

## J. WARRANTY TRANSFER SCHEDULE

Number of Years From Original Date of Installation	Gentek's Prorated Share of Warranty Obligation (material and labor)
Anytime during original purchaser's lifetime .....	100%
Subsequent owner(s) and others covered by a 50 year prorated warranty:	
1-5 years .....	100%
6 years .....	90%
7 years .....	80%
8 years .....	70%
9 years .....	60%
10 years .....	50%
11 years .....	40%
12 years .....	30%
13 years .....	20%
14-50 years .....	10%

## K. CARE AND CLEANING INSTRUCTIONS

Vinyl siding is easily cleaned with a soft cloth or soft bristle brush. For textured surfaces, the brush keeps the grooves in the texture stain-free. Small spots of mold and mildew are a breeze to clean with common cleaners such as Fantastik® or Windex®. For larger sections, many homeowners use a solution of vinegar (30%) and water (70%) with great results.

The following solution has proven effective for removing stains on vinyl siding:

- 1/3 cup powdered laundry detergent
- 2/3 cup powdered household cleaner
- 1 quart liquid laundry bleach
- 1 gallon water

For best results, start at the bottom of the house and work up. Rinse the cleaning solution completely before it dries. If your house has brick facing, cover the brick (and landscaping) so that it is not affected by the runoff.

**CAUTION:** Do not exceed the recommended concentrations of cleaners; to do so may cause damage to the siding. Avoid skin and eye contact with cleaning solutions.

## L. IMPORTANT FIRE SAFETY INFORMATION

Exterior vinyl building materials require little maintenance for many years. Nevertheless, common sense dictates 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.

Rigid vinyl siding is made from organic materials 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 precautions to keep sources of fire, such as barbecues, and combustible materials, such as dry leaves, mulch and trash, away from vinyl siding.

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

# LIFETIME LIMITED WARRANTY

NON-PRORATED &  
TRANSFERABLE INCLUDING  
LIFETIME FADE & 50 YEAR  
HAIL PROTECTION PLAN



For more information, please visit  
[www.GentekInc.com](http://www.GentekInc.com) or  
call 1.800.489.1144.

GENTEK VINYL SIDING,  
SOFFIT & ACCESSORIES



# LIFETIME LIMITED WARRANTY

## GENTEK VINYL SIDING, SOFFIT & ACCESSORIES

Non-Prorated & Transferable (prorated if transferred)  
Including Lifetime Fade & 50 Year Hail Protection Plan



### A. LIMITED WARRANTY COVERAGE

Gentek Building Products, Inc. warrants to the original homeowner/consumer that its vinyl siding, soffit and accessory products (herein after referred to individually as "siding") will be free from manufacturing defects—including flaking, peeling and blistering—when subject to normal and proper use.

This warranty remains in effect for as long as the original property owner(s) are living and are the owner(s) of the property to which the siding was applied. Should any manufacturing defect occur during the lifetime of the original property owner(s), Gentek will repair, replace, or refinish at its option the defective siding at no charge. Alternatively, Gentek also reserves the right at its option to refund the amount paid by the original owner for the vinyl siding and accessories plus initial cost of installation.

The lifetime warranty is designed to cover the siding of individual homeowners only. In the case of siding purchased by, or installed upon property owned by or in part by corporations, government entities or agencies, religious organizations, trusts, condominium or corporate housing arrangements, intangible legal entities or any other entity or organization capable of an infinite life, the warranty period will be fifty (50) years following the installation of the siding (prorated as indicated in the Warranty Transfer Schedule).

All warranties are subject to the conditions, remedies, limitations and legal rights stated in this certificate.

### B. FADE PROTECTION PLAN

Gentek vinyl siding is not warranted against discoloration or other damage caused by air pollution, mildew, exposure to harmful chemicals, or normal weathering.

Normal weathering is defined as the damaging effects of sunlight and extremes of weather and atmosphere that may cause any colored surface to gradually chalk, fade or become soiled or stained. The degree to which normal weathering occurs depends on air quality, the building's location and other local conditions over which Gentek has no control.

Even though fading may be excluded under the terms of this warranty as normal weathering, for as long as the original property owner(s) are living and are the owners of the property to which the siding was applied, Gentek will cover fading on the following basis: Gentek upon notification and validation of the complaint, will, solely at its option, either repair, replace or refinish (providing both material and labor) products that have faded as a result of normal weathering or ultraviolet exposure, provided such fading is in excess of Delta E 4 Hunter Units, as determined by Gentek in accordance with ASTM D2244.

### C. HAIL PROTECTION PLAN

Gentek hereby provides a limited warranty on siding products damaged by hail, provided that such hail damage is not covered by a homeowner's policy, or other insurance coverage. If such hail damage is not covered by insurance, then Gentek will provide material for replacement of the damaged siding. The homeowner shall be responsible for all labor and freight costs, and other expenses incurred in the removal or replacement of damaged products.

The period of the Hail Protection Warranty is fifty (50) years beginning on the date application of the siding to your property was completed. This Hail Protection Warranty is available only in the Continental United States, including Alaska and Hawaii.

### D. TRANSFER OF WARRANTY

This warranty is transferable by the original property owner(s) of the property to which the siding is attached. Upon transfer, all warranty periods shall be prorated and limited in duration to fifty (50) years from the date of the installation of the siding as indicated in the Warranty Transfer Schedule.

### E. OBTAINING PERFORMANCE OF WARRANTY

If you think your siding contains manufacturing defects, simply write to Gentek Building Products, Inc.—P.O. Box 110, Akron, Ohio 44309, Attn: Gentek Warranty Services—if your home is in the Continental United States, including Alaska and Hawaii. In order to file a claim, you must explain the problem, include the date of installation, proof of product purchase and proof of property ownership.

If you choose to exercise your rights under this warranty, do not begin any repairs prior to writing to Gentek and receiving its permission to do so. Further, Gentek must have a reasonable opportunity to inspect the siding for defects before the repairs are begun.

Gentek's total liability for a claim under this warranty shall be limited to, and in no event exceed, the total purchase price, including labor and taxes, of the installed siding. Any costs and expenses beyond Gentek's liability shall be paid to Gentek or otherwise paid by owner(s) prior to Gentek commencing warranty work on any claim.

### F. CONDITIONS

Gentek reserves the right to discontinue or make changes to any of its products, including color, without notice to the homeowner/consumer, and shall not be liable as a result of such discontinuance or modification, nor shall Gentek be liable in the event the replacement material may vary in color or gloss in comparison to the original product as a result of normal weathering. If Gentek replaces any material under this warranty, it may substitute siding products designated by Gentek to be of comparable quality or price in the event the product initially installed has been discontinued or modified. Gentek may direct and pay for a company, dealer, contractor, applicator or distributor to perform any remedy under this warranty on Gentek's behalf.

### G. LIMITATIONS

This warranty is not applicable to recreational vehicles including and not limited to campers and motor homes. This warranty is not applicable to siding used in roofing applications (including mansard and other decorative roofings). This warranty does not apply to siding that has been painted, varnished or similarly coated over the manufacturer's original finish unless coating is authorized by Gentek pursuant to this warranty.

This warranty shall not apply to products, which have been altered in any way, without the written authorization from Gentek.

Gentek does not warrant against and shall not be liable for any damage to the siding when due to causes other than manufacturing defects, including but not limited to any damage caused by the following: faulty or improper installation or application of the siding, use of accessories that do not properly receive or secure the panels, settlement, shrinkage, distortion, warping, failure or cracking of the wall or materials to which the siding is applied, earthquake, hurricane, tornado, cyclone, gale, lightning, fire, Acts of God, flood, wind-borne objects, ice, or weather of a catastrophic nature as defined by the United States Weather Bureau, harmful chemicals, surface distortion due to air pollution, normal weathering of surface, fumes or vapors directly applied to the siding or in the atmosphere, distortion or melting due to an external heat source (including, but not limited to a barbecue grill, fire, or reflection from windows, doors, or other objects), lap abrasion, vandalism, misuse, physical abuse, riot, insurrection or civil disorder, **negligence in or failure to provide reasonable and necessary cleaning of the siding to prevent an accumulation of surface dirt, staining or mildew.** (Please see reverse side for care and cleaning instructions.)

Gentek is giving you an express lifetime warranty under the provisions of the Magnuson-Moss Federal Warranty Act. Gentek cannot and shall not be liable to you for 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 siding. THE WARRANTY STATEMENTS CONTAINED IN THIS LIMITED WARRANTY SET FORTH THE EXPRESS WARRANTIES EXTENDED BY GENTEK AND ARE IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. THE PROVISIONS OF THIS WARRANTY SHALL CONSTITUTE THE ENTIRE LIABILITY OF GENTEK AND SHALL BE THE PROPERTY OWNER'S EXCLUSIVE REMEDY FOR BREACH OF THIS WARRANTY. GENTEK SHALL NOT BE LIABLE TO THE PROPERTY OWNER FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY. Your EXCLUSIVE REMEDY shall be refinishing or replacement solely at Gentek's option, only on the terms stated in this Certificate.

### H. LEGAL RIGHTS

Some states do not allow the exclusion or limitation of implied warranties and incidental or consequential damages, so the above limitations may not apply to you. This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.

### I. PRODUCT IDENTIFICATION

In order to file a **warranty claim**, product name, profile and color for each item **must** be completed by contractor at time of installation:

Siding \_\_\_\_\_

Profile \_\_\_\_\_

Color \_\_\_\_\_

Soffit \_\_\_\_\_

Accessories \_\_\_\_\_

Installation Date \_\_\_\_\_

## MASTERCRAFT

### EXTERIOR STEEL DOOR

#### MANUFACTURER'S EXPRESS WARRANTIES

Midwest Manufacturing ("MM") warrants your **MASTERCRAFT** exterior steel door against manufacturing defects in materials and workmanship for limited lifetime from purchase date when installed in accordance with **MASTERCRAFT'S** installation instructions. Primed doors are ready to paint but are not required to be finished. Insulated glass units carry a separate lifetime warranty against material obstruction of your vision resulting from film formation between interior glass surfaces (seal failure). This warranty does not cover breakage of glass. These warranties do not cover defects as a result of the owner's failure to maintain. Both warranties are for the original purchaser only and are not transferable. Proof of purchase is required for both warranties.

Solely at MM's option, MM will repair or replace any part(s) that fails due to manufacturing or material defects. An inspection may be required to determine cause of failure. No labor costs are included for removal or installation of or any part thereof. The cost of labor to remove a part(s) or to install replacement(s) is not included under these warranties and must be borne by the owner. Due to design changes and improvements parts of substantially equal quality may be substituted.

These warranties do not apply with respect to A) part(s) which have been damaged by accident, improper use, negligence, improper installation, or damage as a result of exposure to inappropriate chemicals or conditions; B) part(s) or labor supplied by parties other than MM; C) incidental or consequential damages; or D) acts of God.

MM SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES such as cost of repairing or replacing real or personal property damaged as a result of product failure, expenses for transportation, lodging, loss of use of your product, inconvenience, or loss of income.

MM makes no other warranties, express or implied. IMPLIED WARRANTIES INCLUDING ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE HEREBY DISCLAIMED.

Some states do not allow exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitation or exclusion may not apply to you.

If you have a claim, please notify your local retailer within 30 days. All claims must be made in writing within 30 days of discovery of the defect.

Midwest Manufacturing, 5311 Kane Road, Eau Claire, WI 54703





**JELD-WEN**  
WINDOWS & DOORS

## Window & Patio Door Limited Warranty

### OUR WARRANTY TO YOU...

JELD-WEN® Products<sup>1</sup> are designed to create lasting value for your home. This warranty is effective for all JELD-WEN window and patio door Products (except United Collection products) manufactured on or after **June 1, 2019** for use in the United States and Canada. Any previous warranties will continue to apply to products manufactured by JELD-WEN prior to this date. For additional information, including care and maintenance instructions, installation instructions, and previous warranties, refer to [www.jeld-wen.com](http://www.jeld-wen.com) or [www.jeld-wen.ca](http://www.jeld-wen.ca).

#### WHAT THIS WARRANTY COVERS

Except as set forth in the Special Coverages section below, we warrant that if your JELD-WEN Product exhibits a defect in material or workmanship within the time periods from the date of manufacture as specified below, we will, at our option, repair, replace or refund the purchase price of the Product or component part. Skilled labor<sup>2</sup> (where deemed necessary by us) to repair or replace any component is provided as specified below.

	Wood & Metal Clad Wood	Composite	Vinyl & Metal Clad Vinyl	Aluminum
<b>Basic Product Coverage</b> Owner-Occupied Single-Family Residence	20 years	10 years; glass is covered for 20 years	as long as you own and occupy your residence	10 years
<b>Basic Product Coverage</b> Commercial (Other than Owner-Occupied Single-Family Residence)	20 years	10 years	10 years	2 years
<b>Skilled Labor<sup>2</sup> Coverage</b>	2 years	2 years	2 years	1 year
<b>Transferability</b> - the maximum length of any coverage when you sell your residence or it becomes occupied by other than the original owner	10 years	10 years	10 years	Non-transferable

#### Special Coverages (Applies to both Owner-Occupied and Commercial)

The following Special Coverages apply to special product features and options; not all options are available on all products or in all regions.

Glass Options	Coverage	Notes
Triple-Glazed Glass Units	20 years	Includes the glass panes and the insulating seal.
ImpactGard® Glass Units	10 years	
Special Glazings	5 years	Includes laminated glass units other than ImpactGard, and glass options not listed in our product literature, e.g., leaded or decorative glass.
Blinds/Shades Between the Glass	10 years	Includes the seal, external control mechanism, and operation of the shade/blind.
Stress Cracks	1 year	Applies to sealed glass units installed in windows and patio doors. Laminated glass and special glazings are excluded. Coverage includes replacement glass and skilled labor <sup>2</sup> necessary to replace the glass. Stress cracks occur when, in the first year after manufacture, the glass develops a crack without sign of impact.
Accidental Glass Breakage	Same as the Basic Product Coverage above (Owner-Occupied or Commercial)	Applies to Products ordered with double-strength or thicker glass. Not covered: damage attributable to acts of nature (e.g. fire, hurricane, etc.), civil disorder, building settling, structural failures of walls or foundations or improper installation, construction job-site mishaps, storage, or handling. Special glazings and ImpactGard glass are not covered by this glass breakage warranty.

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## Special Coverages (continued)

Finish Options	Coverage	Notes
Finish on Metal Clad Exteriors	AAMA 2605: 30 years AAMA 2603/2604: 10 years Anodized: 5 years	Coverage is for peeling, checking, cracking, or exhibiting excessive chalk, fade or color change <sup>3</sup> . Clad products installed within one mile of a salt-water source (for example, an ocean or salt lake) or other corrosive environment require additional and specific maintenance requirements. Refer to our full care and maintenance instructions.
Factory Interior Finish on Wood Products	1 year	Coverage is for peeling, checking, or cracking. Should the factory interior finish be proven defective within this time period, we will at our option, replace or refinish the component or product, or offer a refinish credit up to \$50 per opening for windows or \$100 per opening for patio doors. This coverage applies to factory-applied finish coat options only; standard factory-applied primer is not a finish coat.
Colored and Laminated Surfaces on Vinyl and Composite Products	10 years	Coverage is for peeling, blistering, or flaking, and excessive color change <sup>3</sup> . This coverage does not extend to discoloration, polish, surface damage, or alteration caused by the use of natural or chemical solvents or an environmental factor causing such damage.
Other Special Coverages	Coverage	Notes
AuraLast® Protection for Wood Products	Owner-Occupied Single-Family Residence: as long as you own and occupy your residence	Coverage is for wood decay and/or termite damage in pine wood components. Warranty coverage outside Canada, the contiguous 48 states and Alaska is contingent upon approval from the JELD-WEN Customer Care Department. Please contact us.
	Commercial: 20 years	
Custom Fiberglass Door Slabs	As long as you own and occupy your residence	
Factory Prefinish on Custom Fiberglass Doors	10 years	Should the factory prefinish be proven defective, we will at our option refinish the door or pay up to \$350.00 per opening to the current owner.
Electric Operators	1 year	Coverage includes replacement parts and skilled labor necessary to replace the operator for one year.
Retractable Roll Screens	5 years	

## HOW TO GET ASSISTANCE

If you have a problem with your JELD-WEN Product, contact the dealer/distributor or contractor from whom you purchased your product or contact us directly:

	In the United States:	In Eastern Canada:	In Western Canada:	In Ontario Canada:
Mail:	JELD-WEN Customer Care Attn: Warranty Claims P.O. Box 1329 Klamath Falls, OR 97601	JELD-WEN Service Dept 90, rue Industrielle Saint-Apollinaire, Quebec, Canada G0S 2E0	JELD-WEN Service Dept 550 Munroe Avenue Winnipeg, Manitoba, Canada R2K 4H3	JELD-WEN Service Dept 90 Stone Ridge Road Vaughan, Ontario Canada L4H 3G9
Phone:	888-JWHelpU 888-594-3578	800-463-1930	888-945-5627 204-668-8230	800-440-2714 905-265-5700
Fax:	800-436-5954	888-998-1599	204-663-1072	905-265-5704
E-mail:	jeldwenwarranty@jeld-wen.com		wpgservice@jeld-wen.com	
Web:	www.jeld-wen.com/contact-us	www.jeld-wen.ca/contact-us		

We can respond quickly and efficiently if you provide the following: a) product identification (from the original order/invoice, spacer code, permanent label, or the window identification number found on corner of glass), b) how to contact you, c) the address where the product can be inspected, and d) a description of the apparent problem and the product (photographs are helpful).

## What We Will Do...

Upon receiving your notification, we will send out an acknowledgement within three business days to the contact, which you have provided. We will investigate your claim and will begin to take appropriate action within 30 days after receipt of notification. If your warranty claim is denied, we may charge an inspection fee for an onsite inspection that is required or requested by you.

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## HOW TO GET ASSISTANCE (CONTINUED)

If your claim is approved, and we choose to repair or replace the product or a component of the product, the replacement product/component will be provided in the same specification as the original product or its nearest equivalent current product. Replacement components/products are warranted for the balance of the original product warranty or 90 days, whichever is longer.

Product Purchase Date: \_\_\_\_\_  
Order Number: \_\_\_\_\_

If the claimed nonconformity is warp of a door slab, we may defer repairing or replacing the door slab for a period up to twelve (12) months from the date of claim. It is not uncommon for a temporary warp condition to occur as the door slab adjusts to local humidity and temperature conditions. This deferral will not be counted against the warranty period.

## WHAT THIS WARRANTY DOES NOT COVER

JELD-WEN is not liable for damage, product failure or poor product performance due to:

- Normal wear and tear, including normal wear and tear of weatherstrip; natural weathering of surfaces. Variance in color or texture of natural wood parts, and natural tarnishing of copper cladding are not considered defects.
- Normal wear and tear to hardware and naturally occurring changes to hardware finishes (e.g., corrosion or tarnishing).
- Exposure to chemicals (e.g. brick wash) or a harsh environment (e.g. salt spray or airborne pollutants) unless otherwise stated above.
- Misuse, abuse or failure to properly finish and provide maintenance.
- Alteration or modification of the Product (e.g. customer applied tints or films, paint finishes, security systems).
- Any cause beyond the reasonable control of JELD-WEN (e.g. fire, flood, earthquake, other acts of nature, and acts of third parties outside of our control).
- Failure to provide an adequate overhang for fiberglass doors; damage caused by extreme temperature buildup where storm doors are present. For general guidelines, see our "Appropriate Protection for Exterior Doors" in our product literature or at [www.jeld-wen.com/resources](http://www.jeld-wen.com/resources); for specific information pertaining to your structure, consult your contractor or other building professional.
- Improper installation not in conformance with JELD-WEN installation instructions (note: see [www.jeld-wen.com](http://www.jeld-wen.com) for current installation instructions); operational problems and problems related to water and/or air infiltration/leaking as a result of improper installation or flaws in building design or construction.
- Installation into a condition that exceeds product design standards and/or certified performance specifications and/or is not in compliance with building codes.
- Extreme artificial temperature buildup or exposure (e.g., where storm doors/windows are present).
- Hardware or inserts that are not provided by us, such as locksets, door handles, strikes, etc.
- Condensation or damage as a result of condensation (Note: unless due to insulating glass failure, most condensation problems are related to excessive humidity levels in a structure. Contact a heating/air conditioning specialist for help).

- Wood decay in wood components other than of pine species and any components (including pine) that come in direct contact with soil. Note: superficial mold/mildew does not indicate wood decay.

JELD-WEN is also not liable for:

- Glass breakage (except as specifically covered above).
- Screen damage due to normal wear and tear, misuse, abuse, or insect or animal activity.
- Slight expansion or contraction of product components due to varying environmental conditions; slab movement (shrinkage or swelling) of 1/4" or less due to temperature and humidity, consult the Homeowner's Manual on how to work with this natural movement.
- Slight imperfections or wavy distortions in the glass that don't impair structural integrity. Note: wavy distortions in the glass (e.g. related to laminate interlayer or heat strengthening of glass) are not considered a defect. Slight color variations in glass are not considered a defect.
- Hairline cracks in factory-applied finishes; surface cracks that do not compromise the underlying material are not a defect.
- Damage or distortion to other property, including but not limited to, vinyl siding, building components or landscaping caused in whole or in part by reflection of light or heat from JELD-WEN windows or doors.
- Product or component performance decline due to aging, inert gas dissipation, natural processes or failure to provide proper maintenance. Note: Other than inert gas loss due to seal failure, the migration of an inert gas, such as argon, is a natural process that occurs over time and is not a defect.
- Repairs on product not accessible by road; travel costs related to repairs on product located more than 125 miles/200 kilometers from an authorized dealer; providing, assembling, or dismantling scaffolding, lifts, or other specialized equipment.
- Labor and materials for repainting or refinishing activities or the removal or disposal of defective product(s); labor exceeding the time periods specified above.
- Incidental or consequential damage. Some states/provinces do not allow the exclusion or limitation of incidental or consequential damages, so this may not apply to you.

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**Important Legal Information -- Please read this carefully. It affects your rights.**

This Limited Warranty document sets forth our maximum liability for our products. We shall not be liable for special, indirect, consequential, or incidental damages. Your sole and exclusive remedy with respect to any and all losses or damages resulting from any cause whatsoever shall be as specified above. We make no other warranty or guarantee, either express or implied, including implied warranties of merchantability and fitness for a particular purpose to the original purchaser or to any subsequent user of the Product, except as expressly contained herein. In the event state or provincial law precludes exclusion or limitation of implied warranties, the duration of any such warranties shall be no longer than, and the time and manner of presenting any claim thereon shall be the same as, that provided in the express warranty stated herein. This Limited Warranty document gives you specific legal rights, and you may have other rights that vary from state/province to state/province.

Any dispute, controversy or claim arising out of or relating to this warranty, any alleged breach thereof, or the use or sale of the products to which this warranty applies shall be resolved by mandatory and binding arbitration administered by the American Arbitration Association in accordance with its commercial arbitration rules. Any ensuing arbitration will be venued in Charlotte, North Carolina. Original purchaser agrees that they may assert claims against JELD-WEN in their individual capacity only, and not as a plaintiff or class member in any purported class action proceeding. This warranty shall be interpreted in accordance with the laws of North Carolina (excluding North Carolina's conflict of laws principles). If any provision of this warranty is deemed illegal or unenforceable in a judicial proceeding, that provision shall be severed and excluded, and the remainder of this warranty shall continue in force. Rejection of these dispute resolution provisions must be sent to JELD-WEN at the address provided herein within thirty (30) days of original purchaser's receipt of the Products to which this warranty applies.

No distributor, dealer or representative of JELD-WEN has the authority to change, modify or expand this warranty. The original purchaser of this Product acknowledges that they have read this warranty, understand it and are bound by its terms and agrees to provide this warranty to the original owner of the structure into which the Product is installed.

<sup>1</sup> "JELD-WEN Products" shall refer to window and patio door products (except United Collection products) manufactured in the United States and/or Canada and marketed under the JELD-WEN brand name for use in the United States and/or Canada. See our separate United Collection warranty, or our Export Warranty for applicable coverage on products used outside the United States and Canada.

<sup>2</sup> "Skilled labor" refers to tasks where specialized technical knowledge, experience, methods or tools are required to properly identify, diagnose and/or correct product-related issues.

<sup>3</sup> "Chalking" of the exterior finish is not a defect unless it exceeds a numerical rating of eight (8) when measured in accordance with the standard procedures specified in ASTM D4214. Fading or changing in color of the exterior finish is not a defect unless it exceeds five (5) E units, calculated in accordance with ASTM D2244, paragraph 6.2. Color change shall be measured on an exposed area of finish that has been cleaned of surface soils and chalk, and the corresponding values measured on the original or unexposed area of finish. Fading or color changes may not be uniform if the surfaces are not equally exposed to the sun and elements. If the above ASTM standards change, the standard in effect at the time of purchase applies. As an option to replacement, we may choose to refinish the product.





Thank you for selecting JELD-WEN products. Attached are JELD-WEN's recommended installation instructions for Vinyl windows with an integral nail fin. Not all window types may be installed into every wall condition in all areas. Consult your local building code official for applicable building codes and regulations. Local building code requirements supersede recommended installation instructions. Areas such as Florida and the Texas TDI region have different anchoring requirements based on product certification. For information on specific products, visit [www.floridabuilding.org](http://www.floridabuilding.org) or [www.tdi.texas.gov](http://www.tdi.texas.gov) and follow the anchoring schedule given in the drawings for the product instead of the anchoring schedule in this document.

Newer construction methods have led to an increase in air and water tightness in buildings. This frequently leads to negative air pressure inside the house, which can draw water through very small openings. Our installation method integrates the window with the weather barrier of the structure (typically building wrap).

### IMPORTANT INFORMATION AND GLOSSARY

**Please Note!** Installations where the sill is higher than 35 feet above ground level, or any product installation into a wall condition not specifically addressed in these instructions, must be designed by an architect or structural engineer. Failure to install windows into square, level, and plumb openings could result in denial of warranty claims for operational or performance problems.

**Note to Installer:** Provide a copy of these instructions to the building owner. By installing this product, you acknowledge the terms and conditions of the limited product warranty as part of the terms of the sale.

#### GLOSSARY

##### Buck

A wood framework attached to the masonry inside a window or patio door rough opening.

##### Mull Joint

The joint where two or more window units are structurally joined together.

##### Mulled Unit

Two or more window units structurally joined together.

##### Precast Sill

A pre-formed concrete block placed in the sill of a masonry/block wall to support a window.

##### Self-Adhesive Flashing

An adhesive backed tape material used to waterproof the rough opening and/or used to seal a window to the building's weather barrier.

##### Shiplap

The layering method in which each layer overlaps the layer below it so that water runs down the outside.

##### Weep Hole (weep channel)

The visible exit or entry part of a water drainage system used to drain water out of a window.

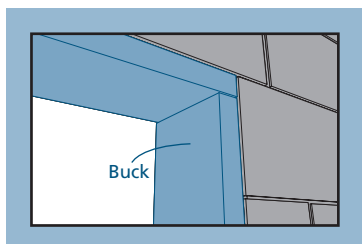
Estimated Install Time for New Construction	First Time: 2 hrs
	Experienced: 1.5 hrs
	Professional: 1 hr

### ROUGH OPENINGS

This installation guide specifically addresses masonry/block wall, sheathed wall and open-stud construction.

#### MASONRY/BLOCK WALL CONSTRUCTION

This installation assumes that a framework of studs (often called a buck) has already been properly fastened and sealed to the concrete/masonry wall by a building professional.



#### FULLY SHEATHED WALL CONSTRUCTION

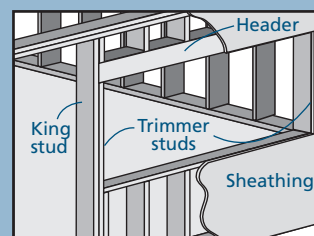
The wall framing is covered by sheathing. Windows will be mounted flush against the sheathing. This installation assumes building wrap is properly installed prior to installation.

#### OPEN-STUD CONSTRUCTION

If self-adhesive flashing is to be applied so that it is wider than the framing of the wall, it may be necessary to cover the wall with backing support sufficient to support the entire width of the flashing.

This backing support should be a non water-degradable, thin (max. 1/8" thick) sheet material such as lauan or plywood. Completely surround the rough opening with the backing support. Backing support must be applied before building wrap. The window will be mounted with the nailing fin flush against the applied backing support.

##### Sheathed Wall



## SAFETY AND HANDLING

### SAFETY

- Read and fully understand ALL manufacturers' instructions before beginning. Failure to follow proper installation instructions may result in the denial of warranty claims for operational or performance problems.
- Do not work alone. Two or more people are required. Use safe lifting techniques.
- Use caution when handling glass. Broken or cracked glass can cause serious injury.
- Wear protective gear (e.g. safety glasses, gloves, ear protection, etc.).
- Operate hand/power tools safely and follow manufacturer's operating instructions.
- Use caution when working at elevated heights.
- If disturbing existing paint, take proper precautions if lead paint is suspected (commonly used before 1979). Your regional EPA ([www.epa.gov/lead](http://www.epa.gov/lead)) or Consumer Product Safety Commission offices provide information regarding regulations and lead protection.

### MATERIALS AND WINDOW HANDLING

- Make sure operable windows are locked prior to installation.
- Heed material manufacturers' handling and application instructions.
- Protect adhesive surfaces from dirt, moisture, direct sunlight and folding over onto themselves.
- Handle in vertical position; do not carry flat or drag on floor.
- Do not put stress on joints, corners or frames.
- Store window in dry, well-ventilated area in vertical, leaning position to allow air circulation; do not stack horizontally.
- Protect from exposure to direct sunlight during storage.
- Install only into vertical walls and when conditions and sheathing are dry.

