

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 siding purchase ☐ First purchase from this company

☐ Purchased siding 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 Alside siding dealer?

☐ Referral ☐ Newspaper ☐ Radio ☐ TV ☐ Yellow Pages

☐ Remodeling Contractor ☐ Trade Show ☐ Internet

☐ Other \_\_\_\_\_

Why did you decide on Alside Siding?

☐ Appearance ☐ Price ☐ Reputation ☐ Other \_\_\_\_\_

☐ Recommended by contractor

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

☐ Appearance ☐ Ease of Maintenance

☐ Other \_\_\_\_\_

Place application of transfer in an envelope and mail to:  
Alside  
Siding Warranty Registration Department  
P.O. Box 2010  
Akron, OH 44398-9946

Alside®

Thank you for choosing  
Alside Premium Vinyl Siding.

We hope you take pride and  
pleasure in the Alside Siding  
you have chosen from your  
contractor and will consider  
recommending it to your  
friends and neighbors.

Thank you.

ORIGINAL PURCHASER - PRESENT PROPERTY OWNER

PROPERTY ADDRESS

CITY

STATE

ZIP

PHONE

DATE OF INSTALLATION

DEALER NAME

Alside®

#### The Care and Cleaning of Vinyl Siding, Soffit and Accessories

Like any other exterior siding surface, Alside Premium Vinyl Siding, Soffit and Accessories will have dirt exposure from atmospheric conditions. Ordinarily, the cleaning action of rainfall will be adequate to wash the Products. However, the Products should be washed periodically by rinsing with a garden hose and clear water particularly in those areas not exposed directly to rain. If you desire to do a more thorough cleaning, or where high soil collection conditions occur, follow these simple instructions.

1. Use a soft-bristled, long-handled washing brush. It attaches to your garden hose and makes washing your siding easier. Do not rub vigorously, as this may create glossy areas over the Product finish.
2. For hard-to-remove dirt, such as soot and grime found in industrial areas, wipe the siding down with a solution consisting of the following ingredients:  
1/3 cup powdered detergent (*Tide®*, *Fab®* or equivalent powder detergent)  
2/3 cup household cleaner (*SoilMax®*, *Spic & Span®* or equivalent)  
1 gallon water
3. If mildew is a problem in your area, prepare the solution above but substitute 1 quart of laundry bleach for 1 quart of water.
4. If you wash down the entire house, start at the bottom and work up to the top, as less streaking will result.
5. It is important that immediately following all washing operations, the entire surface be thoroughly rinsed with fresh water from a garden hose. Avoid prolonged or high pressure rinsing of open, ventilated areas.
6. For best results when using a cleaning solution, select an overcast cool day (55°-75°) and wash only small areas at a time. This should allow the wet cleaning solution to remain in contact with the finish for a period of not less than 3 minutes; then rinse with clear water before it has a chance to dry.

CAUTION: GREATER CONCENTRATIONS MAY CAUSE DAMAGE TO THE PRODUCT FINISH. DO NOT USE CLEANERS CONTAINING ABRASIVE PARTICLES, SOLVENT OR AMMONIATED-TYPE CLEANERS OR PAINT REMOVER FOR CLEANING THE PRODUCTS. WHEN USING ANY OF THE ABOVE CHEMICAL CLEANING AGENTS, OBSERVE THE CHEMICAL MANUFACTURER'S RECOMMENDED SAFETY PRECAUTIONS. PROTECT AGAINST CONTACT OF THE SOLUTION WITH EYES OR SKIN.

This cleaning and maintenance information is suggested in an effort to be of assistance; however, Alside can assume no responsibility for results obtained which are dependent on the solution chemicals as prepared and method of application.

Effective Date: January 13, 2016

Alside  
P.O. Box 2010  
Akron, Ohio 44398-9946  
800.922.6009

Want to know more?

Visit our website at [www.alside.com](http://www.alside.com)

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Alside, Board & Batten, CenterLock, Charter Oak, Charter Oak Soffit, Cypress Creek, Greenbriar and Williamsport are registered trademarks of AML. Tide is a registered trademark of Proctor and Gamble. Fab is a registered trademark of Phoenix Brands. SoilMax is a registered trademark of ECOLAB, Inc. Spic & Span is a registered trademark of Prestige Brands Company.

