tolerances for materials, workmanship and equipment, as defined in the Caviness Land Warranty Manual, for a period of one year (1) after the closing date.**

**\*(other than items excluded in this warranty).**

NOTE: Caviness Land Limited Warranty Program relates only to Covered Defects which are defined as defects in material and workmanship that are either part of the structure or are elements of the defects in material and workmanship that are either part of the structure or are elements of the home as supplied by Caviness Land at the date of the closing. The existence of a Covered Defect does not constitute a breach of this Limited Warranty; however, Caviness Land is obligated to repair or replace the item to conform to the Warranty Performance Standards. Nothing in this Certificate of Warranty shall be construed to extend, amend, or modify in any way the warranties set forth in the Caviness Land Development Homeowner's Guide and Warranty Manual ("CLD Warranty Manual"). The CLD Warranty Manual constitutes the sole warranty issued by Caviness Land.

*Watson Caviness*

Watson Caviness  
President, Caviness Land Development Inc.

## Top 10 home warranty questions and answers.

### Q. My caulking is cracked, separated, discolored or is peeling. What should I do?

**Answer:** Caulking is an important part of regular homeowner maintenance. It is your responsibility as the homeowner to re-caulk as needed to improve cosmetic appearance and reduce the risk of high repair costs. When exposed to temperature and moisture changes over time, all caulking will shrink and lose effectiveness as a moisture seal. It is very important to regularly inspect the caulking around your sink tops, tubs, showers, toilets, windows, doors, siding, and ceramic tiles at least every six months or more often as necessary.

If any caulking appears cracked, hardened, discolored or chipped, it should be replaced. First, remove the old caulking with an appropriate cutting or scraping tool, while being careful not to damage the surrounding surfaces. Ensure the area is completely dry and apply new caulk with a caulking gun. Caulking materials can be purchased at your local home improvement store.

### Q. My drywall has cracks, nail pops, and needs paint touch-ups. How should I handle this?

**Answer:** The interior of your walls consist of drywall installed over wood. Because of the nature of organic materials used in construction, some contraction and expansion will occur as temperature and humidity changes. All buildings also undergo normal settlement. Also, interior paint and drywall is subject to nicks, stains and wear marks from furniture, children, pets, etc.

To repair minor drywall cracks, chips, nail pops or voids in walls or ceilings, first clean off any loose edges and then use a putty knife to apply and spread spackling across the area. For nail pops, set the nail before covering with spackling. Allow the area to dry completely then sand the area with a fine grit paper or a sanding sponge in a light sanding motion to blend the repair in with the surroundings. Repeat as desired for best results. Drywall and paint tools and supplies are available at any home improvement store.

### Q. How do I change the heating and A/C air filter in my home?

**Answer:** Often, reduced HVAC system performance or increased energy costs can be attributed to dirty or clogged air filters, because your system needs a clean filter in order to operate efficiently. As part of regular homeowner maintenance, it is your responsibility as the homeowner to check and replace all air filters in your HVAC system every 30 days or as needed. Also, to improve system performance, all windows should have some type of covering to prevent heat loss and gain; no registers should be completely closed or blocked with furniture; the system should not be turned off for an extended period of time; and interior doors should be kept open as often as possible for air circulation.

To replace air filters, first locate all air returns in your home and flip the tabs or remove the thumb screws to open the covers. If the filter inside any return appears dirty, write down the size. Filters are widely available at local stores. After returning with a new filter, remove the old one and replace it according to any directions on the unit or in your owner's manual, then reattach the cover on the air return.

## Q. Why do my smoke detectors display a red light or beep?

**Answer:** Your smoke detectors are powered by the electrical system in your home, and also have a battery backup in the event of a power failure. You should periodically check all smoke detectors as a safety precaution. Most detectors have a "test" button. Many will have a green indicator light when everything is working properly, which turns red when it needs attention. Changing out the battery normally fixes a problem. Also as a reminder, the smoke detector may make a chirping sound if the battery is low. When one battery dies, it is a good idea to replace all batteries at the same time.

To replace the battery, depending on your smoke detector, look for a small door on the side of the detector which can be flipped open. If no door is found, carefully unscrew the cover over the unit and the battery will be located inside.

## Q. The garbage disposal stopped working. What should I do?

**Answer:** The following maintenance will ensure your garbage disposal performs properly. Avoid putting any solid items into the disposal, and always run a strong flow of cold water and start the disposal before feeding any waste into it. Should your disposal require cleaning, use either ice cubes and 1/4 cup white vinegar, or baking soda and citric acid crystals to clean out the disposal. Do not run hot water in your disposal. Your disposal will shut itself down to prevent damage if something gets stuck in the disposal. Never put your fingers or hand into the disposal.

If your disposal stops working, first turn off the power at both the switch next to the sink and at the electrical panel or breaker box switch marked garbage disposal. Then take the garbage disposal key (if provided) insert into the socket at the bottom of the disposal, and turn the key until the motor moves freely. Remove the key from the motor and turn the power back on at the breaker and at the switch. If the disposal does not start when the power is turned on, push the reset button on the bottom of the garbage disposal motor. If the above procedure does not work, call the Caviness Land warranty department.

## Q. One of my electrical switches, outlets do not work.

**Answer:** The electrical system and wiring in your home is installed according to all applicable codes. Occasionally you may encounter a switch, outlet or circuit that does not work. Before calling the warranty department, check for burned out or loose light bulbs, tripped reset buttons on the outlet or surrounding outlets, faulty appliances, or tripped breakers in the fuse panel box.

Your electrical system is protected by circuit breakers located at the main service panel. A fluctuation in power may cause breakers to trip. To restore power, turn the breaker off and then snap it back into the on position. Further, GFCI or ground fault circuit interrupter outlets are installed in bathrooms, kitchen, garage and exterior outlets; these outlets have reset buttons on them which may need to be pressed to restore power.

## Q. I want to remove and clean my window screens, and clean exterior glass. How do I do this?

**Answer:** To remove and/or clean your window screens, or to clean the outside of your window glass, raise the bottom sash of your window several inches and then flip open the sash tilt locking clips while pulling the sash towards you. Next, loosen the clips, tabs or pins on your window screen and gently pull the screen towards you and up through the opening at the tilted sash. Be careful when

handling your screens as they can be easily bent or torn. To clean the screens or window glass, use warm soapy water. Allow screens to dry before reinstalling.

