CONGRATULATIONS! ... and thank you for your recent purchase of one of the fine siding products from CertainTeed. You can feel confident that you have made a wise decision buying from a company that is an industry leader and stands behind its products with strong warranty protection. Since 1904, CertainTeed has been producing quality building products that provide long-lasting beauty and protection for homes of every size, style and age. In addition to its vinyl and polymer siding, CertainTeed offers roofing, fiber-cement siding, windows, fences, railings, decks, trim, foundations, pipe, insulation, walls, and ceilings. For over 100 years, the origin of our name continues to be our ongoing philosophy—“Quality made certain, satisfaction guaranteed.”

Care and Maintenance

While CertainTeed Northwoods™ siding resists most common household stains like oil and grease, it will become dirty like any other product that is exposed to atmospheric conditions. Chalk may also accumulate on the surface. This is a normal condition for all pigmented materials which are constantly exposed to sunlight and the elements. Soil, grime and chalk can be removed with your garden hose and a bucket of soapy water. If especially stubborn stains cannot be removed with normal household detergents, request a cleaner from your contractor. Always test any cleaner on an inconspicuous area before full use. Siding products should not be cleaned with a power washer. Mold and mildew may be a problem in some areas. They may appear as black, gray or green spots on surface dirt and are usually first detected in areas not subject to rainfall, such as under eaves and porch enclosures. Mold and mildew can be removed with the following solution:

Important: Fire Safety Information

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

Mix together: 1/3 cup of detergent (Tide, for example), 2/3 cup of Trisodium Phosphate (Snickers, for example), one quart of 5% Sodium Hypochlorite (Clorox, for example) and three quarts of water. (Caution: Greater concentrations may cause damage to vinyl siding.)

If the above solution does not readily remove the mold or mildew, request a mold and mildew-type cleaner from your contractor.

NOTE: The chemical agents referenced above may be hazardous to the user or to the environment. Please follow all precautions and warnings on the product label, particularly those which may be necessary to prevent personal injury. Always dispose of these chemical agents in a manner prescribed by the manufacturer. If you are unsure how to use or how to properly dispose of these chemical agents, please contact the manufacturer of these products for instructions.

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Siding products are 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 normal precautions to keep sources of fire, such as barbecues, and combustible materials, such as dry leaves, mulch and trash, away from siding.
LIFETIME LIMITED WARRANTY
Limited, Non-Prorated and Transferable (Prorated if Transferred)

What and Who are Covered
CertainTeed warrants to the property owner that its Northwoods® siding, soffit and accessory products (“siding products”) are free from manufacturing defects in material and workmanship if installed according to our applicable specifications, subject to the terms and conditions of this Warranty. CertainTeed will, at its option, (i) repair, replace, rework, or, at its option, re-charge or re-apply, or (ii) refund the purchase price of the repaired, replaced, recharged, or re-applied siding product and will extend the balance for the remainder of the original warranty period. This Warranty applies to the original, individual homeowner, warranty agency, partnership, trust, homeowner association, cooperative housing arrangement, or any other type of building or premises not owned by individual homeowners, including subsequent property owners (see Transferability section, below), and is limited to a prorated 50 year warranty (see How Long You are Covered section, below).

How Long You have Coverage
This Warranty has a lifetime warranty so long as the original property owner is a person who lives in and owns the single-family home on which the siding products were originally installed. A single-family home is one in which the owner is an individual homeowner or a corporation, governmental agency, partnership, trust, homeowner association, cooperative housing arrangement, religious organization, or other entity not owned by an individual homeowner. Additional owners are applied to a school, condominium, townhome, apartment building, duplex, house of worship, or any other type of building or premises not owned by an individual homeowner, warranty agency, partnership, trust, homeowner association, cooperative housing arrangement, or any other type of building or premises not owned by individual homeowners, including subsequent property owners (see Transferability section, below), and is limited to a prorated 50 year warranty (see How Long You are Covered section, below).

Subsequent owners and others (as described in this section) are covered by a 50 year prorated warranty.