Alside®

Alside®

## Premium Vinyl Siding Lifetime Limited Warranty

WITH TRANSFERABILITY PROVISIONS

Charter Oak®

Williamsport®

Cypress Creek®

Board & Batten®

Charter Oak® Soffit

Greenbriar® Vintage Soffit





# Premium Vinyl Siding Lifetime Limited Warranty

Alside Charter Oak®, Williamsport®, Cypress Creek®, Board and Batten® Premium Vinyl Siding and Charter Oak® and Greenbriar® Vintage Premium Vinyl Soffit and Accessories (the "Products") are warranted by Alside against blistering, corroding, flaking and peeling as a direct result of defects occurring in the manufacturing process, under normal use and service, subject to the terms and conditions contained in this Warranty.

If Alside determines that a claim is valid in accordance with the terms of this Warranty, Alside agrees, at it's sole option, to repair, refinish or replace only the defective Siding panels, Soffit panels, and/or Accessories, and assume 100% of the cost of material and labor.

In the event that the building upon which the warranted Siding, Soffit and/or Accessories have been installed comprises multiple residential or commercial units, including condominiums, then each individually addressed unit shall be deemed to be a separate property owner unit for all applicability purposes of this Limited Warranty. For an entity other than living persons, the warranty period shall be for fifty (50) years from the original date of installation, under this Limited Warranty.

### Transferability Provisions

This limited lifetime warranty (this "Warranty") remains in effect for as long as the owner(s) of the property to which the Products were originally applied [the "Original Property Owner(s)"] continues to live in and to own the property. In the event that there is more than one Original Property Owner, this warranty will remain in effect as long as one of the Original Property Owners is living and owns an interest in the property. Upon change in ownership, this Warranty may be transferred to the new owner(s) [("Subsequent Transferee(s)")] as a Fifty (50) Year, Limited Non-Prorated Warranty beginning from the date of original installation of Products. Upon transfer fade shall be covered as set forth in the Fade Protection Schedule.

### Exclusions

Alside does not warrant installation nor defects caused by installation. This Warranty covers only the specific manufacturing defects as specified herein. This Warranty does not cover any other damages or material failure including, but not limited to, normal weathering, oxidation, Acts of God, fire, flood, impact from foreign objects, chemical pollutants, mildew, structural defects, negligent maintenance or abuse or distortion or warping

due to unusual heat sources (including but not limited to barbeque grills, fire, reflection from windows, doors or other objects). Normal weathering may cause any surface to oxidize, chalk or accumulate surface dirt or stains due to varying exposures to sunlight, weather and atmospheric conditions. The geographic location, the quality of the atmosphere and other local factors in the area, over which Alside has no control, contribute to the severity of these conditions. This Warranty is valid only if genuine Alside Premium Vinyl Siding, Soffit and/or Accessories are used, but shall be void if accessory Products incompatible with the Siding, Soffit and/or Accessories are installed which cause defects to occur. The 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 Alside pursuant to this warranty.

### Lifetime Limited Fade Protection

Alside warrants that the Products will not excessively fade. Excess fade is defined as a change greater than 3 Hunter Units of Delta E. This limited lifetime Fade Protection remains in effect for as long as the owner(s) of the property to which the Products were originally installed [the "Original Property Owner(s)"] continues to live in and to own the property. For an entity other than living persons, the Fade Protection period shall be for fifty (50) years from the original date of installation under this Limited Warranty prorated under the following schedule.

### Alside will cover fade on the following basis:

Alside upon notification and validation of the complaint, will, solely at its option, either repair, replace or refinish (providing materials and labor) Products that have faded, provided such fading is in excess of 3 Hunter units of Delta E.

### Fade Protection Schedule

<i>Number of Years from Installation Date to Claim Date</i>	<i>% of Purchase Price of Originally Installed Products found to be Defective for which Alside will be Responsible</i>
During original purchaser's property ownership .....	100%
Subsequent Owners and others covered by a 50-year prorated Warranty: 0-5 years .....	100%
More than 5 but less than 7 .....	90%
More than 7 but less than 8 .....	80%
More than 8 but less than 9 .....	70%
More than 9 but less than 10 .....	60%
More than 10 but less than 11 .....	50%
More than 11 but less than 12 .....	40%
More than 12 but less than 13 .....	30%
More than 13 but less than 14 .....	20%
More than 14 but less than 50 .....	10%

Due to normal weathering, replacement Products may differ in gloss and color from Products that were originally installed. Our obligations under this Warranty will in no event exceed the purchase price of the originally installed Products determined by Alside to be defective and the cost of the labor involved in the original installation of such defective Products. Any additional costs beyond these amounts are the property owner's responsibility.