## Q. I need to shut off the Water supply to my house. How do I do this?

**Answer:** In case of a plumbing emergency, the first step is to shut off the water supply. Familiarize yourself now with the location of emergency shutoff valves to avoid damage to walls and flooring in an emergency. The main shutoff valves are usually located where the main water supply pipes enter the house, typically in a closet or in the garage. Individual shutoff valves are usually just below the plumbing fixture (at the rear wall behind a toilet or pedestal sink or at the rear of the cabinet under a sink). If you suspect a leak from between walls or at a showerhead or tub spout area, you will need to shut off the main water valve to the home. The location of these valves should have been pointed out to you during your Homeowner Orientation.

## Q. My plumbing pipes are clogged or my toilets are malfunctioning. What do I do?

**Answer:** Maintenance of your plumbing pipes and fixtures including toilets is an important homeowner responsibility, as adjustments to toilets and clogged pipes are only covered under warranty for a short time after closing. The toilets installed in your home are low water use or "water saver" toilets, meaning they use significantly less water than toilets found in older homes and sometimes will appear to be flushing slowly. Never use the toilet for disposal of cotton swabs, dental floss, disposable diapers, or hygiene/personal care products. To prevent clogged pipes at sinks, avoid pouring grease into drains. Most clogged pipes are easily cleared with a plunger; in the event of a stoppage or overflow, shut off the water and the shutoff valve at the base of the fixture.

If a toilet lever is not working or the toilet is running too much, it likely needs an adjustment. Carefully remove the lid on the tank and set it aside. Inspect the condition of the internal parts and observe the water level in the tank. If the lever is not working, make sure the handle is secured to the lever arm and that the chain is attached and is properly tensioned. If the toilet is running and the water level is high, then the float needs to be adjusted. Adjust the float arm screw to raise or lower the float arm. If the water is running but the tank is not filling, check that the flapper valve is sealing properly; it may need to be adjusted or replaced. Any parts or materials you will need can be found at a plumbing supply or home improvement store.

## Q. Landscaping

**Answer:** The grading and landscaping on your lot has been designed in a manner that ensures proper water runoff so that your property has protection from standing surface water or damage due to improper drainage. It is very important that you do not block the flow of water away from your home by creating planter boxes or similar gardening areas next to foundations such that water from gutter downspouts or roof runoff collects in them. Also, do not alter the slope of the ground away from your foundation, or block any drainage "swales" or shallow ditches on your property. When preparing flower beds or planting areas near your home, make sure the ground slopes away from the foundation. Also, do not plant anything too close to your foundation; three feet should be the minimum distance between any shrubbery and your foundation.

## Termite Treatment Factoids

Masters Exterminators does a slab treatment and then a final treatment after each home is complete.

From the date of closing, homeowners have a 1 year warranty. During the course of that year, if homeowners feel they have a problem with termites, they can call Masters and they will come check and treat if necessary.

After a year, it is up to the homeowner to renew their termite bond. Masters can provide further detail on what that covers.





Dear New Homeowner:

This form contains Trade Partner numbers to contact for emergency service numbers and additional information deemed important. An emergency is defined as a situation that is taking away from the comfort of your home and will cause more damage if not taken care of promptly. It is our policy that all service we consider to be an emergency will be controlled within 48-hours.

**Pest Control:**

- Master Exterminators  
4914 Raeford Road  
Fayetteville, NC 28304  
910-425-1465

Termites are the only insect treated against in your home. **You must call to extend your termite coverage before your warranty expires.**

Master Exterminators offers a variety of ways to protect against household pests such as ants, cockroaches, silver fish and other bothersome insects.

**Electrical:**

- Southern Pride Electrical  
919-750-9436

Please remember the re-setting of tripped circuit breaks is not covered under warranty. Please reset if needed. Smoke detectors are electrical and require having the battery replaced every 6-months. Phone jacks and doorbells are electrical also.

**Call or Text subcontractor to report an after-hours emergency.**

**Plumbing:**

- Brocato Plumbing  
910-624-6693
- Dell Haire Plumbing  
910-429-9939

Make a plumbing warranty claim if you experience no hot water, disposal problems, problems with the toilets running, sewer smells around the toilet, or leaking faucets or sinks. Stopped up toilets due to foreign objects, excess toilet paper or feminine hygiene products, are not covered under warranty.

**Text subcontractor to report an after-hours emergency.**

**Heating & Air:**

- Carolina Comfort Air  
5215 US 70 Bus W  
Clayton, NC 27520  
919-550-7711

Recommended to change all filters every 30-days and set thermostat and leave it alone for best performance and lower power bill. Filters can be purchased at most home improvement stores, grocery stores and Wal-Mart.

**Electric Fireplace:**

- TriCity  
910-486-8855

If your house has gas logs in the fireplace, you will need to schedule testing and lighting. Please allow 2 weeks. You must have a propane tank delivered and filled before your appointment. If your house is equipped with Natural Gas, then a propane tank is not required.

**Helpful Information:**

Harnett Regional Water	910-893-7575	Water/Sewer
South River Electric	910-483-1010	Power
Spectrum	888-369-2408	Cable/Internet

**Trash Services:**

*These are just recommendations; you may contact any company of your choice.*

Don's Trash	910-893-6873
Bill's Trash	919-498-2122



## Making A Warranty Claim

Claims may be filed by:

### 1. Emailing

Janine Lightner [Janine@cavinessland.com](mailto:Janine@cavinessland.com)

Kaitlin Trogdon [Kaitlin@cavinessland.com](mailto:Kaitlin@cavinessland.com)

**\*\*\* Please be advised that Janine and Kaitlin are in the field daily and email is the fastest route of communication.**

### 2. Calling 910.339.6330

### 3. Go online at

<https://www.cavinesslandhomes.com/warranty-claim-form/>

## After Hours Emergencies

In the event you experience an electrical, plumbing or HVAC emergency after our office is closed, please call the subcontractor below. Please send Janine an email letting us know you had to contact the subcontractor so that we can follow-up the next business day.

\*Please refer to your warranty manual for more information on warranty emergencies.

