

To better understand our customers, we ask you to please fill out the following information. This information will be used in an internal market research capacity only and will not be sold or given to anyone else.

Number of people in household:

1  2  3-5  over 5

Age Group:

under 30  30-40  41-50  51-65  over 65

Marital Status:

Single  Married  Divorced  Widowed

Household Income (in thousands):

under \$20  \$21-40  \$41-60  \$61-80  
 \$81-90  \$91-100  \$101-140  over \$140

How would you classify your occupation:

Professional  Sales/Business  Clerical  Technical  
 Construction  Manufacturing  Self-employed  Retired  
 Other \_\_\_\_\_

Age of Home:

less than 5 years  5-10 years  11-20 years  
 21-34 years  35-50 years  over 50 years

How long have you lived in your home:

1-5 years  6-10 years  11-15 years  over 15 years

Purchase Information:

First window purchase  First purchase from this company  
 Purchased windows before  Purchased from this company before

What was your method of payment?

Cash  Financing

What product(s) did you purchase? \_\_\_\_\_  
\_\_\_\_\_

How did you hear about your Preservation Window dealer?

Referral  Newspaper  Radio  Yellow Pages  
 TV  Remodeling Contractor  Trade Show  
 Other \_\_\_\_\_

Why did you decide on Preservation Windows?

Appearance  Price  Reputation  Other \_\_\_\_\_  
 Recommended by contractor

If you are replacing existing windows, why are you doing it now?

Appearance  Ease of Maintenance  
 Other \_\_\_\_\_

*Congratulations on choosing Preservation High-Performance Windows for your home. Today more than ever, your home is very likely to be your most important investment, and wise decisions based on quality and durability will deliver added value for years to come.*

*The Preservation Collection will deliver exactly that...quality, durability, and more. In fact, we are so confident in each and every product that we are pleased to offer you this Lifetime Limited Warranty. This warranty not only protects your investment for as long as you live in your home, but it also transfers to the next property owner to help protect the resale value of your home.*

*Quality, innovation, performance, durability, energy efficiency and peace of mind. You expect the best, and with the Preservation Collection you have chosen products that have become the benchmark of the industry and have set the standard for product development into the future.*

**PRESERVATION**

WHERE BEAUTY & FUNCTION MEET

#### PROPERTY OWNER CLAIM PROCEDURE

Any claims for defects under this Limited Warranty should be made in writing to AMI, PO Box 2010, Akron, Ohio 44309, Attention: Window Warranty Services, promptly after discovery of the claimed defect, describing the defect claimed and referring to this Warranty and date of window installation, together with the name of the contractor, and proof of purchase, proof of property ownership and transfer information as requested. Allow a reasonable time for inspection purposes if determined to be necessary.

AMI reserves the right to discontinue or change any Preservation Window System as manufactured. If the part or component of the window originally installed is not available and AMI determines to make replacement, AMI shall have the right to substitute a compatible part or component, apportioned when pro rata basis applies over the warranted time period for usage to refund date.

HIGH-PERFORMANCE  
WINDOWS

LIFETIME  
LIMITED  
WARRANTY  
Transferable

ISSUED TO

ORIGINAL PURCHASER—PRESENT PROPERTY OWNER

PROPERTY ADDRESS

CITY

STATE

ZIP

PHONE

DATE OF WINDOW INSTALLATION

NUMBER AND TYPE OF WINDOW PURCHASED

DEALER'S NAME

**PRESERVATION**

WHERE BEAUTY & FUNCTION MEET

Questions or Comments? Please call us at 800.489.1144

**PRESERVATION**



HIGH-PERFORMANCE WINDOWS

# LIFETIME LIMITED WARRANTY

Transferable

Associated Materials Incorporated warrants to you, the Original Purchaser—Present Property Owner, that Preservation Windows and Patio Doors under normal use, will be free from defects in material and workmanship for as long as you own and reside in the home in which the windows and patio doors were installed. The details of the warranty are as follows:

### LIFETIME WARRANTY—PVC FRAME AND SASHES

The welded corners will never separate. The PVC extrusions will not chip, crack, peel, blister, pit, or warp.

### LIFETIME WARRANTY—HARDWARE, BALANCES, AND OTHER MOVING PARTS

All of the hardware, the balances, the tilt latches, the crank mechanisms, the rollers and all other hardware components are warranted against breaking, cracking, or otherwise failing.

