

Product Warranty

**JELD-WEN®
Premium Wood Door Slab and System Warranty
OUR WARRANTY TO YOU...**

JELD-WEN® Premium Wood Door slabs and systems are designed to create lasting value for your home. This warranty is effective for all Premium wood door 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, see your dealer or 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. Should a Premium wood door slab or system be deemed defective, we will, at our option, either repair or replace the defective product or components, or refund the purchase price.

Owner-Occupied Single-Family Residence Limited Warranty

Premium Wood Door Slabs: Our Premium wood door slabs will be free from defects in materials and workmanship for **five (5)** years from the date of initial purchase.

AuraLast® Protection for Door Slabs: Our AuraLast wood door slabs will be free from wood cellular structure failure (often referred to as "wood cellular breakdown") caused by decay and/or termites for **twenty (20)** years from the date of initial purchase. Warranty coverage outside Canada, the contiguous 48 states and Alaska is contingent upon approval from the JELD-WEN Customer Care Department. Please contact us.

Premium Wood Door Slab Factory Prefinish: We warrant the factory prefinish on our Premium wood door slabs for **one (1)** year from the date of initial purchase. Should the factory prefinish be proven defective, we will at our option refinish the door or pay up to \$100.00 to the current owner.

Door Frames: Our door frames will be free from defects in materials and workmanship for **one (1)** year from the date of initial purchase.

AuraLast® Protection for Door Frames: Our AuraLast door frame components will be free from wood cellular structure failure (often referred to as "wood cellular breakdown") caused by decay and/or termites **for as long as the original consumer owns the home** in which the AuraLast wood frames are originally installed. Warranty coverage outside Canada, the contiguous 48 states and Alaska is contingent upon approval from the JELD-WEN Customer Care Department. Please contact us.

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

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 Premium Wood Door, immediately upon discovery contact the distributor or dealer from whom you purchased our product or contact us directly:

Mail:	JELD-WEN Customer Service Attn: Premium Wood Door Warranty Claims P.O. Box 1329, Klamath Falls, OR 97601
Phone:	800-JELD-WEN (800-535-3936)
Fax:	800-436-5954
Email:	CustomerServiceAgents@jeld-wen.com

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 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 after 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 there is a defect, we will repair the product or ship product to the distributor or person making the claim in the same specification as the original product sold to the distributor. Should a door panel split through, we will ship a replacement door slab and pay reasonable costs incurred up to \$150.00 for finishing and hanging the door slab. 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.
- 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; 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 which does not exceed 1/4" in the plane of the door slab itself; any warp for a 3'6" wide by 8' 0" (1067 mm by 2450 mm) high or door slabs wider and/or higher are not guaranteed for warp.
- Bow or misalignment in the frame or jamb in which the door slab is hung (if such is purchased from JELD-WEN unmachined and not prehung).
- Wood cellular structure failure for wood components other than of AuraLast pine and any components (including pine) that come in direct contact with soil. Note: superficial mold/mildew does not indicate wood cellular structure failure.
- 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 door entry system.
- Structural integrity issues or other problems caused by improper fitting of the hardware or improper sizing of the 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.
- 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 as applicable up to **five (5)** years from the date of initial purchase.