### Electrical

Southern Pride Electrical  
919-750-9436

### Plumbing

Brocato Plumbing  
910-624-6693

Dell Haire Plumbing  
910-429-9939

### Heating & Air

Carolina Comfort Air  
919-550-7711

*Thank you for purchasing your home from us!*

175 Tennessee Walker Drive - Raeford, North Carolina 28376  
Office: 910-339-6330 Fax: 910-339-6333

# **DO NOT DISCARD**

## **CRITICAL APPLIANCE WARRANTY INFORMATION**

### **Ferguson Appliances**

Dear Homeowner,

Congratulations on your new home purchase! Please read the following concerning warranty information on your new appliances. Your appliance warranty starts the day you close on your new home and runs one year thereafter. In the unlikely event that you have a need for service on any of your new appliances for one year (for functional issues, cosmetic is not covered after 30 days), there will be no cost to you and is covered by the manufacturer's warranty. If service is needed, please refer to the below information. You will need the model and serial number of the appliance that needs service when placing your call. It will be located on the appliance.

- **Frigidaire Appliances ----- 1-855-224-4987**

# WELCOME HOME

We are pleased to inform you that our team took much pride and worked hard in designing and installing the perfect system in your new home. There are several things you can do to make sure your system starts off on the right foot and continues to provide efficient, worry-free service for years to come.



## Registering your Equipment

Your new comfort system will need to be registered to ensure you receive the full manufacturer's warranty. Equipment must be registered within 45 days of closing for your extended parts warranty to take effect. Please go to our website at [www.carolinacomfortair.com/hvac-warranty](http://www.carolinacomfortair.com/hvac-warranty) to register your warranty within 45 days of closing. A copy of your registration will be emailed to you as soon as it is completed. If you have not received a confirmation email, please mail in the form located at your thermostat. Please contact us with any questions.

## Extend Your Warranty

Warranties are one of the many advantages of purchasing a new HVAC system. Sometimes issues do arise with a mechanical system, but don't worry, you're covered by a 1-year labor warranty and a 10-year parts warranty after you've registered your system. Here at Carolina Comfort Air, we strive to offer competitive prices on our extended warranty plans. If you've ever had your unit replaced before, you understand the pricey costs of unexpected breakdowns. With Carolina Comfort Air's Warranty Protection Options you will benefit from:

- Coverage against unexpected repairs
- Increased value of property at time of sale
- Peace of mind

For our New Construction Homeowners, we offer up to 30% off when extended warranties are purchased within 90 days of closing on your new home. Take advantage of this Move-In Special with packages starting at only \$400.

## Maintenance

Without regularly scheduled care, cooling and heating systems experience rapid declines in energy efficiency and performance. Before you know it, you're spending more on monthly utility bills for a less effective system. By keeping system components in top-notch condition, heating and AC maintenance will save you money in every season. We recommend bi-annual maintenance of your systems after the first year. We offer a 15% discount off our maintenance programs if purchased before the end of your 1st year. Please contact us for more information.

## ENERGY SAVING TIPS:

- We recommend changing your filters monthly with a 1" poly-filter vs. the thicker, long time use filters that can slow down airflow to the system.
- Close your blinds on extremely warm days to reduce energy costs.
- Clear away any debris around the unit or inside the drain pan and be sure to monitor your pets outdoors, as urine can damage the condenser coil.
- Aim grass clippings away from unit(s) while mowing your lawn.
- Entrust a professional to do a bi-annual clean and service on your unit(s).

# Thermostat Management

## How can I upgrade my thermostat?

Carolina Comfort Air offers several connected thermostats and different options to upgrade, including Nexia Products and most Honeywell thermostats. Should you wish to change it yourself keep in mind it can void the labor warranty with Carolina Comfort Air. Your manufacturer warranty will continue.

## How much does my thermostat setting affect my heating bill?

In heating mode, reducing your thermostat setting by 1-degree Fahrenheit for eight hours can save about 1% on your heating bill. In cooling mode, each degree you set your thermostat above 75 degrees Fahrenheit can cut your cooling costs by about 5%.

## Why is my thermostat screen off?

If you have power to your home but the thermostat screen is off, call the number on your thermostat immediately for assistance.

## How does the Fan Auto/ON switch work?

The FAN selection key has two positions: Auto and On. The Auto position will allow the system fan to operate whenever the heating or cooling system is turned on by the thermostat. The On position will turn the fan on to run continuously, regardless of whether the heating or cooling system is turned on by the thermostat or not. Leaving the fan in the on position in the a/c mode can cause high humidity inside. If your home has fresh air ventilation, turning the fan to the ON position would allow the fan to run constantly pulling outside air into the home while the a/c or furnace is not operating, causing high humidity inside. **It is recommended to always be in the Auto setting.**

## Why is the “cool on” or “heat on” appearing on my screen?

The thermostat has a built-in 5-minute delay to protect your equipment. If “wait” is displayed on the screen or “cool on” is flashing—wait 5 minutes for the system to safely respond.



## Why does the thermostat temperature not match the thermometer in my home?

Honeywell digital thermostats are designed to display the room temperature in a way similar to how people sense temperature. This means the thermostat takes into account not just the ambient air temperature but also the radiant temperature of objects in the room (i.e. wall and furniture).

## System Settings

In a case where your heat is not working, switch your thermostat to emergency heat and call the number on your thermostat immediately for assistance. For more information and instructions, please refer to your user manual.



If there are any questions we can answer for you or your family, please feel free to contact us. Our highly trained staff is here for all your needs. We look forward to keeping you and your family safe and comfortable for many years to come.

Once again, WELCOME HOME!

NC LICENSE #'s  
20515  
29077  
31589  
24530



SC LICENSE #  
M112709

## WARRANTY REGISTRATION

*Congratulations on your new home!* Please complete this form and mail to us, or visit our website at [www.carolinacomfortair.com/new-homeowners/warranty](http://www.carolinacomfortair.com/new-homeowners/warranty), **WITHIN 60 DAYS OF CLOSING** to register your equipment. This will guarantee your 1 year labor warranty with CCA and extend your parts coverage with your system manufacturer. *It's that easy!* 😊

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: Home: \_\_\_\_\_ Work: \_\_\_\_\_ Cell: \_\_\_\_\_

Builder: \_\_\_\_\_

Subdivision: \_\_\_\_\_ Lot: \_\_\_\_\_

Closing Date: \_\_\_\_\_

### Check below to receive information on CCA's **Comfort Protection Plan:**

\* Flip over to the back for detailed service agreement options.

