

Slider and Window Warranty Claim Information

***** Warranty only covers the cost of materials. The Unit Owner is responsible for all installation costs. *****

In Oct 2023 the cost to install 1 large slider panel in a 2nd floor Carriage Home was \$750

Items needed:

Original Sales Order Number
Pictures of defects
Warranty Approval Letter

Window Info:

Manufacturer: PGT
Sliders: PGT SGD770 Series
Double Hung Windows: SH700 Winguard Series 700
Non-Opening windows found in Carriage Lofts: PW701H Winguard Picture Window

WinGuard Aluminum Series 7700A/700/101H Warranty

Frame: Limited Lifetime
Frame Finish: 10 Years
Hardware, Screens and Moving Parts: 10 Years
Insulating Glass: 0-25 years, 100%, 26+ years, 50% of glass price
Laminated Glass: 10 Years
Stress Cracks: 1 Year
Transferrable: Unlimited
Residential Intruder Protection: Included

Steps for a Making a Claim Under Warranty

1. **Take pictures** that show the defects. Most will be “Point Blemishes” or “Cloudiness/Moisture” between the windowpanes. Use these terms in applying for replacement under warranty. PGT window defect definitions can be found here: [PGT Glass Policy Definitions Link](#)
2. **Get Original SALES ORDER NUMBER for your unit.** Call Diamond Glass (239-334-7008), they are the original glass installers, but are no longer servicing Livingston Lakes. Tell them you are looking for your Sales Order Number. They can look it up based on your address.
3. **Fill out PGT Warranty Claim.** You can access this form at <https://www.pgtwindows.com/pgt-warranty-claim/>
4. **If PGT approves your claim under warranty, they will EMAIL you an approval with an NFRC REPORT.** The report lists all your sliders and windows, and their related specifications.
5. **Call Arman Panaligan from Panaligan Impact Windows and Doors. 239-778-5421.** He is the only company I could find that would service the windows and doors. With the Warranty Approval Letter and the NFRC Report, Arman can order and install the correct window/slider.