**IF INJURY OCCURS, IMMEDIATELY SEEK MEDICAL ATTENTION!**

## MATERIALS AND TOOLS

### NEEDED MATERIALS

**Note!** Follow all material manufacturers' instructions for proper use and compatibility. When using flashing, spray adhesive/primer, sealant and foam products, we recommend using the same manufacturer and verifying compatibility. It is the End User's responsibility to determine if dissimilar materials are compatible to the substrates in the application.

- 1 3/4" galvanized roofing nails or #8 x 1 1/4" pan head or washer head (stainless steel recommended) screws. Fasteners must penetrate at least 1" into framing (or as required by local code).
- For mulled and/or PG50 or above units: #8 x 1 1/4" pan head or washer head (stainless steel recommended) screws. Screws must penetrate at least 1" into framing (or as required by local code)
- Sealant: We recommend OSI® QUAD® Max Sealant or equivalent. This can be used in any application and can be painted or ordered in a color matched product, if desired.
- Backer rod 1/8" larger than the widest portion of the gap (used in conjunction with sealant bead).
- Polyurethane low expansion Window and Door foam: We recommend OSI® QUAD® Foam or equivalent).
- Non-compressible or water degradable shims

For installations into a stud-framed wall:

- 4", 6", or 9" (as required by local code and window configuration) wide self-adhesive flashing: We recommend OSI® Butyl Flash Tape or equivalent.
- Spray adhesive/primer for self adhesive flashing. Such as Loctite® 300 or equivalent.
- For mulled units, a drip cap 1/8" longer than the frame width is required.

For installations into a buck:

- Liquid applied flashing (Protecto Wrap LWM 200 or equivalent)

### NEEDED TOOLS

- |                 |                                  |
|-----------------|----------------------------------|
| • Utility knife | • Caulking gun                   |
| • J-roller      | • Level (4' minimum recommended) |
| • Hammer        | • Drill with bits                |
| • Tape measure  |                                  |

### 1

#### REMOVE PACKAGING AND INSPECT WINDOW

##### REMOVE PACKAGING

Remove shipping materials such as corner covers, shipping blocks or pads. If there is a protective film on the glass, do not remove it until installation and construction are complete.

##### INSPECT WINDOW

- Cosmetic damage
- Product squareness (diagonal measurements not more than 1/4" different)
- Correct product (size, color, grid pattern, handing, glazing, energy-efficiency requirements, etc.)

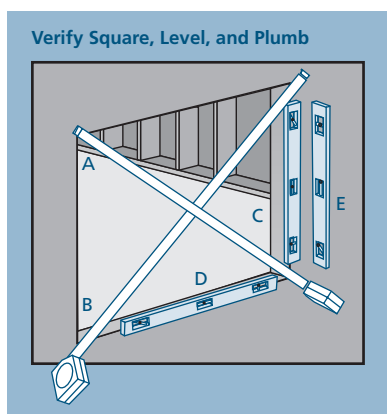
- Cracked frame welds or other frame damage
- Splits, cracks, holes, missing sections or other damage to the nailing fin longer than 6" and/or within 1/2" of window frame
- For side-by-side mulled units, a drip cap that extends the length of the frame plus 1/8" overhang on each end is required.

If any of the above conditions represent a concern, or if you expect environmental conditions to exceed the window's performance rating, do not install the window. Contact your dealer or distributor for recommendations.

### 2

#### INSPECT ROUGH OPENING

- Verify the width and height of the window are each 1/2"- 5/8" smaller than the rough opening width and height. Mulled units should be 3/4" narrower.
- Verify the rough opening is square. The (A) and (B) measurements above should be the same. Maximum allowable deviation from square is 1/8" for windows 20 sq. ft. and smaller, and 1/4" for windows larger than 20 sq. ft.



- Verify the rough opening is level and plumb (C) and (D). The maximum allowable deviation is 1/16" for every 2' of rough opening (not to exceed 1/8").
- The rough opening sill must not be crowned or sagged (D), but rather level or sloped (positive slope) to the exterior.
- The exterior face of the rough opening must be in a single plane (E) with less than 1/8" twist from corner to corner.
- Minimum double studs (king and jack/trimmer) should be used to support the header at all rough openings.

##### FOR RETROFIT INSTALLATIONS

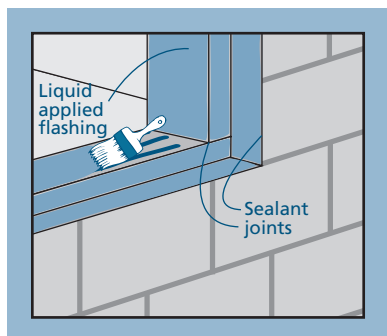
After removing the old window, remove sufficient cladding (siding, stucco etc.) to expose enough intact building wrap to properly seal the window to the opening. If damaged, apply new building wrap in shiplap manner. Verify the rough opening framing is structurally sound. Contact your local waste management entities for proper disposal or recycling of products being removed.

### 3

#### PREPARE BUCK

**Note!** This section applies to installations into a masonry wall only. For installations into a stud-framed wall, begin with section 4, "PREPARE STUD-FRAMED WALL."

1. Seal any joint larger than 1/16" in the buck and between the buck and the concrete/masonry with sealant.
2. Cover the buck and the surrounding concrete/masonry at the head and jambs with liquid applied flashing as shown.



3. If installing into a four-sided buck, seal the sill in a similar manner.

**Note!** Where the window will sit on the sill, shim to provide continuous support to the sill. This shimming must be 1/2" shorter than the width of the window frame, be 1/4" narrower than the depth of the window frame sill, should level the rough opening sill and be no more than 1/4" thick.

4. Align the shimming on the sill flush with the exterior and centered between the side jambs. If installing a mulled unit, leave gaps at the mull joint(s) so they don't sit on the shimming and tack into place or secure with sealant. **SKIP to section 5, "INSTALL WINDOW."**



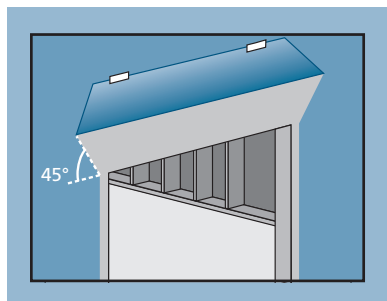
# 4

## PREPARE STUD-FRAMED WALL

### PREPARE BUILDING WRAP

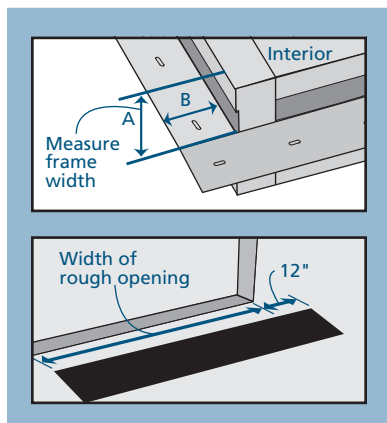
**Note!** Check with the building wrap manufacturer to verify the following steps will not void their product warranty.

1. Trim building wrap flush with the rough opening.
2. At the head, cut building wrap at 45° and tape up as shown.
3. Trim the sides sufficiently to allow the nailing fin to be mounted against the sheathing.



### PREPARE/SHIM THE SILL

1. Use self adhesive flashing to waterproof the sill.
2. Flashing must have at least 2" of visible material below nail fin. Flashing width must be at least measurement  $A + B + 1 \frac{3}{4}"$ .
3. Measure the width of the frame from the interior to the nail fin (measurement A) and subtract  $\frac{1}{4}"$ . Transfer this measurement from the outside edge of the rough opening sill and draw a line all along the rough opening sill. This is where the back of the flashing will sit.

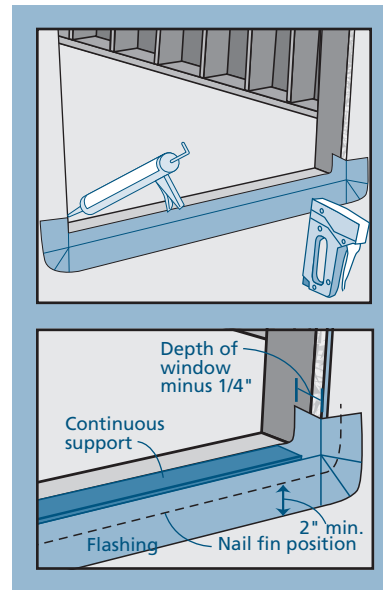


4. Cut a piece of flashing the length of the sill plus 12".

5. Place flashing on rough opening sill, wrapping the flashing up 6" on each jamb as shown.
6. Pull release tape and set flashing into place.
7. Fold the flashing down onto the sheathing. Mechanically fasten if necessary.
8. Smooth out any bubbles or creases with a J-roller. Remove and replace if necessary.
9. Install the continuous support as follows:

**Note!** Where the window will sit on the sill, shim to provide continuous support to the sill. This shimming must be  $\frac{1}{2}"$  shorter than the width of the window frame, be  $\frac{1}{4}"$  narrower than the depth of the window frame sill, should level the rough opening sill and be no more than  $\frac{1}{4}"$  thick.

10. Align the shimming on the sill flush with the exterior and centered between the side jambs. If installing a mulled unit, leave gaps at the mull joint(s) so they don't sit on the shimming and tack into place or secure with sealant.

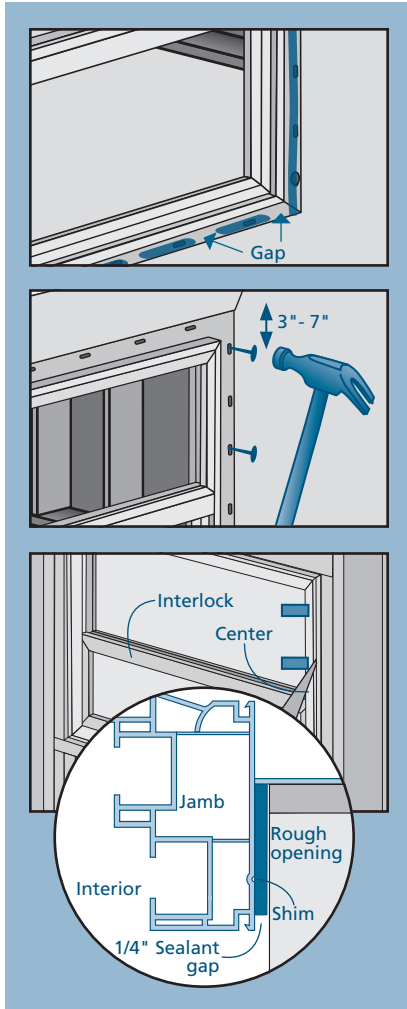


**5**

**INSTALL WINDOW**

**WARNING!** To avoid injury, use at least two people to install. Adequately support the window until completely fastened.

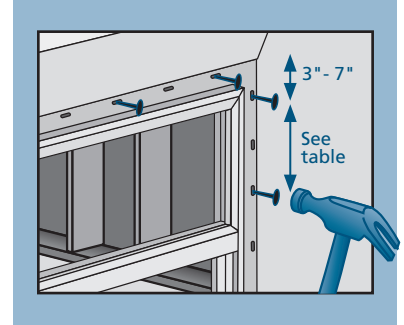
1. Run a continuous 3/8" bead of sealant around the interior side of the nail fin on the side jambs and head. On the sill, leave at least a 2" gap every 8" where it will contact the rough opening.
2. Place window onto the shimming support and tilt into the rough opening. The window sill must rest on and be fully supported by the shimming support.
3. Fasten window through the nailing fin between 3" - 7" from one upper corner.
4. Shim at each interlock, or in the center, and within 4" - 6" of each corner on the side and head jambs. Apply additional shims to the side and head jambs as necessary to ensure window position within the opening is plumb, level, and square. Larger windows usually need additional shims. Shims can be secured with sealant or adhesive.
5. Inspect window for square, level, and plumb. Test for proper operation (remove and reinstall if necessary).



**SECURE WINDOW**

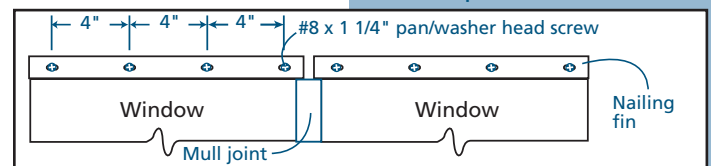
Areas such as Florida and the Texas TDI region have different anchoring requirements based on product certification. For information on specific products, visit [www.floridabuilding.org](http://www.floridabuilding.org) or [www.tdi.texas.gov](http://www.tdi.texas.gov) and follow the anchoring schedule given in the drawings for the product instead of the anchoring schedule in this document.

**Note!** Fastener (anchor) heads must be flush. Do not dent nailing fin. Use the table below to find the correct product and fasten it as directed.



<b>PG20 up to PG35</b>	Fasten window through the nailing fin holes 3" - 7" from the corners and 12" apart all the way around the window.
<b>PG35 up to PG50 Awning, Casement, Fixed, Hung, Slider, PD</b>	Fasten window through the nailing fin holes 3" - 7" from the corners and 8" apart all the way around the window.
<b>PG50 or above Awning, Casement, Slider, PD</b>	Fasten window through the nailing fin holes 3" - 7" from the corners and 8" apart all the way around the window.
<b>PG50 or above Fixed</b>	Fasten window through each nailing fin hole (every 4") on the jambs and 8" apart along the head and sill.
<b>PG50 or above Hung</b>	Fasten window through the nailing fin holes 3" - 7" from the corners. Then, install fasteners 12" on center on the jambs, with fasteners every 4" on both sides of the Interlock. Install fasteners 8" apart along the head and sill.
<b>Mull Joints</b>	The first 12" beyond mull joints, on both sides, must be fastened through each nail fin hole.
<b>Continuous Head and Sill PG35</b>	The first 4" from center, on both sides, must be fastened every 2"
<b>Continuous Head and Sill above PG35</b>	The first 6" from center, on both sides, must be fastened every 2"

**Mull Example**

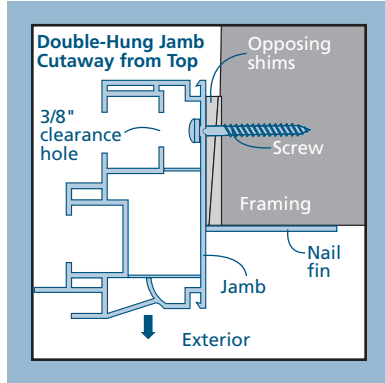


**5**

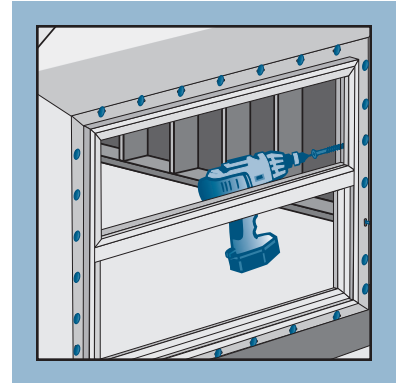
**INSTALL WINDOW - CONTINUED**

**For PG50 OR ABOVE Tilt Hung Windows ONLY**

1. From the interior, just above the interlock (where the sashes meet at center), align with shims and drill a 3/8" clearance hole through **ONLY** the first wall of the interior jamb (as shown). This will allow the screw head to pass through. Do not drill all the way through the jamb into the rough opening.



2. Drive one #8 x 1 1/4" pan/washer head screw through the jamb and shim. Repeat for opposite side.



**6**

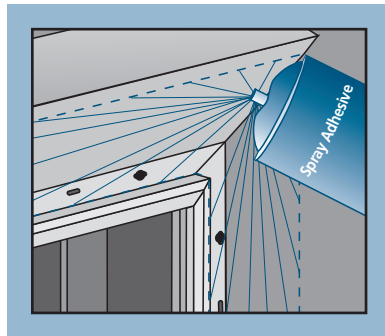
**FLASH WINDOW - WINDOWS INSTALLED INTO STUD-FRAMING ONLY**

Cut pieces of self-adhesive flashing as follows:

MIN. SIZES OR OTHER SPECIFIED	PG50 or below (4" flashing)	Above PG50 (6" flashing)
One header piece	10" longer than the header	14" longer than the header
Two side pieces	8" longer than the jamb	12" longer than the jamb

**SPRAY ADHESIVE/PRIMER**

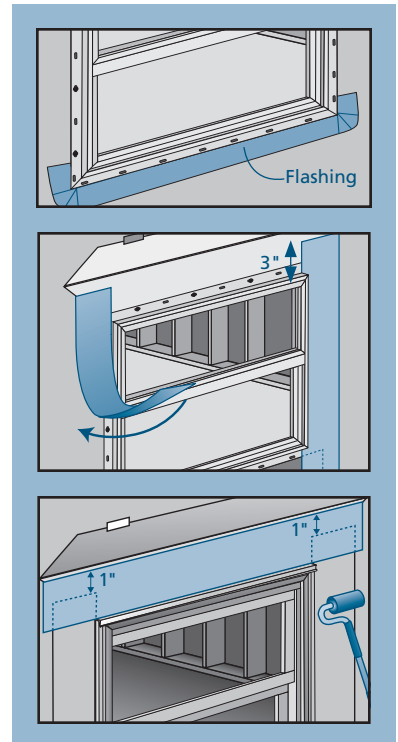
Protect window from overspray and apply spray adhesive according to instructions on the product to nailing fin and building wrap around the window as shown.



**APPLY THE SELF-ADHESIVE FLASHING**

**Note!** Keep the edge of the self-adhesive flashing as close to the window frame as possible and apply over the nail fin.

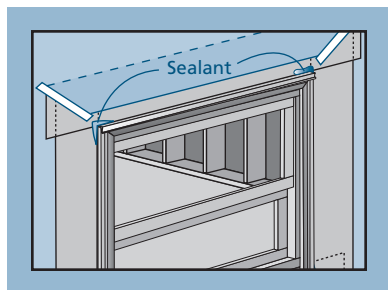
1. Apply the side pieces starting 3" above the header and overlap the flashing on the sill as shown.
2. Install drip cap if required. Pre-drill through the nailing fin if required.
3. Center and apply the header piece above the header, overlapping the side pieces as shown.
4. Press the flashing down with a J-roller, being careful to remove any gaps or bubbles beneath self-adhesive flashing (remove and replace if necessary).





**7**
**COMPLETE INSTALLATION**

1. Release the building wrap from above the header (previously taped up) and overlap the header flashing. Seal the ends with self-adhesive flashing or building wrap tape.
2. Adjust window for best operation.
3. Seal the top corners of the window with a 1/4" bead of sealant. Tool into a fillet shape.


**CONTINUOUS AIR SEAL**

Create a continuous air seal on the interior by integrating the rough opening and the window frame with low expansion polyurethane foam or backer rod and sealant.

**AFTER INSTALLATION**

- Ensure weep holes/channels are clear of debris for proper water drainage. Do not seal weep holes/channels.
- Install exterior wall surface per manufactures' guidelines.
- Leave an expansion/contraction gap of approximately 3/8" between window frame and final exterior wall surface (siding, stucco, etc.). For a finished look and additional protection, seal this gap on the sides with backer rod and sealant. If sealant is applied above the drip cap ensure the sealant bead is discontinuous to allow for drainage.
- Protect recently installed units from damage from plaster, paint, etc. by covering the unit with plastic.

Please visit [jeld-wen.com](http://jeld-wen.com) for warranty and care and maintenance information.

Thank you for choosing

**JELD-WEN**  
 WINDOWS & DOORS

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JELD-WEN reserves the right to change product specifications without notice. Please check our website, [jeld-wen.com](http://jeld-wen.com), for current information.

(07/14)



Caring for your vinyl windows and patio doors will save time and money. It is necessary to take some time every year to clean and inspect your vinyl windows and patio doors for cracks and damage. Proper maintenance requires periodic tasks to maintain long life, smooth operation, and warranty coverage. Regular inspections and minor maintenance are the best ways to keep these products in good condition.

Do-It-Yourself

Technician

## INTRODUCTION

This guide provides important information that will help to keep vinyl windows and patio doors looking beautiful and operating smoothly for many years. Vinyl products contain ultraviolet (UV) inhibitors designed to reduce sun damage. Vinyl is manufactured to be low maintenance and long lasting without the need for painting or finishing.

## TABLE OF CONTENTS

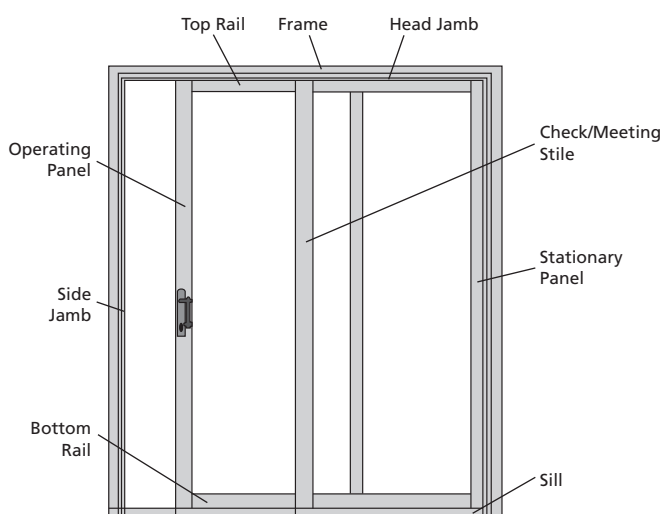
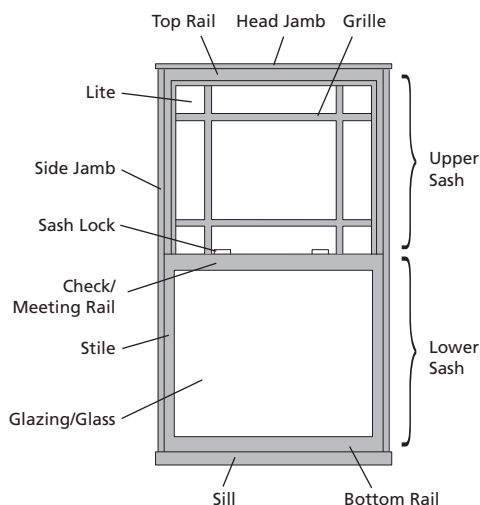
Precautions and Safety.....	2
Needed Materials and Tools.....	2
Basic Inspections and Maintenance.....	2
Cleaning Glass and Vinyl Surfaces.....	4
Hardware Cleaning and Lubrication.....	5
Glossary.....	7
Inspection Checklist.....	8

## CONTACT US

For questions, feel free to contact us by phone or email:

- Email: [customerserviceagents@jeld-wen.com](mailto:customerserviceagents@jeld-wen.com)
- Phone: 1-(800)-JELD-WEN/1-(800)-535-3936

## WINDOW AND PATIO DOOR PARTS



The advice offered herein can be done by a homeowner with some mechanical aptitude. If you are unsure, it is recommended that you hire a trained service provider such as a competent and licensed construction contractor or building professional. JELD-WEN disclaims any and all liability associated with the use and/or provision of these instructions. Any reliance upon the information or advice is at the risk of the party so relying. The information contained herein may be changed from time to time without notification.

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(05/12)

## PRECAUTIONS, SAFETY AND CLEANING RECOMMENDATIONS

### PRECAUTIONS AND SAFETY

- Some windows have opening control devices installed to help prevent falls, while allowing full operation when manually released. Know how to operate these devices before an emergency occurs. See the full Safety and Operating Instructions at [www.jeld-wen.com](http://www.jeld-wen.com).
- Window insect screens are not security devices and will not prevent a child or anyone from falling through.
- Never mix cleaners or solvents. This may be dangerous as well as ineffective.
- Use help when working with a large window sash or patio door panel to avoid injury.
- Use proper/safe equipment and precautions when cleaning and servicing the exterior side of windows above ground level.
- If using commercial cleaning or finishing products or solvents, carefully read and follow safety instructions, warnings, cautions and disposal instructions on manufacturer's labels. Wear appropriate safety gear (e.g. clothing, goggles, gloves) and provide plenty of ventilation.
- Immediately clean spills.
- Most solvents are flammable and/or toxic and must be handled with extreme care. Do not use near open flame, sparks, or electrical motors.

### RECOMMENDATIONS

- Do not power-wash windows or use a garden hose; this can cause seal failure and allow water to enter the structure.
- When cleaning exterior, multi-story windows, begin with the upper story and work down.
- Avoid using metal tools, razor blades, or other sharp objects and abrasive cleaners. They can damage window surfaces, scratch glass and remove exterior glass coatings.
- Aggressive cleaners or solvents can damage vinyl surfaces and may cause yellowing. Immediately rinse and dry.
- Do not allow cleaners to puddle or collect at glass edges near glazing materials.
- Avoid cleaning in direct sunlight or in temperatures too hot or too cold.
- Avoid excessive rubbing and over-cleaning.
- Do not scour.
- Clean and rinse one area at a time.
- Clean twice a year (monthly in coastal areas) or when dirty.
- After-market tints and films are not recommended, as they may cause damage to the glass and/or sealant.

## NEEDED MATERIALS AND TOOLS

- Baby shampoo or mild soap and water or vinegar and water
- Several clean, soft, non-abrasive, absorbent Chamois or lint-free dry cloths
- Soft bristle brush
- Spray bottle
- Vacuum cleaner
- Sponge
- Appropriate solvent (for hardware only)
- Commercial glass cleaning products or solvents (for stubborn stains)
- Plastic putty knife (for paint or label removal)
- Plastic wrap (for label removal)
- Spray silicone

## BASIC INSPECTIONS AND MAINTENANCE

### INSECT SCREENS

1. Inspect for the following:
  - Cuts, scratches, or holes
  - Looseness; tighten excessively loose screws.
2. Maintain:
  - Lightly lubricate tracks with silicon spray.
  - During freezing, optional retractable screens should be fully retracted.
  - Clean tracks with a vacuum.
3. Replace or repair damaged screens; if replacement is necessary, contact a local supplier for repair or replacement information.

Your local hardware or home improvement store is a good source for supplies and information on screen repair.

#### Cleaning

1. Remove screen and place screen into tub or shower if indoors; on lawn or hard surface if outdoors (avoid exposure to dirt). For retractable screens, clean in place.
2. Gently spray with water and brush lightly with soft bristle brush until clean (use gentle spray nozzle setting).

For stubborn dirt,

1. Gently scrub with soft bristle brush with mild soap and water.
2. Rinse clean.
3. Reinstall screen when dry.

#### Tips for best operation of optional retractable patio door screens

- Use caution when moving heavy objects over tracks.
- If additional magnetic force is required, adjust strike plate so that flat side faces magnets.
- Do not apply excessive pressure to the screen handle; check for obstructions or misaligned tracks.
- If screen binds, try slightly loosening track screws, and/or add a lubricant such as silicon spray.

**Note!** Screens may not be covered under manufacturer's warranty. To be sure, ask your supplier or distributor.



## BASIC INSPECTIONS AND MAINTENANCE – CONTINUED

### SASH/PANEL INSPECTION

Inspect sash or patio door panel annually (monthly for coastal areas). If the window has a removable sash, it may be helpful to remove it before inspection.

- Inspect optional opening control devices for proper operation. Contact us if not operating properly.
- Inspect stiles and rails for damage (cracks or splits in vinyl surfaces).
- Check glass for cracks. If cracked, call your local glass supplier for replacement.
- For insulating glass units, look for moisture or fogging between glass panes (most likely to occur on cold mornings). This may be an indication of seal failure. Call us for recommendations.

### WEATHERSTRIP

Inspecting and maintaining weatherstrip can help avoid costly structural damage from water leakage and energy loss due to air and/or water infiltration. Replace weatherstrip that is missing, torn, cracked, brittle, discolored, gummy, or that has no “bounce back” when pressed down. Call us for replacement instructions.

#### Precautions

- We recommend denatured alcohol for non water-soluble cleaning. Lacquer thinner may be used in small amounts, but only as directed. Thoroughly rinse any vinyl surfaces that come into contact with lacquer thinner. Other solvents such as mineral spirits or petroleum-based products may damage or dissolve weatherstrip.
- When using alcohol, always test small area first to avoid product damage.
- Do not use anything sharp near weatherstrip.

#### Light Cleaning

1. Clean with damp cloth or mild soap and water.
2. Rinse and dry thoroughly.
3. Repeat if necessary.

#### Non Water-Soluble Cleaning

Clean with denatured alcohol on soft cloth. If denatured alcohol doesn't work:

1. Clean with small amount lacquer thinner on soft cloth.
2. Repeat if necessary.
3. Clean with mild soap and water, then rinse. If unsuccessful, consider replacing weatherstrip.

#### Repair

If weatherstrip is loose or falling out of the kerf:

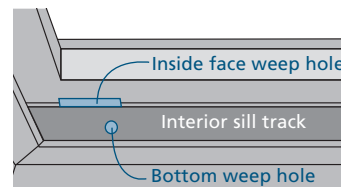
1. Carefully remove weatherstrip.
2. Apply thin bead of silicone sealant into kerf.
3. Reinstall weatherstrip.
4. Hold in place with tape for 24 hours.
5. Carefully remove tape.

### GUTTERS AND OVERHANGS

Gutters and overhangs protect windows and patio doors from excess water exposure. Clear at least once per year.

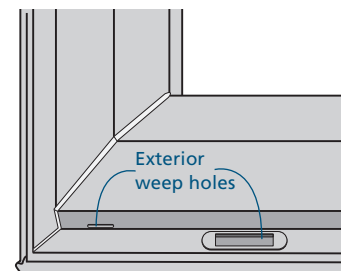
#### WEEP SYSTEM

Vinyl windows and patio doors are not subject to moisture damage; however, damage could develop in the structure around the unit if water does not drain properly from the sill area to the exterior.