**SAFETY** - twice a year visits - check operation, check electrical / gas / drainage

**PERFORMANCE** - twice a year visits - safety and coil cleaning

**PIECE OF MIND** - twice a year visits - performance and additional cleaning

Best time to call: Morning \_\_\_\_\_ Noon \_\_\_\_\_ Evening \_\_\_\_\_

Email: \_\_\_\_\_



*We also offer Extended Parts & Labor Warranty Coverage through your manufacturer!*

**Home Office:** PO Box 190 Clayton, NC 27528



## **SAFETY** Package

### SPRING Service Appointment

- Run & Test A/C
- Check Capacitors
- Inspect Wiring
- Amp Draw: Compressor
- Amp Draw: Condenser
- Measure Temp. Diff.
- Inspect Drain Lines
- Inspect Drain Pan
- Oil Motors
- Replace Customer Supplied Air Filters

### FALL Service Appointment

- Run & Test Heat Pump
- Inspect Burner Assembly
- Test Safety Controls
- Oil Motors
- Check for Gas Leaks
- Inspect Heat Exchanger
- Replace Customer Supplied Air Filters



## **PERFORMANCE** Package

### **Safety Package Included**

### SPRING Service Appointment

*Safety Package + These Additional Services*

- Clean Evaporator Coil
- Clean Condenser Coil
- Clean Drain Lines
- Clean Drain Pan

### FALL Service Appointment

*Safety Package + These Additional Services*

- Inspect Drain Lines and Drain Pan
- Inspect Ignition Assembly
- Inspect Heat Exchanger
- Clean Condenser Coils



## **PEACE OF MIND** Package

### **Safety + Performance Included**

### SERVICE APPOINTMENTS

*Safety Package + Performance Package + These Additional Services*



### Additional services included with the purchase of the "Peace of Mind" Package:

- Level Evaporator Coils - *Spring*
- Replace Filters (2x)  
(Company Supplied)
- Clean Inside of Unit
- Install Float Switches
- Clean Evaporator Coils - *Fall*
- Replace Humidifier Pads
- Test Breaker Disconnect
- Wax Outdoor Units
- Trane Clean Effects
- Seal Leaks at Air Plenums
- Clean Blower Wheel
- Level Condenser Pads
- Replace Missing Screws
- Brush off/Clean Furnace

## ~ Guide to Ceiling Fan Direction ~

Properly changing the direction of a ceiling fans' blades can add a cool breeze to any home in the warmer months and distribute warmer air more evenly in the cooler months. This reduces energy usage and electric bills. Home ceiling fans are a great and affordable way to add comfort to your home year-round.

### **SUMMER CEILING FAN DIRECTION – COUNTER-CLOCKWISE/FORWARD**

- This rotation creates a downward airflow which creates a cooling breeze.
- Circulating air accelerates evaporation of perspiration on skin, making it feel cooler.
- The actual temperature in the room will not change, however it will feel 6-8 degrees cooler.
- Allows you to increase the thermostat setting to save up to 40% on A/C costs.
- Outdoor ceiling fans are a great way to help cool off outdoor living areas in the summer.

Always verify that your outdoor ceiling fans are UL listed for Wet or Damp locations.

### **WINTER CEILING FAN DIRECTION – CLOCKWISE/FORWARD**

- Reverse mode re-circulates warmer air trapped near the ceiling down to floor level.
- Helps distribute warmer air where it is needed the most.
- Lowers energy usage in the winter months up to 15%.
- Have fan on low speed when in reverse mode. Otherwise, it will create a wind chill effect.
- Easiest way to change direction each season is with a ceiling fan with reverse from control.

### **HOW TO CHANGE THE DIRECTION OF YOUR CEILING FAN**

1. Shut off ceiling fan then wait until the blades have completely stopped.
2. Get a step stool or ladder to stand on.
3. Locate the directional (forward/reverse) toggle switch on the body of your fan.
4. Flip the toggle switch in the opposite direction.
5. Get off step stool or ladder.
6. Turn fan back on.
7. Stand directly under the fan and make sure the blades are rotating in the proper direction for the season.
8. Then sit back and enjoy the comfort and savings that a ceiling fan will provide year-round.





## Flooring Selections for Creekside Oaks South

BW Flooring

2528 TriCenter S. Blvd. – Durham, NC 27713

984-222-1017 Ext. 1017

**Vinyl**

*“To mop, or not to mop, that is the question.”*



## CLEANING & CARE OF RESILIENT

### ROUTINE CARE

- Sweep or vacuum floors thoroughly. Remember that your vacuum's beater bar should not be used when vacuuming because it can visibly damage the floor surface.
- Mix 1/4 cup cleanser per gallon of cool water. Wax or solvent-based polishes should not be used on resilient floors. Don't use detergents, abrasive cleansers or mop and shine products as these may leave a dull film on your floor.
- Wash with lightly dampened mop; don't use highly abrasive scrubbing tools and change cleaning solution frequently. Allow floor to dry.
- Wipe up spills as soon as possible using a damp sponge and appropriate cleaner.
- Remove stains and spills that have been allowed to sit with a cleaner specified for use on resilient floors.

### PREVENTATIVE CARE

- When moving appliances or heavy furniture, lay a plywood panel on your floor and "walk" the item across it. This protects your floor from scuffing and tears.
- Use floor protectors on furniture to reduce indentation. As a general rule of thumb, the heavier the item, the wider the floor protector needed.
- Be careful with rolling casters. They can damage the floor. If you choose to use them, the double wheel type is generally the best option.
- Place a walk-off mat at outside entrances to reduce the amount of dirt brought into your home. We do not recommend the use of rubber- or latex-backed mats because the chemical (antioxidant) used to keep the backing from becoming brittle can permanently stain your floor. We suggest a non-staining vinyl-backed mat or a woven rug that is colorfast. Most of these products are identified as colorfast by the manufacturer.
- Spike or stiletto high-heel shoes, especially those in poor repair, may cause denting and related damage to your floors due to the extremely high compressive force they generate.
- Pets' paws and nails can scratch and dull hardwoods if your pet is not frequently groomed, keep nails trimmed and dull.

## CLEANING & CARE OF CERAMIC TILE

### ROUTINE CARE

Ceramic tile provides a unique combination of beauty and durability. Its hard, non-porous surface provides a natural, low-maintenance finish. Once properly installed, it essentially requires little more than dusting and occasional damp mopping.

