

**Product Warranty**

**JELD-WEN®  
IWP® Custom Door Warranty  
OUR WARRANTY TO YOU...**

JELD-WEN® IWP® Custom Doors grace the entrances and passages of exquisite homes throughout the world. Our designs, artisanship and exemplary service have earned JELD-WEN a reputation as the world's finest door maker. This warranty is effective for IWP® Custom doors manufactured by us on or after **August 1, 2005** for use in the United States and Canada. Any previous warranties will continue to apply to door products manufactured by us prior to this date. For additional information, including care and maintenance, installation and finishing instructions, contact us or refer to [www.jeld-wen.com](http://www.jeld-wen.com).

**What This Warranty COVERS...**

We warrant our products below will be free from defects in materials or workmanship from the date of purchase for the time periods specified below:

**Owner-Occupied Single-Family Residence Limited Warranty**

**Limited Lifetime Warranty on Aurora™ Door and Component Parts:** We warrant our Aurora doors for **five (5)** years. If our product is proven to be defective **after the first five years**, we will offer for purchase a replacement product or component part for 50% off the then current JELD-WEN list price.

**Five Year Limited Warranty on Aurora Factory Prefinish:** We warrant the factory prefinish on our doors for **five (5)** years. Should the factory prefinish be proven defective, we will at our option refinish the door or pay up to \$350.00 to the current owner.

**Five Year Limited Warranty on IWP Custom Wood Doors and Component Parts:** We warrant our wood doors for **five (5)** years.

**One Year Limited Warranty on IWP Custom Wood Door Factory Prefinish:** We warrant the factory prefinish on our wood doors for **one (1)** year. Should the factory prefinish be proven defective, we will at our option refinish the door or pay up to \$250.00 for an interior door and up to \$350.00 for an exterior door to the current owner.

**How to Get Assistance...**

If you have a problem with your JELD-WEN Custom Door, immediately upon discovery contact the distributor or dealer from whom you purchased our product, or contact us directly:

Mail:	JELD-WEN Customer Care Attn: Custom Doors Warranty Claims P.O. Box 1329, Klamath Falls, OR 97601
Phone:	888-JWHelpU (888-594-3578)
Fax:	800-436-5954
Email:	<a href="mailto:jeldwenwarranty@jeld-wen.com">jeldwenwarranty@jeld-wen.com</a>

We can respond quickly and efficiently if you provide the following: a) date and location of purchase, b) how to contact you, c) the address of where the product can be inspected, and d) a description of the problem and the product (photographs are helpful).

**What We Will Do...**

Upon receiving your notification, we will send out an acknowledgement within three business days of receipt to the contact identified. We will investigate your claim and take appropriate action within **30** days of receipt of notification. If it is determined that our product does not have a defect covered by the warranty, we may charge an inspection fee for an onsite inspection that is required or requested by you. If it is determined that there is a defect, we will either repair the door or ship a replacement door to the distributor or person making the warranty claim in the same condition of fitting or finishing as the door originally sold to the distributor. If we are unable to provide replacement and repair is not practical or cannot be made timely, then we will refund the purchase price. This guarantee gives you specific legal rights, and you may have other rights that vary from state to state.

If the claimed nonconformity is warp, we may defer repairing or replacing the door panel for a period up to **twelve (12)** months from the date of claim. It is not uncommon for a temporary warp condition to occur as the door panel adjusts to local humidity and temperature conditions. This deferral will not be counted against the warranty period.

### What This Warranty Does NOT Cover...

We are not liable for:

- Normal wear and tear, including normal wear and tear of weatherstrip; and natural weathering of surfaces or variations in the color or texture of wood or finish; surface checks that are less than 1/32" in width and/or 2" in length; for knotty alder: surface checks that are less than 1/8" in width and/or 5" in length, and knot placement, quantity, or size.
- Problems due to misuse, abuse, failure to follow the care and maintenance instructions; or as a result of any cause beyond our control (e.g. fire, flood, earthquake, other acts of nature, and acts of third parties outside of our control).
- Problems related to: improper finishing of all surfaces (front and back) and edges (top, bottom, and sides) of the door (See Finishing Instructions in Homeowners Manual); variation or unsatisfactory results in sheen or texture resulting from the field application of paint or any other finishing material.
- Failure to provide an adequate overhang (See Homeowners Manual for IWP Appropriate Exposures or consult your dealer if you have questions); damage caused by extreme temperature buildup where storm doors are present.
- Warp for any 3'6" wide by 8' 0" high by 1 3/4", or smaller door panel, which does not exceed 1/4" in the plane of the door panel itself; door panels wider and/or higher are not guaranteed for warp.
- Warp, bow, misalignment, splitting, or shrinking caused by the natural tendencies of the wood for any door manufactured with a wood species not part of IWP's standard offering.
- Slight expansion or contraction due to varying environmental conditions; panel movement (shrinkage) of 1/4" or less due to temperature and humidity, consult your "Homeowner's Manual" on how to work with this natural movement.
- Bow or misalignment in the frame or jamb in which the door panel is hung (if such is purchased from IWP unmachined and not prehung);
- Problems related to water and/or air infiltration due to improper assembly or installation; and structural integrity issues or problems caused by improper fitting of the hardware or sizing of the panel.
- Damage or poor product performance resulting from installation into a condition that exceeds product design standards and/or certified performance specifications and/or does not comply with applicable building codes.
- Hardware or inserts that are not provided by us, such as locksets, door handles, strikes, etc.
- Discoloration or rusting of decorative metal accent options, such as grilles, clavos, straps, etc.
- Cost for labor, installation or finishing of the replacement door or component (other than as stated 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.

#### **Important Legal Information**

**This Warranty 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 herein. 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 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.**

No distributor, dealer or representative of JELD-WEN has the authority to change, modify or expand this warranty.

This warranty extends to the original purchaser (original purchaser means the contractor/distributor/purchaser and the initial owner of the structure where the product is initially installed) and is not transferable. 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. Should state or provincial law preclude no transferability, then the warranty period is effective **five (5)** years from the date of initial purchase for door and **one (1)** year from the date of initial purchase for the factory pre-finish.

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