### Hail

Alside Premium Vinyl Siding, Soffit and/or Accessories are also warranted against

damage from hail. In such cases, upon authorization, the replacement materials only are covered. In the case of hail damage, the homeowner should first pursue their homeowners' insurance policy for coverage. In the event that coverage is denied by insurance carrier, homeowner will be entitled to the hail protection coverage hereunder. All other costs of replacement of hail-damaged Products, including the cost of labor, shall be the sole responsibility of the Original Property Owner(s) or Subsequent Owner(s) of the property.

### Claim Handling

Any claims for defects under this Warranty must be reported to Alside, Consumer Services Group, 1-800-489-1144 within the Warranty period and promptly after discovery of the claimed defect, describing the defect claimed. Proof of Product purchase and proof of property ownership is required for coverage under this Warranty. The homeowner may be asked to complete a questionnaire and submit photos and/or samples, or at Alside's option, a reasonable time shall be allowed for inspection purposes. The obligation of Alside, under this Warranty, shall be performed only by persons designated and compensated by Alside for that purpose and is subject to all other provisions of this Warranty.

The original Warranty shall not be extended by any such work performed, but the remaining Warranty time period shall continue in effect and be applicable under the terms and conditions of this Warranty to the Warranty work performed. A color variance may occur between any new replacement panel in comparison to the originally installed panels due to weathering exposure and would not be indicative of defective Siding, Soffit and/or Accessories. Alside reserves the right to discontinue or change any Siding, Soffit and/or Accessories as manufactured. If the Siding, Soffit and/or Accessories originally installed are not available and Alside determines to replace the defective material, Alside shall have the right to substitute Siding, Soffit and/or Accessories designated by Alside to be of equal quality. Alside may elect to refund the original purchase price for only the defective materials.

The provisions of this Warranty are the full and complete Warranty policy extended by Alside.

This Warranty shall remain in effect only if normal cleaning practices are performed for maintenance of the Siding, Soffit and/or Accessories. (See Care and Cleaning.) This Warranty shall be null and void if harmful cleaning compounds are used.

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

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions 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.

DO NOT MAIL THIS CARD WITH REGISTRATION CARD

## APPLICATION FOR TRANSFER OF LIMITED WARRANTY

This card must be completed, signed by both the original property owner(s) and the new property owner(s), and mailed to Alside within 30 days of the date of transfer.

Original Property Owner(s): \_\_\_\_\_

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

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

Date of Original Installation: \_\_\_\_\_

I/We hereby certify that I/We sold the property located at the above address on:  
Month \_\_\_\_\_ Day \_\_\_\_\_ Year \_\_\_\_\_

To: \_\_\_\_\_  
Whose signature(s) appear(s) below

Signature(s) of Original Property Owner(s): \_\_\_\_\_

I/We acknowledge that I/We have read the Warranty and hereby apply for the transfer of the unexpired portion of the Warranty subject to its terms and conditions.

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

Signature(s) of New Property Owner(s): \_\_\_\_\_

DO NOT MAIL THIS CARD WITH REGISTRATION CARD



COMPLETE AND MAIL IMMEDIATELY

## REGISTRATION APPLICATION

This card and the attached Warranty certificate are to be completed and signed by the property owner(s). Mail only this card to Alside after installation has been completed.

Name of Property Owner(s): \_\_\_\_\_

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

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

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

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

Installation was completed on: \_\_\_\_\_

Signature of Property Owner(s): \_\_\_\_\_

Installing Contractor: \_\_\_\_\_

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

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

Product(s) Installed: \_\_\_\_\_

Please complete, along with the questionnaire on the reverse, and mail to:

Alside  
Siding Warranty Registration Dept.  
PO Box 2010  
Akron, OH 44398-9946