

# JELD-WEN® WINDOWS & DOORS

## Vinyl Window & Patio Door Limited Warranty

### OUR WARRANTY TO YOU...

JELD-WEN® Products<sup>1</sup> are designed to create lasting value for your home. This warranty is effective for all JELD-WEN vinyl Products (except United Collection products) manufactured on or after **July 1, 2010** for use in the United States and Canada. Any previous warranties will continue to apply to products manufactured by JELD-WEN prior to this date. For additional information, including care and maintenance instructions, installation instructions, and previous warranties, refer to [www.jeld-wen.com](http://www.jeld-wen.com) or [www.jeld-wen.ca](http://www.jeld-wen.ca).

#### WHAT THIS WARRANTY COVERS

Except as set forth in the Special Coverages section below, we warrant that if your JELD-WEN Product exhibits a defect in material or workmanship within the time periods from the date of manufacture as specified below, we will, at our option, repair, replace or refund the purchase price of the Product or component part. Skilled labor<sup>2</sup> (where deemed necessary by us) to repair or replace any component is provided for **two (2)** years from the date of manufacture.

#### Owner-Occupied Single-Family Residence Lifetime Warranty

We warrant our Products to the original owner of the owner-occupied single-family residence in which they are initially installed **for as long as you own and occupy your residence.**

##### Transferability

The Owner-Occupied Single-Family Residence warranty is transferable as follows. In the event you sell your residence or it becomes occupied by other than the original owner, the warranty is **ten (10)** years from the date of manufacture.

#### Commercial Ten Year Warranty (Other than Owner-Occupied Single-Family Residence)

We warrant our Products for a period of **ten (10)** years from the date of manufacture.

##### Transferability

The Commercial warranty is transferable as follows. In the event you sell the building, this warranty is transferable to subsequent owners.

#### Special Coverages (Applies to both Owner-Occupied and Commercial)

The following special coverages include free replacement parts.

**ImpactGard® Glass:** We warrant each ImpactGard glass unit for **ten (10)** years.

**Special Glazings** (including laminate glass units other than ImpactGard): We warrant special glazings (including glass options not listed in our product literature e.g., leaded or decorative glass) for **five (5)** years.

**Blinds/Shades Between the Glass:** We warrant the insulated glass unit (including the seal), the external control mechanism, and the operation of the shade/blind for **ten (10)** years.

**Triple-Glazed Products:** We warrant triple-glazed insulated glass units for **twenty (20)** years.

**Spontaneous Glass Breakage:** We warrant sealed glass units installed in windows and patio doors (excluding laminated glass, and special glazings) for spontaneous breakage for **one (1)** year (to include free replacement glass and skilled labor<sup>2</sup> necessary to replace the glass for **one (1)** year. Spontaneous breakage occurs when the glass develops a crack without sign of impact.

**Retractable Screens:** We warrant retractable roll screens for **five (5)** years.

**Colored Exterior and Laminated Interior:** We warrant that our factory-applied painted exterior color and factory-applied laminate interior finishes will not peel, blister, or flake for **ten (10)** years. Our applied exterior color will not exhibit excessive color change<sup>3</sup> for **ten (10)** years. Note: this coverage does not extend to discoloration, polish, surface damage, or alteration caused by the use of natural or chemical solvents or an environmental factor causing such damage.

**Accidental Screen Damage:** On our Bravo, Primo and Ipex Replacement window and patio door product lines, our standard component warranty (Owner-Occupied or Commercial) will extend to screen damage unless the damage is attributable to acts of nature (e.g. fire, hurricane, etc.), civil disorder, building settling, structural failures of walls or foundations or improper installation, construction job-site mishaps, storage, or handling.

**Accidental Glass Breakage:** On our Bravo, Primo and Ipex Replacement window and patio door product lines, and on any other vinyl Products ordered with the "RS" glass package, our standard component warranty (Owner-Occupied or Commercial) will extend to accidental glass breakage. This coverage does not apply to damage attributable to acts of nature (e.g. fire, hurricane, etc.), civil disorder, building settling, structural failures of walls or foundations or improper installation, construction job-site mishaps, storage, or handling. Special glazings and ImpactGard glass are not covered by this glass breakage warranty.

RELIABILITY *for real life*®



## HOW TO GET ASSISTANCE

If you have a problem with your JELD-WEN Product, contact the dealer/distributor or contractor from whom you purchased your product or contact us directly:

<b>In the United States:</b>	
Mail:	JELD-WEN Customer Care Attn: Vinyl Warranty Claims P.O. Box 1329, Klamath Falls, OR 97601
Phone:	888-JWHelpU (888-594-3578)
Fax:	800-436-5954
Email:	CustomerServiceAgents@jeld-wen.com
<b>In Eastern Canada:</b>	
Mail:	JELD-WEN Service Department 90, rue Industrielle Saint-Appollinaire, Quebec, Canada GOS 2E0
Phone:	800-463-1930
Fax:	888-998-1599
<b>In Western Canada:</b>	
Mail:	JELD-WEN Service Department 550 Munroe Avenue Winnipeg, Manitoba, Canada R2K 4H3
Phone:	888-945-5627 204-668-8230
Fax:	204-663-1072
Email:	wpgservice@jeld-wen.com

We can respond quickly and efficiently if you provide the following: a) product identification (from the original order/invoice, spacer code, permanent label, or the window identification number found on corner of glass), b) how to contact you, c) the address where the product can be inspected, and d) a description of the apparent problem and the product (photographs are helpful).

