

Product Warranty

JELD-WEN®
Custom Door Slab and System Warranty
OUR WARRANTY TO YOU...

JELD-WEN® 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 Custom doors slabs and systems manufactured by us on or after **October 1, 2008** 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, refer to www.jeld-wen.com.

What This Warranty COVERS...

We warrant to the original owner¹ that JELD-WEN products will be free from defects in material or workmanship as identified below from the date of manufacture for the time periods described below.

Owner-Occupied Single-Family Residence Limited Warranty

Limited Lifetime Warranty on Custom Fiberglass Door Systems and Component Parts: We warrant our fiberglass 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 Custom Fiberglass Door Factory Prefinish: We warrant the factory prefinish on our fiberglass 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 per opening to the current owner.

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

One Year Limited Warranty on 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 per opening for an interior door and up to \$350.00 per opening for an exterior door to the current owner.

Commercial Limited Warranty (Other than Owner-Occupied Single-Family Residence)

Limited Five Year Warranty Custom Fiberglass Door Systems and Component Parts: We warrant our fiberglass door for **five (5)** years.

Warranty on Custom Fiberglass Factory Prefinish, Custom Wood Door Systems and Component Parts, and Custom Wood Door Factory Prefinish: Coverage is the same as for Owner-Occupied Single-Family Residences as listed above.

Transferability: This warranty is not transferable.

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:	jeldwenwarranty@jeld-wen.com

We can respond quickly and efficiently if you provide the following: a) date and location of purchase, or product identification from the tag on the top edge of the slab, 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).

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 begin to 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 product/component or ship a replacement product/component to the distributor or person making the warranty claim in the same condition of fitting or finishing as the product originally sold to the distributor. 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 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/province to state/province.

If the claimed nonconformity is warp of a door slab, we may defer repairing or replacing the door slab 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 slab adjusts to local humidity and temperature conditions. This deferral will not be counted against the warranty period.

What This Warranty Does Not Cover...

JELD-WEN manufactures and sells both individual door slabs and complete door systems. This warranty does not cover parts or components (e.g., locksets, handles, etc.) not sold by JELD-WEN to the original owner. See your distributor or dealer regarding the warranty on the entire door system and/or these other components.

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 cracks that are less than 1/32" in width and/or 2" in length; for knotty alder and juniper: 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 reasonable 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 slab and frame (See Finishing Instructions in the Homeowner's 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; damage caused by extreme temperature buildup where storm doors are present. For general guidelines, see our "Appropriate Protection for Exterior Doors" in our product literature or at www.jeld-wen.com/resources; for specific information pertaining to your structure, consult your contractor or other building professional.
- Warp for any 3'6" wide by 8' 0" high by 1 3/4", or smaller door slab, which does not exceed 1/4" in the plane of the door slab itself; door slabs 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 the standard Custom offering.
- Slight expansion or contraction due to varying environmental conditions; slab movement (shrinkage or swelling) of 1/4" or less due to temperature and humidity, consult the Homeowner's Manual on how to work with this natural movement.
- Bow or misalignment in the frame or jamb in which the door slab is hung (if such is purchased unmachined and not prehung).
- Problems related to water and/or air infiltration due to improper assembly or installation.
- Structural integrity issues or other problems caused by improper fitting of the hardware, improper sizing of the door slab, or other door entry system assembly problems.
- 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.; discoloration of wood sills provided by us.
- Cost for labor, removal or disposal of defective product(s), installation or finishing of the replacement door or component (other than as stated above).
- Incidental or consequential damage. Some states/provinces 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 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.

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

¹This warranty extends to the original owner (original owner means the contractor/dealer/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 manufacture for door slabs and systems and **one (1)** year from the date of manufacture for the factory pre-finish.

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