

S T R U C T U R E



Warranty

*Registered Medallion Lifetime-Limited*





# REGISTERED MEDALLION LIFETIME LIMITED WARRANTY

Alcoa Home Exteriors, Inc. manufactures Structure™ Vinyl Siding and Vinyl Accessories (the “Products”), in accordance with high standards and tight quality controls. The Products will not rust or corrode because they are made of vinyl, and they will not flake or peel because there is no paint to flake or peel.

## WHAT DOES THIS WARRANTY COVER?

**Lifetime Limited Warranty.** Alcoa Home Exteriors, Inc. warrants to you, the owner of the property at the time the Products were installed, that the Products are free from defects in material and workmanship in the course of manufacture if installed according to our specifications.

**Limited Fade Warranty.** Alcoa Home Exteriors, Inc. also warrants to you that for a limited period specified below, the Products will not excessively fade. **“Excessive Fading” is more than “normal fading” (see below) which is in excess of a Delta E of 4 Hunter units, as determined by Alcoa Home Exteriors, Inc.**

**Limited Hail Damage Warranty.** Alcoa Home Exteriors, Inc. also provides you with a limited hail damage warranty, more fully outlined below.

This Warranty is limited to the terms and conditions, exclusions and limitations, requirements and legal rights stated in this Warranty.

## HOW LONG DOES THE COVERAGE LAST?

**Lifetime Limited Warranty.** If you are an individual, this Lifetime Limited Warranty lasts for the life of the property on which the Products were originally applied (“Property”) for as long as you own the Property. If you are not an individual (e.g., you are a corporation, condominium, cooperative housing arrangement, unincorporated association, school, church, government or public entity, etc.), the warranty period will be 50 years from the date of original installation of the Products on the Property, prorated as outlined in the Warranty Coverage Schedule below. This Lifetime Limited Warranty may be transferred with the Property. However, upon the transfer, the warranty period will be no more than 50 years from the date of original installation of the Products on the Property, prorated in accordance with the Warranty Coverage Schedule below.

**Limited Fade Warranty.** Alcoa Home Exteriors, Inc.’s excessive fade warranty will last as long as Alcoa Home Exteriors, Inc.’s Lifetime Limited Warranty lasts, and upon transfer with the Property, shall continue based upon the coverage terms for Alcoa Home Exteriors, Inc.’s Lifetime Limited Warranty.

**Limited Hail Damage Warranty.** Alcoa Home Exteriors, Inc.’s hail damage warranty will last as long as Alcoa Home Exteriors, Inc.’s Lifetime Limited Warranty lasts, and upon transfer with the Property, shall continue based upon the coverage terms for Alcoa Home Exteriors, Inc.’s Lifetime Limited Warranty.

## WHAT WILL WE DO?

You must notify us in accordance with the notice requirements outlined below, and we must validate the complaint. Upon the notification and validation, we will undertake the following:

**Lifetime Limited Warranty.** At our sole option, we will either repair, replace, refinish or refund to you the value of the Products found to be defective (or prorated if this Warranty is transferred). Our obligations under this Warranty will in no event exceed the purchase price of the originally installed Products found to be defective and the cost of the labor involved in the original installation of such defective Products. Any additional costs and expenses beyond these amounts are your responsibility.

**Limited Fade Warranty.** At our sole option, we will either repair, replace, refinish or refund to you the value of the Products found to be defective (or prorated if this Warranty is transferred). Our obligations under this Warranty will in no event exceed the purchase price of the originally installed Products found to be defective and the cost of the labor involved in the original installation of such defective Products. Any additional costs and expenses beyond these amounts are your responsibility.