Interior weep holes are usually a rectangular or round hole cut in the vinyl in the bottom of the sill track or in the face of a vertical member of the sill near the bottom. Weep holes may be covered by a sill insert or roller track. Access to these weep holes may require removal of the sash or panel and then removal of the snapped in sill insert or roller track. Sash/panel removal can be awkward, see the appropriate product guide at [www.jeld-wen.com/resources](http://www.jeld-wen.com/resources) for safety recommendations and the proper procedure for removing the sash or panel.

Exterior weep holes are usually a round or rectangular hole cut in the exterior face of the vinyl sill. These may have a small flap or baffle covering the hole.



1. Regularly clean sill track with vacuum or wipe thoroughly with damp cloth. Thoroughly remove any blockage in the corners and from the exterior weep holes caused by caulking, masonry or stucco products or a piece of trim.
2. Pour small amount of water (1 cup) into interior sill track. If water does not drain quickly from the sill through the weep system, insert a thin wire into weep hole to clear the blockage. When clearing exterior weep holes, the passages through the inside of the frame may be slightly offset to the left or right. Do not insert the wire farther than necessary because the insulating glass unit may be damaged. Call us if unsure. Repeat until water runs clear to the exterior. If not successful, call a service technician.

### EXTERIOR SIDING JOINT

A proper seal of the joint between the window and the exterior surface of the structure will keep water and/or air from leaking into the house. Inspect the sealant joint for:

- Cracks
- Voids
- Deteriorating areas (e.g. loss of adhesion)

Repair damaged sealant with a best quality sealant.

**Note!** Do not apply sealant to areas where installer or contractor did not originally seal. Seek professional advice from an installer or contractor if unsure.

When repairing a sealant joint, 100% silicone sealant is the most durable, but it cannot be painted. Use 100% polyurethane sealant if painted. Follow sealant manufacturer's instructions for proper application.

## CLEANING GLASS SURFACES

Some window sashes may be removed (horizontal slider), tilted in (tilt single and double-hung), or opened (casements without egress hinges) for easier access to the exterior surface. For specific details on sash removal, please refer to the appropriate product guide for your window at [www.jeld-wen.com/resources](http://www.jeld-wen.com/resources).

Some products are available with optional Neat® glass. Neat glass stays cleaner longer with less maintenance and needs no manual activation. Clean Neat® glass using the same recommendations for standard glass. For more information visit [www.cardinalcorp.com](http://www.cardinalcorp.com).

### GENERAL CLEANING

Prepare cleaning solution (1 tsp baby shampoo to one gallon of water or 1-1/2 cups vinegar to one gallon of water).

1. Rinse surface with clean water from top to bottom.
2. Clean with mild soap and water and sponge or soft brush with uniform pressure horizontally, then vertically.

**Note! Quickly rinse and dry any run-down. Don't allow cleaning solutions to collect or puddle on vinyl surfaces, crevices, etc.**

3. Promptly rinse thoroughly with clean water (sponging while rinsing may be helpful; do not allow cleaning solution to dry on the glass or vinyl surface).
4. Wipe dry with lint-free, dry cloth.
5. If necessary, repeat steps above until clean.
6. Dry window frame and sill with separate cloth.

### PAINT REMOVAL

1. Soak dried latex paint drips with warm water and baby shampoo solution.
  2. Wipe with damp cloth or sponge.
- If needed,
3. Scrape gently with plastic putty knife. Repeat soak and scrape.
  4. Repeat if necessary.

**Note! For oil-based paint drips, consult local paint professional.**

### LABEL REMOVAL

Slowly peel from one corner. If label tears or sticks, moisten with soapy water and gently scrape with plastic putty knife. Stubborn labels can be soaked with soapy water and covered overnight with plastic wrap. Gently remove with plastic putty knife.

### STUBBORN STAIN REMOVAL

For stubborn stains, commercial glass cleaning products may be necessary.

- Apply small amount directly to the stain. Avoid spilling or dripping down the glass.
- Some persistent stains may need higher strength cleaning solutions that contain active ingredient chemicals such as toluene, xylene, mineral spirits or naphtha. Special care must be taken when using these types of cleaners. Avoid getting onto vinyl surfaces.
- For oil and grease, try baking soda and water or washing soda and water.
- Rinse thoroughly with clean water and dry.

### MORE INFORMATION ON GLASS CLEANING

- The Glass Association of North America (GANA): [www.glasswebsite.com](http://www.glasswebsite.com)
- Cardinal Glass Industries: [www.cardinalcorp.com](http://www.cardinalcorp.com)

**Note on Websites! Website content is subject to change and should be used for informational purposes only. JELD-WEN is not responsible for third-party information.**

## CLEANING VINYL SURFACES

Prepare cleaning solution (1 tsp baby shampoo to one gallon of water or 1 1/2 cups vinegar to one gallon of water).

1. Rinse surface with clean water from top to bottom.
2. Clean with mild soap and water and sponge or soft brush with uniform pressure horizontally, then vertically.

**Note! Quickly rinse and dry any run-down. Don't allow cleaning solutions to collect or puddle on vinyl surfaces, crevices, etc.**

3. Promptly rinse thoroughly with clean water (sponging while rinsing may be helpful; do not allow cleaning solution to dry on the glass or vinyl surface).
4. Wipe dry with lint-free, dry cloth.
5. If necessary, repeat steps above until clean.

## HARDWARE CLEANING AND LUBRICATION

Cleaning and lubrication help to maintain and restore smooth operation to movable parts of windows and patio doors and, in most cases, offer corrosion protection. Always thoroughly clean hardware before lubricating.

Maintain hardware any time windows are not opening or closing properly or at least biannually (monthly for coastal areas) for the following:

- Clean dirt/debris
- Tighten loose screws
- Replace damaged hardware

### PRECAUTIONS

The following substances may damage protective hardware finishes. Do not use:

- Vinegar-based cleaners
- Citrus-based cleaners (lemon, etc.)
- Paint removers
- Window cleaners
- Brick/siding washes
- Any other industrial or abrasive cleaners

Use caution with silicone-based sprays. Apply only in small amounts and do not overspray. Wipe off excess lubricant to avoid staining and/or damage to other window or patio door parts. Silicone may cause some hard plastic parts to become brittle.

### HARDWARE TYPES

**Metal hardware** offers functionality, aesthetic appeal and resistance to corrosion but is not totally corrosion proof. Replace corroded hardware.

**Plastic hardware** offers high resistance to the elements; however, over time, can deteriorate from ultraviolet light, heat, cold, and chemical exposure.

## HARDWARE CLEANING

### General Cleaning

1. Remove hardware for easier cleaning.
2. Use mild soap and water on a soft cloth or sponge; rinse and wipe dry.  
**Note!** For stubborn dirt, use a soft bristle brush to gently scrub.
3. Apply several coats of high quality, non-abrasive car wax.
4. Reinstall hardware.

### Heavy Cleaning

Solvents, abrasives, and other cleaners could cause damage to protective coatings on hardware. If the general cleaning procedure is not sufficient, call us for recommendations.

## HARDWARE LUBRICATION

Different hardware parts need different types of lubricants.

### Suggested Lubricant Types

#### White or Lithium Grease:

Protects metal surfaces against corrosion, reduces friction and wear on moving parts, and is an excellent multi-purpose lubricant.

#### Light Oil (such as 3-in-One®):

Use for sliding or rotating joints.

#### Graphite (spray black carbon powder):

Use for door lock key ways and hinges.

**Note!** Use care when applying graphite to prevent possible staining of parts.

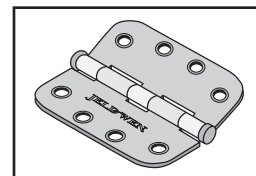
#### Spray Silicone:

Use for slider tracks, jamb liners, and weatherstrip.

**Note!** Do not spray directly onto hardware surfaces. Spray onto clean cloth to apply.

### Butt Hinges

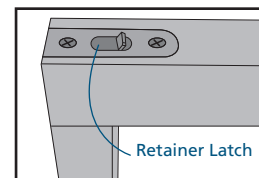
**Note!** Butt hinges are located on swinging patio doors and some window styles. Lubricate hinges with light oil (3-In-One® oil or equivalent) annually or when noisy.



### Slider Tracks and Jamb Liners

Slider tracks or jamb liners can become dirty and difficult to operate. Clean and lubricate as follows:

1. Remove sash(es).
2. Vacuum track or wipe with a soft cloth.
3. Apply spray silicone to dry, soft cloth. Wipe onto track, jamb liner and/or weatherstrip. Do not apply silicone to pile (fuzzy) weatherstrip.
4. Reinstall sash(es) and check operation.



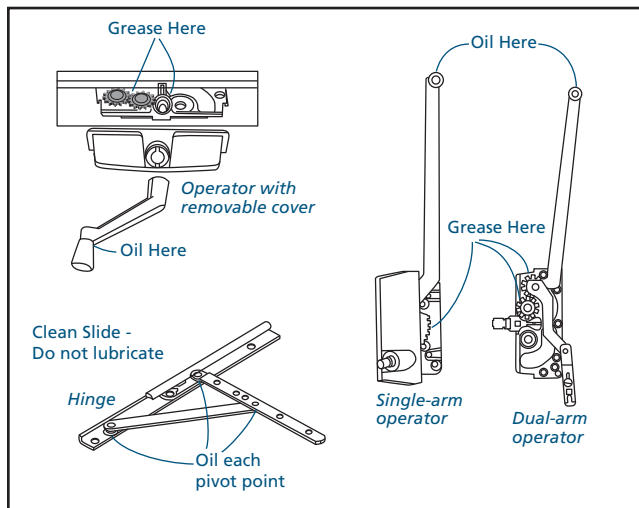
### Plastic Hardware

Most hard plastic hardware parts (e.g. sash retainer latches) require periodic cleaning for smooth operation and do not require lubrication.

## HARDWARE LUBRICATION – CONTINUED

### Casement/Awning Hardware

**Note!** New operators and hinges are already greased and oiled and should not need lubrication. Periodically lubricate operator gear mechanisms with white or lithium grease.



There are two types of operators with gear mechanisms:

- Removable cover
- Non-removable cover with the gears reachable through the back

For operators with removable covers:

**Note!** Some handle styles don't have screws and will just pull off.

1. Remove set screw on crank handle with small screwdriver or Allen wrench; remove handle.
2. Gently remove plastic cover (lift from the base).
3. Apply grease to gears and oil to joints.

For operators with non-removable covers:

1. Use a small mirror for a better view of the gears.
2. Apply grease/oil through back side of operator.

### Casement/Awning Rotating Joints

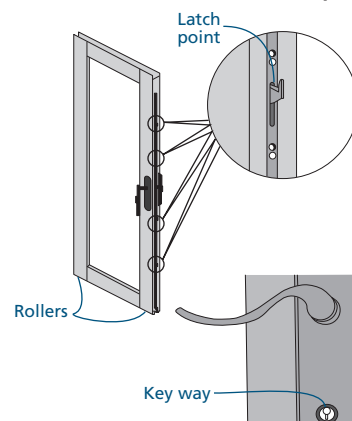
Light oil provides lubrication for rotating joints such as hinge pivots. Spray lubricants or graphite are acceptable, but need frequent application.

1. Open window for access to joints.
2. Oil as shown.

### Patio Door Rollers and Multi-Point Locks

Removing patio door panels can be dangerous and should be performed by service personnel or at least with additional help.

1. Remove door panel.
2. Tip door panel for access to rollers on the bottom.
3. Lubricate rollers where the shaft goes through the middle of the wheels with light oil.
4. Lightly oil multi-point lock at each latch point.
5. Spray keyway lock with graphite lubricant.



## GLOSSARY

### Casement

A window with a sash that opens from the side like a door.

### Double-Hung

A window with an upper and lower sash that slide vertically past each other.

### Egress Hinge

A hinge used in conjunction with certain casement windows to allow a wider opening to meet emergency exit requirements.

### Frame

The assembly of structural members (head, sill and jambs) used to fasten the window/patio door to the structure.

### Grille

A Decorative grid on the interior or exterior of the glass or between the glass panes.

### Insulated Glass Unit

A sealed assembly of two or more panes of glass separated by a spacer.

### Jamb Liner

A removable balance system that fits into the side jamb.

### Kerf

A groove that often holds weatherstrip.

### Keyway

The slot in the lock where the key is inserted.

### Patio Door Panel

An assembly comprised of stiles (vertical pieces), rails (horizontal pieces) and the patio door's glass.

### Rail

The horizontal piece of a sash or panel.

### Retainer Latch

Secures sash into jamb to guide during operation. Releases to tilt for easy cleaning or removal.

### Sash

An assembly comprised of stiles (vertical pieces), rails (horizontal pieces) and the window's glass.

### Seal Failure

The airtight seal between two panes of an insulating glass unit has broken and is usually discovered when excess moisture fogs the inside of the glass panes.

### Side Jamb

The vertical frame member on either side of the window or patio door.

### Sill

The bottom horizontal frame member of a window.

### Sill Track

The track on the sill of a sliding/gliding window or patio door that guides the sash as it opens and closes.

### Slider

A window with one or more sashes that slide horizontally.

### Stile

The vertical piece of a sash or panel.

### Weatherstrip

A strip of material that covers the joint between two separate parts of a window or patio door and is used to prevent rain, snow and cold air from entering.

### Weep Hole

The visible exit or entry part of a water drainage system used to drain water out of a window unit.



<b>INSPECTION CHECKLIST</b>	INSPECTION DATE ____/____/____
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EXTERIOR	NOTES
<ul style="list-style-type: none"> <li>• Vinyl Surface                             <ul style="list-style-type: none"> <li><input type="checkbox"/> Dirty</li> <li><input type="checkbox"/> Cracks, scratches, blisters, other damage</li> </ul> </li> </ul>	
<ul style="list-style-type: none"> <li>• Sealant Joint                             <ul style="list-style-type: none"> <li><input type="checkbox"/> Cracks, voids, other damage</li> <li><input type="checkbox"/> Deterioration, loss of adhesion</li> </ul> </li> </ul>	
<ul style="list-style-type: none"> <li>• Glass                             <ul style="list-style-type: none"> <li><input type="checkbox"/> Dirty</li> <li><input type="checkbox"/> Scratched, cracked, other damage</li> </ul> </li> </ul>	
<ul style="list-style-type: none"> <li>• Weatherstrip                             <ul style="list-style-type: none"> <li><input type="checkbox"/> Missing or loose</li> <li><input type="checkbox"/> Tears, cracks, other damage</li> <li><input type="checkbox"/> Brittle, gummy, discolored</li> <li><input type="checkbox"/> No "bounce back"</li> </ul> </li> </ul>	
<ul style="list-style-type: none"> <li>• Insect Screen                             <ul style="list-style-type: none"> <li><input type="checkbox"/> Dirty</li> <li><input type="checkbox"/> Missing or loose</li> <li><input type="checkbox"/> Mesh damaged or loose</li> </ul> </li> </ul>	
<ul style="list-style-type: none"> <li>• Gutters                             <ul style="list-style-type: none"> <li><input type="checkbox"/> Dirty</li> <li><input type="checkbox"/> Damaged</li> <li><input type="checkbox"/> Missing</li> </ul> </li> </ul>	
INTERIOR	
<ul style="list-style-type: none"> <li>• Vinyl Surface                             <ul style="list-style-type: none"> <li><input type="checkbox"/> Dirty</li> <li><input type="checkbox"/> Scratched, cracked, other damage</li> </ul> </li> </ul>	
<ul style="list-style-type: none"> <li>• Glass                             <ul style="list-style-type: none"> <li><input type="checkbox"/> Dirty</li> <li><input type="checkbox"/> Moisture between Panes (insulating glass only)</li> </ul> </li> </ul>	
<ul style="list-style-type: none"> <li>• All Product Hardware                             <ul style="list-style-type: none"> <li><input type="checkbox"/> Dirty or damaged</li> <li><input type="checkbox"/> Discolored or tarnished</li> <li><input type="checkbox"/> Problems with sash locks</li> </ul> </li> </ul>	
Casement/Awning Windows <ul style="list-style-type: none"> <li><input type="checkbox"/> Operators working properly</li> <li><input type="checkbox"/> Operators need lubrication</li> </ul>	
Double/Single-Hung Windows <ul style="list-style-type: none"> <li><input type="checkbox"/> Jamb liners damaged</li> <li><input type="checkbox"/> Sash balances fail to hold properly</li> <li><input type="checkbox"/> Problems with sash tilt latches</li> <li><input type="checkbox"/> Problems with cam pivots</li> </ul>	
Sliding/Gliding Windows <ul style="list-style-type: none"> <li><input type="checkbox"/> Track dirty</li> </ul>	
Patio doors <ul style="list-style-type: none"> <li><input type="checkbox"/> Track dirty</li> <li><input type="checkbox"/> Problems with rollers</li> <li><input type="checkbox"/> Problems with locks</li> <li><input type="checkbox"/> Locks or hinges need lubrication</li> </ul>	

## TWO YEAR WARRANTY

This two year warranty covers all defects in workmanship and the internal parts contained in this product for 2 years from the date of purchase. Warranty covers the original purchaser of this product only.

You **MUST** have your original purchase receipt in order to obtain your warranty.

Please call 888-433-6254 for troubleshooting before contacting the store.



### WHAT WILL BE DONE?

Denali Aire™\* will replace any unit found to be defective in material or workmanship through a two year over-the-counter exchange with a new or refurbished unit of equal or similar capacity for replacement, at Denali Aire's discretion. This is a one-time replacement warranty. Defective unit must be returned to the original store of purchase.\*\*

**THIS WARRANTY COVERS DENALI AIRE PRODUCTS WITHIN THE UNITED STATES, CANADA, & PUERTO RICO.**

### THIS WARRANTY DOES NOT COVER:

- Damages in shipping.
- Damages caused by improper installation or inadequate wiring.
- Damages caused by using the unit during brown-out conditions, circuit interruptions, or as the result of not using product in accordance with provided instructions.
- Damage from services performed by an unauthorized service center.
- Disposal, installation or removal fees/costs.
- Damage caused by lack of airflow or neglect from proper maintenance (i.e. cleaning).
- Any performance issues that fall outside of the 2 year warranty.
- Damages incurred to the home during installation, including but not limited to floors, walls, and furniture.
- Rust on interior or exterior of unit.
- Products with serial numbers that have been removed or altered.
- Products used in a commercial setting.
- Display, floor, or open box models.
- Damage to the unit caused by acts of nature.
- Any changes in appearance or modifications made to the unit.
- Improper matching of parts or the use of components/accessories not compatible with the unit or supplied by the manufacturer.

**NOTE:** Some states do not allow the exclusion or limitation of incidental or consequential damages. This limitation or exclusion may not apply to you.

**TO REGISTER YOUR DENALI AIRE PRODUCT, PLEASE VISIT [WWW.DENALI-AIRE.COM](http://WWW.DENALI-AIRE.COM)**

FOR QUESTIONS, PLEASE CALL

**888-433-6254**

CUSTOMER SERVICE HOURS

**Monday-Thursday, 7:00 am-7:00 pm and Friday 7:00 am-5:30 pm (cst.)**

\* Denali Aire™ is a trademark of Perfect Aire LLC

\*\*Store policy may override manufacturer's exchange warranty. Contact your store for details.

DA/2yrWarranty/10302019

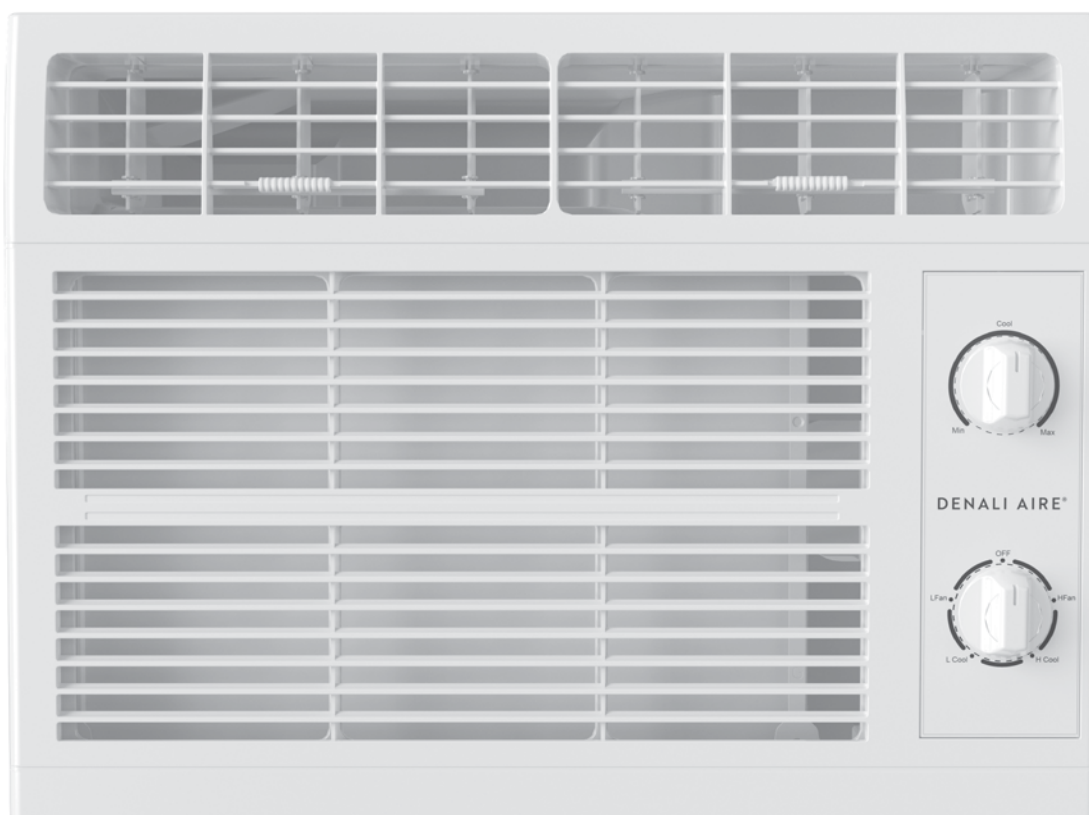


**DENALI AIRE®**

## **OWNER'S/INSTALLATION MANUAL**

# **ROOM AIR CONDITIONER**

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**MODEL 2DMC5K**

# CONTENTS

Safety Information ..... 4

**Using the Air Conditioner**

Temperature Control..... 6

Air Direction ..... 6

**Care and Cleaning**

Grille and Case ..... 7

Air Filter..... 7

Outdoor Coils ..... 7

**Installation Instructions**

Before You Begin ..... 8

Electrical Requirements..... 8

Parts Included ..... 9

Window Requirements ..... 10

Preparing the Air Conditioner..... 10


Installing the Air Conditioner ..... 11

**Troubleshooting**

Troubleshooting Tips..... 12

Normal Operating Sounds..... 13

**IMPORTANT NOTE:**  
Read the manual carefully. Make sure to save this manual for future reference. Illustrations in this manual are for explanatory purposes only, your actual product may look slightly different.

 **WARNING:** Cancer [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov)

# SAFETY INFORMATION

## IMPORTANT SAFETY INFORMATION | READ ALL INSTRUCTIONS BEFORE USING THE APPLIANCE

### **WARNING**

For your safety, the information in this manual must be followed to minimize the risk of fire, electric shock or personal injury.

- Use this appliance only for its intended purpose as described in this Owner's Manual.
- This air conditioner must be properly installed in accordance with the Installation Instructions before it is used.
- Never unplug your air conditioner by pulling on the power cord. Always grip plug firmly and pull straight out from the receptacle.
- Replace immediately all electric service cords that have become frayed or otherwise damaged. A damaged power supply cord must be replaced with a new power supply cord obtained from the manufacturer and not repaired. Do not use a cord that shows cracks or abrasion damage along its length or at either the plug or connector end.
- Turn the unit OFF and unplug your air conditioner before cleaning.
- For your safety, do not store or use combustible materials, gasoline or other flammable vapors or liquids in the vicinity of this or any other appliance.
- If the receptacle does not match the plug, the receptacle must be changed out by a qualified electrician.

### **WARNING**

Risk of Fire or Explosion. This unit contains flammable refrigerant. Additional safety precautions must be followed.

- Do not use means to accelerate the defrosting process or to clean, other than those recommended by the manufacturer.
- The appliance should NOT be stored in a room with continuously operating ignition sources (for example: open flames, an operating gas appliance or an operating electric heater).
- Do not pierce or burn refrigerant tubing. Be aware that refrigerants may not contain an odor.
- Keep ventilation openings clear of obstruction.
- When handling, installing, and operating the appliance, care should be taken to avoid damage to the refrigerant tubing.
- Do not drill holes in the unit.
- Maintenance, cleaning, and service should only be performed by technicians properly trained and qualified in the use of flammable refrigerants.
- We do not support any servicing of the air conditioner.
- Dispose of the air conditioner in accordance with Federal and Local Regulations. Flammable refrigerants require special disposal procedures. Contact your local authorities for the environmentally safe disposal of your air conditioner.



## IMPORTANT SAFETY INFORMATION | READ ALL INSTRUCTIONS BEFORE USING THE APPLIANCE

### **WARNING**

#### USE OF EXTENSION CORDS

RISK OF FIRE. Could cause serious injury or death.

- DO NOT use an extension cord with this Window Air Conditioner.
- DO NOT use surge protectors or multi-outlet adapters with this Window Air Conditioner.

## HOW TO POWER

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- Do not, under any circumstances, cut or remove the third (ground) prong from the power cord. For personal safety, this appliance must be properly grounded.
- **DO NOT** use an adapter plug with this appliance.
- The power cord of this appliance is equipped with a 3-prong (grounding) plug which mates with a standard 3-prong (grounding) wall outlet to minimize the possibility of electric shock hazard from this appliance.
- Power cord includes a current interrupter device. A test and reset button is provided on the plug case. The device should be tested on a periodic basis by first pressing the **TEST** button and then the **RESET** button while plugged into the outlet. If the **TEST** button does not trip or if the **RESET** button will not stay engaged, discontinue use of the air conditioner and contact a qualified service technician.
- Have the wall outlet and circuit checked by a qualified electrician to make sure the outlet is properly grounded.
- Where a 2-prong wall outlet is encountered, it is your personal responsibility and obligation to have it replaced with a properly grounded 3-prong wall outlet.
- The air conditioner should always be plugged into its own individual electrical outlet which has a voltage rating that matches the rating plate.
- This provides the best performance and prevents overloading house wiring circuits which could cause a fire hazard from overheated wires.
- See the Installation Instructions, **Electrical Requirements** section for **specific electrical connection requirements**.

# USING THE AIR CONDITIONER

## AIR CONDITIONER CONTROLS

(Features and appearance may vary)

### TEMPERATURE CONTROLS

This determines how much cooling is provided.

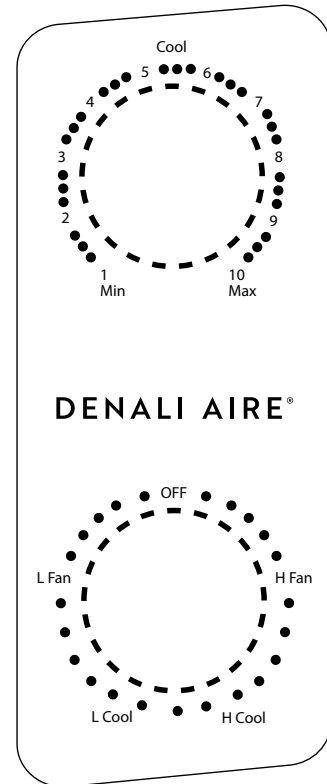
- **Max Cool** - 10 provides the most cooling
- **Min Cool** - 1 provides the least

### COOLING DESCRIPTIONS

- **For Normal Cooling**  
Select 4-7 on the dial with HCool or LCool selected.
- **For Maximum Cooling**  
Select 8-10 on the dial with HCool selected.
- **For Quieter and Nighttime Cooling**  
Select 1-3 on the dial with LCool selected.

### MODE CONTROL

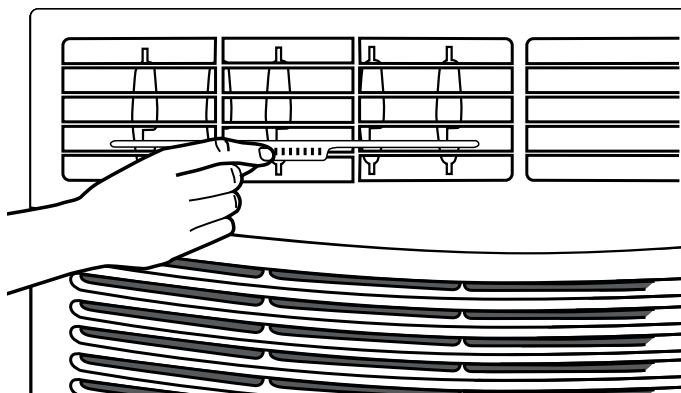
- **HCool and LCool** provide cooling with different fan setting (H-High/L-Low) speeds.
- **HFan and LFan** provide circulation and filtering without cooling. (H- High / L - Low)



**NOTE:** If you move the Temperature knob from cool to FAN MODE or power off the unit while cooling, wait at least 3 minutes before switching back to COOL MODE.

## AIR DIRECTION

Use the lever to adjust the air direction left to right.



**NOTE: Do Not Operate in Freezing Outdoor Conditions:**  
This cool-only air conditioner was not designed for freezing outdoor conditions. It must not be used when the outdoor temperature is below freezing (32°F).