### LIFETIME WARRANTY—FIBERGLASS SCREENING AND SCREEN FRAME

The fiberglass screening material and the screen frames used in the windows and patio doors are warranted against manufacturing defects resulting in rotting or rusting. Should a manufacturing defect occur, new screen material or a new screen frame will be furnished to the Property Owner who will assume product transportation charges.

### LIFETIME WARRANTY—INSULATED GLASS UNIT

The seal on the insulated glass unit will not fail and is warranted to be free from material, obstruction of vision caused by film formation or dirt collection between the interior glass surfaces.

Condensation on windows may occur as the natural result of humidity within the house or building area and changes in interior/exterior temperatures, and does not indicate a defect in the window. This warranty does not cover condensation nor frost or freezing from condensation on the windows.

### LIFETIME WARRANTY—GLASS BREAKAGE

AMI warrants that should the glass break or crack in your Preservation Window System, for as long as you the Original Purchaser—Present Property Owner and successor owner shall live in and own the property at the address listed herein, AMI shall provide a new sealed glass unit at no charge. This provision does not apply to decorative glass units.

### WARRANTY LIMITATIONS

Except as to labor on repair or replacement for one year on warranted work following date of window/patio door installation, this warranty does not include any additional labor costs. AMI will not be responsible after the first year for any costs incurred in the removal or replacement of the window, installation or reinstallation of the window, or any part or component of the window that requires replacement, that shall be furnished by the Manufacturer. This warranty does not cover replacement labor for breakage of glass or torn screening from any cause whatsoever.

### EXCLUSIONS

Coverage hereunder is limited to the Original Purchaser—Present Property Owner and the immediate successor homeowner. Removal of the windows from the premises invalidates the Warranty. Acts of God (floods, hail storms, earthquakes, fires and acts of civil unrest) are excluded from coverage. Only single family residential units are covered herein. Commercial installations are excluded from this warranty coverage. Windows that exceed Preservation's size limitations are also excluded. Caulking, which is required in most installations, is not considered part of the product, therefore it is not covered by this warranty. Additionally, improper installation may void this warranty.

THE WARRANTY STATEMENTS CONTAINED IN THIS LIMITED WARRANTY SET FORTH THE EXPRESS WARRANTIES EXTENDED BY AMI AND ARE IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. THE PROVISIONS OF THIS WARRANTY SHALL CONSTITUTE THE ENTIRE LIABILITY OF AMI AND SHALL BE THE PROPERTY OWNER'S EXCLUSIVE REMEDY FOR BREACH OF THIS WARRANTY. AMI SHALL NOT BE LIABLE TO THE PROPERTY OWNER FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY.

### PRESERVATION HIGH-PERFORMANCE WINDOW SYSTEMS WARRANTY TRANSFERABLE TO SUCCESSOR OWNER

This entire Limited Warranty for the Preservation Window System is transferable one time by the Original Purchaser—Present Property Owner to the successor owner of the property.

*Please see back panel for Property Owner Claim Procedure*



HIGH-PERFORMANCE WINDOWS

# LIFETIME LIMITED WARRANTY

## TRANSFER CERTIFICATE

This card is to be completed by the second Property Owner(s) at time of transfer and returned to:

PRESERVATION COLLECTION  
P.O. Box 2010  
Akron, Ohio 44309

### Certificate of Transfer of Warranty to Second Property Owner(s)

#### PROPERTY TRANSFERRED FROM:

Name \_\_\_\_\_

Address \_\_\_\_\_

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

#### PROPERTY TRANSFERRED TO:

Name \_\_\_\_\_

Address \_\_\_\_\_

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

Date of Original Purchase \_\_\_\_\_

Date of Transfer \_\_\_\_\_



HIGH-PERFORMANCE WINDOWS

# LIFETIME LIMITED WARRANTY

## REGISTRATION CERTIFICATE

This card is to be completed by both Property Owner(s) and Dealer at time of installation and returned to:

PRESERVATION COLLECTION  
P.O. Box 2010  
Akron, Ohio 44309

#### PROPERTY OWNER(S):

Name \_\_\_\_\_

Address \_\_\_\_\_

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

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

*The Property Owner(s) named above has purchased Preservation High-Performance Windows and is entitled to all protection within this Lifetime Limited Warranty.*

#### WINDOWS WERE PURCHASED FROM:

Name \_\_\_\_\_

Address \_\_\_\_\_

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

Original Invoice # \_\_\_\_\_