

WARRANTY CLAIM SCHEDULE

(Effective January 1, 2010)

Claim Made By:	Number of Years (After Original Installation) Within Which Claim Is Made:	Material and Labour Costs* Borne by Gentek:
Original Homeowner and/or Subsequent Owner	0-5 years	100%
	6 years	90%
	7 years	80%
	8 years	70%
	9 years	60%
	10 years	50%
	11 years	45%
	12 years	40%
	13 years	35%
	14 years	30%
	15 years	25%
	16 to 20 years	20%
21 to 25 years	15%	
26 to 40 years	10%	

*Material costs mean Gentek Building Products' published list price for material.

CARE AND CLEANING INSTRUCTIONS

1. Normal Weathering – Exposure to sunlight and extremes of the weather and atmosphere will cause any coloured or painted surface gradually to fade, chalk, or suffer an accumulation of surface dirt or stains. The severity of any of these conditions depends on the geographical location of your home, the cleanliness of the air in your neighborhood and many other local influences over which Gentek has no control.

The finish is formulated to chalk in a controlled manner by releasing, over time, powdery microscopic particles of pigment. This is a self-cleaning feature, as surface dirt often is loosened along with the powder and is washed off by rainfall. Powder on places not reached by rainfall can be washed off with a garden hose. A sufficient thickness of finish is applied to allow for normal chalking without detracting from the long life of the finish.

2. Simple Cleaning – In areas where an abnormal amount of dirt is deposited on the wall surfaces, under eaves, and under other protective enclosures, the following simple cleaning procedure **should be scheduled annually or more** often if conditions demand:

For surface soil or stains resulting from industrial fallout, tree sap, insecticides, or chimney fumes, the use of ordinary non-abrasive household detergents is recommended: 1/3 cup of household detergent (i.e., Tide®) per gallon of water. The solution should be applied to the soiled surface by means of a soft rag, sponge, or soft bristle brush with a gentle rubbing action – **do not rub vigorously so as to create glossy areas over the satin finish of your siding**. Rotary soft bristle brushes equipped with long extension handles may be used to reach some of the higher areas.

As with any cleaning operation, less streaking will result if the house is washed from bottom to top.

It is important that **immediately following** all washing operations, the entire surface be thoroughly rinsed with fresh water from a garden hose.

3. Stubborn Stains – **CAUTION: Do not use abrasive or solvent-type cleaners or paint remover for cleaning your siding. These materials may soften or actually remove your siding finish. Avoid skin contact or getting the cleaner in eyes. Avoid contact with shrubbery. Always test any cleaner on an inconspicuous area before full use.**

If stubborn stains are encountered that cannot be removed by using the normal household detergents, request a siding cleaner from your siding contractor.

4. Mildew Accumulation – In some locales, mildew may be a problem. It appears as black spots and is usually first detected in areas not subjected to rainfall, such as under eaves and porch enclosures. Mildew is easily removed by using the basic cleaning solutions for stubborn stains with addition of sodium hypochlorite: 1/3 cup of household detergent (i.e., Tide), 2/3 cup of trisodium phosphate (i.e., SoilMax®), * 1 quart sodium hypochlorite 5% solution (i.e., Clorox®), * 3 quarts of water.

***CAUTION: Greater concentrations may cause damage to the siding finish.**

If the above solution does not readily remove the mildew spots, request a mildew-type siding cleaner from your siding contractor.

CONTACTING THE WARRANTY DEPARTMENT

For warranty inquiries or to start a warranty claim, please contact our warranty department in one of two ways:

Online:

www.gentek.ca/support/warranty

By Mail:

Gentek Building Products
Attn: Warranty Department
6320 Colonel Talbot Road
London, ON N6P 1J1



1001 Corporate Drive • Burlington, ON L7L 5V5
gentek.ca

Make us a part of your home.

Product Improvement Policy: Gentek Building Products is constantly improving product designs and manufacturing processes. We therefore must reserve the right to change specifications without notice. Please consult Gentek Building Products for current details. Trademarks mentioned in this document are the property of Gentek Building Products, its affiliates, or their respective owners. Accessible formats and communication supports are available upon request.

Effective Date: January 1, 2010

HOMEOWNERS 40 YEAR LIMITED, PRORATED, TRANSFERABLE WARRANTY

GENTEK STEEL SIDING
& ACCESSORIES



40 YEAR LIMITED WARRANTY

GENTEK STEEL SIDING & ACCESSORIES

Homeowners 40 Year Limited, Prorated, Transferable Warranty



WARRANTY COVERAGE

Gentek Building Products Limited Partnership (hereinafter referred to as "Gentek") hereby warrants against Gentek Steel Siding and Accessories (the "Product") containing manufacturing defects causing peeling, blistering or flaking and splitting, as well as manufacturing defects which cause perforations or deterioration of the steel substrate due to rust. This warranty (the "Warranty") applies to the Product installed at the address contained on the original invoice and/or contract for the purchase and/or installation. The period of the Warranty is forty (40) years beginning on the date the application of the Product to your property was completed.