# CARE AND CLEANING

## MAINTENANCE

### GRILLE AND CASE

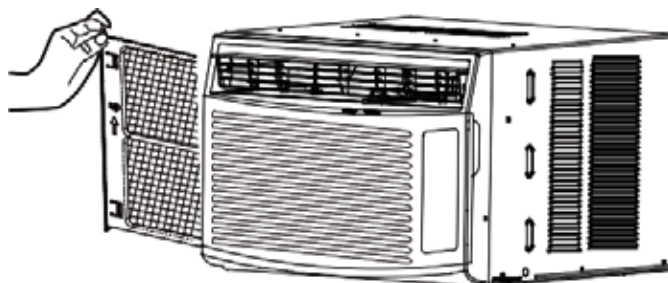
- Turn the air conditioner off and remove the plug from the wall outlet before cleaning.
- Clean filter by using warm water and a mild detergent. Do not use bleach or abrasives.

### AIR FILTER

The air filter should be checked and cleaned at least every 30 days.

#### *To Remove*

- Slide the filter from the left side of the unit. Remove the filter.
- Clean the filter with warm, soapy water. Rinse and let the filter dry before replacing it. Do not place filter in a dishwasher.

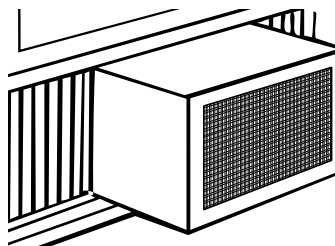


## CAUTION

DO NOT operate the air conditioner without a filter as this will cause dirt and lint to build up and will reduce the performance of the unit.

### OUTDOOR COILS

The coils on the outdoor side of the air conditioner should be checked regularly. If they are clogged with dirt or soot, they may need to be professionally cleaned.



## BEFORE YOU BEGIN

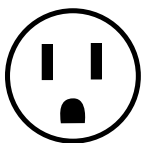
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Read these instructions completely and carefully.

- **IMPORTANT** – Save these instructions for local inspector's use.
- **IMPORTANT** – Observe all governing codes and ordinances.
- **Note to Installer** – Be sure to leave these instructions with the Consumer.
- **Note to Consumer** – Keep these instructions for future reference.
- **Skill Level** – Installation of this appliance requires basic mechanical skills.
- **Completion Time** – Approximately 1 hour.
- We recommend that two people install this product.
- Proper installation is the responsibility of the installer.
- Product failure due to improper installation is not covered under the Warranty.
- You **MUST** use all supplied parts and use proper installation procedures as described in these instructions when installing this air conditioner.

## ELECTRICAL REQUIREMENTS

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This model requires:

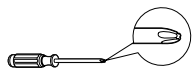
- 115/120-volt AC, 60-Hz grounded outlet protected with a 15-amp time-delay fuse or circuit breaker.
- The 3-prong grounding plug minimizes the possibility of electric shock hazard. If the wall outlet you plan to use is only a 2-prong outlet, it is your responsibility to have it replaced with a properly grounded 3-prong wall outlet.

## CAUTION

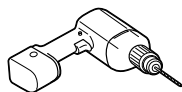
- Do not, under any circumstances, cut or remove the third (ground) prong from the power cord.
- Do not change the plug on the power cord of this air conditioner.
- Aluminum house wiring may create issues - consult a qualified electrician.

The power cord includes a current interrupter device. A test and reset button are provided on the plug case. The device should be tested on a periodic basis by first pressing the **TEST** button and then the **RESET** button while plugged into the outlet. If the **TEST** button does not trip or if the **RESET** button will not stay engaged, discontinue use of the air conditioner and contact a qualified service technician.

## TOOLS REQUIRED



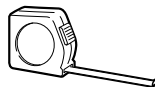
Phillips Head  
Screwdriver



Drill and  
1/8" Drill Bit



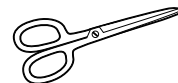
Pencil



Ruler or  
Tape Measure



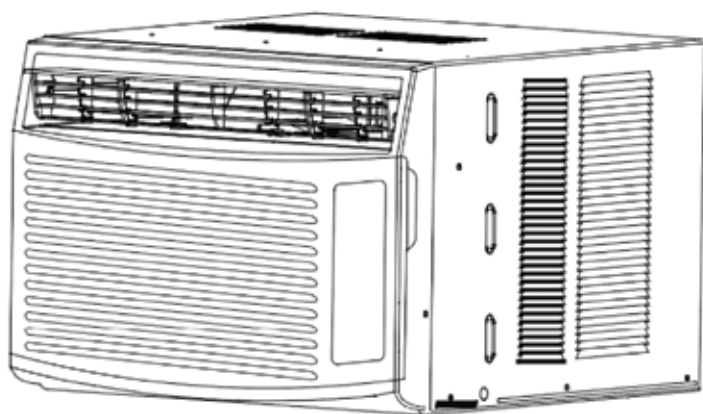
Level



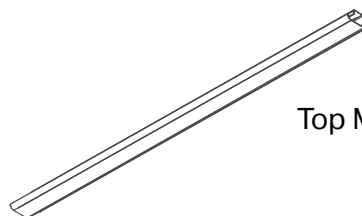
Scissors  
or Knife

## PARTS INCLUDED

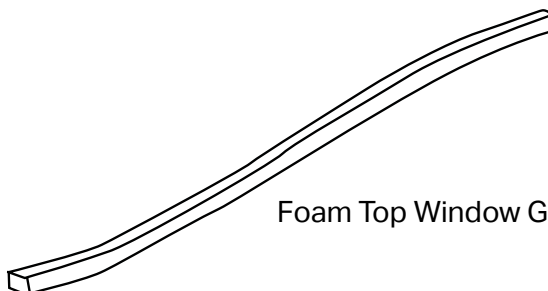
(Appearance may vary)



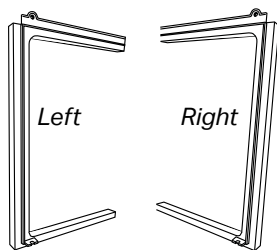
Air Conditioner



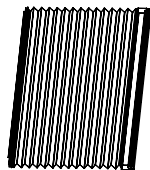
Top Mounting Rail



Foam Top Window Gasket



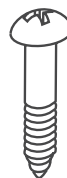
Side Curtain  
Frame



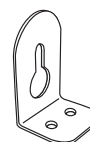
Side Curtain  
(2)



Type A  
(3)



Type B  
(9)



Side  
Brackets (2)

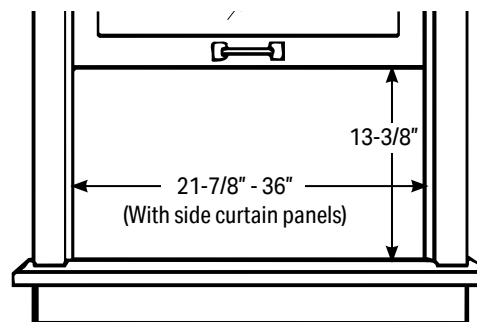


Window Locking  
Bracket (1)



## 1 WINDOW REQUIREMENTS

- These instructions are for a standard double-hung window. You will need to modify them for other types of windows.
- The air conditioner can be installed without the side curtain panels if needed to fit in a narrow window. See the window opening dimensions.
- All supporting parts must be secured to firm wood, masonry or metal.
- The electrical outlet must be within reach of the power cord.
- Follow the dimensions in the table and illustration for your model.

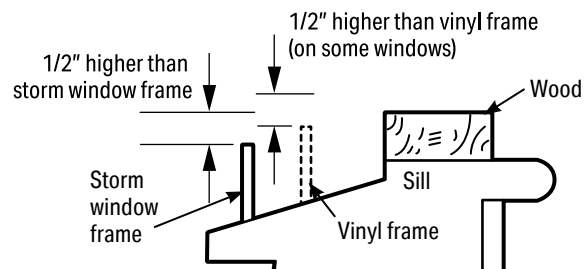


## 2 STORM WINDOW REQUIREMENTS

- A storm window frame will not allow the air conditioner to tilt toward the outside and will keep it from draining properly. To adjust for this, attach a piece of wood to the sill.

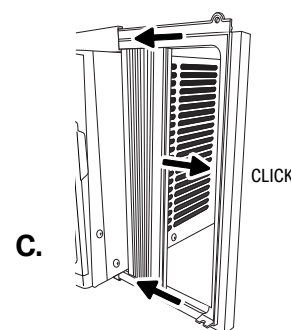
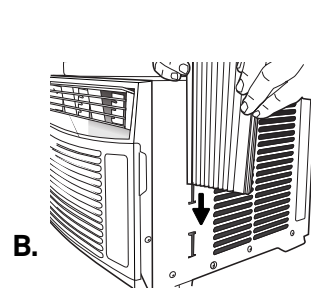
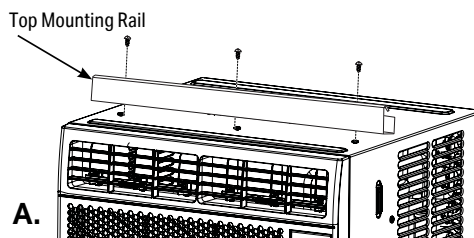
### WOOD PIECES

- **Width:** 2"
- **Length:** Long enough to fit inside the window frame.
- **Thickness:** To determine the thickness, place a piece of wood on the sill to make it 1/2" higher than the top of the storm window frame or the vinyl frame.
- Attach securely with nails or screws provided by the installer.



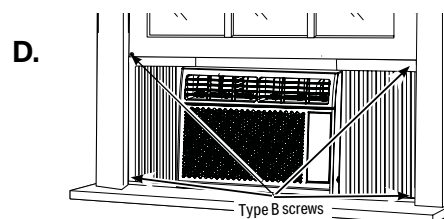
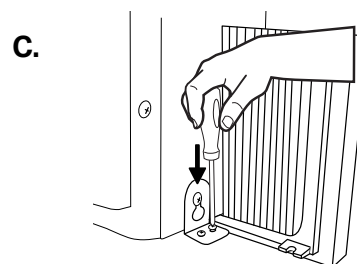
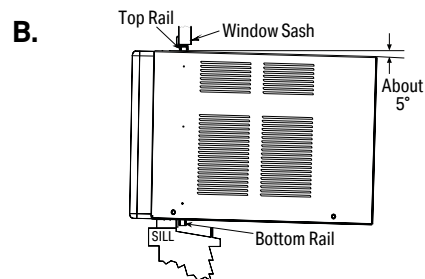
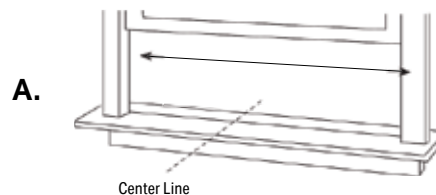
## 3 PREPARE THE AIR CONDITIONER

- Screw the top mounting rail onto the top of the AC with 3 Type A screws.
- Slide the curtain panels into the side panel rails.
- Slide left and right side curtain frames into top and bottom rails. Make sure that side curtains snap into side of the frames.



## 4 INSTALL THE AIR CONDITIONER IN THE WINDOW

- Measure the width of the window opening and mark the center line on the inside windowsill. Place the unit in the window. Lower the window to hold unit in place.
- Set the air conditioner in the window so that it is centered. Place the air conditioner so that front edge of the bottom mounting rail is against the back edge of the sill.
- Install the side bracket into the unit and into the windowsill using two 1" wood screws provided. Repeat on other side.
- Bring the window down so that the front edge of the top mounting is in front of the window. Make sure that the air conditioner is level or tilting slightly to the outside.
- Extend the curtain panels until they fill the window. Mark the location of the holes in each corner. Use the drill and 1/8" drill bit to drill pilot holes. Use 4 Type B screws to secure the side panels in place.



## 5 INSTALL WINDOW LOCKING BRACKET AND FOAM TOP WINDOW GASKET

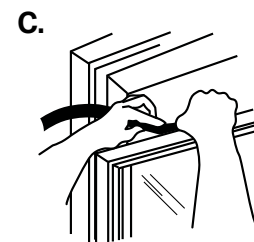
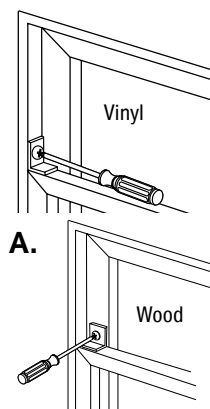
- Use Type B Screw to install the window lock bracket on top of the bottom window.

### CAUTION

If you have vinyl or other similarly constructed windows, attach the window locking bracket to the window side jamb with one Type B screw to prevent broken glass or damage to windows.

- Cut the foam top window gasket to the window width.
- Stuff the foam between the glass and the window to prevent air and insects from getting into the room.

**NOTE:** If the gasket supplied does not fit your window, obtain the appropriate material locally to provide a proper installation seal.



# TROUBLESHOOTING TIPS

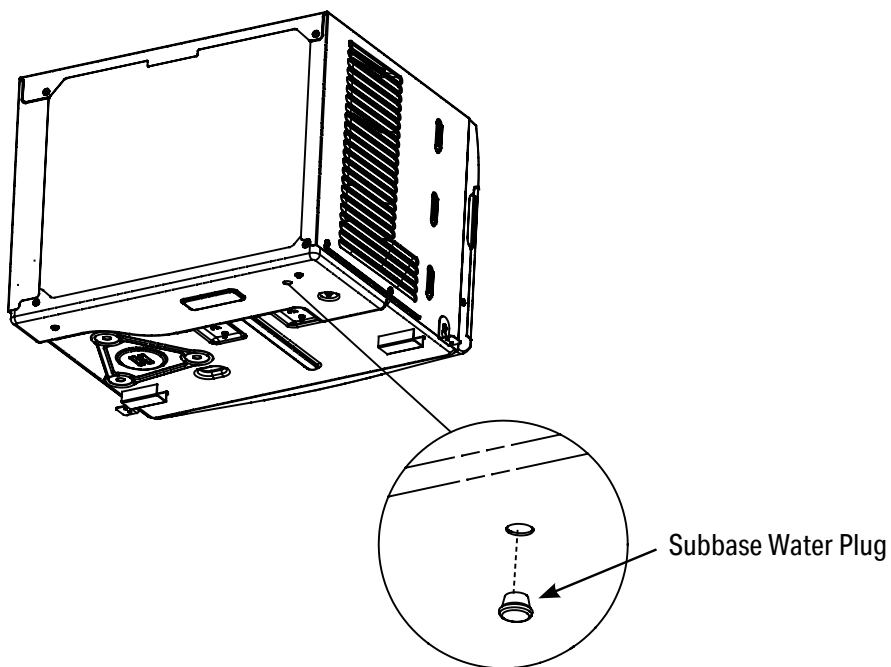
Review the chart for Troubleshooting Tips. If issue persists, please call for further assistance.

ISSUE	POSSIBLE CAUSE	WHAT TO DO
Air conditioner does not start	The unit is unplugged	Make sure the air conditioner plug is pushed completely into the outlet.
	The fuse is blown/circuit breaker is tripped	Check the house fuse/circuit breaker box and replace the fuse or reset the breaker.
	Power failure	The unit will automatically restart in the setting last used after the power is restored. There is a protective time delay (approximately 3 minutes) to prevent tripping of the compressor overload. For this reason, the unit may not start normal cooling for 3 minutes after it is turned back on.
	The current interrupter device is tripped	Press RESET button located on the power cord plug. If the RESET button will not stay engaged, discontinue use of the air conditioner and contact a qualified service technician.
Air conditioner does not cool as it should	Indoor airflow is restricted	Make sure there are not curtains, blinds or furniture blocking the front of the air conditioner.
	The temp control may not be set properly	Turn the temperature control to a higher number.
	The air filter is dirty	Clean the filter at least every 30 days. See Care and Cleaning section.
	The room may have been hot	When the air conditioner is first turned on, you need to allow time for the room to cool down.
	Cold air is escaping	Check for open furnace registers and cold air returns.
	Cooling coils have iced up	See "Air conditioner freezing up" below.
Air conditioner freezing up	Ice blocks the air flow and stops the air conditioner from cooling the room	On models with control knobs, set the mode control at High Fan or High Cool with the Temp at 1 or 2. May have lost refrigerant.
Water drips outside	Hot, humid weather	This is normal.
Water drips inside	The air conditioner is not tilted to the outside	For proper disposal, make sure the air conditioner slants slightly from the case front to the rear.
Water collects in base pan	Moisture removed from air and drain into base pan	This is normal for a short period in areas with little humidity; normal for a longer period in very humid areas.

## NORMAL OPERATING SOUNDS

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- You may hear a pinging noise caused by water being picked up and thrown against the condenser on rainy days or when the humidity is high. This is normal, unit is equipped with a slinger blade which scoops up the water from the drain pan and throws it onto the coils for better efficiency.
- You may hear the thermostat click when the compressor cycles on and off.
- Water will collect in the base pan during high humidity or on rainy days. The water may overflow and drip from the outdoor side of the unit. The drain plug may be removed for quicker drainage.
- The fan may run even when the compressor does not.
- Drain plug may be removed for gravity drain but may reduce efficiency.
- DO NOT drill any holes.





**STATEMENT OF LIMITED WARRANTY  
FOR ACUITY BRANDS LIGHTING, INC.  
RESIDENTIAL PRODUCTS  
FOR SHIPMENTS WITHIN THE UNITED STATES AND CANADA  
11/1/17**

Subject to the exclusions set forth below, Acuity Brands Lighting, Inc. ("Acuity Brands") warrants to the original consumer purchaser of its residential products purchased from an authorized reseller ("Product(s)") that its Product(s) will be free from defects in material and workmanship for the time periods listed in the warranty table below. The light emitting diode ("LED") arrays in an LED Product will be considered defective in material or workmanship only if a total of 15% or more of the individual light emitting diodes in the LED Product fail to illuminate. The painted finish of the Product(s) will be considered defective in material or workmanship only if there is substantial deterioration, in the form of blistering, cracking, or peeling. The painted finish is not warranted against fading or chalking, as fixture(s) may naturally fade or chalk over time due to normal aging.

<b>Product</b>	<b>Warranty Period (from date of purchase)</b>
Energy Star® Listed Products Incorporating Non-Replaceable Ballasts or Drivers	5 years
Energy Star® Listed Products Incorporating Replaceable Ballasts or Drivers	3 years
Non-Energy Star® Listed Products	See product specification sheet or product instruction sheet

If the Product fails to comply with the terms of this Limited Warranty, Acuity Brands, at its option, will repair or replace the Product with the same or a functionally equivalent Product or component part. This Limited Warranty excludes labor required to remove and/or reinstall original or replacement Product or component parts. The repair or replacement of the Product or any component part within the Product is the sole and exclusive remedy for failure of the Product to comply with the terms of this Limited Warranty and does not extend the Limited Warranty period. Warranty claims regarding the Product may be made by contacting our Technical Support department at 1-800-922-9641 or PostSaleCPG@AcuityLightingGroup.com for a return authorization and shipping instructions. You must provide proof of purchase when making a warranty claim with us. Sales receipt or online registration at acuitybrands.com are examples of acceptable proof of purchase. If we ask you to return the Product to us for repair or replacement, you will be required to pay the cost of shipping the Product. In addition, you may also be able to make a warranty claim regarding the Product by returning the Product to your authorized reseller for replacement, refund or credit, in accordance with its applicable return policy.

This Limited Warranty extends only to the Product at the original installation location. This Limited Warranty does not apply to lamps that are included with the Product. This Limited Warranty applies only when the Product is installed in applications in which ambient temperatures are within the range of intended operating temperatures and, for LED Products, are operated within the electrical values shown on the LED driver label. Acuity Brands will not be responsible under this Limited Warranty for any failure of the Product that results from external causes such as: acts of nature; physical damage; exposure to adverse hazardous chemical or other substances; environmental conditions; vandalism; fire; power failure, improper power supply, power surges or dips, and/or excessive switching; induced vibration; animal or insect activity; your fault or negligence or the fault or negligence of anyone hired by you; improper or unauthorized use, installation, handling, storage, alteration, maintenance or service, including failure to abide by any product classifications or certifications, or failure to comply with any applicable standards, codes, recommendations, product specification sheets or instructions of Acuity Brands; failure resulting from use with non-Acuity Brands products, processes or materials; or any other occurrences beyond Acuity Brands' reasonable control. This Limited Warranty does not apply to products sold for commercial purposes or any other commercial products, all of which are governed by separate limited warranty terms.

EXCEPT AS EXPRESSLY PROVIDED IN THIS LIMITED WARRANTY, ACUITY BRANDS MAKES NO WARRANTIES OF ANY KIND WITH RESPECT TO THIS PRODUCT, AND ALL IMPLIED WARRANTIES, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY EXPRESSLY LIMITED TO THE APPLICABLE DURATION OF THIS LIMITED WARRANTY.

The total liability of Acuity Brands on any and all claims of any kind, whether in contract, warranty, tort (including negligence), strict liability or otherwise, arising out of or in connection with, or resulting from, Acuity Brands' performance or breach of this Warranty, or from Acuity Brands' sale, delivery, resale, repair, or replacement of any Product(s) or the furnishing of any services, shall in no event exceed the purchase price allocable to the Product(s) that give rise to the claim, and any and all such liability shall terminate upon the expiration of the warranty period specified above.

IN NO EVENT SHALL ACUITY BRANDS BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL, EXEMPLARY OR PUNITIVE DAMAGES, EVEN IF INFORMED OF THE POSSIBILITY OF SUCH DAMAGES, WHETHER AS THE RESULT OF BREACH OF CONTRACT, WARRANTY, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY, OR ANY OTHER THEORY, INCLUDING WITHOUT LIMITATION LABOR OR EQUIPMENT REQUIRED TO REMOVE AND/OR REINSTALL ORIGINAL OR REPLACEMENT PRODUCT OR COMPONENT PARTS, LOSS OF TIME, COST OF SUBSTITUTE EQUIPMENT, DAMAGE TO OR LOSS OF USE OF PROPERTY OR EQUIPMENT OR ANY INCONVENIENCE ARISING OUT OF ANY BREACH OF THE FOREGOING WARRANTY OR OBLIGATIONS UNDER SUCH WARRANTY.

NOTE: This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Some states do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.





## Read all instructions carefully before starting.

### OWNER/INSTALLER RESPONSIBILITY

It is the purchaser's and/or the installer's responsibility to carefully inspect all material for visual defects prior to installation. Boards that are considered imperfect or questionable in any way should be used in hidden areas, cut off to be used as starter boards or finishing boards in a row or not installed. Eco Forest Bamboo is manufactured in accordance with accepted industry standards which permit a defect tolerance not to exceed 5%. The defects may be of any type whether manufactured or natural. If more than 5% of the boards are unusable, do not install and contact the distributor or retailer from which the flooring was purchased.

**Do not install defective flooring. Flooring that has been installed is deemed to have been accepted and are not covered under warranty.**

### JOBSITE CONDITIONS/ACCLIMATION

It is the purchaser's/installer's responsibility to ensure the jobsite conditions and subfloors are environmentally and structurally acceptable prior to installation. Subfloors must be clean, flat (3/16" in 10 feet straight line or 1/8" in a 6 foot radius) and secure and meet the minimum standards set forth.

The manufacturer shall not have any responsibility for failures or deficiencies of the Eco Forest Bamboo flooring resulting from or related to the sub floor, environmental conditions or improper storage and handling. Prior to delivering the flooring to the jobsite, the site conditions must be at '**normal living conditions**' and maintained **between 35% - 55% relative humidity and 15°C - 26°C. (59°F-79°F)**. Failure to maintain temperature and humidity levels consistently will void the warranty. The jobsite must be fully enclosed and the exterior finishing complete. Gutters and downspouts must be in place and all exterior grading should divert water away from the foundation prior to installation. The HVAC system should be on and fully operational for a minimum of seven days prior to installation. All interior wet trades (i.e. paint, drywall, concrete, tiling etc.) should be completed prior to installation. Subfloor must be dry year-round. Moisture content of wood subfloor must not exceed 12%; concrete moisture content must not exceed 3lbs/1000SF in 24 hours as tested using the calcium chloride method (ASTM 1869).

### THE FOLLOWING CONSIDERATIONS APPLY TO INSTALLATION OF ANY ECO FOREST BAMBOO FLOOR

- Do not install the floor under anchored furniture or fixtures such as cabinets. This would include such items as kitchen cabinets, refrigerators or other heavy appliances, doors that are anchored to the floor, transitions, baseboards and quarter round that are permanently attached to the floor, as all of these can lock the floor and prevent it from proper expansion and contraction requirements.
- Any Piping, pillars or bolts must have a ½ inch or 12mm expansion around them in order for the floor to expand and contract normally.
- UV sunlight will enhance the floor by changing the appearance to a lighter or darker shade. Periodically rearranging furniture and moving area rugs will aid in the floor aging evenly throughout the lifetime of the floor.
- Protective felt pads are recommended for all furniture that will rest directly on the floor.
- We do not endorse the use of hot steam or wet mopping an Eco Forest Bamboo floor of any substrate or finish.
- Keep pet and animal nails trimmed to avoid scratching the floor.
- Entry mats at exterior doors is strongly recommended. This will prevent dirt, sand or grit from scratching the floor. Do not use plastic or foam backed rugs or rug liners. They can damage the finish of the floor. To prevent rugs moving, use an rug underlayment approved for Urethane or Aluminum Oxide finished floors.
- Use floor protectors for wide or heavy loads such as Pianos. Please follow all of the manufacturer's instructions for weight distribution in regards to the caster chosen to spread the impact to the flooring.
- Nail, Staple, Cleat or Glue down installations are not designed for below grade (basement) installation. Installation in a Basement will void the warranty. Consider the use of a floating floor from your Eco Forest retailer.

### RADIANT HEATING SYSTEMS

Eco Forest Bamboo flooring can be used over heated concrete slabs or other 'under - floor' heating systems. Please consult the manufacturer of the heating system and follow all guidelines. Specific exceptions of heated flooring systems must be followed or the warranty will be considered void.

- Relative Humidity must be maintained between 35-55%
- Subfloor moisture should never vary greater or less than 3% from the flooring moisture content
- Concrete that has been cured for 45 days, 5/8" Plywood or ¾" oriented strand (OSB) boards are recommended for subfloor materials
- Radiant heat system must be turned on and in operation for at least 7 days before installation.
- The system must be turned down to 65°F and maintained 36 hours prior to installation.
- After installation, bring the heating system back up to normal operating temperature over a period of 5-7days.
- Floor should never be heated over 80°F.

**SAFETY CAUTION: USE SAFETY GLASSES AND GLOVES WHEN CUTTING THIS PRODUCT. DURING THE CUTTING PROCESS, BAMBOO MAY CREATE DUST; BE SURE TO INSTALL IN A WELL-VENTILATED AREA.**

### GETTING STARTED

- Ensure that subfloors are clean, flat and secure and meet minimum requirements as set forth.
- Undercut door casings 1.5mm or 1/16 inch higher than the thickness of the floor and underlay being installed.
- Adhesives must be properly acclimated to job site conditions for minimum of 36 hours or within strict tolerance of the manufacturer of the adhesives recommendations.
  - Follow all of the adhesive manufacturers installation instructions for trowel thickness, spreading applications and pre and post installation requirements. Any violation of the manufacturers instructions will void the warranty of the floor.
  - The use of Urethane/Latex based adhesives are required. It is strongly recommended to use a multi compound glue that contains a Moisture barricade, Crack isolation membrane and Sound isolation for best installation results. If the adhesive is not a Urethane/Latex adhesive, the warranty will be considered void.
- Dry lay out several rows, staggering the end joints a minimum of 200mm or 8 inches while avoiding 'step' or 'H' patterns. To achieve a random appearance throughout the floor, **it is required to work from several cartons at a time.**
- Do not install any boards that have a visual defect or are deemed questionable as this constitutes acceptance once installed.
- For spans up to 10M or 32 ft. in length, maintain a 10mm or 3/8 in. expansion space along each wall and against all fixed obstructions. For spans exceeding 10M or 32 feet in length increase the expansion gap approximately 1/16 in. for every additional 10 ft.
- Follow addendum 1 for nail, cleat or staple size recommendations for installation. It is required that you test the pressure of the device in order to achieve a full imbedding of the nail, cleat or staple into the subfloor and will retain the boards position after installation.
  - For the best nailing results, use an 18 or 20 gage nail that is at least 1½" in length. These will perform the best as they will not damage the tongue and allow for natural expansion and contraction of the floor as it goes through changes of seasons. Staples have too much holding power and will restrict the necessary movement of the flooring as it goes through these same changes.
  - Sub-Floor thickness requirements for installation are listed in Addendum 2.
- For Nail, Cleat or Staple installations a minimum of 15lb felt paper is required. Do not overlap the seams. It is recommended to use an underlayment designed for a floating floor in order to prevent both moisture and aid in dampening of sound transmissions.