Percentage of Coverage: Years Since Installation
100% Up to 5
90% More than 5 and up to 7
80% More than 7 and up to 9
70% More than 9 and up to 11
60% More than 11 and up to 13
50% More than 13 and up to 15
40% More than 15 and up to 17
30% More than 17 and up to 19
20% More than 19 and up to 21
10% More than 21 and up to 25
0% More than 25 and up to 50

Transferrability:
This Warranty automatically transfers to subsequent property owners. The warranty for all subsequent property owners is limited to a prorated 50 year warranty, measured from the original date of installation (see How Long You are Covered section, above). The fade protection coverage of this Warranty is not transferable.

Limitations:
This Warranty does not provide protection against any failure, defect or damage caused by constrictions and events beyond normal exposure conditions, including but not limited to:
• Mouse, abuse, neglect, improper handling, or storage;
• Improper installation or installation not in strict adherence with CertainTeed’s written installation instructions;
• Use of accessories which do not properly receive and/or secure CertainTeed siding;
• Failure of owner to provide normal cleaning and maintenance;
• Normal weathering, fading, chalking or erosion;
• Discoloration or other damage caused by pollution (including but not limited to non-metallic oxides or metallic particles), mold, mildew, exposure to harmful chemicals or normal weathering resulting from exposure to the elements;
• Damage caused by painting, varnishing, staining, or applying any other material to the wall, framing, or the foundation of the building;
• Defects in, or failure of, the wall to which the material or which was installed, was constructed, and/or damage caused by movement, distortion, cracking or settling of the wall, framing, or the foundation of the building;
• Siding products that have been power washed;
• Distortion or delining of the siding products due to external heat sources including, but not limited to, barbecues, grills, or fires as a result of reflection from windows, doors or other objects;
• Any other cause not resulting from a manufacturing defect, normal wear, or conditions specified in the products supplied by CertainTeed;

This Warranty does not apply to siding products which have been painted, revarnished, refinished, or similarly coated over the manufacturer’s original finish (unless the refinishing or coating is authorized by CertainTeed pursuant to its applicable prorated warranty). CertainTeed warrants its siding products against fade exceeding normal weathering if reported to CertainTeed in accordance with the notice provisions (see “What the Property Owner Must Do, below). Exceeding fade is defined by a change in color, as calculated according to ASTM D2244, greater than four (4) Hunter units. Excessive fade limited warranty is for 10 (ten) years from the date of installation of the siding products.

Normal weathering includes normal exposure of the weather and atmosphere which will cause any colored surface to gradually fade, chalk, or accumulate dirt or stains. The severity of any condition depends on the geographic location of the building, the cleanliness of the area, and meteorological influences over which CertainTeed has no control.

CertainTeed will have sole discretion to determine whether the siding products have faded beyond normal weathering. If the siding products are determined to have exceeded fade, CertainTeed will pay to repair, replace, rework, re-charge or re-apply, or refund the purchase price of the repaired, replaced, recharged, or re-applied siding products and will extend the balance for the remainder of the original warranty period.

CertainTeed will have sole discretion to determine whether the siding products have faded beyond normal weathering. If the siding products are determined to have exceeded fade, CertainTeed will pay to repair, replace, rework, re-charge or re-apply, or refund the purchase price of the repaired, replaced, recharged, or re-applied siding products and will extend the balance for the remainder of the original warranty period. If the original costs cannot be documented by the property owner, CertainTeed will have sole discretion to determine the amount of any refund.

CertainTeed reserves the right to discontinue or modify any of its siding products, including the formula, and shall not be liable for consequential, incidental, or punitive damages of any kind resulting from such discontinuance or modification. CertainTeed will be liable to the extent the material replacement value is less in color or gloss in comparison to the original installation resulting from significant changes in the color or gloss of normal weathering. If CertainTeed replaces any material under this Warranty, it may substitute products designated by CertainTeed to be of comparable quality or price range in the event the vinyl siding product initially installed has been discontinued or modified.