- Sweep or vacuum regularly – keeping dirt and grit off your tile is the most effective way of prolonging its life.
- Use a damp mop or sponge, rinse thoroughly and wipe dry.
- Glazed tiles: use all-purpose, non oil-based cleaner
- Unglazed tiles: use a solution of water and soapless detergent instead of an all-purpose cleaner.
- Do not use alkaline-based cleansers on a floor that has been sealed.
- Do not use cleansers containing acid or bleach for routine maintenance. Vinegar can etch and damage some tiles; ammonia will discolor grout.
- Do not use wax cleaners, oil-based detergents, or sealants to maintain your tile (sealants may be used on grout joints and natural stone).
- Do not use harsh cleaning aids like steel wool pads or scouring pads made of metal.
- For heavy cleaning, use a scouring powder and scrub with a white nylon pad. For heavier stains, make a paste and let sit for five minutes before scrubbing. Rinse and wipe dry.

### PREVENTATIVE CARE

One of the key benefits of tile is its low maintenance requirements. With proper routine care, no additional preventative care is required. In the event that your tile has been damaged or soiled to the extent that it needs to be replaced, we recommend contacting your builder or a professional to make the repair.

## CLEANING & CARE OF CARPET

### ROUTINE CARE

- Dirt and dust particles cause more damage than merely dirtying your carpet. When allowed to remain in carpet, these gritty particles can roughen the carpet's pile – causing it to look aged and worn long before its time.
- Vacuum frequently with a good vacuum cleaner. If there are very high traffic areas that get excessive daily use, try to vacuum these areas daily. Be sure to change your vacuum bag frequently to enable the vacuum to function at full capacity.
- Use runners and mats in high traffic areas.
- Reposition furniture periodically.

### 4 SIMPLE STEPS TO PREVENT PERMANENT STAINS

**Step 1:** Blot liquids with a dry, white cloth or towel. For solids or semi-solids, scrape up the matter with a rounded spoon or vacuum until completely removed. Do not scrub the carpet – especially with any kind of brush.

**Step 2:** Pretest any cleaning solutions in a hidden area, such as a closet, to make sure the solution does not damage the dye or fiber.

**Step 3:** If there was no change to the carpet, proceed with the chosen cleaning solution. Apply a small amount to a white cloth, allow it to sit for several minutes, and then work gently into the stain from the outside in (to prevent the stain from spreading).

**Step 4:** Once you've removed the stain completely, rinse the area thoroughly with cold water and blot with a dry cloth until all cleaning solution residue is removed.

### PREVENTATIVE CARE

- Annual hot water extraction cleaning is recommended.
- Furniture coasters help distribute the weight of heavy items and are recommended – especially for furniture with wheels that may leave permanent indentations in the carpet and padding.
- Bleaches, tile cleaners, mildew removers, oven cleaners, drain openers, and plant food can all permanently discolor your carpet.
- Entrances, doorways, traffic lanes and sitting areas will collect dirt faster than other areas. Clean these areas as soon as they begin to show soil to stop dirt from spreading.



# QUEST

INDUSTRIAL PRODUCTS

## MATERIAL SAFETY DATA SHEET

SECTION 1 - CHEMICAL PRODUCT AND COMPANY IDENTIFICATION

CHEMICAL PRODUCT IDENTIFICATION:

PRODUCT CODE . . . : 03761 678074 604  
PRODUCT NAME . . . : WHITE  
PRODUCT CLASS . . . : Aerosol Touch-Up

MSDS PREPARATION DATE : 01/19/2015

MANUFACTURER IDENTIFICATION:

QUEST INDUSTRIAL PRODUCTS  
PO BOX 1090  
MENOMONEE FALLS WI 53052-1090

EMERGENCY TELEPHONE NUMBERS:

24 HOURS A DAY - CALL CHEMTREC : 800-424-9300  
INTERNATIONAL CALLS TO CHEMTREC : 703-527-3887  
8 AM TO 4:30 PM CENTRAL TIME : 262-255-9500

SECTION 2 - COMPOSITION, INFORMATION ON INGREDIENTS

1 ETHYLBENZENE

CAS# 100-41-4

ETHYLBENZENE

PCT BY WT: .3530 VAPOR PRESSURE: 7.000 MMHG @ 68F LEL .80

EXPOSURE LIMIT:

ACGIH TLV-TWA 100 ppm  
ACGIH TLV-STEL 125 ppm  
OSHA PEL-TWA 100 ppm  
OSHA PEL-STEL 125 ppm  
OTHER IARC (2B), CALIFORNIA PROP 65 (Cancer 6/11/2004)  
LD50(ORAL) 3500 mg/kg (rat)  
LD50(DERMAL) 20574 mg/kg (rabbit)  
LC50 17623 mg/m3 (rat)

OTHER LIMITS:

PROP 65-Cancer, listed 6/11/04 EINECS 202-849-4

2 N-BUTANE

CAS# 106-97-8

N-BUTANE

PCT BY WT: 8.0000 VAPOR PRESSURE: 879.100 MMHG @ 68F LEL 1.80

EXPOSURE LIMIT:

ACGIH TLV-TWA 800 ppm  
ACGIH TLV-STEL NO INFO  
OSHA PEL-TWA 800 ppm  
COMPANY N.E.  
LD50(ORAL) N.A.  
LD50(DERMAL) N.A.

QUEST INDUSTRIAL PRODUCTS



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INDUSTRIAL PRODUCTS

## MATERIAL SAFETY DATA SHEET

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LC50 658000 mg/m3 (rat)

OTHER LIMITS:

EINECS 203-448-7

---

3 PROPANE

CAS# 74-98-6

PROPANE

PCT BY WT: 16.0000 VAPOR PRESSURE: 5585.200 MMHG @ 68F LEL 2.20

EXPOSURE LIMIT:

ACGIH TLV-TWA 1000 ppm  
ACGIH TLV-STEL NO INFORMATION  
LD50(ORAL) NOT APPLICABLE  
LD50(DERMAL) NOT APPLICABLE  
LC50 NO INFORMATION

OTHER LIMITS:

EINECS 200-827-9

---

4 TITANIUM DIOXIDE

CAS# 13463-67-7

TITANIUM DIOXIDE

PCT BY WT: 6.0000

EXPOSURE LIMIT:

ACGIH TLV-TWA 10 mg/m3  
ACGIH TLV-STEL NO INFO  
OSHA PEL-TWA 10 mg/m3  
COMPANY N.E.  
LD50(ORAL) > 24000 mg/kg (rat)  
LC50 > 6820 mg/m3 (rat)

OTHER LIMITS:

EINECS 236-675-5

---

5 XYLENE

CAS# 1330-20-7

XYLENE

PCT BY WT: 2.0000 VAPOR PRESSURE: 6.600 MMHG @ 68F LEL 1.00

EXPOSURE LIMIT:

ACGIH TLV-TWA 100 ppm  
ACGIH TLV-STEL 150 ppm  
OSHA PEL-TWA 100 ppm  
OSHA PEL-STEL 150 ppm  
COMPANY N.E.  
LD50(ORAL) 4300 mg/kg (rat)



# QUEST

## INDUSTRIAL PRODUCTS

### MATERIAL SAFETY DATA SHEET

LD50(DERMAL) 1700 mg/kg (rabbit)  
LC50 18892 mg/m3 (rat)

OTHER LIMITS:

EINECS 215-535-7

#### 6 ACETONE

QUEST INDUSTRIAL PRODUCTS

03761 678074 604

CAS# 67-64-1

ACETONE

PCT BY WT: 37.0000 VAPOR PRESSURE: 231.000 MMHG @ 68F LEL 2.60

EXPOSURE LIMIT:

ACGIH TLV-TWA 750 ppm  
ACGIH TLV-STEL 1000 ppm  
OSHA PEL-TWA 750 ppm  
OSHA PEL-STEL 1000 ppm  
COMPANY N.E.  
LD50(ORAL) 5340 mg/kg (rabbit)  
LD50(DERMAL) 20000 mg/kg (rabbit)  
LC50 70852 mg/m3 (rat)

OTHER LIMITS:

EINECS 200-662-2

#### 7 METHYL ETHYL KETONE

CAS# 78-93-3

METHYL ETHYL KETONE

PCT BY WT: 6.0000 VAPOR PRESSURE: 85.000 MMHG @ 68F LEL 1.80

EXPOSURE LIMIT:

ACGIH TLV-TWA 200 ppm  
ACGIH TLV-STEL 300 ppm  
OSHA PEL-TWA 200 ppm  
COMPANY N.E.  
LD50(ORAL) 2737 mg/kg (rat)  
LD50(DERMAL) 6480 mg/kg (rat)  
LC50 23500 mg/m3 (rat)

OTHER LIMITS:

EINECS 201-159-0

#### 8 GLYCOL ETHER PM ACETATE

CAS# 108-65-6

PROPYLENE GLYCOL METHYL ETHER ACETATE

PCT BY WT: 6.0000 VAPOR PRESSURE: 3.700 MMHG @ 68F LEL 1.30

EXPOSURE LIMIT:

ACGIH TLV-TWA NOT ESTABLISHED  
ACGIH TLV-STEL NOT ESTABLISHED  
LD50(ORAL) 8500 mg/kg (rat)



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## INDUSTRIAL PRODUCTS

# MATERIAL SAFETY DATA SHEET

LD50(DERMAL) 5000 mg/kg (rat)

LC50 5321 mg/m3 (rat)

OTHER LIMITS:

EINECS 203-603-9

9 TOLUENE

CAS# 108-88-3

TOLUENE

PCT BY WT: 8.0000 VAPOR PRESSURE: 38.000 MMHG @ 68F LEL 1.40

EXPOSURE LIMIT:

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ACGIH TLV-TWA 20 ppm

ACGIH TLV-STEL NO INFO

OSHA PEL-TWA 50 ppm

COMPANY N.E.

LD50(ORAL) 636 mg/kg (rat)

LD50(DERMAL) 14124 mg/kg (rabbit)

LC50 7523 mg/m3 (mouse)

OTHER LIMITS:

Prop 65-Developmental-01/01/91 EINECS 203-625-9

\*\*\*\*\*  
This product contains one or more reported carcinogens or suspected carcinogens which are noted NTP, IARC, or OSHA-Z in the other limits recommended column.  
\*\*\*\*\*

\*\*\*\*\*  
This substance is classified as a hazardous air pollutant.  
\*\*\*\*\*

### SECTION 3 - HAZARDS IDENTIFICATION

EMERGENCY OVERVIEW:

- Harmful if swallowed.
- Harmful if inhaled.
- Harmful if absorbed through skin.
- Causes eye irritation.
- Causes skin irritation.
- Vapors irritating to eyes and respiratory tract.
- Extremely flammable liquid and vapor.
- Vapors may cause flash fire or explosion.
- Extremely flammable aerosol.
- Contents under pressure.

EYE:

- May cause eye burns.



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## MATERIAL SAFETY DATA SHEET

### SKIN:

May cause skin irritation.  
Prolonged contact with the skin can cause chemical burns.  
Harmful if absorbed through the skin.  
Skin contact may aggravate an existing dermatitis.

### INHALATION:

Exposure to high concentrations of vapors may cause dizziness, breathing difficulty, headaches or respiratory irritation.  
Extremely high concentrations may cause drowsiness, staggering, confusion, unconsciousness, coma or death.  
Excessive inhalation of vapors can cause nasal and respiratory irritation.  
Liquid or vapor may be irritating to skin, eyes, throat or lungs.

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QUEST INDUSTRIAL PRODUCTS

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Intentional misuse by deliberately concentrating and inhaling the contents of this product can be harmful or fatal.  
Respiratory symptoms associated with pre-existing lung disorders may be aggravated by exposure to material(s) in this product.

### INGESTION:

Moderately toxic. May cause stomach discomfort, nausea, vomiting, diarrhea, and narcosis.  
May cause serious health effects if swallowed.  
Aspiration of material into the lungs if swallowed or if vomiting occurs can cause chemical pneumonitis which can be fatal.  
May cause nausea, vomiting and diarrhea.

### CHRONIC EFFECTS:

Chronic overexposure to a component or components in this material has been found to cause the following effects in laboratory animals:

- Kidney damage
- Eye damage
- Lung damage
- Liver damage
- Spleen damage
- Anemia
- Brain damage

Chronic overexposure to a component or components in this product has been suggested as a cause of the following effects in humans:

- Liver damage
- Cardiac abnormalities

Reports have associated repeated and prolonged overexposure to solvents with permanent brain and nervous system damage.  
Repeated breathing or skin contact of methyl ethyl ketone may increase the potency of neurotoxins such as hexane if exposures occur at the same time.  
Central nervous system depression, shock, coma, visual disturbances, and



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## MATERIAL SAFETY DATA SHEET

death. Onset of symptoms may be delayed as long as 30 hours.

Rats exposed to titanium dioxide dust at 250 mg/m<sup>3</sup> developed lung cancer, however, such exposure levels are not attainable in the workplace with this material.

The exposure risk of crystalline silica is higher when the respirable portion is available for exposure. The risk of exposure may be reduced when encapsulated in a coating. The risk of cancer depends on the duration and level of exposure to dust from sanding surfaces or mist from spray applications.