**INSTALLING THE FLOOR**

**DO NOT BEGIN INSTALLATION UNTIL THE ECO FOREST BAMBOO FLOOR HAS BEEN ACCLIMATED TO THE SITE CONDITIONS AS NOTATED UNDER THE JOBSITE CONDITIONS/ACCLIMATION SECTION ABOVE**

- Step 1. Establish a starting point - preferably the longest wall ensuring that the appearance is straight. Align a row of planks along the starter wall with the groove facing away from the wall. Place 10mm or 3/8 in. spacers between the wall and the first row to maintain the required gap. The first row must be completely straight, any imperfection will be multiplied as you work through the room.
- Step 2. Cut a board half the length to stagger the end joints. Drop the tongue into the groove and push the board down securing it tight into the other board. Working from left to right insert the next board in and drop the end of the board until the end joint is secure. Be careful not to cause any damage to the face or the tongue of the board.
- Step 3. Continue installation one row at a time until complete.
- Rack out (dry lay) several rows ahead of the installation row to inspect for random appearance and to insure the acceptability of each board prior to installation.
  - Maintain a minimum of 200mm or 8 inches between board ends. Stagger the boards and avoid H installation patterns as represented in Addendum 3.
  - It may be necessary to 'rip' (cut lengthwise) the final row in order to maintain the required 10mm or 3/8 in. expansion gap.
  - In places where the floor may be subjected to heavier traffic, the boards may be glued by applying a small continuous bead of glue to the bottom edge of the groove. Clean up any excess glue that may get onto the face of the boards.
  - **Do not install any boards that may be questionable or have a visual defect.**
  - **For Nail, Cleat or Staple installation the fasteners should be no more than 10" apart and every board should have a minimum of 3 fasteners applied regardless of length or gap. Fasteners must be within 4" of each end of the board.**
  - **For Glue down installation, follow the manufacturers instructions for spread in order to obtain optimal adhesion levels. Periodically check boards for adhesion and bonding.**
  - **The use of a rubber mallet or rubber mallet and tapping block is strongly recommended for the maneuvering of boards during installation. It is best to strike the face of the board with the rubber mallet during installation to avoid damage to the tongue or improper spreading of the adhesive during an adhesive based installation.**
  - **After a glue down installation it is recommended to use Blue Painters tape across the surface of the boards to prevent separation during the curing phase of the adhesive.**
- Step 4. Installation of Transition Moldings should be done after the installation of all of the rows is complete in a room. Consider during the installation the space the Transition molding will occupy and allow for expansion of 10mm or 3/8 in. under the transition molding as well.
- FOR ADDITIONAL INFORMATION PLEASE CONSULT THE NWFA WEBSITE OR CONSULT AN NWFA CERTIFIED INSTALLER**

**MILLING DEFECTS**

Up to 5% of each SQM or 5% of each 10SQFT can contain wood below grade and/or with milling defects. During installation, occasional knots and defects will be encountered including machining snipes-wanes, splits and areas on the face that will not clear up. Simply cross-cut out the defects and use the remaining sections to start or finish a row. If your installer discovers a recurring problem or determines the waste to be excessive, stop the installation immediately and advise the retailer. **Do not install defective flooring. Flooring that has been installed is deemed to be acceptable.** The manufacturer shall not be responsible for costs associated with installing and or replacing of flooring installed with obvious defects.

**COLOR AND GRAIN VARIATION**

Bamboo is a natural material. No two pieces are the same. No two trees are the same. The manufacturer is not responsible for claims arising from flooring that possesses a greater range of grain/color variation. Gloss reduction is not considered surface wear.

**MAINTENANCE AND CARE**

- Use a moist cloth to clean up spills as they happen. Never allow liquids of any kind to stay on the floor until evaporation.
- For residues such as oil, lipstick, crayons, food residue or oils apply mineral spirits to a clean cloth and wipe the area. After cleaning the residue thoroughly, use a separate cloth that has been moistened with water to clean the area and ensure all mineral spirits have been removed.
- Do not use a wet mop on the floor with any soap, oil detergent or liquid cleaning materials designed for hard surface flooring. This method exposes the floor to excessive moisture and can cause warping, delamination and joint separation. This method will void the warranty.
- Do not use steel wool, abrasive cleaners that utilize ammonia in the chemical composition or other chlorinated cleaners. Avoid buffing and polishing as well. This will cause hot spots and will void the warranty.
- Use approved Hardwood Floor, Bamboo Floor or Laminate floor cleaning products. These items can be found at your flooring retailer and most stores that sell cleaning supplies and materials. Follow all manufacturers directions.

**Addendum 1**

Board Sizes 3/8" (10mm), 1/2" (12mm), 5/8" (14mm) and 9/16" (15mm)	
Type	Size Requirements
Pneumatic Nailer	16 gage cleats 1 1/2" to 2"
Pneumatic Stapler	15 1/2 gage staples 1 1/2" to 2"
Cleat Nailer	18-20 gage cleat nails 1/2" long
Cleat Stapler	15 gage staples 1/2" Wide & 1 1/2" long

**Addendum 2**

Joist System Spacing (inches on center)	Minimum Sub-Floor Thickness
12"	5/8"
12" to 16"	3/4"
16" to 19"	7/8"
19" to 24"	1 1/8"

**Addendum 3**

**H Pattern - DO NOT DO THIS**


**Stair Step Pattern - DO NOT DO THIS**


**Staggered Joint Installation - PROPER PATTERN**


**Recommended Tools:**

- Rubber Mallet
- Trowel for Adhesive (follow manufacturers instructions)
- Chalk Line
- Adhesive
- Wood or Plastic Expansion Spacers
- Circular Saw
- Miter Saw
- Table Saw
- Pneumatic Nailer, Stapler and/or Cleat Nailer/Stapler
- Fasteners designed for Device (when purchasing assume every 8 inches will need a fastener +15% for short boards)
- Hammer
- Tape Measure
- Level
- Tapping Block
- Touch Up Marker
- Floor Protection such as felt pads
- Blue Painters tape (glue down installation)
- 100 lbs. Roller
- Wood Filler

WARRANTY INFORMATION

ENGINEERED ECO FOREST BAMBOO FLOORING CARRIES A LIMITED 35 YEAR RESIDENTIAL WARRANTY  
SOLID STRAND ECO FOREST BAMBOO FLOORING CARRIES A LIMITED 40 YEAR RESIDENTIAL WARRANTY  
SPECIAL BUY AND PROMOTIONAL BAMBOO FLOORING CARRIES A LIMITED 10 YEAR RESIDENTIAL WARRANTY

Wear, Staining and Fading

ECO FOREST™ warrants to the original purchaser that the flooring will be free of manufacturing defects, and the surface will not wear through\*, stain or fade from sunlight or artificial light for 35 years (Eco Forest Engineered Bamboo Flooring) or 40 years (Eco Forest Solid Strand Bamboo Flooring) after the date of purchase of the product when used under normal indoor residential traffic conditions. Special buy and promotional purchases carry a limited 10 year residential warranty.

\*Wear-through is defined as total loss of pattern in a minimum of 2 square inch area, readily visible from a distance of 6 feet. Scratches and loss of gloss are not considered as wear-through. If the product wears through, stains or fades, Eco Forest will at its option replace or refund the portion of the floor in question as covered under this warranty. This warranty does not cover labor, unless professionally installed, nor any other incidental expenses incurred as a result of covered defect.

Should the original floor be discontinued, Eco Forest will replace the defective material with a Eco Forest floor of equal value. For the 10, 35 or 40 year warranty, if a claim is made and approved after 1 year of purchase, Eco Forest will pay a pro-rated percentage of material cost, determined by the number of years from the date of purchase and the remaining period. For example, if the claim is made 14 years after the original purchase, then Eco-Forest will pay 60% (21/35th) of the material. If professionally installed, reasonable labor may be paid for claims within 36 months from the date of purchase. No labor will be paid after 36 months. This warranty is exclusive to the original purchaser and in lieu of all other warranties, expressed or implied, and all other remedies, guarantees or liabilities arising by law or otherwise.

Warranty Exclusions

The owner/installer must inspect the color, finish and quality of the flooring prior to installation. Eco Forest is not responsible for labor costs incurred for flooring installed with visible defects. Isolated floor squeaks is not a defect and are not covered under warranty. This warranty does not cover damage caused by improper installation, negligence, water erosion, abrasion, extreme heat or temperature, cleaning care or maintenance contrary to written instructions provided by Eco Forest, physical abuse or misuse, accidents causing indentation, scratching, impact, cutting, freight damage, alteration, chemical damage or any wear or damage caused by acts of God. This warranty does not apply if product is installed in areas where condensation repeatedly occurs, or any other areas contrary to the recommendations of Eco Forest, including, but not limited to, exterior applications, unstable/improper subfloors, areas exposed to excessive topical and ground moisture. Protective pads should be used under furniture legs, and mats should be used under any chairs with rolling casters. Pet urine must be wiped up and not allowed to dry. *Eco Forest excludes and will not pay incidental or consequential damages under this warranty. By this we mean any loss, expense, or damages other than to the flooring itself that may result from a defect in the flooring. No implied warranties extend beyond the term of this written warranty* Eco Forest assumes no liability for incidental or consequential damages. Some states do not allow the exclusion of limitation for incidental or consequential damages. In that case, these exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state. Eco Forest reserves the right to have a representative inspect the floor and remove samples for additional evaluation if needed. No installer, retailer, agent or employee of Eco Forest has the authority to increase or alter the obligations or limitations of this warranty.

For Warranty Service

To make a claim, you may:  
1)Contact your Eco Forest retailer no later than 30 days after the discovery of the defect. Proof of purchase is required. Your retailer will assist in coordinating a resolution of your claim. OR:  
2)Contract a certified independent inspector ([www.NWFA.org](http://www.NWFA.org)). The inspector should submit a copy of the inspection report directly to your Eco Forest retailer for consideration. Note that while independent inspections are credible and usually reliable, the final decision rests solely with Eco Forest. Only NWFA inspectors or other certified inspectors approved in writing, in advance by Eco Forest will be considered.

**IMPORTANT HEALTH NOTICE FOR MINNESOTA RESIDENTS ONLY:**  
THESE BUILDING MATERIALS EMIT FORMALDEHYDE. EYE, NOSE, AND THROAT IRRITATION, HEADACHE, NAUSEA AND A VARIETY OF ASTHMA-LIKE SYMTOMS, INCLUDING SHORTNESS OF BREATH, HAVE BEEN REPORTED AS A RESULT OF FORMALDEHYE EXPOSURE. ELDERLY PEARSONS AND YOUNG CHILDREN, AS WELL AS ANYONE WITH A HISTORY OF ASTHMA, ALLERGIES, OR LUNG PROBLEMS, MAY BE AT GREATER RISK. RESEARCH IS CONTINUING ON THE POSSIBLE LONG-TERM EFFECTS OF EXPOSURE TO FORMALDEHYDE. REDUCED VENTILATION MAY ALLOW FORMALDEHYDE AND OTHER CONTAMINANTS TO ACCUMULATE IN THE INDOOR AIR. HIGH INDOOR TEMPREATURES AND HUMIDITY RAISE FORMALDEHYDE LEVELS. WHEN A HOME IS TO BE LOCATED IN AREAS SUBJECT TO EXTREME SUMMER TEMPERATURES, AN AIR-CONDITIONING SYSTEM CAN BE USED TO CONTROL INDOOR TEMPERATURE LEVELS. OTHER MEANS OF CONTROLLED MECHANICAL VENTILATION CAN BE USED TO REDUCE LEVELS OF FORMALDEHYDE AND OTHER INDOOR AIR CONTIMAINANTS. IF YOU HAVE ANY QUESTIONS REGARDING THE HEALTH EFFECTS OF FORMALDEHYDE, CONSULT YOUR DOCTOR OR LOCAL HEALTH DEPARTMENT.

## **Mohawk LVT Care & Maintenance Guide – Residential**

Your Mohawk LVT flooring will provide years of carefree use. You will find that it is not only beautiful, but durable. It is also much easier to maintain than most other flooring products, thanks to its tough protective finish and moisture resistance. It only takes a few simple care and maintenance steps to keep your floor looking beautiful for years to come.

### **Residential Care & Maintenance Guidelines**

To help protect and keep your floor clean, following these proper care and maintenance guidelines:

#### **Preventative Maintenance:**

- Prevent indentations and scratches by the use of non-staining floor protectors on the legs of chairs, appliances and all heavy furniture. Floor protectors should be at least one inch in diameter.
- Do not flood floor or subject to standing water.
- Protect your floor from tracked-in dirt by using mats at all outside entrances. Mats should have a non-rubberized backing and be marked as non-staining.
- Avoid tracking-in tar or asphalt from driveways.
- Avoid high heel shoes on your floor as they can cause permanent indentations.
- Protect your floors against burns. Burns from cigarettes, matches or other extremely hot items can cause permanent damage.
- Avoid exposure to direct sunlight for prolonged periods, as this can cause discoloration.

#### **Cleaning & Maintenance:**

- Sweep the floor regularly with a soft bristle broom to remove loose dirt.
- Wash the floor with non-abrasive, neutral PH floor cleaner.
- For every day maintenance, a mop moistened with warm water will suffice.
- Spills should be cleaned up immediately.

#### **DO NOT use the following on your Mohawk LVT floor:**

- Soap based detergents
- Abrasive or mop and shine products
- Floor wax
- Ammonia or bleaches\*  
*\*For spot treatment, a diluted 10/1 solution of water/liquid bleach is tolerable for stain removal*
- Vacuum cleaner with a rotating beater bar

***Always read the cautionary information on all cleaners prior to use.***

**IMPORTANT:** Never push, pull or drag furniture, appliances or other items across the floor. When moving furniture or heavy items, always lift and carry the items. Place hardboards between the flooring and object to move.

### **How to Treat Stains, Spills & Scuffs**

Follow the remedies in order. Unless instructed otherwise, use a clean, white cloth or towel with products recommended for Mohawk LVT flooring. Always rinse the affected area with clean water after treatment.

**The Stain or Spill** – acids, alkalis, blood, catsup, mustard, food, fruit, fruit juices, candy, cleaners, strong soaps, dye, dye markings, urine and feces, grass, iodine, mercurochrome and rust

#### **The Remedy**

- First, remove as much solid material as possible.
- Scrub area with cleaner full strength.
- Rub the area with a 10/1 dilution of water/liquid bleach.
- Rub the area with isopropyl alcohol.
- If rust stain does not respond, use lemon juice or a cream of tartar solution.

**The Paint & Solvent Spills** – Dry cleaning fluids, lacquer and latex paint, nail polish, solvents, oil-based paints, wood stains and varnish

#### **The Remedy**

- If substance is dry, gently peel it from the floor. Avoid sharp instruments that could scratch floor.
- Scrub area with non-abrasive cleaner.
- Rub lightly with odorless mineral spirits or paint thinner.

**NOTE:** Do not use acetone or nail polish remover!

**Substances That Won't Wipe Up** – adhesives, chewing gum, oil, grease, candle wax and tar

#### **The Remedy**

- First, remove as much solid material as possible.
- Carefully remove excess with a spoon or fingernail.
- Scrub area with non-abrasive cleaner.
- Rub lightly with odorless mineral spirits, isopropyl alcohol or lighter fluids.

**Scuffs & Smudges** – rubber heel marks, shoe polish, scuffs and smudges

#### **The Remedy**

- Rub the scuff with fingertip, rubber will come right off. The friction from the rubbing will remove rubber.
- Scrub area with non-abrasive cleaner.
- Rub lightly with isopropyl alcohol or lighter fluid.

### **CAUTION!**

Isopropyl alcohol, lighter fluid, odorless mineral spirits and paint thinner are flammable solvents. Carefully read and follow cautionary information on their respective labels. Keep traffic off treated area for 30 minutes.



## MOHAWK Details & Definitions of Residential Warranties

Warranties as defined below ensure that your floor will perform properly for the stated warranty period when installed in accordance with Mohawk Residential LVT Click Installation Guide over approved substrates and underlayments and using the recommended adhesives (if applicable) with proper care and maintenance under normal household use\*.

**Manufacturing Defects Warranty** ensures that your floor will be free of manufacturing defects.

**Waterproof Warranty** ensures that your floor will not permanently discolor from topical water or moisture\*\*.

**Household Stain Resistant Warranty** ensures that your floor will not permanently stain from common household products, excluding permanent marker, permanent dyes & finishing stains.

**Wear Resistance Warranty** ensures your floor will not wear through the wear layer under normal household conditions and proper maintenance\*\*\*.

*\*Normal household use is defined as common daily activities in the home, excluding pet damage such as chewing, digging, clawing, etc.*

*\*\*Waterproof warranty applies to the LVT product itself and does not extend to damage of the subfloor or adhesives; and refers to topical moisture or topical water exposure. It does not cover moisture or water coming from below/underneath the product, and does not cover flooding or intentional damage or misuse.*

*\*\*\*Wear-through is defined as complete loss of the wear layer so that the printed pattern or design is altered. Gloss reduction is not considered wear and is not covered by this warranty.*





# MOHAWK General LVT Residential Limited Warranty Conditions & Owner Obligations

These warranties only extend to the original end user and are not transferable.

In order to maintain and protect your coverage under the terms of these warranties, it is the Owner's obligation to adhere to the following:

1. Know which warranties apply to your particular LVT flooring.
2. Keep proof of your purchase in the form of a bill, invoice or statement from your Mohawk retailer that shows the date and price you paid for the LVT flooring (including labor).
3. Understand that Mohawk warrants the first quality products—which are used only for recommended Residential use—will perform properly for the stated warranty period when installed in accordance with Mohawk LVT Click Installation Guides over approved substrates and underlayments. The warranty period, when valid, begins on the date of the original installation.
  - Residential use is defined as: use in living space environments (which do not have light or heavy commercial traffic) including all areas of owner-occupied residence. If there is a question as to the type of use that is considered “residential,” please contact your Mohawk representative prior to purchase and installation. **PLEASE NOTE** Residential warranty exclusions with respect to caster and rolling loads due to the unusual characteristics of this type of wheel traffic.
4. Ensure LVT flooring is installed in an environment that maintains a temperature range of 65° to 85° Fahrenheit (18° and 29°C) 24 hours for Click products before, during and after installation.
  - Mohawk LVT Residential Click products are warranted to be used in 3 Season Room installations. For this application, the flooring and the environment it is to be installed must have a set time of 72 hours and must maintain a temperature range between 65° and 85° Fahrenheit (18° and 29° Celsius) before, during and after installation.
    - **NOTE:** 3 Season Rooms must be enclosed with no exposure to the elements or direct sunlight. If the 3 Season Room does not meet these requirements, it will void the warranty.
5. Inspect flooring material **prior** to installation for any imperfections or manufacturing related defects. Mohawk floorings receive extensive testing and visual examination in an attempt to assure your shipped floor is always first quality. It is the responsibility of the installer/end user to confirm the received material is free of any obvious visible conditions that may be detrimental to the appearance and/or performance of the product.
  - Minor color, shade and/or texture variations are normal. Any variances between actual material, product samples and/or brochures should be addressed with your retailer prior to installation. If the retailer determines the condition “unacceptable,” the manufacturer should be informed immediately.
6. Support furniture with wide, weight-bearing, smooth non-staining floor protectors or non-staining felt pads. The protectors/pads should be at least one inch in diameter, and rest flat on the floor. The heavier the item, the wider the floor protector should be. Non-staining felt pads should be inspected periodically and maintained with respect to the amount of foot traffic to remove imbedded material to avoid abrasion. Make sure any metal protectors are rust-proof. Replace narrow dome furniture rests with the appropriate width, weight-bearing flooring protectors.
  - Chair mats designed for hard surface floors are required under all chairs and stools with casters.
7. Perform proper cleaning and maintenance regularly and as needed. See Mohawk LVT Care and Maintenance Guide: Residential (pg. 12) for details.

## What is NOT Covered by this Warranty

1. Product sold by the manufacturer as other than "first quality."
2. Improper Installation: Material installed not in accordance with Mohawk Residential Installation Guide - LVT Click, including any and all problems caused by the use of non-recommended adhesive, underlayment and/or preparation of the substrate are not warranted. Installing four tile/plank corners together is not recommended for click products and therefore will not be warranted. Installation errors are not manufacturing related conditions. Mohawk does not warrant installer workmanship.
3. Mohawk will not pay for labor costs to repair or replace material with visible conditions that were apparent before installation.
4. Improper maintenance, which results in loss of gloss or buildup of a dulling film.
5. Damage resulting from neglect or misuse of strong detergents, chemicals, corrosives; including but not limited to stains from paints, dyes, mats, fertilizers or other similar materials.
6. Damage caused by moving appliances or heavy furniture without protecting the floor. (Always protect floor by using plywood or hard board runways when moving heavy objects and also when using an appliance dolly, heavy objects equipped with wheels or rollers, including two and four wheel carts etc.)
7. Damage resulting from accidents, casualty events, abuse or improper usage (including pet related damage, such as chewing, digging, clawing, etc.). Accidents, abuse and improper usage are defined as, but are not limited to damage caused by: casters\*\*\* on furniture, rotating beater bars on vacuum cleaners, burns, cuts, impact from heavy and sharp objects, narrow or spike heels, cleats, etc., as well as, damage resulting from unprotected furniture legs.
8. Damage caused by rolling loads or wheel chairs (motorized and non-motorized).
9. Damage caused by appliances or plumbing leaks.
10. Fading, discoloration, or other damage due to excessive temperatures or sunlight. Radiant heat must not exceed 85 ° F (29°C) and be approved by the manufacturer for the use of their product with resilient vinyl flooring applications.
11. Problems or damage due to excessive moisture or hydrostatic pressure from the sub-floor including pH levels outside the Mohawk Residential Installation Guide – LVT Click.\*
12. Discoloration caused by use of latex or rubber-backed floor mats. Note that some synthetic backed carpets contain latex in the manufacturing process that may discolor your vinyl. Always use mats marked as "non-staining."
13. Damage caused by remodel or construction related activities.
14. Flooring installed on stairs is excluded from warranty coverage.
15. Discoloration caused by rubber pads, rubber wheels, rubber tires, rubber rollers, automotive tires, etc.
16. Installation of residential product in a commercial environment. Mohawk recommends installation of commercially warranted product only in a commercial setting.

## Warranty Remedy

If your floor fails to perform as stated in the applicable Mohawk General LVT Residential Limited Warranty, Mohawk will determine whether it will assist in the repair of the defective area or supply new material of the same color, design or grade if available. If unavailable or discontinued, Mohawk reserves the right to select and supply similar material. At times, it may be necessary to contract a Certified Inspector to determine unknown causes; Mohawk reserves the right to determine if this action is necessary or not.

1. If Mohawk authorizes repairs or replacement of a section as a result of a warranty claim, you will be required to clear any items placed over the affected area subsequent to the original installation. Mohawk will not credit or reimburse cost associated with the removal of those items.
2. Mohawk will reimburse reasonable labor costs (up to 100%) based on a detailed statement if professional installation was paid for when the original floor was installed for years 1 and 2. For years 3 through 5, 50% of reasonable labor costs will be reimbursed if professional installation was paid for when the original floor was installed. After 5 years, there will be no reimbursement for installation labor.
3. Labor reimbursement will not be considered for installations not adhering to the Mohawk Residential LVT Click Installation Guidelines\*.
4. Warranty coverage for a replacement floor will be limited to the remaining portion of the original warranty.

*If there is a question as to what is considered "reasonable cost," please call at 888-225-8287 and ask for our Claims Department.*

## Consequential or Incidental Damages

Mohawk EXCLUDES AND WILL NOT PAY CONSEQUENTIAL OR INCIDENTAL DAMAGES UNDER THESE WARRANTIES. By this we mean that Mohawk will not credit or pay for any loss, expense, or damage other than to the flooring itself that may result from a manufacturing related defects in the flooring. Some examples of consequential or incidental damages are: replacement of subfloors or underlayments, trim moldings, disconnecting / reconnecting appliances or fixtures as well as moving of furniture

**NOTE:** *If your floor is replaced because of discoloration due to "bottom up staining" or mold or mildew growth, this is considered a site-related condition and the replacement floor will not be warranted against future discoloration or staining.*

**THERE ARE NO WARRANTIES BEYOND THIS EXPRESSED WARRANTY. ALL OTHER WARRANTIES INCLUDING IMPLIED WARRANTIES, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE, ARE EXCLUDED. PLEASE NOTE: SOME STATES AND PROVIDENCES DO NOT ALLOW EXCLUSIONS OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.**

For details on how to file a claim, please refer to our "How to File a Claim" Section (pg. 14)

*\* The installation manual is reviewed on a regular basis, and floors must be installed according to the recommendations that are current and available at the time of installation.*

*\*\* Mohawk does not recommend the use of casters on any flooring without appropriate chair pads.*



# MOHAWK Residential Warranty Details

## Mohawk LVT Residential Limited Warranty Proration

The following prorated schedule applies to material value for all Mohawk Residential warranty flooring:

### Labor Reimbursement Proration (Reasonable Labor Costs)

1st Year up to 100%  
2nd Year up to 100%  
3rd Year up to 50%

4th Year up to 50%  
5th Year up to 50%  
6th – 10th Year 0%

### Material Proration



Lifetime up to 100%

Lifetime up to 100%

## **Mohawk Residential Installation Guide - LVT Click**

### **Materials Required for Installation:**

- Tape Measure
- Square Ruler
- Scrap piece of LVT/P material tapping to tighten joints
- Utility Knife
- Chalk Line
- Small Hand Roller (Seam Roller)

### **Acceptable Underlayments**

Mohawk's LVT Click products can be installed directly over most existing floor coverings, except for carpet, laminate, floating floors systems and cushioned vinyl flooring.

- **Wood Underlayment**

*Can go over virtually any sound wood underlayments/subfloors. Always fasten underlayment in accordance with the manufacturer's recommendations. Any failure of the underlayment or flooring as a result of the underlayment is NOT the responsibility of Mohawk.*

- **Concrete**

*Moisture levels of concrete slabs before, during and after installation must be 8 lbs. or less per 1000 square feet per 24 hours using an anhydrous calcium chloride test according to ASTM F1869 and pH must be between 5.0 and 9.0; or, if using ASTM F2170 IN-Situ Probes, should be less than 90% RH (relative humidity).*

- **Radiant Heated Floors**

*Radiant heated floors must be approved by the manufacturer for the use of their product with resilient vinyl flooring applications. The subfloor temperature should not exceed 85°F (29°C) and the system should be turned off 24 hours prior to and after installation. Note: Mohawk does not recommend the use of Kalm underlayment with radiant heated floors.*

### **Storage and Handling**

Acclimate the flooring a minimum of 24 hours before installation in the area it is to be installed. Conditions between 65°F and 85°F (18°C and 29°C) are required before, during and after installation. Cartons should be evenly stacked no more than five high on a flat surface and away from any heating/cooling ducts or direct sunlight.

### **Subfloor and Wall/Door Preparation**

*Note: Do not install cabinets on top of floating LVT.* The surface beneath the floor must be sufficiently prepared in advance to guarantee a successful installation of the flooring.

- Fill any low spots in the subfloor greater than 3/16 inch in 10 foot span with a Portland cement leveling compound.
- Ceramic tile and embossed flooring will require skim coating with a Portland based patch to avoid bottom up pattern telegraphing.
- Remove any existing floor molding. Removal of wall baseboards is optional as quarter round can be installed to avoid baseboard removal.
- Undercut doorjamb so the ¼ inch expansion space is maintained, allowing the LVT to slip under doorjamb/case molding.
- Sweep the subfloor clean. The floor must also be free of all contaminates.

**PLEASE NOTE** warranty exclusions with respect to rolling loads. If you have frequent or heavy rolling conditions, click products can be glued down to help reduce the risk of joint separation from rolling load traffic; however our warranty still

*excludes any problems associated with rolling loads.*

## **Start of Installation**

It is the installer's responsibility to inspect the flooring prior to installation to ensure that there are no visual defects. *Do not install flooring with visible defects. If visible defects are present, contact your retailer immediately.*

- Floor must be clean, smooth, flat and dry before installation.
- Check the tongue and groove to assure it is free of debris or damage.
- To achieve maximum appearance, mix planks from two to three cartons from the same production.

The advantage of Mohawk LVT Click product is that it allows you to choose your own starting position, direction and can work one plank/tile at a time.

**Walls are not always straight. Snap a chalk line for your first row to follow.**

Maintain a 1/4" (1/2 cm) expansion space around all walls. Quarter round or baseboard molding will cover this expansion space. **IMPORTANT:** Maintain the 1/4 inch space around cabinets, pipes, toilet flanges and any obstacle in the floor.

- For **plank installation**, we recommend staggering the end joints a minimum of 6 inches.
- For **tile installation**, we recommend staggering the end joints a minimum of 3 inches.

**NOTE:** Do not install four corners together, as this will not provide a stable installation.

## **Clicking Planks/Tiles Together**

To click the end joint of the plank/tile together, click the short side of the plank/tile vertically into the previous one by pressing it by hand and rolling it with a hand roller or seam roller to ensure a fully compressed tight fit.

To click the length joint of the plank/tile together, place long joint together, lifting slightly to engage lock. Rotate downward, clicking together for a tight fit. Use a small hand roller or seam roller to press/lock the compression fit end joint.

To tap along the entire length of plank or tile to properly seal the joint, **use a small scrap piece of plank/tile** with the lock on the edge. Lock groove-to-tongue or tongue-to-groove for this application. Lock the scrap piece to the area requiring tapping, and lightly tap the edge of the material. This will bring the tile edges tight together. **Do not use a tapping block.**

Cut the plank/tile by scoring through the top wear layer with a utility knife then snap the plank/tile across the score.

Install adjoining rows as you did the first; one piece at a time. Holding the plank/tile at a slight angle, place it against the profile in the first row. Rotate the plank/tile down to secure the length joint assuring there are no gaps along the joint.

The adjoining planks/tiles are aligned by sliding the long joint into position, shifting it to properly match the end joint against the previous plank/tile. Repeat until you reach the final row of material.

To install the final row of planks/tiles, you will usually need to cut them. We recommend the following: lay a panel on top of the last row installed. Lay another plank/tile against the edge of the wall. Mark the plank/tile underneath. Cut the plank/tile through the wear layer and snap along the score. Install the last row leaving ample expansion space.

## **Additional Notes**

### **Molding and Transitions Installation**

- All molding and transition strips need to provide a 1/4 inch expansion space to allow expansion and contraction of the subfloor. Ensure moldings and transitions strips will not pinch the flooring.
- Never allow nails or screws to enter into the LVT flooring or the expansion zone around the flooring perimeter, as it will



prevent proper expansion and contraction of the structure and flooring.

## Treads, Risers and Ramps

Glue down method is required on all treads, risers and wheelchair ramps using a Mohawk approved adhesive. Apply the adhesive following the manufacturer's instructions. Install the riser after installing the tread. Install stair nose moldings afterwards to protect the edge of the LVT.