Effective Date: 1/1/18

Lifetime Hail Damage Warranty:
CertainTeed warrants that its siding products will receive damage caused by hail. CertainTeed’s obligation and warranty for hail damage is limited as follows: (1) if the property owner must pursue the cost of repair or replacement of damaged siding products through homeowners’ insurance or any other involuntary insurance, and (2) if the cost of repair or replacement exceeds the property owner’s insurer’s payment/contribution (excluding any insurance deductible), CertainTeed will reimburse the property owner the difference between the cost of repair or replacement of damaged siding products, and the insurer’s payment/contribution (excluding any insurance deductible). CertainTeed will be liable for up to $10,000 in reimbursement costs. If the property owner does not have insurance coverage, CertainTeed will have no obligation for any injury to persons or damage to property for hail-damaged siding products.

What the Property Owner Must Do:
If you believe your siding products have a manufacturing defect, hail damage, or faded beyond normal weathering, you must promptly notify CertainTeed in writing and provide proof of property ownership. CertainTeed must receive the notice no later than the date of your siding purchase and installation. In order to properly evaluate and produce a warranty claim, you must provide your CertainTeed dealer with a sample of the siding, an analysis and/or permit a CertainTeed representative to inspect the installed product, if required. CertainTeed will evaluate each properly reported claim under the terms of this Warranty. CertainTeed will pay for the cost of any additional information or product samples it may need to process your claim.

Please send all notifications and correspondence to:
CertainTeed Corporation
Consumer Service Department
ATTN: Consumer Services
1000 Campus Drive
Jackson, MI 49203

Exclusive Warranty and Limitation of Remedies:
This document constitutes the exclusive warranties and remedies provided by CertainTeed. CertainTeed hereby disclaims any warranty, express or implied, in any manner whatsoever, including, without limitation, any warranty of merchantability or fitness for a particular purpose, or any warranty of non-infringement of any proprietary rights of others. CertainTeed shall not be liable for any incidental, indirect, special, punitive, or consequential damages, to the fullest extent and under all circumstances permitted by law. This limited warranty shall be the exclusive remedy for any damaged siding product. If you obtain or receive a refund or credit as a result of a defect, the product will be deemed to be repaired, replaced, recharged, or re-applied under the terms of this warranty. This warranty is exclusive of, and does not limit, any other warranty, guarantee, or remedial obligation CertainTeed may have to you. CertainTeed’s obligations, responsibilities and liabilities shall be limited to refunding, replacing, recharging, repairing, or repairing the defective siding product as set forth in this limited warranty.

This Warranty may not be modified, altered or expanded by anyone, including product distributors, dealers, suppliers, and/or CertainTeed field representatives.

This Warranty gives you specific legal rights, and you may also have other rights which vary from State to State or Province to Province. All payments made by CertainTeed pursuant to this Warranty are final, and are not subject to reversal. This Warranty automatically transfers to subsequent property owners. This Warranty may not be modified, altered or expanded by anyone, including product distributors, dealers, suppliers, and/or CertainTeed field representatives. This Warranty gives you specific legal rights, and you may also have other rights which vary from State to State or Province to Province. All payments made by CertainTeed pursuant to this Warranty are final, and are not subject to reversal.

This Warranty applies to products installed on or after December 1, 2017 (the warranty in effect in certain States). This Warranty gives you specific legal rights, and you may also have other rights which vary from State to State or Province to Province. All payments made by CertainTeed pursuant to this Warranty are final, and are not subject to reversal.

This Warranty applies to products installed on or after December 1, 2017 (the warranty in effect in certain States). This Warranty gives you specific legal rights, and you may also have other rights which vary from State to State or Province to Province. All payments made by CertainTeed pursuant to this Warranty are final, and are not subject to reversal. CertainTeed Corporation reserves the right to discontinue or modify any of its siding products, including the formula, and shall not be liable for any injury to persons or damage to property for any injury to persons, which we regard as a result of the use of the siding products or as a result of the breach of this warranty. CertainTeed Corporation reserves the right to discontinue or modify any of its siding products, including the formula, and shall not be liable for any injury to persons, which we regard as a result of the use of the siding products or as a result of the breach of this warranty. CertainTeed Corporation reserves the right to discontinue or modify any of its siding products, including the formula, and shall not be liable for any injury to persons, which we regard as a result of the use of the siding products or as a result of the breach of this warranty.