**Limited Hail Damage Warranty.** It is your responsibility to pursue the cost of repair or replacement of damaged material through your homeowner’s insurance or all other applicable insurance coverage. After you exhaust such coverage, if you have any Product cost that you have incurred in the purchase of the Product that is necessary to replace the Product on your Property which was damaged by hail, and these costs are in excess of your total insurance coverage (excluding your insurance deductible), we will reimburse you for that difference, up to the cost of replacement Product for the damaged Product. Any additional costs and expense beyond these amounts are your responsibility. We will have no responsibility for any costs associated with the labor required to remove, replace or install any Product.

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

## WHAT DOESN’T THIS WARRANTY COVER?

This Warranty does not cover:

- damage of any kind resulting from faulty or improper installation;
- **normal weathering is the damaging effects of sunlight and extremes of weather and atmosphere that may cause any colored surface to fade, chalk, or become soiled or stained; exposure to the elements will cause gradual, uniform change over time; the degree to which normal weathering occurs will vary depending on air quality, the building’s location and other local conditions over which we have no control;**
- accidental damage;
- settlement;
- structural shrinkage or distortion of the property structure;
- fire;
- lightning, hurricane, tornado, windstorm, earthquake, or other acts of God;
- harmful chemicals (including harmful cleaning compounds and pesticides);
- fumes or vapors;
- surface deterioration due to air pollution;
- misuse or abuse;
- vandalism;
- airborne stains, mold and mildew accumulation;
- your failure (or the failure of subsequent Property owners) to provide reasonable and necessary maintenance of the Products (see “Care and Maintenance Instructions”);
- impact of foreign objects;
- warping or distortion due to exposure to excessive heat sources (e.g., barbecue grills) or exposure to unusual or excessive reflective heat sources (e.g., skylight or window reflection, roofing materials, pools, decks, blacktop, or concrete materials);

- Separation of insulation that does not adversely impact the performance of installed product;
- Products that have been painted or whose surface has been altered in any way without written authorization from Alcoa Home Exteriors, Inc.; or
- any other causes beyond our reasonable control.

## OTHER LIMITATIONS

1. This Warranty covers only genuine Alcoa Home Exteriors, Inc. Structure™ Vinyl Siding and Vinyl Accessories. It is your responsibility to verify that the siding and accessories installed are our Products.

2. Due to normal weathering, replacement Products may differ in gloss and color from Products originally installed on the Property.

3. We reserve the right to discontinue or change any design or color of any of our products at any time and without notice or liability. If, for any reason, Products of the type originally installed are no longer available from us at the time you make a warranty claim, we may substitute another product determined by us to be of comparable quality and price.

4. There are no warranties on these Products other than as set forth in this Warranty. We are not liable to you for a breach of any other written or oral express warranties, such as those, if any, given to you by dealers, contractors, applicators, or distributors of the Products.

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

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

6. This Warranty gives you specific legal rights. You may also have other rights which vary from state to state. **SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.**

## HOW DO YOU REGISTER YOUR WARRANTY?

For all Alcoa Home Exteriors, Inc. materials used on this installation project, one Application for Warranty Registration must be completed and mailed within 30 days after original installation has been completed. Please mail it to Alcoa Home Exteriors, Inc., Warranty Registration Department, P.O. Box 337, Ingomar, PA 15127-0337. Failure to register the Warranty will not void the Warranty, but registration of this Warranty confirms the date of purchase of our Products and assists Alcoa Home Exteriors, Inc. in processing any Warranty claim you might have. This confirmation is of benefit to you, especially if your original proof of purchase is lost.

## HOW DO YOU TRANSFER YOUR WARRANTY?

You and subsequent Property owners may transfer this Warranty by providing written notice to us within 30 days after the date of transfer of ownership. The notice should include the warranty registration number (if available), the address of the Property, the name and mailing address (if different) of the new owners and the date of transfer. The notice should be sent to Alcoa Home Exteriors, Inc., Warranty Transfer Department, P.O. Box 337, Ingomar, PA 15127-0337. Failure to notify Alcoa Home Exteriors, Inc. will not void the Warranty, but the notice will assist Alcoa Home Exteriors, Inc. in processing any warranty claim.