## Plank Replacement

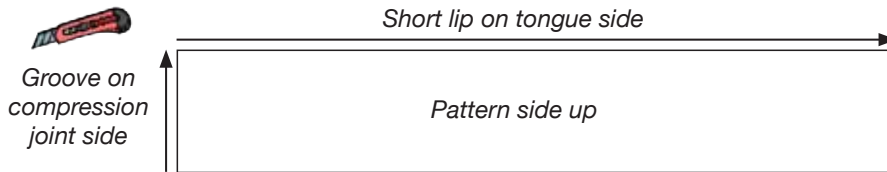
Should one of your planks/tiles become damaged and need to be replaced, follow these simple instructions:

1. Score top of damaged plank/tile with a utility knife. Make two triangle cuts near the end joint and then connect the points with one long cut in the middle of the plank/tile. (See diagram below)



SCORE TILE AS SHOWN

2. Use an awl or screwdriver to tap down through plank/tile on scored triangle cut points.
3. Lift and remove damaged tile.
4. With the pattern side facing up on the new replacement plank/tile, trim off the short lip on the tongue side and the groove on the compression joint side, making it flush with the edge of the plank/tile. Be careful not to damage the finish surface of the tile.



5. Cut several pieces of acrylic double face tape made for vinyl floors and slide under the edges of the existing floor on the two edges where the replacement plank/tile will have its lips cut off. Tape should face sticky side up; leave the paper on the side facing down on the floor.
6. Using an approved seam sealer, run a small bead of sealer on the groove edge of the planks/tiles on the existing floor where the replacement plank/tile will rest that has the lips cut off.
  - **NOTE:** The long tongue of the replacement plank/tile and the uncut compression fit end joint will not need tape or seam adhesive as you will be using the plank's/tile's locking mechanism.
7. Install replacement plank/tile by sliding the long groove of the replacement plank/tile under the tongue of the floor plank/tile until the finish edge of the replacement plank/tile is tight against the finish edge of the floor plank/tile, and the compression end joint is lined up. Rotate down, locking the long tongue joint and roll the compression end joint to lock into place with a small or hand roller.
8. Wipe any excess sealer that comes to the surface of the tiles with a damp cloth and follow with a dry cloth to assure all sealer is removed from tile surface.
9. Keep foot traffic off the replaced plank/tile for 24 hours.

\*Mohawk will not be held responsible for problems that may arise for secondary alternative seam sealers. Please contact the secondary alternative seam sealer's manufacturer with issues.

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- Prevent indentations and scratches by the use of non-staining floor protectors on the legs of chairs, appliances and all heavy furniture. Floor protectors should be at least one inch in diameter.
- Do not flood floor or subject to standing water.
- Protect your floor from tracked-in dirt by using mats at all outside entrances. Mats should have a non-rubberized backing and be marked as non-staining.
- Avoid tracking-in tar or asphalt from driveways.
- Avoid high heel shoes on your floor as they can cause permanent indentations.
- Protect your floors against burns. Burns from cigarettes, matches or other extremely hot items can cause permanent damage.
- Avoid exposure to direct sunlight for prolonged periods, as this can cause discoloration.

#### **Cleaning & Maintenance:**

- Sweep the floor regularly with a soft bristle broom to remove loose dirt.
- Wash the floor with non-abrasive, neutral PH floor cleaner.
- For every day maintenance, a mop moistened with warm water will suffice.
- Spills should be cleaned up immediately.

#### **DO NOT use the following on your Mohawk LVT floor:**

- Soap based detergents
- Abrasive or mop and shine products
- Floor wax
- Ammonia or bleaches\*  
*\*For spot treatment, a diluted 10/1 solution of water/liquid bleach is tolerable for stain removal*
- Vacuum cleaner with a rotating beater bar

***Always read the cautionary information on all cleaners prior to use.***

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**The Stain or Spill** – acids, alkalis, blood, catsup, mustard, food, fruit, fruit juices, candy, cleaners, strong soaps, dye, dye markings, urine and feces, grass, iodine, mercurochrome and rust

### **The Remedy**

- First, remove as much solid material as possible.
- Scrub area with cleaner full strength.
- Rub the area with a 10/1 dilution of water/liquid bleach.
- Rub the area with isopropyl alcohol.
- If rust stain does not respond, use lemon juice or a cream of tartar solution.

**The Paint & Solvent Spills** – Dry cleaning fluids, lacquer and latex paint, nail polish, solvents, oil-based paints, wood stains and varnish

### **The Remedy**

- If substance is dry, gently peel it from the floor. Avoid sharp instruments that could scratch floor.
- Scrub area with non-abrasive cleaner.
- Rub lightly with odorless mineral spirits or paint thinner.

**NOTE:** Do not use acetone or nail polish remover!

**Substances That Won't Wipe Up** – adhesives, chewing gum, oil, grease, candle wax and tar

### **The Remedy**

- First, remove as much solid material as possible.
- Carefully remove excess with a spoon or fingernail.
- Scrub area with non-abrasive cleaner.
- Rub lightly with odorless mineral spirits, isopropyl alcohol or lighter fluids.

**Scuffs & Smudges** – rubber heel marks, shoe polish, scuffs and smudges

### **The Remedy**

- Rub the scuff with fingertip, rubber will come right off. The friction from the rubbing will remove rubber.
- Scrub area with non-abrasive cleaner.
- Rub lightly with isopropyl alcohol or lighter fluid.

## **CAUTION!**

Isopropyl alcohol, lighter fluid, odorless mineral spirits and paint thinner are flammable solvents. Carefully read and follow cautionary information on their respective labels. Keep traffic off treated area for 30 minutes.

## **How to File a Claim**

If you find a defect or other matter covered by any of the limited warranties described previously, promptly notify the retailer who sold you the floor covering material. The retailer will review and if necessary file a claim with Mohawk and help you answer any questions you may have.

After a warranty claim is properly filed, a service coordinator will designate a representative to evaluate the warranty claim. This warranty is conditioned upon your reasonable cooperation with Mohawk and its service coordinator and representative in the evaluation of your warranty claim and the implementation of any remedy.

## **What You'll Need**

Proof of your purchase in the form of a bill, invoice or statement from your Mohawk retailer that shows the date and price you paid for the vinyl flooring (including labor).

## Warranties Defined

Warranties as defined below ensure that your Mohawk floor will perform properly for the stated warranty period when installed in accordance with Mohawk Residential Installation Guide over approved substrates and underlayments and using the recommended adhesives and bond/seam sealers with proper care and maintenance.

**Manufacturing Defects Warranty** ensures that your floor will be free of manufacturing defects.

**Contract & Expansion Resistant Warranty** ensures that your floor will not contract or expand, excluding areas of extreme localized temperature variations.

**Curl-Crack-Rip-Tear-Gouge Resistant Warranty** ensures that your floor will not curl, crack, rip, tear or gouge from normal household use\* and proper maintenance.

**Cold Crack Warranty** ensures that your floor will not crack in indoor cold conditions down to 20°F (-6.6 C)\*\*.  
(Area must be enclosed with no exposure to the elements.)

**Waterproof Warranty** ensures that your floor will not permanently discolor from topical water or moisture\*\*\*.

**Mold & Mildew Resistant Warranty** ensures that your floor will not be affected by mold, mildew and/or alkaline\*\*\*\*.

**Scuff Resistant Warranty** (on products with a polyurethane lacquer) ensures that your floor will not permanently scuff from shoe soles.

**Household Stain Resistant Warranty** ensures that your floor will not permanently stain from common household products, excluding permanent marker, permanent dyes & finishing stains. IVC Majesty products include a PetShield extended warranty covering pet accidents. Your floor will not permanently stain or yellow from vomit, urine, or feces from all domestic pets.

**Yellowing Stain Resistant Warranty** (on products with a polyurethane lacquer) ensures that your floor will not permanently stain or yellow from foot traffic, including asphalt track off\*\*\*\*\*.

**Wear Resistance Warranty** ensures your floor will not wear through the wear layer under normal household conditions and proper maintenance\*\*\*\*\*.

\*Normal household use is defined as common daily activities in the home, excluding pet damage such as chewing, digging,clawing, etc.

\*\*Flooring must either be permanently installed using IVC FlexTech Ultra for Sheet Vinyl or Loose Lay (no more than 25 square yards and no more than 1 seam).

\*\*\*Waterproof warranty applies to the sheet vinyl product itself and does not extend to damage of the subfloor or adhesives; and refers to topical moisture or topical water exposure. It does not cover moisture or water coming from below/underneath the product, and does not cover flooding or intentional damage or misuse.

\*\*\*\*A floor discolored due to mold or mildew growth will be replaced only one time. If the replacement floor fails in the same manner, the site conditions may not be acceptable for the installation of sheet vinyl.

\*\*\*\*\*A floor discolored due to asphalt track off will be replaced only one time. If the replacement floor fails in the same manner, the site conditions may not be acceptable for the installation of sheet vinyl.

\*\*\*\*\*Wear-through is defined as complete loss of the wear layer so that the printed pattern or design is altered. Gloss reduction is not considered wear and is not covered by this warranty.

***These warranties only extend to the original end user and are not transferable.***

**In order to maintain and protect your coverage under the terms of these warranties, it is the Home Owner's obligation to adhere to the following:**

1. Know which warranties apply to your particular vinyl flooring.
2. Keep proof of your purchase in the form of a bill, invoice or statement from your Mohawk retailer that shows the date and price you paid for the vinyl flooring (including labor).
3. Understand that Mohawk warrants the first quality products – which are used only for recommended Residential use\* – will perform properly for the stated warranty period when installed in accordance with Mohawk Residential Installation Guide over approved substrates and underlayments and using the recommended adhesives and seam bonds/sealers. The warranty period, when valid, begins on the date of the original installation.
  - Residential use is defined as: use in living space environments (which do not have light or heavy commercial traffic) including all areas of owner-occupied residence. If there is a question as to the type of use that is considered “residential,” please contact your Mohawk representative prior to purchase and installation. PLEASE NOTE that Residential warranty exclusions with respect to caster and rolling loads due to the unusual characteristics of this type of wheel traffic.
4. Use IVC recommended adhesives and seam bonds/sealers when installing vinyl flooring, including IVC FLEXTECH pressure sensitive adhesive, IVC FlexTech Ultra for Sheet Vinyl and IVC FLEX-SEAM premium seam bond. Approved secondary alternatives include: Taylor 2037 and Henry© 650 R adhesives for releasable installations; Taylor 2091 (commercial) Henry© 650 P for permanent installations; and Taylor 2062 seam sealer.
  - NOTE: If you elect to permanently install your Mohawk flooring using IVC FlexTech Ultra for sheet vinyl as opposed to using pressure sensitive adhesive for a residential, releasable installation, please be advised that labor rates exceeding residential releasable removal and underlayment will not be covered.
  - NEW CONSTRUCTION JOBS, however, must be permanently installed using IVC FlexTech Ultra for Sheet Vinyl, or a recommended permanent adhesive alternative if IVC FlexTech Ultra is unavailable.
  - COLD CRACK WARRANTY JOBS, however, must be permanently installed using IVC FlexTech Ultra for Sheet Vinyl, or a recommended permanent adhesive alternative if IVC FlexTech Ultra is unavailable. Loose lay installation is also acceptable up to 25 square yards and no more than 1 seam.
5. Ensure vinyl flooring is installed in an environment that maintains a temperature range for 24 hours between 65° and 85° Fahrenheit (18° and 29° Celsius) before, during and after installation.
  - Mohawk Sheet Vinyl Residential Products are warranted to be used in 3 Season Rooms and must be permanently installed using IVC FlexTech Ultra for Sheet Vinyl or a recommended permanent adhesive alternative if IVC FlexTech Ultra is unavailable.  
During installation, the flooring, adhesive and the environment it is to be installed must have a set time of 72 hours and must maintain a temperature range between 65° and 85° Fahrenheit (18° and 29° Celsius) before, during and after installation.
  - NOTE: 3 Season Rooms must be enclosed with no exposure to the elements or direct sunlight. If the 3 Season Room does not meet these requirements, it will void the warranty.
6. Inspect flooring material prior to installation for any imperfections or manufacturing related defects. Mohawk floorings receive extensive testing and visual examination in an attempt to assure your shipped floor is always first quality. It is the responsibility of the installer/end user to confirm the received material is free of any obvious visible conditions that may be detrimental to the appearance and/or performance of the product.
  - Minor color, shade and/or texture variations are normal. Any variances between actual materials, product samples and/or brochures should be addressed with your retailer prior to installation. If the retailer determines the condition “unacceptable,” the manufacturer should be informed immediately.
7. Support furniture with wide, weight-bearing, smooth non-staining plastic floor protectors or non-staining felt pads. The protectors/pads should be at least one inch in diameter and rest flat on the floor. The heavier the item, the wider the floor protector should be. Felt pads should be inspected periodically and maintained with respect to the amount of foot traffic to remove imbedded material to avoid abrasion. Make sure any metal protectors are rust proof. Replace narrow dome furniture rests with the appropriate width, weight-bearing flooring protectors.
  - Chair mats designed for hard surface floors are required under all chairs and stools with casters.
8. Perform proper cleaning and maintenance regularly and as needed. See Residential Care and Maintenance guidelines for details.



## What is NOT Covered by this Warranty

1. Product sold by the manufacturer as other than “first quality.”
2. Loose lay installation of more than 25 square yards and no more than one seam.
3. Improper Installation: Material installed not in accordance with Mohawk Residential Installation Guide\*, including any and all problems caused by the use of non-recommended adhesive or seam bonds/sealer, underlayment and/or preparation of the substrate are not warranted. Installation errors are not manufacturing related conditions. Mohawk does not warrant installer workmanship.
4. Mohawk will not pay for labor costs to repair or replace material with visible conditions that were apparent before installation.
5. Improper maintenance, which results in loss of gloss or buildup of a dulling film.
6. Damage resulting from neglect or misuse of strong detergents, chemicals, corrosives; including but not limited to stains from paints, dyes, mats, fertilizers or other similar materials.
7. Damage caused by moving appliances or heavy furniture without protecting the floor. (Always protect floor by using plywood or hard board runways when moving heavy objects and also when using an appliance dolly, heavy objects equipped with wheels or rollers, including two and four wheel carts etc.)
8. Damage resulting from accidents, casualty events, abuse or improper usage (including pet related damage, including chewing, digging, clawing, etc.). Accidents, abuse and improper usage are defined as, but are not limited to damage caused by: casters\* on furniture, rotating beater bars on vacuum cleaners, burns, cuts, impact from heavy and sharp objects, narrow or spike heels, cleats, etc., as well as, damage resulting from unprotected furniture legs.
9. Damage caused by rolling loads or wheel chairs (motorized and non-motorized).
10. Damage caused by appliance or plumbing leaks.
11. Fading, discoloration, or other damage due to excessive temperatures or sunlight. Radiant heat must not exceed 85° F (29°C) and be approved by the manufacturer for the use of their product with resilient vinyl flooring applications.
12. Problems or damage due to excessive moisture or hydrostatic pressure from the sub-floor including pH levels outside the Mohawk Residential Installation Guidelines.\*\*
13. Discoloration caused by use of latex or rubber-backed floor mats. Note that some synthetic backed carpets contain latex in the manufacturing process that may discolor your vinyl. Always use mats marked as “non-staining.”
14. Damage caused by remodel or construction related activities.
15. Discoloration caused by asphalt walk off traffic on products without a polyurethane lacquer (these products will not be warranted under our Yellowing Stain Resistant Warranty).
16. Discoloration caused by wheeled traffic.
17. Discoloration caused by rubber pads, rubber wheels, rubber tires, rubber rollers, automotive tires, etc.
18. Flooring installed on stairs is excluded from warranty coverage.
19. Installation of residential product in a commercial environment. Mohawk recommends installation of commercially warranted product only in commercial settings.

\* Mohawk does not recommend the use of casters on any flooring without appropriate chair pads.

\*\* The installation manual is reviewed on a regular basis, and floors must be installed according to the recommendations that are current and available at the time of installation.



## Warranty Remedy

If your Mohawk floor fails to perform as stated in the applicable Mohawk Residential Warranty Guide, Mohawk will determine whether it will assist in the repair of the defective area or supply new Mohawk material of the same color, design or grade if available. If unavailable or discontinued, Mohawk reserves the right to select and supply similar Mohawk material. At times, it may be necessary to contract a Certified Inspector to determine unknown causes; Mohawk reserves the right to determine if this action is necessary or not.

1. If Mohawk authorizes repairs or replacement of a section as a result of a warranty claim, you will be required to clear any items placed over the affected area subsequent to the original installation. Mohawk will not credit or reimburse cost associated with the removal of those items.
2. Mohawk will reimburse reasonable labor costs (up to 100%) based on a detailed statement if professional installation was paid for when the original floor was installed for years 1 and 2. For years 3 through 5, 50% of reasonable labor costs will be reimbursed if professional installation was paid for when the original floor was installed. After 5 years, there will be no reimbursement for installation labor.
3. Labor reimbursement will not be considered for installations not adhering to the Mohawk Residential Installation Guide\*.
4. Warranty coverage for a replacement floor will be limited to the remaining portion of the original warranty as set forth in the schedule below.

## Consequential or Incidental Damages

MOHAWK EXCLUDES AND WILL NOT PAY CONSEQUENTIAL OR INCIDENTAL DAMAGES UNDER THESE LIMITED WARRANTIES. By this we mean that Mohawk will not credit or pay for any loss, expense, or damage other than to the flooring itself that may result from a manufacturing related defects in the flooring. Some examples of consequential or incidental damages are: replacement of subfloors or underlayments, trim moldings, disconnecting / reconnecting appliances or fixtures as well as moving of furniture.

NOTE: If your floor is replaced because of discoloration due to "bottom up staining," mold or mildew growth or asphalt /non-asphalt tracking\*\*, this is considered a site-related condition and the replacement floor will not be warranted against future discoloration or staining.

THERE ARE NO WARRANTIES BEYOND THIS EXPRESSED WARRANTY. ALL OTHER WARRANTIES INCLUDING IMPLIED WARRANTIES, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE, ARE EXCLUDED. PLEASE NOTE: SOME STATES AND PROVIDENCES DO NOT ALLOW EXCLUSIONS OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.

For details on how to file a claim, please refer to our "How to File a Claim"(p.8) section.

\* The installation manual is reviewed on a regular basis, and floors must be installed according to the recommendations that are current and available at the time of installation.

\*\* Mohawk recommends non-asphalt sealers to help avoid walk off staining.



## Mohawk Residential Limited Warranty Proration

The following prorated schedule applies to material value for all Mohawk Residential warranty flooring:

### Labor Reimbursement Proration (Reasonable Labor Costs)

1st Year up to 100%  
2nd Year up to 100%  
3rd Year up to 50%

4th Year up to 50%  
5th Year up to 50%  
6th – 25th Year 0%

### Material Proration



1st Year 100% / 2nd Year 100%  
3rd Year 100% / 4th Year 100%  
5th Year 100% / 6th Year 100%  
7th Year 90% / 8th Year 90%  
9th Year 90% / 10th Year 90%

11th Year 80% / 12th Year 70%  
13th Year 60% / 14th Year 50%  
15th Year 40% / 16th Year 30%  
17th Year 25% / 18th Year 20%  
19th Year 15% / 20th Year 10%



Lifetime up to 100%

Lifetime up to 100%



## How to File a Claim

If you find a defect or other matter covered by any of the limited warranties described previously, promptly notify the retailer who sold you the floor covering material. The retailer will review and if necessary file a claim with Mohawk and help you answer any questions you may have.

After a warranty claim is properly filed, Mohawk's service coordinator will designate a representative to evaluate the warranty claim. This warranty is conditioned upon your reasonable cooperation with Mohawk and its service coordinator and representative in the evaluation of your warranty claim and the implementation of any remedy.

### **What You'll Need**

Proof of your purchase in the form of a bill, invoice or statement from your Mohawk retailer that shows the date and price you paid for the vinyl flooring (including labor).

# Prorated 50-Year Limited Warranty and Arbitration Agreement – Exterior Use

NOTE CAREFULLY: The provisions and terms of this Prorated 50-Year Limited Warranty and Arbitration Agreement – Exterior Use (the “Limited Warranty”) apply exclusively to LP® SmartSide® Lap Siding, Panel Siding, Panel Siding with SmartFinish®, Panel Siding with SilverTech®, Vertical Siding, Cedar Shakes, Trim & Fascia, and Soffit (each, the “Product”) manufactured by Louisiana-Pacific Corporation (“LP”) when installed on the exterior of a structure permanently located in the United States, its territories, or Canada in accordance with the Instructions, as defined below. **Different limited warranty terms and exclusions apply under (i) LP® SmartSide® 10-Year Limited Warranty and Arbitration Agreement for Accessories and Non-Standard Applications and (ii) LP® SmartSide® Instructions for Interior Use and 90-day Limited Warranty.**

**Who Is Covered:** This Limited Warranty is made to the original retail purchaser of the Product, the original owner of the structure on which the Product is installed, and the next owner of that structure (collectively hereinafter referred to as “Owner”). This Limited Warranty cannot be assigned, sold, or transferred to any other person, including any later owners of the structure.

**BY INSTALLING AND/OR RETAINING THE PRODUCT, OWNER AGREES TO THE FOLLOWING TERMS AND CONDITIONS OF THIS LIMITED WARRANTY WHICH REQUIRE BINDING ARBITRATION AND WAIVING CLASS ACTION CLAIMS.**

## 1. Definitions That Apply

For purposes of this Limited Warranty, the following definitions are used:

“Buckling” is defined as Product that is 3/8 inch (10 mm) or more out of plane within a length no greater than 24 inches (610 mm) when installed directly to framing or to wood structural panels on framing spaced up to 24 inches (610 mm) o.c. (this definition does not apply to trim products).

NOTE: However, notwithstanding the foregoing, waviness caused by any of the following is not considered Buckling: misaligned framing, crooked or bowed studs and/or sheathing, foundation or wall settling, improper nailing, attachment over foam sheathing, or any other cause unrelated to the

Product. Warranty coverage for Buckling requires installation at the stud spacing specified in this definition and in strict accordance with the Instructions.

“Deterioration” is defined as fungal degradation of the Product which results in structural damage to the Product that makes the Product unable to perform its intended function as siding, soffit, or trim.

“Hail Damage” is defined as a crack or chip in the surface overlay or dent in the substrate of the Product that exceeds 3/8 inch (10 mm) in length or diameter, and is caused by hail.

“Instructions” is defined to collectively refer to the LP instructions applicable to the Product and in effect on the date of installation as found at [www.lpcorp.com](http://www.lpcorp.com), including technical notes/bulletins and instructions for transporting, storing, handling, installation, finishing, care, and maintenance of the Product. Instructions includes Care and Maintenance Instructions.

“Overlay Issues” is defined as cracking, peeling, separating, chipping, flaking or rupturing of the surface overlay.

“Substrate Damage” is defined as (i) Deterioration, Buckling, or Overlay Issues caused by a manufacturing defect or (ii) Termite Damage.

“Termite Damage” is defined as damage to the Product (i) caused by a failure of the borate-based SmartGuard® process applied to the Product during manufacture to resist termites (ii) that results in structural damage to the Product to an extent that the Product is no longer able to perform its intended function as siding, soffit, or trim. NOTE: Some amount of termite activity on the Product may occur as the borate works to resist termites, which activity is not covered by this Limited Warranty unless it constitutes Termite Damage. Other, specific exclusions regarding termite activity are set forth in Section 3(b).

## 2. Length of Coverage and What LP Will Do

Exterior building materials like the Product must be properly handled and installed, and carefully integrated with other building materials that comprise the exterior wall assembly of a structure, and are subjected to wear and tear over time.

The length of time the Product will last is dependent on various factors. It is imperative that the installer and Owner strictly follow the Instructions and maintain the Product as required therein during the period of the Limited Warranty.

#### **(i) Substrate Limited Warranty**

- a) For a period of 50 years from the date of installation, LP warrants that, if the Product exhibits Substrate Damage, LP will provide the remedy set forth below provided that the Product has been transported, stored, handled, installed, finished, and maintained in strict accordance with the Instructions in effect at the time of installation.
- b) In the event the Product exhibits Substrate Damage (or fails to conform to any implied warranty not effectively disclaimed herein), LP will: (i) during the first 5 years from the date of installation, compensate the Owner for the cost of labor and material to repair or replace the affected Product based on an estimate established by independent construction cost estimator R.S. Means, or (ii) during the 6th through 50th years from the date of installation, compensate the Owner for the material cost of the affected Product or a similar wood-based siding or trim product (no labor or other charges shall be paid) less an annual pro-rata reduction of 2.22% per year (for example, 6th year - 2.22%, 7th year - 4.44%, etc.) so that the amount paid under this warranty at the end of the 50th year will be zero dollars (the "Proration Schedule"), with total costs to be paid by LP not to exceed two (2) times the original purchase price of the affected Product.

#### **(ii) Hail Damage Limited Warranty**

- a) For a period of 50 years from the date of installation, LP warrants that, if the Product exhibits Hail Damage, LP will provide the remedy set forth below provided that the Product has been transported, stored, handled, installed, finished, and maintained in strict accordance with the Instructions in effect at the time of installation. Hail Damage is subject to the following exclusions: (i) any damage caused by a storm in which hail was larger than 1.75 inches (45 mm) in diameter; (ii) any damage to the surface or primer that does not qualify as Hail Damage; or (iii) any injury to persons or property caused by hail-damaged Product.
- b) Owner must meet all the following requirements in order to be eligible for payment under this Hail Damage Limited Warranty: (i) LP must be able to inspect the Product in place to determine whether any pieces have Hail Damage; (ii) Owner must provide reliable evidence that the hailstorm causing the Hail Damage had no hailstones larger than 1.75 inch (45 mm) in diameter (such evidence may include a report from a reliable third party such as the National Oceanic and Atmospheric Administration Storm Prediction Center); and (iii) Owner must first file a claim with his or her property owner's insurance carrier, or any other applicable policy, and pursue the

cost of repair or replacement through insurance. Owner must provide proof of the claim and the carrier's response and must affirm that no other claims were paid or are pending.

- c) If the insurance claim proceeds are insufficient to repair or replace the Product with Hail Damage, LP will pay Owner the cost of material (no labor) necessary to replace the square footage of Product with Hail Damage (determined using the current retail price per square foot for the same or similar Product in the same geographic region as the property), less the insurance proceeds received by Owner for the same product and less the deductible amount associated with those proceeds. The payment amount shall then be reduced according to the Proration Schedule. If the above calculation yields a negative number, LP shall owe no payment to Owner.

**These are the Owner's sole and exclusive remedies for any non-conformance of or alleged defect in the Product or any damage caused by the Product. Except as expressly provided in this Limited Warranty, no other costs incurred by Owner relating to damaged Product or otherwise, including but not limited to removal, disposal, house wrap, or labor costs, will be reimbursed.**

EFFECTIVE DATE: This Limited Warranty applies where the date of retail purchase of the Product is on or after 07/07/2021.

### **3. What Is Not Covered: Exclusions**

This Limited Warranty does not cover or provide a remedy for:

- a) Substrate Damage, Hail Damage, or any other damage to the Product or otherwise caused by:
  - (i) failure to strictly follow the Instructions for the Product;
  - (ii) failure to properly cut, prime, or paint the Product;
  - (iii) misuse or abuse of the Product;
  - (iv) impact or accidental damage to the substrate or surface of the Product;
  - (v) damage to the Product during handling or the construction process;
  - (vi) alteration of the Product other than as allowed in the Instructions;
  - (vii) any lack of compatibility between the Product and any other product not manufactured by LP;
  - (viii) sawing or ripping the Product lengthwise (except as expressly authorized in the Instructions) or removing the surface of the Product or the factory drip edge;
  - (ix) improper transport or storage of the Product;
  - (x) improper or inadequate design, detailing, or construction of the wall system or structure on



which the Product is installed, including the walls, cladding, windows, doors, roofing materials, openings, or other penetrations on or around which the Product is installed;

- (xi) failure of flashings or water management details or systems;
  - (xii) alterations to the structure after installation of the Product;
  - (xiii) minor surface grazing by termites which does not interfere with the Product's ability to perform as a sheathing panel;
  - (xiv) harmful chemicals (including harmful cleaning compounds), salt water, fertilizer, pollution, mold, mildew, scratching, or abrading;
  - (xv) installation or exposure that allows for the accumulation of moisture, standing water, or submersion; or
  - (xvi) hurricane, tornado, fire, earthquake, flood, hail (except as covered under the Hail Damage Limited Warranty), acts of God, or other similar causes beyond the control of LP.
- b) Damage caused by termites or termite activity (i) that is not or does not result in Termite Damage; (ii) that results from termite activity existing prior to installation of the Product; (iii) that results from areas of the structure which have moisture problems, rot, fungi, or mold due to condensation or leaks from roofs, eaves, windows or doors, flooding or other sources of water or moisture in the structure; (iv) that results from failure to maintain the structure free from earth-wood contact, faulty grading, firewood against structure, insufficient ventilation, wood debris in crawl space, wood mulch, tree branches touching structure, landscape timbers, or wood rot; or (v) to any component of the structure other than the Product, under any circumstances.
- c) Product applied to structures located outside the United States, its territories, or Canada (Product sold outside these locations is As-Is, with no express or implied warranties provided by LP).
- d) Surface or edge swelling or edge checking (swelling and checking occur normally in all wood and wood-based products as they expand and contract in response to changes in climatic conditions).
- e) Product not installed in strict compliance with all applicable building codes.
- f) Any interior installation or Non-Standard Application.
- g) Costs associated with damage to the Product (other than the remedies set forth in Section 2), including but not limited to Product removal, disposal, or replacement.

- h) Damage resulting from Owner's failure to comply with the requirements set out under Section 4 of this Limited Warranty.
- i) Damage resulting from re-manufacture, modification, alteration or processing of the Product by anyone other than LP.
- j) Damage to any other component of the structure, for any reason.