Product Purchase Date: \_\_\_\_\_

Order Number: \_\_\_\_\_

### What We Will Do...

Upon receiving your notification, we will send out an acknowledgement, usually within three business days. We will investigate your claim and will begin to take appropriate action within 30 days after notification. If it is determined that the Product does not have a defect covered by the labor warranty, we may charge an inspection fee for any onsite inspection that is required or requested by you. Because manufacturing materials and techniques can change, replacement part(s) may not be an aesthetic match to the original. Replacement components/products are warranted for the balance of the original product warranty or 90 days, whichever is longer. If we determine we are unable to provide replacement parts and repair is not practicable or cannot be made timely, then we will refund the unit/component purchase price.

## WHAT THIS WARRANTY DOES NOT COVER

JELD-WEN is not liable for:

- Normal wear and tear; natural weathering of surfaces.
- Normal wear and tear to hardware and naturally occurring changes to hardware finishes (e.g., corrosion or tarnishing).
- Damage caused by chemicals (e.g. brick wash) or a harsh environment (e.g., salt spray or airborne pollutants).
- Product failure due to misuse or abuse; damage caused by failure to provide maintenance, by alteration or modification to the window (e.g. customer applied tints or films, paint finishes, security systems), or as a result of any cause beyond the control of JELD-WEN (e.g. fire, flood, earthquake, other acts of nature, and acts of third parties outside of our reasonable control).
- Glass breakage (except as specifically covered above).
- Slight imperfections or wavy distortions in the glass that don't impair structural integrity. Note: wavy distortions in the glass (e.g. related to laminate interlayer or heat strengthening of glass) are not considered a defect. Slight color variations in glass are not considered a defect.
- Improper installation not in conformance with JELD-WEN installation instructions (note: see [www.jeld-wen.com](http://www.jeld-wen.com) for current installation instructions); operational problems and problems related to water and/or air infiltration/leaking as a result of improper installation or flaws in building design or construction.
- Damage or poor product performance resulting from installation into a condition that exceeds product design standards and/or certified performance specifications and/or is not in compliance with building codes.
- Damage caused by extreme artificial temperature buildup or exposure (e.g., where storm doors/windows are present).
- Product or component performance decline due to aging, inert gas dissipation, natural processes or failure to provide proper maintenance. Note: Other than inert gas loss due to seal failure, the migration of an inert gas, such as argon, is a natural process that occurs over time and is not a defect.
- Screen damage due to normal wear and tear, misuse, abuse, or insect or animal activity (except as specifically covered above).
- Condensation or damage as a result of condensation (Note: unless due to insulating glass failure, most condensation problems are related to excessive humidity levels in a structure. Contact a heating/air conditioning specialist for help).
- Labor and materials for repainting or refinishing activities or the removal or disposal of defective product(s); labor exceeding the time periods specified above.
- Incidental or consequential damage. Some states do not allow the exclusion or limitation of incidental or consequential damages, so this may not apply to you.

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**Important Legal Information**

This Limited Warranty document sets forth our maximum liability for our products. We shall not be liable for special, indirect, consequential, or incidental damages. Your sole and exclusive remedy with respect to any and all losses or damages resulting from any cause whatsoever shall be as specified above. We make no other warranty or guarantee, either express or implied, including implied warranties of merchantability and fitness for a particular purpose to the original purchaser or to any subsequent user of the product, except as expressly contained herein. In the event state or provincial law precludes exclusion or limitation of implied warranties, the duration of any such warranties shall be no longer than, and the time and manner of presenting any claim thereon shall be the same as, that provided in the express warranty stated herein. This Limited Warranty document gives you specific legal rights, and you may have other rights that vary from state/province to state/province.

No distributor, dealer or representative of JELD-WEN has the authority to change, modify or expand this warranty. The original purchaser of this Product acknowledges that they have read this warranty, understand it and are bound by its terms and agrees to provide this warranty to the original owner of the structure into which the Product is installed.

<sup>1</sup> "JELD-WEN Products" shall refer to vinyl window and patio door products (except United Collection products) manufactured in the United States and/or Canada and marketed under the JELD-WEN brand name for use in the United States and/or Canada. See our separate United Collection warranty, or our Export Warranty for applicable coverage on products used outside the United States and Canada

<sup>2</sup> "Skilled labor" refers to tasks where specialized technical knowledge, experience, methods or tools are required to properly identify, diagnose and/or correct product-related problems.

<sup>3</sup> Fading or changing in color of the applied exterior color finish is not a defect unless it exceeds five (5) E units, calculated in accordance with ASTM D2244, paragraph 6.2. Color change shall be measured on an exposed colored surface that has been cleaned of soils, and the corresponding values measured on the original or unexposed colored surface. Fading or color changes may not be uniform if the surfaces are not equally exposed to the sun and elements. If the above ASTM standards change, the standard in effect at the time of purchase applies. As an option to replacement, we may choose to refinish the product.

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