

**Product Warranty**

**JELD-WEN®**  
**Norco® Premium Collection**  
**WOOD or METAL CLAD WOOD Window & Patio Door Warranty**  
**OUR WARRANTY TO YOU...**

JELD-WEN® Premium products (as noted in this warranty shall refer to window and patio door products marketed under the "JELD-WEN Norco® Premium Collection") are designed to create lasting value for your home. This warranty is effective for all Norco Premium Collection wood or metal clad wood products manufactured by us on or after **June 1, 2004** for use in the United States and Canada. Any previous warranties will continue to apply to products manufactured by us 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 your products as identified below will be free from defects in material or workmanship from the date of initial installation for the time periods described below. This warranty includes **free** replacement parts to replace components of the window or door. Skilled labor (where deemed necessary by us) to replace the insulating glass unit or component is provided for **two (2)** years (unless specified otherwise).

**Twenty Years for Window & Patio Door Products (insulating glass, metal clad and wood parts, and hardware unless specified otherwise):** We warrant your window, patio door and component parts (e.g. exterior casing provided by JELD-WEN) thereof for **twenty (20)** years. This includes coverage for **twenty (20)** years for wood cellular level breakdown (often referred to as "wood cellular structure failure" or "fungal infestation") caused by decay and/or termites in JELD-WEN manufactured **pine** wood products. Warranty coverage outside the contiguous 48 states and Alaska is contingent upon approval from the JELD-WEN Warranty Department. Please contact us.

**Ten Year Clad Finish:** The "clad finish" on each metal clad window or patio door manufactured by us to be free from defects for **ten (10)** years in that, under normal atmospheric conditions, the clad finish will not peel, check, crack, or change color. The term "clad finish" means the painted finish on metal cladding. Clad products installed within one mile of a salt-water source (or other corrosive environment) require additional and specific maintenance requirements. Refer to our full care and maintenance instructions.

**Special Coverages**

**Laminated Glass/Hurricane Glass/Special Glazings:** We warrant laminated glass, hurricane (impact) glass and special glazings (glass options not listed in our product literature) for **five (5)** years.

**Electric Operators:** We warrant electric operators provided by us for **one (1)** year (to include free replacement parts and skilled labor necessary to replace the operator for **one (1)** year).

**Transferability:** In the event you sell your residence/building, this warranty is transferable to subsequent owners.

**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: Wood/Metal Clad 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.
- Naturally occurring corrosion or tarnishing of hardware finishes; damage to metal surfaces caused by chemicals (e.g. brick wash) or a harsh environment (e.g. salt spray or airborne pollutants).
- Glass breakage; failure due to misuse or abuse; and damage caused by failure to properly finish and 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).
- Slight imperfections or wavy distortions in the glass that don't impair structural integrity.
- 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.
- Condensation or damage as a result of condensation (Note: 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).
- Wood cellular structure failure for wood components other than of pine species and any components (including pine) that come in direct contact with soil. Note: superficial mold/mildew does not indicate wood cellular structure failure.
- 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.

Note: Variance in color or texture of natural wood parts is not considered a defect. Some "chalking" and "fading" of the clad finish are not considered defects. Fading or color changes may not be uniform if clad surfaces are not equally exposed to the sun and elements.

#### 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.

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