#### **4. How to Make a Claim**

COMPLIANCE WITH EACH OF THE REQUIREMENTS SET OUT BELOW IN SECTIONS (a) AND (b) IS A CONDITION OF LP'S OBLIGATIONS UNDER THIS LIMITED WARRANTY. THE FAILURE TO COMPLY WITH ANY ONE OR MORE OF THE ITEMS SHALL VOID ANY RIGHTS OWNER MAY HAVE AGAINST LP.

- a) Any Owner seeking remedies under this Limited Warranty must notify LP at 888-468-1417 within 30 days after discovering a condition upon which they intend to make a claim under this Limited Warranty, and before beginning any repair. This notice must include the date on which installation of the Product was completed. It is the Owner's responsibility to establish - through invoices, receipts, contractor's billings or any other form of reliable documentation - the date of installation of the Product, and ownership of the Product by the Owner.
- b) LP must be given an opportunity to inspect the Product within 90 days of notice, and upon reasonable notice to the Owner, LP must be allowed to enter the property or structure on which the Product is installed to inspect the Product.

#### **5. Other Limitations**

- a) Exclusion of Other Remedies

IN NO EVENT WILL LP BE LIABLE FOR ANY INCIDENTAL, SPECIAL, MULTIPLE, PUNITIVE, INDIRECT CONSEQUENTIAL, OR RESULTING DAMAGES, INCLUDING BUT NOT LIMITED TO, PROPERTY DAMAGE (INCLUDING DAMAGE TO OTHER BUILDING COMPONENTS), LOST PROFITS, OR LOSS OF USE.

Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

- b) Disclaimer of All Other Warranties, Express or Implied

THIS LIMITED WARRANTY IS THE ONLY WARRANTY APPLICABLE TO THE PRODUCT. LP DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, OR ANY WARRANTIES OTHERWISE ARISING FROM THE COURSE OF DEALING OR USAGE OF TRADE OR ADVERTISING, EXCEPT WHERE SUCH WARRANTIES ARISE UNDER APPLICABLE CONSUMER PRODUCT WARRANTY LAWS AND CANNOT BE LAWFULLY

DISCLAIMED, IN WHICH EVENT SUCH WARRANTIES ARE LIMITED TO THE SHORTEST PERIOD AS PERMITTED OR REQUIRED UNDER APPLICABLE LAW.

NO OTHER WARRANTY, EXPRESS OR OTHERWISE, HAS BEEN MADE OR WILL BE MADE BY OR ON BEHALF OF LP WITH RESPECT TO THE PRODUCT, INCLUDING ANY ADVERTISING WARRANTIES.

Some states and provinces do not allow such limitations of implied warranties in all circumstances, so the above limitations may not apply to you.

c) No Waiver

LP may choose to extend benefits in certain circumstances beyond what is provided in this Limited Warranty. In that event, LP does not and has not waived its right to strictly enforce the warranty terms, including all disclaimers, limitations, and exclusions, in any and all other circumstances.

d) Enforceability

This Limited Warranty gives you specific legal rights, and you may also have other rights which vary from state to state, or province to province. The provisions of this Limited Warranty do not preclude the operation of any applicable state law or provincial statute which in certain circumstances may not allow some of the limitations and exclusions described in this Limited Warranty. If any provision of this Limited Warranty is determined to be invalid, illegal, or unenforceable, it shall not affect the enforceability of any other provision of this Limited Warranty.

## 6. Agreement to Mandatory Binding Arbitration and Class Action Waiver

- a) By (i) installing the Product, or (ii) retaining the Product for 30 days after installation, or (iii) purchasing or taking ownership of a structure on which the Product is already installed, Owner and LP agree and Owner accepts that:

EVERY CLAIM OR CONTROVERSY BETWEEN OWNER AND LP ARISING FROM OR RELATING TO THE PRODUCT AND/OR THIS LIMITED WARRANTY SHALL BE RESOLVED BY FINAL AND BINDING ARBITRATION.

- b) THE ARBITRATION SHALL BE INITIATED AND ADMINISTERED IN ACCORDANCE WITH THE FEDERAL ARBITRATION ACT (9 U.S.C. § 1 et seq.) AND THE APPLICABLE RULES OF THE JUDICIAL ARBITRATION AND MEDIATION SERVICE ([www.jamsadr.com](http://www.jamsadr.com)), UNLESS ANOTHER ARBITRATION SERVICE IS AGREED TO IN WRITING BY BOTH PARTIES. EACH PARTY WILL BE RESPONSIBLE FOR ITS OWN COSTS AND FEES INCURRED IN ARBITRATION, INCLUDING ATTORNEY'S FEES AND EXPERT WITNESS FEES; PROVIDED, HOWEVER, THAT (i) LP WILL PAY ANY FEES AND COSTS THAT ARE REQUIRED BY LAW AND (ii) FOR ANY ARBITRATION FILED BY A CONSUMER RELATING TO PERSONAL OR HOUSEHOLD USE OF THE PRODUCT, LP

WILL PAY OR REIMBURSE ALL ARBITRATION FILING FEES AND ARBITRATOR'S COSTS OVER \$100. BOTH SIDES ARE ENTITLED TO REASONABLE DISCOVERY. IF ANY PARTY INTENDS TO HAVE AN EXPERT TESTIFY ON THAT PARTY'S BEHALF, THE OTHER PARTY SHALL BE ENTITLED TO AN EXPERT REPORT AND TO TAKE THE EXPERT'S DEPOSITION DURING DISCOVERY.

THE ARBITRATOR SHALL HAVE THE AUTHORITY TO RENDER THE SAME RELIEF AS WOULD A COURT OF COMPETENT JURISDICTION AND SHALL HAVE EXCLUSIVE AUTHORITY TO RESOLVE ANY DISPUTE RELATING TO THE SCOPE AND ENFORCEABILITY OF THIS AGREEMENT. IN NO CASE SHALL THE ARBITRATOR BE AUTHORIZED TO ADJUDICATE CLASS ACTION CLAIMS AGAINST LP OR TO OTHERWISE ORDER A SIMILAR CONSOLIDATION OF INDIVIDUAL CLAIMS AGAINST LP.

NOTWITHSTANDING THE FOREGOING, A CLAIM BY AN INDIVIDUAL OWNER SEEKING RELIEF OF \$10,000 OR LESS MAY BE PURSUED INDIVIDUALLY IN SMALL CLAIMS COURT SO LONG AS THE CLAIM IS MADE INDIVIDUALLY AND NOT AS PART OF A CLASS OR A CONSOLIDATED ACTION.

CLASS ACTION WAIVER: ANY ARBITRATION (OR SMALL CLAIMS COURT ACTION, IF AUTHORIZED ABOVE) WILL BE ON AN INDIVIDUAL BASIS ONLY; CLASS ARBITRATIONS AND/OR CLASS ACTIONS AND/OR CONSOLIDATED ACTIONS ARE NOT PERMITTED.

- c) OWNER AND LP AGREE THAT: (i) ALL CLAIMS, DISPUTES, OR ACTIONS BETWEEN OWNER AND LP ARISING FROM OR RELATING TO THE PRODUCT AND/OR THIS LIMITED WARRANTY WILL BE BROUGHT AND CONDUCTED AND DETERMINED INDIVIDUALLY, NOT AS A CLASS, AND (ii) THAT NEITHER PARTY WILL SEEK TO CONSOLIDATE OR SEEK CLASS TREATMENT. IF FOR ANY REASON THE FOREGOING CLASS ACTION WAIVER IS FOUND TO BE INVALID OR UNENFORCEABLE, THIS ARBITRATION AGREEMENT SHALL BE NULL AND VOID.

For further information, contact:

**Customer Service:** 888-820-0325

**Email:** [Customer.Support@lpcorp.com](mailto:Customer.Support@lpcorp.com)

**Write:** Louisiana-Pacific Corporation

414 Union Street, Suite 2000

Nashville, TN 37219.

**Website:** [www.lpcorp.com](http://www.lpcorp.com)

**⚠ WARNING: Drilling, sawing, sanding or machining wood products can expose you to wood dust, a substance known to the State of California to cause cancer. Avoid inhaling wood dust or use a dust mask or other safeguards for personal protection. For more information go to [www.P65Warnings.ca.gov/wood](http://www.P65Warnings.ca.gov/wood).**



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LPZB0253 07/07/2021



**Roofing System and Warranty Brochure**  
Signature Select® Roofing System



**PREMIUM PROTECTION BENEFITS**  
AND SYSTEM WARRANTY

**MENARDS®**



# Protection That Lasts Longer.

Increase your Premium Protection Period by installing an Atlas Signature Select® Roofing System.



## StormMaster® Slate

High Wind And Impact Resistant Shingles



## StormMaster® Shake

High Wind And Impact Resistant Shingles



# 20 YEARS

## Pinnacle® Pristine

High Performance Architectural Shingles



## Briarwood Pro™

High Definition Color Series

## Castlebrook®

Distinctive Architectural Shingles

# 15 YEARS

## Coverage That Means More.

	Competitor's <sup>3</sup> Standard Warranty Coverage	Atlas Signature Select® Roofing System Premium Protection Coverage
Full System Coverage	Varies	Yes
Transferable	Yes, but limited coverage to second owner	Yes, fully transferable to second owner
Algae Resistance <sup>1</sup>	10 years, prorated and limited in remedies	Lifetime <sup>2</sup> coverage for StormMaster® Slate, StormMaster® Shake and Pinnacle® Pristine. 10 years for Briarwood Pro™, and GlassMaster®. No Coverage for Castlebrook®
High-Wind Coverage	Typically requires special application	Up to 150 mph for StormMaster® Shake <sup>5</sup> . 130 mph for StormMaster® Slate, Pinnacle® Pristine, Briarwood Pro™ and Castlebrook® <sup>4</sup> .
Non-Prorated Labor and Materials	Manufacturer's discretion	Yes
Tear-Off Costs Included (when necessary)	No	Yes
Disposal Costs Included (when necessary)	No	Yes

<sup>1</sup> Helps resist the black streaks caused by algae.

<sup>2</sup> FOR STORMMASTER® & PINNACLE® PRODUCTS ONLY: In order to qualify for the Atlas Lifetime Algae Resistance Limited Warranty against black streaks caused by blue-green algae, installation must include Atlas Pro-Cut® Hip & Ridge shingles featuring Scotchgard™ Protector or Atlas Pro-Cut® High Profile Hip & Ridge shingles featuring Scotchgard™ Protector with Atlas shingles featuring Scotchgard™ Protector.

<sup>3</sup> This chart is indicative of many competitor warranties but does not represent them all.

<sup>4</sup> Castlebrook® Wind Warranty: Standard 4-nail application is 110 mph wind warranty. Enhanced wind warranty to 130 mph with 6-nail application and the use of Atlas Pro-Cut® Starter Shingles installed along the eaves. Refer to the Atlas Roofing Limited Shingle Warranty for all coverage requirements.

<sup>5</sup> StormMaster® Shake Wind Warranty: Standard 4-nail application is 130 mph wind warranty. Enhanced wind warranty to 150 mph with 6-nail application and the use of Atlas Pro-Cut® Starter Shingles installed on all the eaves and rakes and Atlas Pro-Cut® Hip & Ridge or Atlas Pro-Cut® High Profile Hip & Ridge Shingles. Refer to the Atlas Roofing Limited Shingle Warranty for all coverage requirements.

## Choose Atlas. Because Atlas Protects.







# Comprehensive Protection

## Peace Of Mind Comes Standard

From high wind damage to black streaks caused by algae, from manufacturing defects to roofing system failure, your new roof is backed by quality, industry-leading warranty\* coverage.

## Demand Peak Coverage

When you install an Atlas Signature Select® Roofing System\*\*, all of the components are designed and backed by an Atlas warranty.

Unlike many other roofing warranties that promise more than they deliver, Atlas packs value and assurance into an enhanced Premium Protection Period with the installation of an Atlas Signature Select® Roofing System.

The Premium Protection Period includes:

- Non-prorated labor and materials coverage
- Tear-off and disposal fees coverage
- Coverage of the full Atlas product roofing system
- Transferability

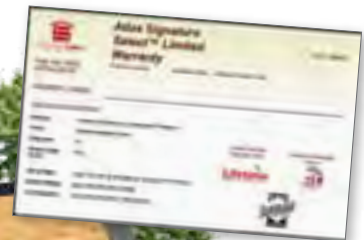


ATLAS  
**Signature Select®**  
ROOFING SYSTEM

## Roof System Components:

- 1 Atlas WeatherMaster® Ice & Water Underlayment
- 2 Atlas Summit® 60 Underlayment
- 3 Atlas Pro-Cut® Starter Shingles
- 4 Atlas Designer Roof Shingles
- 5 Atlas TruRidge® & HighPoint® Exhaust Ventilation
- 6 Atlas Pro-Cut® Hip & Ridge Shingles

When you register your warranty with Atlas, you will receive a digital certificate with the information you will need in the unlikely event that you have a problem with your roof. Atlas is your single source for support. Learn more at **[AtlasRoofing.com/Warranty](https://AtlasRoofing.com/Warranty)**



\* Refer to the Atlas Roofing Limited Shingle Warranty for all coverage requirements.

\*\* Refer to the Atlas Signature Select® Limited Warranty for all system coverage requirements.

# ATLAS SIGNATURE SELECT® LIMITED WARRANTY



## ATLAS SIGNATURE SELECT® ROOFING SYSTEM:

The Atlas Signature Select® Roofing System offers an extended Premium Protection Period on Atlas shingle applications that are properly installed in accordance with the application instructions (as provided on the product packaging), AND that the installation includes Atlas premium products as listed in the Atlas Signature Select® Product Selection Chart provided herein. Substitution products or non-Atlas products will NOT qualify for use in Atlas Signature Select® Roofing Systems. Roofing installations that qualify for the Atlas Signature Select® Roofing System must be registered in accordance with the Warranty Registration Instructions provided herein.

### LIMITED SHINGLE WARRANTY ▶

ATLAS ROOFING CORPORATION ("ATLAS") warrants to you, the original owner of its shingle products, that this product is free from any manufacturing defects that materially affect the performance of your shingle during the Premium Protection Period or that cause leaks for the balance of the applicable warranty period. This warranty is effective on all product types stated herein and installed in the United States and Canada on or after 1/1/2019.

### LIMITED WARRANTY PERIOD ▶

Your ATLAS shingles qualify for a limited warranty (as listed in the Warranty Details chart below) when properly installed in accordance with the product's application instructions (as provided on the product packaging).

### PREMIUM PROTECTION PERIOD ▶

Premium Protection Period refers to the initial full labor and material coverage during the critical first years of your roof's life (see Warranty Details chart for product specific Premium Protection Periods). The limited warranty is the sole and exclusive remedy, and during the warranty period specified in the Warranty Details chart below, the maximum repair or replacement cost to ATLAS shall not exceed during the Premium Protection years, the replacement cost to the owner for the product plus replacement labor cost for the defective shingles (this limited warranty does not include costs for roof deck repairs, flashing, metal work, or related work).

### PRORATED LIMITED WARRANTY PERIOD ▶

During the remaining limited warranty period (after the Premium Protection Period), ATLAS will adjust valid claims (product materially affected by a manufacturing defect), by an amount determined by decreasing monthly the replacement cost of the product in proportion to the unexpired warranty period. To reflect the percent of use you have received from your shingles, the warranty calculation will be made by dividing the number of months that have elapsed since installation by the number of months in the warranty period. If applicable, the StormMaster® Slate, StormMaster® Shake, Pinnacle® Pristine, Briarwood Pro™ and Castlebrook® Lifetime Limited Warranty proration after the 45th year or 540th month of installation will have a 10% proration factor for the lifetime of the original owner (see LIMITATIONS AND RESTRICTIONS FOR THE LIFETIME LIMITED WARRANTY). In no event shall ATLAS' liability extend to any cost for the tear-off of the product or for the replacement installation cost of the new product during the prorated period.

### LIMITATIONS & RESTRICTIONS FOR THE LIFETIME LIMITED WARRANTY ▶

ATLAS will provide the homeowner who initially purchases StormMaster® Slate, StormMaster® Shake, Pinnacle® Pristine, Briarwood Pro™ or Castlebrook® with a warranty that lasts the lifetime (lifetime meaning the lifetime of the original property owner, not the roof, or the second owner, if coverage was properly transferred during the first 10 years) of the homeowner's possession, provided that proper product installation in accordance with the instructions (as provided on the product packaging) is followed.

The lifetime coverage offered by this warranty automatically ceases/ends upon the sale of the property or the death of the last of the homeowners who owned the home at the time of the application unless it is transferred as described below under "Transferability."

The lifetime limited warranty option is only available for an individual single-family site-built detached residence. A 50-year limited warranty would apply to all property owned by government agencies, corporations, limited liability companies, partnerships, trust, religious organizations, schools, or school districts, condominiums, or cooperative housing arrangements, or installed on apartment buildings or any type of building or premises not used by individual homeowners for a single-family site-built detached residence.

### LIMITATIONS OF REMEDIES AND LIABILITY ▶

This limited warranty is the sole and exclusive remedy provided by ATLAS for shingles containing manufacturing defects. For those shingles containing manufacturing defects, your maximum remedy is outlined herein under the sections entitled Premium Protection Period and Prorated Limited Warranty Period. The decision on which of the stated remedies is provided to an original owner or authorized transferee in each individual case shall be at the sole discretion of ATLAS. If proration applies as stated above, ATLAS will calculate the appropriate percentage as stated herein under (Prorated Limited Warranty Period). If providing replacement shingles, ATLAS, wherever possible, shall replace shingles with shingles of the same color and design; however, since color variances exist between shingles manufactured at different times and since ATLAS may discontinue or modify its shingles, ATLAS reserves the right to replace defective Menard's shingles with shingles of similar color and design.

IN NO INSTANCE IS ATLAS RESPONSIBLE FOR SPECIAL, INDIRECT, OR CONSEQUENTIAL DAMAGES. THE DURATION OF ANY IMPLIED WARRANTY IS HEREIN LIMITED IN DURATION TO THAT OF THE EXPRESS WARRANTY STATED HEREIN.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the limitations or exclusions may not apply to you.

### SOLE WARRANTY ▶

THE LIMITED WARRANTIES SET FORTH HEREIN ARE EXCLUSIVE AND LIMITS AS TO DURATION ALL OTHER WARRANTIES WHETHER EXPRESS OR IMPLIED BY LAW INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE TO THE TIME PERIODS STATED ABOVE. ATLAS MAKES NO REPRESENTATION OR WARRANTY OF ANY KIND, OTHER THAN THE LIMITED WARRANTY SET FORTH HEREIN. THIS LIMITED WARRANTY CONTAINS ALL OF THE PROVISIONS OF YOUR REMEDIES FROM ATLAS. ATLAS' LIABILITY IS LIMITED TO THE PROVISIONS OF THIS LIMITED WARRANTY, WHETHER ANY CLAIM AGAINST IT IS BASED UPON STRICT LIABILITY, NEGLIGENCE, BREACH OF WARRANTY OR ANY OTHER THEORY OR CAUSE OF ACTION. NO PERSON IS AUTHORIZED TO ALTER THIS LIMITED WARRANTY EITHER ORALLY OR IN WRITING. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

### WIND LIMITED WARRANTY ▶

(Covers shingles only) ATLAS warrants that its shingles will resist damage by wind gusts up to a maximum wind speed as indicated in the Warranty Details chart provided that the shingles have been installed in accordance with the printed application instructions on the shingle bundle wrapper, and have had the opportunity to seal down. If during the Wind Limited Warranty period, indicated in the Warranty Details Chart, damage occurs to the shingles as a result of wind gusts under the specified Wind Speed Limits, ATLAS will furnish at no charge, replacement shingles for the damaged shingles only, but not for replacement labor. The coverage against wind gusts as described above is 15 years for lifetime shingles from the date of installation.

High Wind Speed Provision: Atlas offers the property owner a 130 mph high wind speed provision for StormMaster® Slate, StormMaster® Shake, Pinnacle® Pristine, Briarwood Pro™ and Castlebrook® shingles that have the "Built with HP Technology" designation on the product packaging (produced in Ardmore, Daingerfield, Franklin, Hampton, and Meridian) when following the Atlas standard 4-nail application or 6 nails for steep slope and Mansard application as seen on the product packaging. Atlas offers the property owner a 150 mph high wind speed provision for StormMaster® Shake shingles that have the "Built with HP Technology" designation on the product packaging when following the Atlas 6 nail application (as seen on the product packaging) and the required use of Atlas Pro-Cut® Starter shingles used on all the eaves and rakes and Atlas Pro-Cut® Hip & Ridge/Atlas Pro-Cut® High Profile Hip & Ridge. The 150 mph high wind speed revision does not apply to shingles installed in the fall or winter and not exposed to adequate temperatures to activate sealant line as described below (including hand sealing) in the SEALANT FAILURE section below or with shingles applied over existing shingles.

All Atlas Shingle Products Tested To:

ASTM D7158, Class H Wind Resistance, Passed to 150 mph

ASTM D6381, Uplift Resistance

ASTM D3161, Class F Wind Resistance, Tested at 110 mph

### SEALANT FEATURE ▶

In order to activate the sealant feature, the shingles must be exposed to direct sunlight for a continued period of time for the shingles to seal. Shingles installed in fall or winter and not exposed to adequate surface temperatures, or other conditions, which temporarily or permanently preclude activation of the sealant, may never seal and must be hand sealed at the time of installation. It is not a manufacturing defect if shingles fail to seal under the above circumstances, and Atlas will not be responsible for repair, replacement, or hand sealing shingles under these circumstances. However, in the event the shingles fail to self-seal after proper installation and climatic exposure, and Atlas is notified within the first year after installation, ATLAS' sole responsibility shall be to pay a reasonable cost to hand seal the affected shingles.

### ALGAE-RESISTANCE LIMITED WARRANTY ▶

(If applicable) ATLAS warrants that its algae-resistance shingles (those with the "ARS" designation) will remain free of obvious and unsightly black streaks due to blue-green algae growth for a period of ten (10) years from the date of installation. In the event the algae-resistant shingles fail to meet this coverage, ATLAS' sole and only liability shall be to pay the reasonable cost of cleaning, repairing, or replacing the affected shingles, up to the following limits: (a) during the first one (1) year, the maximum cost to ATLAS shall be, at its option, the cost to clean, repair, or replace the shingles in the affected roof area. Replacement includes the costs of labor, tear-off, and replacement of the affected shingles (does not include costs for deck repairs, flashing, metal work, or related work); (b) during the remainder of the algae warranty period (years 2-10), the maximum cost to ATLAS shall be, at its option, the cost to clean or replace only those shingles exhibiting black streaks due to blue-green algae, in proportion to the unexpired warranty period, excluding all installation costs.

(If applicable) ATLAS warrants that its shingles featuring Scotchgard Protector (those with the "featuring Scotchgard™ Protector" designation) will remain free of obvious and unsightly black streaks due to blue-green algae growth with a warranty that matches the limited warranty period for the shingle, (Lifetime for StormMaster Slate, and StormMaster Shake; lifetime meaning the lifetime of the original property owner, not the roof, or the second owner, if coverage was properly transferred, as outlined herein under "Transferability"), provided that proper product installation in accordance with the instructions (as provided on the product packaging) is followed. Additionally, Atlas Pro-Cut Hip & Ridge featuring Scotchgard Protector or Atlas Pro-Cut High Profile Hip & Ridge featuring Scotchgard Protector must be installed on the roof ridge and hips for this warranty to be valid. In the event the Atlas shingles featuring Scotchgard Protector fail to meet this coverage, ATLAS' sole and only liability shall be to pay the reasonable cost of cleaning, repairing, or replacing the affected shingles, up to the following limits: (a) during the Premium Protection Period (Premium Protection Period for each shingle is outlined herein in the "Warranty Details" chart), the maximum cost to ATLAS shall be, at its option, the cost to clean, repair, or replace the shingles in the affected roof area. Replacement includes the costs of labor, tear-off, and replacement of the affected shingles (does not include costs for deck repairs, flashing, metal work, or related work); (b) during the remaining warranty period (after the Premium Protection Period), the maximum cost to ATLAS shall be the full cost to clean only those shingles exhibiting black streaks due to blue-green algae. The lifetime limited warranty against black streaks due to blue-green algae is only available for individual single-family site-built detached residences. For all properties not classified as a single-

Product	StormMaster® Slate	StormMaster® Shake	Pinnacle® Pristine	Briarwood Pro™	Castlebrook®
Limited Warranty Period	Lifetime	Lifetime	Lifetime	Lifetime	Lifetime
Atlas Premium Protection Non-Prorated Period	20 years	20 years	15 years	15 years	15 years
Prorated Reduction Figure	1/600 <sup>†</sup>	1/600 <sup>†</sup>	1/600 <sup>†</sup>	1/600 <sup>†</sup>	1/600 <sup>†</sup>
Wind Speed Limits	130 mph w/ 4 nails	150 mph w/ 6 nails <sup>5</sup>	130 mph w/ 4 nails	130 mph w/ 4 nails	130 mph w/ 6 nails <sup>4</sup>
Wind Warranty Length	15 years	15 years	15 years	15 years	15 years
Algae Resistance	Scotchgard™ Protector	Scotchgard™ Protector	Scotchgard™ Protector	ARS	N/A
	Lifetime <sup>***</sup>	Lifetime <sup>***</sup>	Lifetime <sup>***</sup>	10 years	N/A

<sup>\*\*\*</sup> In order to qualify for the Atlas Lifetime Algae Resistance Limited Warranty against black streaks caused by blue-green algae, installation must include Atlas Pro-Cut® Hip & Ridge shingles featuring Scotchgard™ Protector or Atlas Pro-Cut® High Profile Hip & Ridge shingles featuring Scotchgard™ Protector with Atlas shingles featuring Scotchgard™ Protector.

<sup>†</sup> The StormMaster® Slate, StormMaster® Shake, Pinnacle® Pristine, Briarwood Pro™ and Castlebrook® Lifetime Warranty proration after the 45th year or 540th month of installation will have a 10% proration factor for the lifetime of the original owner.

family site-built detached residence, Atlas' terms (stated above) for Algae coverage is for a period of 25 years only. These shingles contain a preservative to inhibit black streaks caused by blue-green algae - which only applies to the shingles.

**LIMITATIONS OF COVERAGE (WHAT IS NOT COVERED) ▶**

ATLAS shall not be liable for and the Limited Warranties set forth herein do not apply to:

- a. Faulty or improper application of said product or products not installed or applied in accordance with the printed instructions on the product bundle wrappers.
- b. Damage to the products caused by inadequate attic/roof sheathing ventilation (Note: Ventilation must meet the FHA and HUD Minimum Property Standards or a minimum of one (1) square foot of net free attic vent area for every 150 feet of attic floor area; or one square foot per every 300 square feet, if vapor barrier is installed on the warm side of the ceiling, or at least one half the ventilation area is provided near the ridge.
- c. The use of any self-described metallized or metal containing category of "Radiant Barrier," as an asphalt shingle underlayment installed above the deck. Spray-on types of below-deck vapor permeable radiant barriers will be considered only on a job-by-job basis, and only if tested confirmed greater than 2 perms and adequate ventilation can be achieved.
- d. Replacement of products for the first six (6) months after application due to:
  - 1. Loss of Granules: Products when first applied will have some excess granule wash off.
  - 2. Discoloration: i) Some color shading may occur due to positioning or embedment of the granule; ii) Yellow staining and/or powder-like shading may occur due to transfer of backing materials.The conditions listed in section (c) are normal and should be eliminated by natural weathering conditions over a six (6) month period after application.
- e. Damage to a roof due to settlement, distortion, failure or cracking of the roof deck, walls or foundation of a building or to any defect in or failure of material used as a roof base over which products are applied or for damage by foot traffic on the roof.
- f. Damage from any cause other than inherent manufacturing defect.
- g. Acts of God including lightning, wind gusts in excess of the specified Wind Speed Limits listed herein, hurricane, tornado, hailstorm, impact of foreign objects, or other violent storms.
- h. We are not liable to you if you make a warranty claim in the future, or make structural changes and any replacement shingles vary in color either due to normal weathering or changes in our product line or color blend.
- i. Claims by owners or transferees not qualifying as Original Owners or Authorized Transferees under this Limited Warranty.
- j. Black streaks due to blue-green algae growth where shingles were installed on a low slope roof, i.e. installations with a slope that is less than or equal to 2/12"; installations in which non-Atlas Shingles with Scotchgard (including, without limitation, low slope roofing and low slope roofing draining onto mansard roofing) shed water onto Atlas Shingles with Scotchgard;

Roofing installations where Atlas Shingles with Scotchgard do not comprise the entire shingled area of the roof, including, without limitation, hip and ridge shingles.

- k. Roofing installations where discoloration of the shingles is found to be primarily due to anything other than the black streaks caused by blue-green algae, including, without limitation, discoloration due to green algae, lichen, moss, mold, mildew, pollen, bird droppings, insect infestations, and non-biological contaminants.

**TRANSFERABILITY ▶**

You, the original purchaser of the product, can make full transfer of this warranty only one time, during the Premium Protection Period (Premium Protection Period for each shingle is outlined herein in the "Warranty Details" chart) which begins on the date of original installation. This warranty cannot be transferred after the Premium Protection Period expires. For this warranty to be transferred, the homeowner must complete a Warranty Transfer Application by visiting [AtlasRoofing.com/Warranty](https://AtlasRoofing.com/Warranty), along with paying a transfer fee of one hundred (\$100.00) dollars within sixty (60) days after the date of the real estate transfer. If these terms are satisfied, the second owner will obtain the benefits of the original warranty. Proof of purchase of the Atlas shingles and the installation date must be submitted with the online Warranty Transfer Application. Transfer of this warranty shall not renew or extend the warranty terms, nor alter the warranty provisions, nor shall any duplication of any previous claim be accepted. AFTER YOU HAVE TRANSFERRED THIS WARRANTY TO THE PURCHASER OF YOUR HOME, IT MAY NOT BE TRANSFERRED AGAIN. THAT IS, THE PURCHASER OF YOUR HOME MAY NOT TRANSFER THIS WARRANTY TO ANY SUBSEQUENT PURCHASERS. Warranty Transfer Applications may be completed online by going to: [AtlasRoofing.com/Warranty](https://AtlasRoofing.com/Warranty).