Product contains toluene which may be harmful to the fetus based on animal studies.

Repeated exposure to toluene has been associated with high frequency hearing loss in laboratory animals. The human consequences of this finding is uncertain.

In February 2000 the International Agency for Research on Cancer (IARC) classified ethylbenzene as possibly carcinogenic to humans (Group 2B) on the basis of sufficient evidence for carcinogenicity in experimental

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QUEST INDUSTRIAL PRODUCTS

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animals but inadequate evidence for cancer in humans.

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### SECTION 4 - FIRST AID MEASURES

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#### EYE CONTACT:

Immediately flush eyes with plenty of water. Get medical attention, if irritation persists.

Flush with large quantities of water for 15 minutes.

#### SKIN CONTACT:

Wash thoroughly with soap and water and seek medical attention if irritation persists. Remove contaminated clothing. Launder contaminated clothing before reuse.

#### INHALATION:

For inhalation overexposure move person to fresh air. If breathing stops, apply artificial respiration and seek medical attention.

#### INGESTION:

Since this product may contain materials which can cause lung damage if aspirated into the lungs, the decision whether to induce vomiting or not must be made by a physician after careful consideration of all materials ingested.

Ingestion of large quantities of this material will result in methanol poisoning. In this case treatment should include hemodialysis; the administration of ethanol to interfere with the metabolism of methanol and the administration of sodium carbonate to correct acidosis.

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### SECTION 5 - FIRE FIGHTING MEASURES

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## MATERIAL SAFETY DATA SHEET

Thermal decomposition may produce carbon dioxide, carbon monoxide, and unidentifiable organic materials.

**POLYMERIZATION:**

No hazardous polymerization will occur under normal conditions.

**STABILITY:**

The product is stable under normal storage conditions.

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### SECTION 11 - TOXICOLOGICAL INFORMATION

No specific information is available. Please refer to Section 2 and 3 for available information on exposure limits and hazards identification.

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### SECTION 12 - ECOLOGICAL INFORMATION

No specific ecological information is available for this product.

---

### SECTION 13 - DISPOSAL CONSIDERATIONS

**WASTE DISPOSAL:**

Place in closed containers. Dispose of product in accordance with local, county, state, and federal regulations.

---

### SECTION 14 - TRANSPORT INFORMATION

Ground shipment of limited or excepted quantities of aerosols or liquid paint in containers of 1 quart or less:

CONSUMER COMMODITY, ORM-D

Ground shipment of liquid paint in containers more than 1 quart:

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PAINT, FLAMMABLE LIQUID, UN1263, CLASS 3, GROUP II  
(Regulatory sources: DOT 49CFR 172.101)

Air shipment of limited or excepted quantities of aerosols or liquid paint in containers of 1 quart or less:

CONSUMER COMMODITY, ID 8000, CLASS 9 MISCELLANEOUS LABEL

(Regulatory sources: IATA Quantity Exemptions - Table 2.8.4, 2.7.A, 2.7.5, Packaging Instruction: 910)

OR

AEROSOLS, FLAMMABLE, UN1950, CLASS 2.1 LABEL

(Regulatory sources: IATA Quantity Exemptions - Table 2.8.1, 2.8.4, Packaging Instruction: Y203)

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### SECTION 15 - REGULATORY INFORMATION

**SARA 313 INFORMATION:**

This product contains the following substances subject to the



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## MATERIAL SAFETY DATA SHEET

reporting requirements of Section 313 of Title III of the Superfund Amendments and Reauthorization Act of 1986 and 40 CFR Part 372:

### ETHYLBENZENE

CAS# 100-41-4 PCT BY WT: .3530

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### XYLENE

CAS# 1330-20-7 PCT BY WT: 1.6100

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### TOLUENE

CAS# 108-88-3 PCT BY WT: 8.4760

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### FEDERAL REGULATIONS:

TOXIC SUBSTANCES CONTROL ACT: The chemical substances in this product are listed on the TSCA Section 8 inventory.

### STATE REGULATIONS:

This product contains chemical(s) which are listed on California's proposition 65 list. If the product is to be sold or used in California a clear and reasonable warning must be provided such as:

Warning! This product contains a chemical or chemicals known to the State of California to cause cancer.

Warning! This product contains a chemical or chemicals known to the State of California to cause birth defects or other reproductive harm.

### NEW JERSEY RIGHT-TO-KNOW

No non-hazardous ingredients are among the top five ingredients

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### PENNSYLVANIA RIGHT-TO-KNOW

The following non-hazardous ingredients are present in the product at greater than 3 %

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QUEST INDUSTRIAL PRODUCTS

03761 678074 604

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### PENNSYLVANIA RIGHT-TO-KNOW

The following non-hazardous ingredients are present in the product at greater than 3 %

-----	CHEMICAL NAME	-----	CAS NUMBER
-------	---------------	-------	------------

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### INTERNATIONAL REGULATIONS:

CANADA: The chemical substances in this product are listed on the Canadian Domestic Substances List.

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### SECTION 16 - OTHER INFORMATION

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The information contained on this MSDS is believed to be reliable and accurate. Due to the changing nature of government information, it is impossible to guarantee the accuracy of the information contained herein. Since the conditions of handling and use are beyond our control, we make no guarantee of results and assume no liability for damages incurred by



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## MATERIAL SAFETY DATA SHEET

the use of this material. This information should not be regarded as legal advice or regulation. It is the responsibility of the user to comply with all Federal, State, and Local laws and regulations. For questions relating to specific aspects of the requirements and regulations consult the proper regulatory agency.

HMIS RATINGS:

HEALTH: 2\*    FLAMMABILITY: 4    REACTIVITY: 0    PERSONAL PROTECTION: X

**NEW CONSTRUCTION**  
W I N D O W S

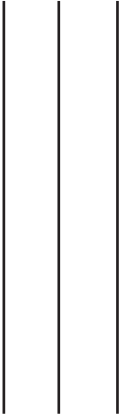


**1500 VINYL COLLECTION**



**WINDOWS CONSUMER LIFETIME  
LIMITED WARRANTY**

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**Ply Gem Windows**  
Warranty Registration Data Center  
PO Box 110100  
Pittsburgh, PA 15232-0600



Warranty Registration Data Center  
PO Box 110100 • Pittsburgh, PA 15232-0600  
www.plygemwindows.com • 1-888-9PLYGEM



Warranty Registration Data Center  
PO Box 110100 • Pittsburgh, PA 15232-0600  
www.plygemwindows.com • 1-888-9PLYGEM

# PLY GEM WINDOWS 1500 SERIES VINYL WINDOWS LIMITED LIFETIME WARRANTY

Ply Gem Windows does hereby provide the following limited warranty with respect to the Ply Gem Windows’ 1500 Series vinyl windows, subject to the terms, conditions and limitations set forth herein.

