

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 AMI window dealer?

☐ Referral ☐ Newspaper ☐ Radio ☐ TV ☐ Yellow Pages
☐ Remodeling Contractor ☐ Trade Show
☐ Other_____

Why did you decide on AMI 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!

Replacing your current windows is one of the most important investments that a homeowner can make in their home. By choosing AMI replacement window products, you are choosing the finest windows available on the market today.

Every AMI window is the result of many years of intensive research and development that is intended to provide your home with a lifetime of trouble-free operation, freedom from maintenance and energy efficiency. This Lifetime Limited Warranty will serve as a testament to that promise.

We hope that you enjoy many years of greater comfort and convenience with your new AMI windows. Thank you for choosing the AMI Window System for your most prized possession...your home.



Suggested Cleaning of AMI Vinyl Windows

Glass:

Clean glass with a mixture of mild dish soap and water. Rinse completely with clear water, then wipe dry with a soft cloth to avoid water spots. Avoid washing windows in direct sunlight. Never use petroleum-based cleaners or caustic chemicals on the glass.

Vinyl Sashes and Mainframes:

Vacuum dirt from sill and track areas before washing. Clean vinyl with a mixture of mild dish soap and water. Mild, non-abrasive soaps are usually safest for most dirt and stain removal. Always rinse completely with clean water and wipe dry.

Screens:

Remove from window, then wash on a flat, clean surface with mild soap and water and a soft brush. Rinse, wipe dry and then reinstall.

For additional information, you may download AAMA's Caring for Your Windows and Doors pamphlet at www.aamanet.org.

HIGH CONCENTRATION OF CLEANERS MAY CAUSE DAMAGE TO THE WINDOW'S GLASS AND VINYL. DO NOT USE CLEANERS CONTAINING ABRASIVE PARTICLES, SOLVENT OR PAINT REMOVERS.

Associated Materials, Inc.
P.O. Box 2010
Akron, Ohio 44309

For warranty questions call: 1.800.489.1144



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WINDOW SYSTEMS

LIFETIME LIMITED WARRANTY

WITH TRANSFERABILITY PROVISIONS

ISSUED TO

ORIGINAL PURCHASER

PROPERTY ADDRESS

CITY STATE ZIP

DATE OF WINDOW INSTALLATION

DEALER'S NAME

NUMBER AND TYPE OF WINDOW PURCHASED



WINDOW SYSTEMS

LIFETIME LIMITED WARRANTY

WITH TRANSFERABILITY PROVISIONS



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



Associated Materials Incorporated, the Manufacturer of AMI Vinyl Window Systems, makes available to the Original Purchaser/Present Property Owner the Lifetime Limited Warranty, warranting the AMI Vinyl Window System for as long as the Property Owner shall own and live in the property at the stated property address, from date of window or patio door installation, under normal use and service, against specified defects in material and workmanship of the AMI Vinyl Window System, occurring as a direct result of the manufacturing process, and subject to the terms and conditions of this Limited Warranty.

Lifetime Limited Warranty – Vinyl Sash Frame and Vinyl Mainframe

For as long as the Original Purchaser/Present Property Owner shall own and live in the property, the rigidized vinyl in the window/patio door sash frames and in the window/patio door mainframe of the basic window unit will be warranted against cracking, warping, peeling, flaking, blistering or corroding.

Lifetime Limited Warranty – Moving Parts of the Basic Window Unit

The moving parts of the basic window unit, consisting of the balances to raise and lower the window sash or the brass wheels to slide the sash, and locking mechanism to secure the window or patio door sash, are all warranted for as long as the Original Purchaser/Present Property Owner shall own and live in the property.

Lifetime Limited Warranty – Fiber Glass Screening and Screen Frame

The fiber glass screening material used in the window/patio door screen and the material for manufacture of the screen frames are warranted against manufacturing defects resulting in rotting or rusting, for as long as the Original Purchaser/Present Property Owner shall own and live in the property. Should such a manufacturing defect occur, the Manufacturer agrees to furnish new screen material or new screen frame material to the Property Owner, transportation charges payable by the Property Owner.

Lifetime Limited Warranty – Insulating Glass Unit

The hermetically sealed insulated glass unit of the AMI Vinyl Window/ Patio Door System is warranted for as long as the Original Property Owner shall own and live in the property from date of window installation against development of material obstruction of vision occurring from manufacturing defects, resulting from film formation or dust collection between the interior glass surfaces, caused by failure of the hermetic seal, under conditions of normal use and service.

Labor Provisions

During the one (1) year period from date of window installation, the Manufacturer will provide the labor at no charge to the Original Purchaser/ Present Property Owner for repair or replacement of the warranted window part or component, under the provisions of this Limited Warranty.