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

## HOW DO YOU SUBMIT A WARRANTY CLAIM?

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

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

If you would like to submit a claim request in writing, please provide the following information: a description of the claimed defect and the date the defect was discovered; the warranty registration number (if available); the date of original installation; and your name, address and phone number. Written claims should be sent to Alcoa Home Exteriors, Inc., Warranty Claims Department, 2600 Campbell Road, Sidney, Ohio 45365-0132 [or fax your information to 800-862-4308](tel:800-862-4308).

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

**ANY REPAIR OF THE PRODUCTS UNDERTAKEN WITHOUT PRIOR WRITTEN AUTHORIZATION FROM ALCOA HOME EXTERIORS, INC. WILL VOID THIS WARRANTY.**

## WARRANTY COVERAGE SCHEDULE

Number of Years from Date of Original Installation to Date of Claim	Percentage of Purchase Price of Originally Installed Products Found to Be Defective for Which Alcoa Home Exteriors, Inc. Will Be Responsible
During the original purchaser’s Ownership of the Property.....	100%
Subsequent owners and others covered by a 50-year prorated warranty:	
0-5 .....	100%
more than 5 but less than 7 .....	90%
more than 7 but less than 8 .....	80%
more than 8 but less than 9 .....	70%
more than 9 but less than 10 .....	60%
more than 10 but less than 11 .....	50%
more than 11 but less than 12 .....	40%
more than 12 but less than 13 .....	30%
more than 13 but less than 14 .....	20%
more than 14 but less than 50 .....	10%

## CARE AND MAINTENANCE

Alcoa Home Exteriors, Inc. Structure™ Vinyl Siding and Accessories are some of the most durable building products materials available today for residential applications. In most cases, normal rainfall is sufficient to keep them clean. But if your Alcoa Home Exteriors, Inc. Structure™ Vinyl Siding should need cleaning, we recommend the following procedures. Particular attention should be given to areas under eaves, porches, awnings and other overhangs that have limited exposure to the natural washing effect of rainfall.

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

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

## IMPORTANT: FIRE SAFETY INFORMATION

Exterior vinyl building materials require little maintenance for many years. Nevertheless, common sense dictates that builders and suppliers of vinyl products store, handle and install vinyl materials in a manner that avoids damage to the product and/or structure. Owners and Installers should take a few simple steps to protect vinyl building materials from fire.

### To The Home and Building Owner

Rigid vinyl siding is made from organic material and will melt or burn when exposed to a significant source of flame or heat. Building owners, occupants and outside maintenance personnel should always take normal precautions to keep sources of fire, such as barbecues, and combustible materials, such as dry leaves, mulch and trash away from vinyl siding.

### To the Building Trades, Specifiers, Professional and Do-It-Yourself Installers

When rigid vinyl siding is exposed to significant heat or flame, the vinyl will soften, sag, melt, or burn, and may thereby expose material underneath. Care must be exercised when selecting underlayment materials because many underlayment materials are made from organic materials that are combustible. You should ascertain the fire properties of underlayment materials prior to installation. All building materials should be installed in accordance with local, state and federal building code and fire regulations.

For more information about vinyl siding products, contact the Vinyl Siding Institute, 1275 K St. NW, Washington, D.C. 20005-4006 and request brochures titled, "Fire Properties" or "What Homeowners Want to Know", or contact Alcoa Home Exteriors, Inc. and request brochure titled "Fire Safety, What You Need to Know".

## FACTS ABOUT THE INSTALLATION OF ALCOA HOME EXTERIORS, INC. VINYL SIDING

We designed and manufactured Alcoa Home Exteriors, Inc. Structure™ Vinyl Siding to perform best when installed by qualified applicators. While Alcoa Home Exteriors, Inc. does not assume responsibility for installation of its products, it does keep installers informed on new techniques and provides detailed installation instructions on all of its products. We frequently update our installation manuals with new and improved methods of application.

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