

Product Warranty**JELD-WEN®**
Installation Components Warranty
OUR WARRANTY TO YOU...

This warranty is effective for installation components sold JELD-WEN® name, specifically JELD-WEN Sill Drain Mat, and JELD-WEN Adhesive Flashing Tape on or after **May 1, 2007** for use in the United States and Canada. For additional information, including product specifications and JELD-WEN installation instructions, contact us or refer to **www.jeld-wen.com**.

What This Warranty COVERS...

We warrant our installation components installed into an original structure for **ten (10)** years from the date of purchase and prompt installation to meet product specifications as set forth in the technical data sheet in effect at the time of manufacture. This warranty applies only when the components are used with JELD-WEN products and such products are installed in strict conformance with JELD-WEN's installation instructions (in effect at the time of purchase) and accepted industry standards.

How to Get Assistance...

If you have a problem with your JELD-WEN installation components, immediately upon discovery and in no case more than thirty (30) days after any defect or other basis of a potential claim is discovered or should have been discovered, contact the dealer/distributor from whom you purchased your product or contact us directly:

Mail:	JELD-WEN Customer Care Attn: Installation Components Warranty Claims P.O. Box 1329, Klamath Falls, OR 97601
Phone:	888-JWHelpU (888-594-3578)
Fax:	800-436-5954
E-mail:	jeldwenwarranty@jeld-wen.com

We can respond quickly and efficiently if you provide the following: a) product identification (from the original order/invoice, b) how to contact you, c) the address where the product can be inspected, d) a description of the apparent problem and the product (photographs are helpful), and e) a brief summary of attempts made to address the concerns.

What We Will Do...

Upon receiving your notification, we will send out an acknowledgement, within three business days. We will investigate your claim and will 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. If it is determined that there is a defect, we will re-supply the defective portion of the installation components. If we are unable to provide installation component materials, we will refund the purchase price of the defective portion of installation components. You are responsible for all other costs associated with or arising out of the repair or replacement.

What This Warranty Does NOT Cover...

JELD-WEN is not liable for:

- Problems due to misuse, or abuse (by negligence or willful misconduct), and failure to follow our installation instructions; or as a result of any cause beyond our reasonable control (e.g. fire, flood, earthquake, other acts of nature, vandalism and acts of third parties outside of our reasonable control).
- Problems related to water and/or air infiltration due to improper installation.
- Incompatibility of materials (e.g. solvent-based caulks should not be used).
- Exposure of the installation components in excess of time periods contained in our product specifications.
- Damage, claims 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. Note: JELD-WEN installation components must be used in a properly designed and constructed wall system designed to properly manage moisture. Determination of suitability of all building components (e.g. siding, sealants, JELD-WEN installation components, etc.) is the responsibility of the buyer/user, contractor/installer, architect, or other construction professional.
- Damage, claims or poor product performance resulting from deficiencies in building construction and maintenance.
- Cost for any labor, installation, or removal (including disposal) of the installation materials or other building components

- 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 JELD-WEN installation components. 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 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 guarantee gives you specific legal rights, and you may have other rights that vary from state to state.

No distributor, dealer or representative of JELD-WEN has the authority to change, modify or expand this warranty. The original purchaser of these installation components 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.

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