**The Ply Gem Windows Limited Lifetime Warranty Promise:** For as long as you own and reside in your single-family home into which Ply Gem windows 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. CO-EXTRUDED CAPSTOCK EXTERIOR COLORS:** Excessive fading and uneven weathering, under normal use and proper care, for period of fifteen (15) years from the original date of manufacture. “Excessive fading” is more than normal weathering (see below) which is in excess of a Delta E of 6 Hunter units, as determined by Ply Gem Windows, following the initial installation of the product, and “uneven weathering” means uneven or non-uniform change in color of contiguous elements under uniform, even and equal exposure to sunlight, natural radiation, rain, natural variations in temperature and other atmospheric conditions; provided that any excessive, uneven or abnormal fade or weathering is not due to a build-up or accumulation of stains, dirt, mold, mildew, or any other factor caused by the lack of at least an annual preventative maintenance by the Owner.

**C. GLASS QUALITY AND BREAKAGE:** Stress cracks, scratches, blemishes, chips and distortion in the glass for one (1) year 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.

**D. HARDWARE AND INSECT SCREENS:** Failure or breakage of locks, balances, and handle sets under normal usage and proper care, and failure by deterioration of insect screens or frame under normal usage and proper care. 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 of 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 damages or injuries arising or resulting from a failure or insect screens to keep persons or animals in or out.

**E. INSULATING GLASS UNIT (IGU):** Condensation on the inner glass surfaces due to a failure of the IGU seal for twenty (20) years from the date of manufacture. 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.

**LABOR:** Ply Gem Windows may provide, at its discretion, Skilled Labor necessary for repair or replacement of affected components for a period of one (1) year from the date of 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 or materials beyond the affected Ply Gem Windows component.

**SINGLE-FAMILY HOME:** The warranty for Ply Gem Windows’ 1500 Series windows in a single-family home application is made solely to the original consumer-purchaser of Ply Gem Windows’ 1500 Series windows 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 20 years has elapsed after the date of product installation, Ply Gem Windows will automatically extend full coverage under this warranty to the first subsequent owner, and any later owners, until the 20th anniversary of the product installation.

**MULTI-FAMILY / COMMERCIAL:** The warranty for Ply Gem Windows’ 1500 Series windows 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 ten (10) 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**  
**PO Box 110100**  
**Pittsburgh, PA 15232-0600**

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.

In the event of repair or replacement under this warranty, the warranty applicable to the replacement components or products or to the repaired components or products will extend only for the time remaining under the original warranty.

**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 (other than by Ply Gem Windows) 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.

**Ply Gem Windows makes no warranty and will have no responsibility with respect to: an IGU with any post-manufacture film or coating applied; deflection 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, V-grooved, and decorative glass) or custom glass options not within Ply Gem Windows’ literature at time of order are warranted for a period of ten (10) years from the original date of manufacture.**

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 or other harmful chemicals, such as brick wash); neglect; mishandling; vandalism; lack of maintenance; improper care; improper or harmful cleaning; acts of God; acts of nature; fire; pollutants in the atmosphere; airborne stains, mold and mildew accumulation; warping or distortion due to exposure to excessive heat sources, unusual or excessive reflective heat sources, or excessive heat or solar radiation at altitudes above 5,000 feet above sea level or in extreme desert climates with prolonged elevated daily ambient temperatures and solar exposure; ripped, torn, punctured or creased screens from any cause whatsoever; or any other cause or damage beyond the control of Ply Gem Windows.

While vinyl and cap-stocked vinyl typically maintain the manufactured color closely as it ages, exposure to the elements will cause gradual change over time, and normal weathering is not covered by this warranty. Periodic cleaning of the vinyl surfaces with a mild soap or detergent will help prolong the original color and help protect against excessive fade and color change. Fade, discoloration or color variance attributable to atmospheric pollution or a build-up or accumulation of stains, dirt, residues, mold, mildew or any other deficiency caused by the lack of at least annual preventive maintenance by the Owner is not covered by this warranty.

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. 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.

## 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  Replacement  Remodel/Room Addition

### 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 Series Purchased: (Check all that apply)

1500 Series

### 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<sup>SC</sup> Glass  Tempered

Low-E<sup>SC</sup>  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



## **LANDSCAPING**

**Due to circumstances beyond our control, there is no warranty on landscaping.**

Items such as: trees, shrubs, grass, etc. flourish outside and require care. It is also the homeowner's responsibility to seed, fertilize, and repair bald spots and erosion such as washouts as needed.

Please refer to your warranty manual for more information.

**Wayside Landscapes**

[waysidelandscapes@gmail.com](mailto:waysidelandscapes@gmail.com)



## RECOMMENDED HOME MAINTENANCE SCHEDULE

MAINTENANCE ITEM	MONTHLY INTERVAL											
	1	2	3	4	5	6	7	8	9	10	11	12
<b>Air Filter – HVAC</b>	Replace	Replace	Replace	Replace	Replace	Replace	Replace	Replace	Replace	Replace	Replace	Replace
Date Serviced												
<b>Caulking (exterior)</b>			Inspect			Inspect			Inspect			Inspect
Date Serviced												
<b>Caulking (interior)</b>			Inspect			Inspect			Inspect			Inspect
Date Serviced												
<b>Dryer Lint Duct</b>						Clean						Clean
Date Serviced												
<b>Faucet Aerator</b>			Clean			Clean			Clean			Clean
Date Serviced												
<b>Fireplace</b>						Inspect/ Clean						
Date Serviced												
<b>Garbage Disposal</b>	Flush/ Clean	Flush/ Clean	Flush/ Clean	Flush/ Clean	Flush/ Clean	Flush/ Clean	Flush/ Clean	Flush/ Clean	Flush/ Clean	Flush/ Clean	Flush/ Clean	Flush/ Clean
Date Serviced												
<b>Gutters/Downspouts</b>						Inspect/ Clean						Inspect/ Clean
Date Serviced												
<b>HVAC System Check</b>						Inspect/ Clean						Inspect/ Clean

