

**Product Warranty**

**JELD-WEN®**  
**Composite Garage Door Limited Warranty**  
**OUR WARRANTY TO YOU...**

JELD-WEN® Composite Garage Doors are built to perform reliably while enhancing a home's visual appeal. This warranty is effective for all composite garage doors 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 garage doors manufactured by us prior to this date. For additional information, including care and maintenance, installation and finishing instructions, see your dealer or refer to **www.jeld-wen.com**.

**What This Warranty COVERS**

We warrant to the original owner<sup>1</sup> that our composite garage doors will be free from defects in materials and workmanship for the periods described below.

**Owner-Occupied Single-Family Residence:**

We warrant your Traditional Series composite garage door sections **for as long as you own and occupy your home**. We warrant your Estate or Carriage House Series composite garage door sections for **five (5) years** from the date of initial purchase.

**Commercial (Other than Owner-Occupied Single-Family Residence):**

We warrant your Traditional, Estate, or Carriage House composite garage door sections for **five (5) years** from the date of initial purchase.

**Installation Hardware:**

We warrant installation hardware provided by JELD-WEN for **five (5) years** from the date of initial purchase. This applies to standard lift and low-headroom applications only (high-lift, roof pitch and vertical lift applications are excluded).

**Factory Prefinish:**

We warrant the factory-applied prefinish on our garage doors against peeling, checking, or cracking for **one (1) year** from the date of initial purchase. Should the factory prefinish be proven defective, we will at our option, replace or refinish the garage door sections or pay up to \$250.00 per garage door opening to the current owner. (Note: this coverage applies to factory-applied finish coat options only; standard factory-applied primer is not a finish coat.)

**Transferability:** This warranty is not transferable.

**How to Get Assistance**

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

Mail:	JELD-WEN Composite Garage Doors 300 E. 9th St. Dubuque, IA 52001
Phone:	1-800-606-7380
Fax:	563-583-0849

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 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 of receipt to the contact identified within three business days. We will investigate your claim and begin to take appropriate action within 30 days after receipt of notification. If it is determined that the 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 repair the door section (or other component) or ship a replacement to the dealer/distributor or person making the claim in the same specification as the original sold to the dealer/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 determine we are unable to provide replacement parts and repair is not practical or cannot be made timely, then we will refund the initial purchase price.

### What This Warranty Does Not Cover

JELD-WEN manufactures only the composite door sections; we sell both door sections and the related installation hardware. This warranty does not cover any components (e.g., electric openers, 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 cosmetic or superficial blemishes in the factory prefinish (e.g., chips or scratches), normal wear and tear to hardware, and naturally occurring changes to hardware finishes (e.g., corrosion or tarnishing).
- 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, exposure to corrosive fumes, 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 sections (See our finishing instructions); variation or unsatisfactory results in sheen or texture resulting from the field application of paint or any other finishing material.
- Warp not in excess of 1/8" across the height of a section and/or 3/8" along the length of a section when struts are installed; any amount of warp on sections installed without struts. Note: varying temperature and moisture conditions may cause minor swelling or shrinking of sections; this is not considered a defect provided it does not affect the normal operation of the door.
- Problems related to water and/or air infiltration due to improper assembly; installation errors or flaws in building design and construction; installation must be in strict conformance with the installation instructions provided by the manufacturer of the garage door system. (note: see [www.jeld-wen.com](http://www.jeld-wen.com) for current installation instructions).
- Structural integrity issues or problems caused by improper fitting of the hardware or improper sizing of the sections.
- 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, inserts, or components that are not provided by us, or JELD-WEN-supplied hardware installed into a high-lift, roof pitch or vertical lift application.
- Cost for labor, removal or disposal of defective product(s), installation or finishing of the replacement section or component.
- 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 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.

<sup>1</sup>This 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 restrictions on transferability, then the warranty period is effective **five (5)** years from the date of initial purchase.

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