

**Product Warranty****JELD-WEN®**  
**VINYL Window & Patio Door Warranty**  
**OUR WARRANTY TO YOU...**

JELD-WEN® products\* are designed to create lasting value for your home. This warranty is effective for all JELD-WEN vinyl products manufactured on or after **January 1, 2004** for use in the United States. Any previous warranties will continue to apply to products manufactured by JELD-WEN prior to this date. For additional information, including care, maintenance, and installation instructions, refer to [www.jeld-wen.com](http://www.jeld-wen.com).

**What This Warranty COVERS...****Owner-Occupied Single-Family Residences****Lifetime Warranty**

Each JELD-WEN product will be free from defects in materials or workmanship to the original owner of the owner-occupied single-family residence in which they are initially installed **for as long as you own and occupy your residence**. This warranty includes free replacement parts and any skilled labor necessary to replace components of the window or door.

**TRANSFERABILITY:** The Owner-Occupied Single-Family Residence Warranty is transferable as follows. In the event you sell your residence or it becomes occupied by other than the original owner, the warranty is **ten (10)** years from the initial installation date.

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

Each JELD-WEN product will be free from defects in material or workmanship for a period of **ten (10)** years from the date of initial installation. This warranty includes free replacement parts and any skilled labor if necessary to replace components of the window or door.

**Special Coverages****(Applies to both owner-occupied and commercial)**

High-impact laminated glass and special glazings (glass options not listed in our product literature, e.g. leaded or decorative glass) will be free from defects in materials or workmanship for **five (5)** years from initial installation date. This warranty includes free replacement parts and any skilled labor necessary to replace components of the window or door.

**How to Get Assistance...**

If you have a problem with your JELD-WEN product, contact the dealer/distributor or contractor from whom you purchased your product or contact us directly:

Mail: JELD-WEN Customer Care  
Attn: Vinyl 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](mailto:jeldwenwarranty@jeld-wen.com)

We can respond quickly and efficiently if you provide the following: a) Note the JELD-WEN product you purchased and the window identification number (found on corner of glass), 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. We will investigate your claim and will take 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. Because manufacturing materials and techniques can change, replacement part(s) may not be an aesthetic match to the original. If we are unable to provide replacement parts and repair is not practicable 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.

### What This Warranty Does Not Cover...

JELD-WEN is not liable for:

- Normal wear and tear; and natural weathering of surfaces and/or hardware finishes (e.g. corrosion).
- Glass breakage; failure due to misuse or abuse; and damage caused by failure to provide maintenance, by alteration or modification to the window (e.g. customer applied tints or films, paint finishes, security systems), or as a result of any cause beyond the control of JELD-WEN (e.g. fire, flood, earthquake, other acts of nature).
- Improper installation not in conformance with JELD-WEN installation instructions; problems related to water and/or air infiltration/leaking as a result of improper installation or flaws in building design or construction.
- Damage or poor product performance resulting from installation into a condition that exceeds product design standards and/or certified performance specifications and/or is not in compliance with building codes.
- Condensation (Note: unless due to insulating glass failure, most condensation problems are related to excessive humidity levels in a structure. Contact a heating/air conditioning specialist for help).
- Labor and materials for repainting or refinishing activities.
- 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 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.**

\* "JELD-WEN products" shall refer to products manufactured in the United States and marketed under the JELD-WEN brand name for use in the United States.

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

©2004, JELD-WEN, inc. | JELD-WEN and Summit are registered trademarks of JELD-WEN, inc., OREGON, USA.