**WARRANTY REGISTRATION ▶**

To qualify for applicable Atlas Signature Select® warranty coverage, warranty registration must be completed online by going to: [AtlasRoofing.com/Warranty](https://AtlasRoofing.com/Warranty). Your Registration must be completed at [AtlasRoofing.com/Warranty](https://AtlasRoofing.com/Warranty) within sixty (60) days of original installation. When applying for an Atlas Signature Select® Roofing System Warranty, you will be required to submit proof of purchase for all required Atlas products used.

**CLAIM REPORTING PROCEDURE ▶**

Any claim made hereunder must be made within thirty (30) days after discovery of the alleged defect by calling 1-800-478-0258 or in writing to:

Atlas Roofing Corporation  
Attn: Consumer Services  
802 Hwy 19 N, Suite 170  
Meridian, MS 39307

To fully evaluate your claim we may ask you to provide and forward, at your expense, pictures of your shingles and/or two (2) full shingle samples for us to test. Repairs made prior to or during the investigation period without Atlas Roofing Corporation's prior written approval shall be at the owner's expense. **With all claims, the original proof of purchase must be submitted, with any other claim information requested.**

WARRANTY NOT VALID IF SUBMITTED INFORMATION IS ERRONEOUS OR FRAUDULENT.

**Any claim for shingles that have been replaced prior to Atlas receiving written notification of the claim, samples and inspection will be denied.**

**ATLAS SIGNATURE SELECT® PRODUCT SELECTION CHART: Use this chart to check that you have all of these required items before you register online. If you have not installed all of the products below, please register your warranty under the standard Atlas Limited Shingle Warranty.**

Atlas Roof Shingles (Select One)	<i>StormMaster® Slate</i> <small>High Wind And Impact Resistant Shingles</small>	<i>StormMaster® Shake</i> <small>High Wind And Impact Resistant Shingles</small>	<i>Pinnacle® Pristine</i> <small>High Performance Architectural Shingles</small>	<i>Briarwood® Pro</i> <small>High Definition Color Series</small>	<i>Castlebrook®</i> <small>Distinctive Architectural Shingles</small>
Hip & Ridge Shingles (Must Select One)	<input type="checkbox"/> Atlas StormMaster® Hip & Ridge Shingles featuring Scotchgard™ Protector <input type="checkbox"/> Atlas Pro-Cut® Hip & Ridge Shingles featuring Scotchgard™ Protector				
Premium Underlayment Accessory Requirement (Must Select)	<input type="checkbox"/> Summit® 60 Synthetic Underlayment				<input type="checkbox"/> Summit® 60 Synthetic Underlayment <input type="checkbox"/> WeatherMaster® Ice & Water <small>(Required when using Castlebrook®)</small>
Additional Accessory Requirement (Must Select At Least One)	<input type="checkbox"/> Pro-Cut® Starter Shingles or Pro-Cut® Roll Starter <input type="checkbox"/> Atlas Ridge Vent <input type="checkbox"/> WeatherMaster® Ice & Water (Used to cover entire roof deck surface if codes allow)				<input type="checkbox"/> Pro-Cut® Starter Shingles <input type="checkbox"/> Atlas Ridge Vent

**FAST & EASY WARRANTY REGISTRATION:**

Atlas Roofing Signature Select® Limited Warranty registration can be completed through our easy-to-use online registration tool or by printing the application form and sending it through the mail. To start the registration process visit:

[AtlasRoofing.com/Warranty](https://AtlasRoofing.com/Warranty)

Then choose your registration method:

- Register Online
- Register By Mail

Clicking on "Register By Mail" will provide you with a printable registration form that should be filled out completely and mailed to Atlas:

Atlas Roofing Corporation  
Attn: Consumer Services  
802 Hwy 19 N, Suite 170  
Meridian, MS 39307

If you choose to register online, you'll be asked to enter your email address. For your convenience, you will receive a confirmation email with a link and a password, which will allow you to continue a paused or incomplete registration. In addition, you will receive status updates from Atlas regarding the progress of your completed registration.

Follow these four steps to complete your registration:

- 1 Identify products used in your new Atlas Signature Select® Roofing System. Be sure to verify that the products you are selecting match those used in your installation for each of the four required categories as outlined in the Product Selection chart in this brochure. If you're NOT sure of the product, you must verify these products with your roofing contractor or consult your invoices.
- 2 Enter requested information about the installation of the Atlas Signature Select® Roofing System.
- 3 Enter contact information for both the owner and contractor (or installer) of the roof. Upload or mail your invoices for this roof. The application cannot be completed until proof of purchase for all required products has been received by Atlas.
- 4 Confirm your information and accept the Terms of Agreement on the warranty. Once submitted, you will be able to print and/or download your application confirmation. Please keep this information with your original receipt and proof of purchase.

Fast and easy online warranty registration — it's just one more reason homeowners and roofing professionals prefer the Atlas Signature Select® Roofing System.



# Choosing A Roof Is A Big Decision Get It Right. Get It Here.

## Roof Shingles

Atlas shingles complement your home's exterior décor with exceptional protection and peace of mind.



## Hip & Ridge

Pre-cut finishing shingles in matching colors to provide a finished, designer look at the hip and ridge.



## Ridge Vent

Atlas ridge ventilation provides superior air flow preventing moisture build-up.



## Starter Shingles

Atlas Starter Shingles allow the first course of shingles to properly seal down.



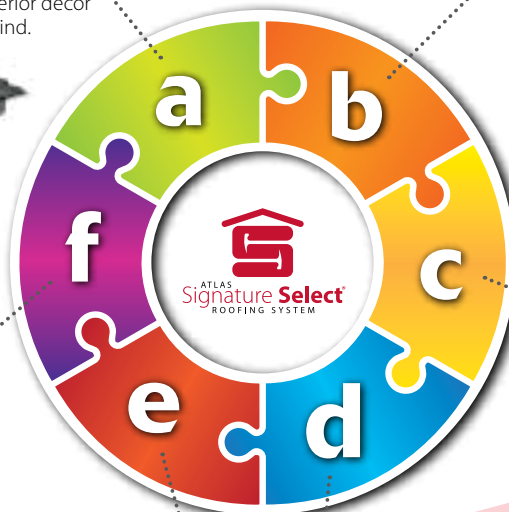
## Ice & Water

Designed to provide a secondary waterproofing barrier needed to prevent ice dam and wind-blown rain damage.



## Underlayment

Non-woven, great walkability, high strength and 60-day UV exposure.



**Use The Signature Select® System. Increase The Coverage.**

*Install system components and upgrade the Premium Protection!*



Roof Shingles



Ice & Water<sup>6</sup>



Underlayment



Starter Shingles



Ventilation



Hip & Ridge

**StormMaster® Slate**  
High Wind And Impact Resistant Shingles



**WeatherMaster® Ice & Water**  
Granular Shingle Underlayment



**Summit® 60**  
Synthetic Underlayment

**Pro-Cut®**  
Starter Shingles

**TRURIDGE®**  
ROOF VENTILATION

**StormMaster® Hip & Ridge**  
Featuring Core® Enhanced Polymer Technology



**StormMaster® Shake**  
High Wind And Impact Resistant Shingles



**Pinnacle® Pristine**  
High Performance Architectural Shingles



**Briarwood Pro®**  
High Definition Color Series

**Castlebrook®**  
Distinctive Architectural Shingles

**HIGHPOINT®**  
ROOF VENTILATION

**Pro-Cut®**  
Hip & Ridge Shingles



*Put Atlas In  
Your Cart*



<sup>6</sup> Where local building code requires, Atlas WeatherMaster® Ice & Water must be used as a fifth product in order to qualify for the Atlas Signature Select® System warranty for Castlebrook®.

<sup>7</sup> Atlas WeatherMaster® Ice & Water is not required as a fifth product in order to qualify for the Atlas Signature Select® System warranty when installing Briarwood Pro®, StormMaster® Slate, StormMaster® Shake, and Pinnacle® Pristine.



ATLAS ROOFING

# LIMITED SHINGLE WARRANTY



## LIMITED SHINGLE WARRANTY

ATLAS ROOFING CORPORATION ("ATLAS") warrants to you, the original owner of its shingle products, that this product is free from any manufacturing defects that materially affect the performance of your shingle during the Premium Protection Period or that cause leaks for the balance of the applicable warranty period. This warranty is effective on all product types stated herein and installed in the United States and Canada on or after 1/1/2019.

### LIMITED WARRANTY PERIOD ▶

Your ATLAS shingles qualify for a limited warranty (as listed in the chart below) when properly installed in accordance with the product's application instructions (as provided on the product packaging).

### PREMIUM PROTECTION PERIOD ▶

Premium Protection Period refers to the initial full labor & material coverage during the critical first years of your roof's life (see chart for product specific premium protection periods). The limited warranty is the sole and exclusive remedy, and during the warranty period specified in the chart below, the maximum repair or replacement cost to ATLAS shall not exceed during the Premium Protection years, the replacement cost to the owner for the product plus replacement labor cost for the defective shingles. (This limited warranty does not include costs for tear-off and dump fees after the fifth year from the original installation date. This limited warranty does not include costs for roof deck repairs, flashing, metal work or related work.)

### PRORATED LIMITED WARRANTY PERIOD ▶

During the remaining warranty period (after the Premium Protection Period), ATLAS will adjust valid claims (product materially affected by a manufacturing defect), by an amount determined by decreasing monthly the replacement cost of the product in proportion to the unexpired warranty period. To reflect the percent of use you have received from your shingles, the warranty calculation will be made by dividing the number of months that have elapsed since installation by the number of months in the warranty period. If applicable, the StormMaster® Slate, StormMaster® Shake, Pinnacle® Pristine, Briarwood Pro™ and Castlebrook® Lifetime Limited Warranty proration after the 45th year or 540th month of installation will have a 10% proration factor for the lifetime of the original owner (see LIMITATIONS AND RESTRICTIONS FOR THE LIFETIME LIMITED WARRANTY). In no event shall ATLAS' liability extend to any cost for the tear-off of the product or for the replacement installation cost of the new product during the prorated period.

### LIMITATIONS AND RESTRICTIONS FOR THE LIFETIME LIMITED WARRANTY ▶

ATLAS will provide the homeowner who initially purchases StormMaster® Slate, StormMaster® Shake, Pinnacle® Pristine, Briarwood Pro™ or Castlebrook® with a warranty that last the lifetime (lifetime meaning the lifetime of the original property owner, not the roof, or the second owner, if coverage was properly transferred during the first five years) of the homeowner's possession, provided that proper product installation in accordance with the instructions (as provided on the product packaging) is followed.

The lifetime coverage offered by this warranty automatically ceases/ends upon the sale of the property, or the death of the last of the homeowners who owned the home at the time of the application, unless it is transferred as described below under Transferability.

The lifetime limited warranty option is only available for individual single-family site-built detached residences. A 50-year limited warranty would apply to all property owned by government agencies, corporations, limited liability companies, partnerships, trust, religious organizations, schools or school districts, condominiums or cooperative housing arrangements, or installed on apartment buildings or any type of building or premises not used by individual homeowners for a single-family site-built detached residence.

### LIMITATIONS OF REMEDIES AND LIABILITY ▶

This limited warranty is the sole and exclusive remedy provided by ATLAS for shingles containing manufacturing defects. For those shingles containing manufacturing defects, your maximum remedy is outlined herein under the sections entitled Premium Protection Period and Prorated Limited Warranty Period. The decision on which of the stated remedies is provided to an original owner or authorized transferee in each individual case shall be at the sole discretion of ATLAS. If proration applies as stated

above, ATLAS will calculate the appropriate percentage as stated herein under (Prorated Limited Warranty Period). If providing replacement shingles, ATLAS, wherever possible, shall replace shingles with shingles of the same color and design; however, since color variances exist between shingles manufactured at different times and since ATLAS may discontinue or modify its shingles, ATLAS reserves the right to replace defective shingles with shingles of similar color and design.

IN NO INSTANCE IS ATLAS RESPONSIBLE FOR SPECIAL, INDIRECT OR CONSEQUENTIAL DAMAGES. THE DURATION OF ANY IMPLIED WARRANTY IS HEREIN LIMITED IN DURATION TO THAT OF THE EXPRESS WARRANTY STATED HEREIN.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the limitations or exclusions may not apply to you.

### SOLE WARRANTY ▶

THE LIMITED WARRANTIES SET FORTH HEREIN ARE EXCLUSIVE, AND LIMITS AS TO DURATION ALL OTHER WARRANTIES, WHETHER EXPRESSED OR IMPLIED BY LAW INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE TO THE TIME PERIODS STATED ABOVE. ATLAS MAKES NO REPRESENTATION OR WARRANTY OF ANY KIND, OTHER THAN THE LIMITED WARRANTY SET FORTH HEREIN. THIS LIMITED WARRANTY CONTAINS ALL OF THE PROVISIONS OF YOUR REMEDIES FROM ATLAS. ATLAS' LIABILITY IS LIMITED TO THE PROVISIONS OF THIS LIMITED WARRANTY, WHETHER ANY CLAIM AGAINST IT IS BASED UPON STRICT LIABILITY, NEGLIGENCE, BREACH OF WARRANTY OR ANY OTHER THEORY OR CAUSE OF ACTION. NO PERSON IS AUTHORIZED TO ALTER THIS LIMITED WARRANTY EITHER ORALLY OR IN WRITING. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

### WIND LIMITED WARRANTY ▶

(Covers shingles only) ATLAS warrants that its shingles will resist damage by wind gusts up to a maximum wind speed as indicated in the Warranty Details chart, provided that the shingles have been installed in accordance with the printed application instructions on the shingle bundle wrapper, and have had the opportunity to seal down.

If during the Wind Limited Warranty period, indicated in the Warranty Details Chart, damage occurs to the shingles as a result of wind gusts under the specified Wind Speed Limits, ATLAS will furnish at no charge, replacement shingles for the damaged shingles only, but not for replacement labor. The coverage against wind gusts as described above is 15 years for StormMaster® Slate, StormMaster® Shake, Pinnacle® Pristine, Briarwood Pro™ and Castlebrook® shingles from the date of installation.

High Wind Speed Provision: Atlas offers the property owner a 130 mph high wind speed provision for StormMaster® Slate, StormMaster® Shake, Pinnacle® Pristine, Briarwood Pro™ and Castlebrook® shingles that have the "Built with HP Technology" designation on the product packaging (produced in Ardmore, Daingerfield, Franklin, Hampton, and Meridian) when following the Atlas standard 4-nail application or 6 nails for steep slope and Mansard application as seen on the product packaging. Atlas offers the property owner a 150 mph high wind speed provision for StormMaster® Shake shingles that have the "Built with HP Technology" designation on the product packaging when following the Atlas 6 nail application (as seen on the product packaging) and the required use of Atlas Pro-Cut® Starter shingles used on all the eaves and rakes and Atlas Pro-Cut® Hip & Ridge/Atlas Pro-Cut® High Profile Hip & Ridge. The 150 mph high wind speed revision does not apply to shingles installed in the fall or winter and not exposed to adequate temperatures to activate sealant line as described below (including hand sealing) in the SEALANT FAILURE section below or with shingles applied over existing shingles.

All Atlas Shingle Products Tested To:

ASTM D7158, Class H Wind Resistance, Passed to 150 mph  
ASTM D6381, Uplift Resistance  
ASTM D3161, Class F Wind Resistance, Tested at 110 mph

Product	Limited Warranty Period	Atlas Premium Protection Non-Prorated Period	Prorated Reduction Figure	Wind Speed Limits	Wind Warranty Length	Algae Resistance	
StormMaster® Slate featuring Scotchgard™ Protector	Lifetime	10 Years	1/600*	130 mph w/ 4 nails	15 Years	Scotchgard™ Protector	Lifetime <sup>1</sup>
StormMaster® Shake featuring Scotchgard™ Protector	Lifetime	10 Years	1/600*	150 mph w/ 6 nails <sup>3</sup> 130 mph w/ 4 nails	15 Years	Scotchgard™ Protector	Lifetime <sup>1</sup>
Pinnacle® Pristine featuring Scotchgard™ Protector	Lifetime	10 Years	1/600*	130 mph w/ 4 nails	15 Years	Scotchgard™ Protector	Lifetime <sup>1</sup>
Briarwood Pro™	Lifetime	10 Years	1/600*	130 mph w/ 4 nails	15 Years	ARS	10 Years
Castlebrook®	Lifetime	10 Years	1/600*	130 mph w/ 6 nails <sup>2</sup> 110 mph w/ 4 nails	15 Years	Non ARS	Non ARS

\* The StormMaster® Slate, StormMaster® Shake, Pinnacle® Pristine, Briarwood Pro™ and Castlebrook® Lifetime Warranty proration after the 45th year or 540th month of installation will have a 10% proration factor for the lifetime of the original owner.

<sup>1</sup> In order to qualify for the Atlas Lifetime Algae Resistance Limited Warranty against black streaks caused by blue-green algae, installation must include Atlas Pro-Cut® Hip & Ridge shingles featuring Scotchgard™ Protector or Atlas Pro-Cut® High Profile Hip & Ridge shingles featuring Scotchgard™ Protector with Atlas shingles featuring Scotchgard™ Protector.

<sup>2</sup> Castlebrook® Wind Warranty: Standard 4-nail application is 110 mph wind warranty. Enhanced wind warranty to 130 mph with 6-nail application and the use of Atlas Pro-Cut® Starter Shingles installed along the eaves. Refer to the Atlas Roofing Limited Shingle Warranty for all coverage requirements.

<sup>3</sup> StormMaster® Shake Wind Warranty: Standard 4-nail application is 130 mph wind warranty. Enhanced wind warranty to 150 mph with 6-nail application and the use of Atlas Pro-Cut® Starter Shingles installed on all the eaves & rakes and Atlas Pro-Cut® Hip & Ridge or Atlas Pro-Cut® High Profile Hip & Ridge. Refer to the Atlas Roofing Limited Shingle Warranty for all coverage requirements.

## SEALANT FEATURE ►

In order to activate the sealant feature, the shingles must be exposed to direct sunlight for a continued period of time for the shingles to seal. Shingles installed in fall or winter and not exposed to adequate surface temperatures, or other conditions, which temporarily or permanently preclude activation of the sealant, may never seal and must be hand sealed at the time of installation. It is not a manufacturing defect if shingles fail to seal under the above circumstances, and Atlas will not be responsible for repair, replacement, or hand sealing shingles under these circumstances. However, in the event the shingles fail to self-seal after proper installation and climactic exposure, and Atlas is notified within the first year after installation, ATLAS' sole responsibility shall be to pay a reasonable cost to hand seal the affected shingles.

## ALGAE-RESISTANCE LIMITED WARRANTY ►

(If applicable) ATLAS warrants that its algae-resistance shingles (those with the "ARS" designation) will remain free of obvious and unsightly black streaks due to blue-green algae growth for a period of ten (10) years from the date of installation. In the event the algae-resistant shingles fail to meet this coverage, ATLAS' sole and only liability shall be to pay the reasonable cost of cleaning, repairing, or replacing the affected shingles, up to the following limits: (a) during the first one (1) year, the maximum cost to ATLAS shall be, at its option, the cost to clean, repair, or replace the shingles in the affected roof area. Replacement includes the costs of labor, tear-off, and replacement of the affected shingles (does not include costs for deck repairs, flashing, metal work, or related work); (b) during the remainder of the algae warranty period (years 2-10), the maximum cost to ATLAS shall be, at its option, the cost to clean or replace only those shingles exhibiting black streaks due to blue-green algae, in proportion to the unexpired warranty period, excluding all installation costs.

(If applicable) ATLAS warrants that its shingles featuring Scotchgard Protector (those with the "featuring Scotchgard™ Protector" designation) will remain free of obvious and unsightly black streaks due to blue-green algae growth with a warranty that matches the limited warranty period for the shingle, (Lifetime for StormMaster Shake, and StormMaster Slate; lifetime meaning the lifetime of the original property owner, not the roof, or the second owner, if coverage was properly transferred, as outlined herein under "Transferability"), provided that proper product installation in accordance with the instructions (as provided on the product packaging) is followed. Additionally, Atlas Pro-Cut Hip & Ridge featuring Scotchgard Protector or Atlas Pro-Cut High Profile Hip & Ridge featuring Scotchgard Protector must be installed on the roof ridge and hips for this warranty to be valid. In the event the Atlas shingles featuring Scotchgard Protector fail to meet this coverage, ATLAS' sole and only liability shall be to pay the reasonable cost of cleaning, repairing, or replacing the affected shingles, up to the following limits: (a) during the Premium Protection Period (Premium Protection Period for each shingle is outlined herein in the "Warranty Details" chart), the maximum cost to ATLAS shall be, at its option, the cost to clean, repair, or replace the shingles in the affected roof area. Replacement includes the costs of labor, tear-off, and replacement of the affected shingles (does not include costs for deck repairs, flashing, metal work, or related work); (b) during the remaining warranty period (after the Premium Protection Period), the maximum cost to ATLAS shall be the full cost to clean only those shingles exhibiting black streaks due to blue-green algae. The lifetime limited warranty against black streaks due to blue-green algae is only available for individual single-family site-built detached residences. For all properties not classified as a single-family site-built detached residence, Atlas' terms (stated above) for Algae coverage is for a period of 25 years only. These shingles contain a preservative to inhibit black streaks caused by blue-green algae - which only applies to the shingles.

## LIMITATIONS OF COVERAGE (WHAT IS NOT COVERED) ►

ATLAS shall not be liable for and the Limited Warranties set forth herein do not apply to:

- Faulty or improper application of said product or products not installed or applied in accordance with the printed instructions on the product bundle wrappers.
- Damage to the products caused by inadequate attic/roof sheathing ventilation. Note: Ventilation must meet the FHA and HUD Minimum Property Standards or a minimum of one (1) square foot of net free attic vent area for every 150 feet of attic floor area; or one square foot per every 300 square feet, if vapor barrier is installed on the warm side of the ceiling, or at least one half the ventilation area is provided near the ridge.
- The use of any self-described metallized or metal containing category of "Radiant Barrier," as an asphalt shingle underlayment installed above the deck. Spray-on types of below-deck vapor permeable radiant barriers will be considered only on a job-by-job basis, and only if tested confirmed greater than 2 perms and adequate ventilation can be achieved.
- Replacement of products for the first six (6) months after application due to:
  - Loss of Granules: Products when first applied will have some excess granule wash off.
  - Discoloration: i) Some color shading may occur due to positioning or embedment of the granule; ii) Yellow staining and/or powder-like shading may occur due to transfer of backing

materials. The conditions listed in section (c) are normal and should be eliminated by natural weathering conditions over a six (6) month period after application.

- Damage to a roof due to settlement, distortion, failure or cracking of the roof deck, walls or foundation of a building or to any defect in or failure of material used as a roof base over which products are applied or for damage by foot traffic on the roof.
- Damage from any cause other than inherent manufacturing defect.
- Acts of God including lightning, wind gusts in excess of the specified Wind Speed Limits listed herein, hurricane, tornado, hailstorm, impact of foreign objects or other violent storms.
- We are not liable to you if you make a warranty claim in the future, or make structural changes and any replacement shingles vary in color either due to normal weathering or changes in our product line or color blend.
- Claims by Owners or Transferees not qualifying as Original Owners or Authorized Transferees under this Limited Warranty.
- Black streaks due to blue-green algae growth where shingles were installed on a low slope roof, i.e. installations with a slope that is less than or equal to 2/12"; installations in which non-Atlas Shingles with Scotchgard (including, without limitation, low slope roofing and low slope roofing draining onto mansard roofing) shed water onto Atlas Shingles with Scotchgard; Roofing installations where Atlas Shingles with Scotchgard do not comprise the entire shingled area of the roof, including, without limitation, hip and ridge shingles.
- Roofing installations where discoloration of the shingles is found to be primarily due to anything other than the black streaks caused by blue-green algae, including, without limitation, discoloration due to green algae, lichen, moss, mold, mildew, pollen, bird droppings, insect infestations, and non-biological contaminants.

## TRANSFERABILITY ►

You, the original purchaser of the product, can make full transfer of this warranty only one time, during the Premium Protection Period (Premium Protection Period for each shingle is outlined herein in the "Warranty Details" chart) which begins on the date of original installation. This warranty cannot be transferred after the Premium Protection Period expires. For this warranty to be transferred, the homeowner must complete a Warranty Transfer Application by visiting [AtlasRoofing.com/Warranty](https://AtlasRoofing.com/Warranty), along with paying a transfer fee of one hundred (\$100.00) dollars within sixty (60) days after the date of the real estate transfer. If these terms are satisfied, the second owner will obtain the benefits of the original warranty. Proof of purchase of the Atlas shingles and the installation date must be submitted with the online Warranty Transfer Application. Transfer of this warranty shall not renew or extend the warranty terms, nor alter the warranty provisions, nor shall any duplication of any previous claim be accepted. AFTER YOU HAVE TRANSFERRED THIS WARRANTY TO THE PURCHASER OF YOUR HOME, IT MAY NOT BE TRANSFERRED AGAIN. THAT IS, THE PURCHASER OF YOUR HOME MAY NOT TRANSFER THIS WARRANTY TO ANY SUBSEQUENT PURCHASERS. Warranty Transfer Applications may be completed online by going to: [AtlasRoofing.com/Warranty](https://AtlasRoofing.com/Warranty).

## WARRANTY REGISTRATION ►

Warranty registration can be completed online by going to: [AtlasRoofing.com/Warranty](https://AtlasRoofing.com/Warranty). Warranty registration is not required to qualify for Atlas shingle warranty coverage.

## CLAIM REPORTING PROCEDURE ►

Any claim made hereunder must be made within thirty (30) days after discovery of the alleged defect by calling 1-800-478-0258 or in writing to:

Atlas Roofing Corporation  
Attn: Consumer Services  
802 HWY 19 N, Suite 170  
Meridian, MS 39307

To fully evaluate your claim we may ask you to provide and forward, at your expense, pictures of your shingles and/or two (2) full shingle samples for us to test. Repairs made prior to or during the investigation period without Atlas Roofing Corporation's prior written approval shall be at the owner's expense. With all claims, the original proof of purchase must be submitted with any other claim information requested.

WARRANTY NOT VALID IF SUBMITTED INFORMATION IS ERRONEOUS OR FRAUDULENT. Any claim for shingles that have been replaced prior to Atlas receiving written notification of the claim, samples and inspection will be denied.

## FAST & EASY WARRANTY REGISTRATION

Atlas Limited Shingle Warranty registration can be completed through our easy-to-use online registration tool, or by printing out the registration form and sending it through the mail. To start the registration process visit:

**[AtlasRoofing.com/Warranty](https://AtlasRoofing.com/Warranty)**

Then choose your registration method:



**Register Online**



**Register By Mail**

Clicking on "register by mail" will provide you with a printable registration form that once filled out completely, should be mailed directly to Atlas:

Atlas Roofing Corporation  
Attn: Consumer Services  
802 Hwy 19 N., Suite 170  
Meridian, MS 39307

If you chose to register online, you'll be asked to enter your email address. For your convenience, you will receive a confirmation email with a link and a password which will allow you to continue a paused or incomplete registration. In addition, you will receive status updates from Atlas regarding the progress of your completed registration.

- 1** Identify products used in your new roof from Atlas.
- 2** Enter required information about the installation of your new roof.
- 3** Enter contact information for both the owner and contractor (or installer) of the roof.
- 4** Confirm your information and accept the Terms of Agreement on the warranty. Once submitted, you will be able to print and/or download your PROOF OF REGISTRATION. Please keep this information with your original receipt and proof of purchase.

Fast and easy online warranty registration—it's just one more reason homeowners and roofing professionals prefer Atlas Roofing Corporation.

**[AtlasRoofing.com/Warranty](https://AtlasRoofing.com/Warranty)**

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**MENARDS®**





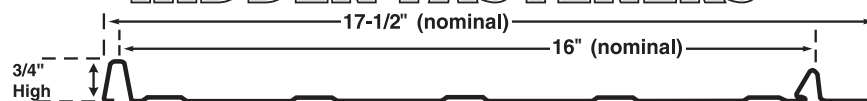
# *Residential* **STEEL ROOFING** *Limited Lifetime Warranty*



## **EXPOSED FASTENERS**



## **HIDDEN FASTENERS**



### **Film Integrity:**

Premium Residential Steel Roofing has a Limited Lifetime Warranty for paint film integrity. It will not peel, flake or otherwise lose adhesion to an extent that is apparent on ordinary outdoor visual observation. Note: Slight crazing or cracking may occur on roll-formed edges or break bends at the time of forming, and is considered as standard such crazing or cracking shall not constitute a basis for complaint under this limited warranty. Distance from salt water environment must exceed 2000 meters for warranty to apply; and

### **Fade Rating:**

For a period of 30 years, Premium Residential Steel Roofing panels will not change more than 7 Hunter units when measured per ASTM D 2244 on clean surfaces after removing dirt, other surface deposits and chalk per ASTM D 3964. Distance from salt water environment must exceed 2000 meters for warranty to apply; and

### **Chalk Rating:**

For a period of 30 years, Premium Residential Steel Roofing will not chalk more than a number 6 rating when measured per ASTM D 4214, Method A. Distance from salt water environment must exceed 2000 meters for warranty to apply.

**For specific guidelines refer to  
AKZO NOBEL'S CERAM-A-STAR® 1050  
LIMITED LIFETIME WARRANTY.**