Even though fading may be excluded under the terms of this warranty as normal weathering, for a period of five (5) years from the date of the original installation of the products, Gentek will cover for the Original Owner 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 labour) products that have faded as a result of normal weathering or ultraviolet exposure, provided such fading is in excess of Delta E 7 Hunter units, as determined by Gentek, in accordance with ASTM D2244.

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

NOTICE, INSPECTION, REMEDIES AND CONDITIONS

To obtain service under this Warranty, you must notify Gentek at www.gentek.ca/support/warranty or at 6320 Colonel Talbot Road, London, ON N6P 1J1, Attention: Warranty Department, within thirty (30) days after the defect first comes to your attention. Such notification must include your name and address, the name and address of the dealer from whom the Product was purchased or the contractor by whom the Product was installed, the date of purchase and date of installation, and a brief description of the defect. You must supply original proof of purchase or installation to register your complaint.

If, after inspection, Gentek determines that your Product contains manufacturing defects falling within the terms of the Warranty, Gentek, at its option, will repair, refinish or replace the defective Product. Gentek will assume 100% of refinishing or replacement costs during the first five (5) years of the Warranty period. For the balance of the Warranty, Gentek will pay for a percentage of the cost of materials and labour (see details outlined in Warranty Claim Schedule). Note that you are responsible for any transportation, shipping, and handling charges associated with refinishing or replacing the defective Product. In the case of replacement, all original parts that have been replaced become the property of Gentek. Refinished or replaced Product will be warranted for a period equal to the remainder of the original Warranty on the original Product, excluding the period of time during which the product was being refinished or replaced. If Gentek determines that the Product and/or defect are not covered by this Warranty, you must pay all parts, shipping, and labour charges for the refinishing or replacement of such Product. Gentek's total liability for a claim under this warranty shall be limited to, and in no event exceed, the total purchase price, including labour and taxes, of the installed siding. Any cost and expenses beyond Gentek's liability shall be paid to Gentek or otherwise

paid by the owner(s) prior to Gentek's commencing the work on any claim, which exceed Gentek's total liability.

Gentek reserves the right to discontinue or make changes to the Product. If your Product is not available and Gentek decides to replace the defective material, Gentek shall have the right, in its sole discretion, to substitute products which it considers of equal quality and price. Gentek also reserves the right to resolve a warranty claim by a cash settlement but in no event will the cash settlement or Gentek's liability be greater than the original purchase price. All warranty claims shall be settled between you and Gentek, but Gentek may direct and pay for a company, dealer, contractor, applicator or distributor to perform any remedy under this warranty on Gentek's behalf.

In the event that we are performing a repair procedure on a warranted structure – the claimant must make the affected area accessible to us. Any needed equipment to access an area of the home beyond a 30' ladder would need to be provided by the claimant (examples include scaffolding or a lift).

The replacement options contained in this Warranty shall be to provide the material and labour OR the material and the monetary amount of expected labour costs in lieu of the labour itself.

TRANSFER OF WARRANTY

This Warranty is freely transferable to subsequent owners of your property. In the event of transfer, the new owner shall enjoy the benefits of this Warranty for the unexpired balance of the Warranty period, provided the new owner has a copy of the original purchase/installation contract.

LIMITATIONS

This warranty is not applicable to recreational vehicles including but 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 is not applicable to soffit when installed on a vertical wall. This warranty shall not apply to siding that has been painted, varnished or similarly coated over the manufacturer's original finish unless 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 any of the following causes: 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; harmful chemicals, surface discoloration due to air pollution, normal weathering of surface, fumes, vapors or salt spray directly applied to the siding or in the atmosphere; lap abrasion, vandalism, misuse, physical abuse, riot, war, 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.)

This Warranty does not cover Product not purchased in Canada. Gentek is giving you an express forty (40) year prorated warranty. Except as set forth in this Warranty, you take the Product "as is" and Gentek makes no warranty or representation and there are no conditions, express or implied, statutory or otherwise, of any kind whatsoever with respect to the Product, including but not limited to the merchantability of the Product; its fitness for any particular purpose or use; the design, condition or quality of the Product; the workmanship or performance of the Product; or the compliance of the Product with the requirements of any law, rule, specification or contract pertaining thereto.

Gentek is giving you an express lifetime limited 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 ANY OTHER CONDITIONS OR WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED CONDITION OR WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. 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. Gentek also reserves the right to resolve a warranty claim by a cash settlement but in no event will the cash settlement or Gentek's liability be greater than the original purchase price.

LEGAL RIGHTS

Some provinces 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 province to province.

PRODUCT IDENTIFICATION

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

Siding _____

Soffit _____

Accessories _____

Installation Date _____