Except as to labor on repair or replacement for one (1) year on warranted work following date of window installation, this Limited Warranty does not include any additional labor costs and the Manufacturer will not be responsible after the first year for any costs incurred in the removal or replacement, installation or reinstallation of the window or of any part or component of the window, or of any repaired or replacement part or component furnished by Manufacturer under this Warranty for the window. This warranty does not cover breakage of glass or torn screening from any cause whatsoever.

AMI Vinyl Window Systems Limited Warranty Transferable to Successor Owner

This Limited Warranty for the AMI Vinyl Window System is transferable one time by the Original Purchaser to the successor owner of the property, within the first thirty (30) years from date of window installation. Upon transfer, the transferred warranty period shall be limited to the unexpired remaining portion of such thirty (30) years from date of window installation, and shall not be further transferable.

In the event of property transfer, or hermetic seal failure, the subsequent owner will be responsible for charges based on the following schedule:

0 – 10 Years	No Charge
11 – 15 Years.....	50%
16 – 20 Years.....	70%
21 – 25 Years.....	80%
25+ Years.....	90%

The basis for computing the cost of material for repair or replacement shall be current market prices.

Property Owner Claim Procedure and Other Warranty Provisions

Any claims for defects under this Limited Warranty should be made in writing to AMI, P.O. 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 contractor, and proof of purchase, proof of property ownership and transfer info as requested. Allow a reasonable time for inspection purposes if determined to be necessary.

If the windows or patio doors do not conform to this warranty and any such manufacturing defect occurs within the time period specified, according to the provisions of this warranty, then AMI agrees, at its option, to repair or replace the defective part or component of the window or patio door. Upon prepayment of any applicable prorated amount and shipping charges then due from the Original Purchaser/Present Property Owner, AMI will provide the necessary parts or components.

Replacement parts or components furnished by Manufacturer under this Warranty will have the standard color available at that time. A color variance may occur between the new replacement part or component in comparison to the original window due to weathering exposure and would not be indicative of defects in the part or component.

AMI reserves the right to discontinue or change any AMI Vinyl 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.

The Manufacturer 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 of sash frames and mainframe, and screen and screen frame, oxidation, accidents or intentional damage, or fire, flood, windblown objects, hail, lightning, earthquake or other Acts of God, chemical pollutants, chemicals, brick wash, mildew, negligent maintenance, fading, misuse or abuse, building settlement or structural defects, or if subjected to stresses resulting from localized heat sources which cause excessive temperature differentials over the glass surfaces or edges, or any other causes or occurrences beyond the Manufacturer's control. This Warranty

does not apply if the windows are painted, varnished or coated with any other substance.

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 the Manufacturer has no control, contribute to the severity of these conditions.

Caulking may be necessary on some installations to seal the frames or trim package against water and/or air infiltration. Caulking is considered a maintenance issue and is the responsibility of the homeowner. It is not considered part of the product and is not covered under this warranty.

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.

This Warranty is limited to the Manufacturer's furnishing repaired or replacement parts or components of the window, free of charge, within the time period specified, or as applicable, upon payment in advance of any pro rata amount then due from the Original Purchaser/Present Property Owner, according to the provisions of this Warranty, on the Manufacturer receiving from the Property Owner any such claimed defective parts or components of the window, and with return transportation charges for any repaired or replacement window part or component being at Property Owner's responsibility, as provided.

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 ASSOCIATED MATERIALS INCORPORATED AND SHALL BE THE PROPERTY OWNERS EXCLUSIVE REMEDY FOR BREACH OF THIS WARRANTY. ASSOCIATED MATERIALS SHALL NOT BE LIABLE TO THE PROPERTY OWNER FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY.

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.

Commercial Applications

If the building in which the AMI Vinyl Window System is installed is owned by an entity other than an individual resident owner, whether by a corporation, partnership, an unincorporated association, or by a government or public entity, including without limitation, a church or school, then the warranty period shall be a Thirty (30) Year Prorated Limited Warranty from the date of window installation, applicable to all window parts and components, under the prorated basis of this Warranty, with labor at no charge to Property Owner on warranted work for a one (1) year period, from the date of window installation, and subject to all other terms and conditions of this Limited Warranty.

AMI Vinyl Window Systems are manufactured and warranted by: AMI, P.O. Box 2010, Akron, Ohio 44309.



BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 2154 AKRON OH

POSTAGE WILL BE PAID BY THE ADDRESSEE

ATTENTION: MARKETING DEPARTMENT
AMI
PO BOX 2010
AKRON OH 44398-9946

NAME	
ADDRESS	
CITY	STATE ZIP

