

**Product Warranty**

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

JELD-WEN® products<sup>1</sup> 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, 2008** for use in the United States<sup>2</sup>. 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...**

We warrant 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 Residences Limited Lifetime Warranty**

We warrant our products 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** (except as indicated under Special Coverages below). This warranty includes **free** replacement parts and any skilled labor<sup>3</sup> (where deemed necessary by us) to repair or replace components of the window or patio 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 date of manufacture. Skilled labor<sup>3</sup> (where deemed necessary by us) to repair or replace any component is provided for **two (2)** years from the date of manufacture.

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

We warrant our products to be free from defects in material or workmanship for a period of **ten (10)** years (except as indicated under Special Coverages below) from the date of manufacture. This warranty includes **free** replacement parts to replace components of the window or patio door. Skilled labor<sup>3</sup> (where deemed necessary by us) to repair or replace any component is provided for **two (2)** years from the date of manufacture.

**Transferability:** The Commercial warranty is transferable as follows. In the event you sell the building, this warranty is transferable to subsequent owners.

**Special Coverages (Applies to both Owner-Occupied and Commercial)**

The following components will be free from defects in material or workmanship from the date of manufacture. This warranty includes **free** replacement parts and any skilled labor<sup>3</sup> necessary to replace components of the window or door.

**ImpactGard® Glass:** We warrant each ImpactGard glass unit for **ten (10)** years.

**Special Glazings** (including laminate glass units other than ImpactGard): We warrant special glazings (including glass options not listed in our product literature, e.g., leaded or decorative glass) for **five (5)** years.

**Spontaneous Glass Breakage:** We warrant sealed glass units installed in windows and patio doors (excluding laminated glass, and special glazings) for spontaneous breakage for **one (1)** year (to include free replacement glass and skilled labor<sup>3</sup> necessary to replace the glass for **one (1)** year). Spontaneous breakage occurs when the glass develops a crack without sign of impact.

**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) product identification (from the original order/invoice, spacer code, permanent label, or the window identification number found on corner of glass), 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. We will investigate your claim and will begin to 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. 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 practicable or cannot be made timely, then we will refund the unit/component 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; natural weathering of surfaces.
- Normal wear and tear to hardware and naturally occurring changes to hardware finishes (e.g., corrosion or tarnishing).
- Damage caused by chemicals (e.g. brick wash) or a harsh environment (e.g., salt spray or airborne pollutants).
- Product failure due to misuse or abuse; 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, and acts of third parties outside of our control).
- Glass breakage (except spontaneous breakage as covered above).
- Slight imperfections or wavy distortions in the glass that don't impair structural integrity. Note: wavy distortions in the glass (e.g. related to laminate interlayer or heat strengthening of glass) are not considered a defect. Slight color variations in glass are not considered a defect.
- Improper installation not in conformance with JELD-WEN installation instructions (note: see [www.jeld-wen.com](http://www.jeld-wen.com) for current installation instructions); operational problems and 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.
- Damage caused by extreme artificial temperature buildup or exposure (e.g., where storm doors/windows are present).
- Product or component performance decline due to aging, inert gas dissipation, natural processes or failure to provide proper maintenance. Note: Other than inert gas loss due to seal failure, the migration of an inert gas, such as argon, is a natural process that occurs over time and is not a defect.
- Screen damage due to normal wear and tear, misuse, abuse, or insect or animal activity.
- Condensation or damage as a result of 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 or the removal or disposal of defective product(s); labor exceeding the time periods specified above.
- 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.**

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.

<sup>1</sup> "JELD-WEN products" shall refer to vinyl window and patio door products manufactured in the United States and marketed under the JELD-WEN brand name for use in the United States.

<sup>2</sup> For warranty claims related to vinyl products manufactured in the United States and installed in Canada, please call (888)-JWHELPU for assistance.

<sup>3</sup> "Skilled labor" refers to tasks where specialized technical knowledge, experience, methods or tools are required to properly identify, diagnose and/or correct product-related problems.