

**Product Warranty****WINDOWMASTER™ Products by JELD-WEN®**  
**Aluminum Window & Patio Door Warranty**  
**OUR WARRANTY TO YOU...**

Windowmaster™ products by JELD-WEN® products\* are designed to create lasting value for your home. This warranty is effective for all Windowmaster by JELD-WEN® aluminum products manufactured on or after **June 1, 2007**. 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, see [www.jeld-wen.com](http://www.jeld-wen.com).

**What This Warranty COVERS...****Owner-Occupied Single-Family Residences****Ten Year Limited Warranty**

Each JELD-WEN product will be free from defects in material or workmanship for a period of **ten** years from the date of initial purchase from your dealer. This warranty includes free replacement parts to replace components of the window or door. Skilled labor (where deemed necessary by us) to repair or replace any component is provided for **one** year from the date of initial purchase.

**Special Coverages****(Applies to owner-occupied single-family residences)**

The following components will be free from defects in material or workmanship from the date of initial installation as described below. If any product or component provided by us is found to be defective, we will provide free replacement parts to replace components of the window or door. Skilled labor (where deemed necessary by us) to repair or replace any component is provided for **one** year from the date of initial installation.

**Special Glazings** (including laminate glass units other than ImpactGard™): We warrant special glazings (glass options not listed in our product literature) for **five** years from the date of initial installation.

**Spontaneous Glass Breakage:** Sealed glass units installed in windows (excluding laminated glass, door system glazing, and special glazings) will be free from spontaneous breakage for **one** year. Spontaneous breakage occurs when the glass develops a crack without sign of impact.

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

Each JELD-WEN product (including Special Glazings) specific for commercial applications will be free from defects in material or workmanship for a period of **two** years from the date of initial purchase. This warranty includes free replacement parts to replace components of the window or door. Skilled labor (where deemed necessary by us) to repair or replace any component is provided for **one** year from the date of initial purchase. Spontaneous glass breakage is covered as noted above.

**How to Get Assistance...**

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

Mail: JELD-WEN Customer Care  
Attn: Warranty Claims (Windowmaster Aluminum)  
P.O. Box 1329, Klamath Falls, OR 97601  
Phone: 866-891-0696  
Fax: 800-436-5954  
Email: [jeldwenwarranty@jeld-wen.com](mailto:jeldwenwarranty@jeld-wen.com)

We can respond quickly and efficiently if you provide the following: a) how to contact you, b) the address of where the product can be inspected, and c) 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 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, then we 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 or corrosion of surfaces.
- Naturally occurring corrosion or tarnishing of hardware finishes; damage to surfaces or hardware 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 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. Note: wavy distortions in the glass (e.g. related to laminate interlayer or heat strengthening of 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 temperature buildup where storm doors/windows are present.
- 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).
- 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. This warranty extends to the original purchaser (original purchaser means the contractor/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 **five** years from the date of initial purchase for owner occupied single-family residences and **two** years for commercial applications.

\*As used herein, "JELD-WEN products" shall refer to aluminum window and patio door products manufactured in the United States and marketed under the Windowmaster™ by JELD-WEN brand name for use in the United States and Canada. See our separate warranty for JELD-WEN® Aluminum Window and Patio Door products.

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**Product Warranty****Windowmaster Products by JELD-WEN®**  
**Vinyl Window & Patio Door Lifetime Warranty**  
**OUR WARRANTY TO YOU...**

Windowmaster products are designed to create lasting value for your home. This warranty is effective for all Windowmaster vinyl products manufactured on or after **August 1, 2005** for use in the United States. Any previous warranties will continue to apply to products manufactured by Windowmaster Products prior to this date. For additional information, please contact us at 800/JELD-WEN.

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

Each Windowmaster 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 years** from the initial installation date.

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

Each Windowmaster product will be free from defects in material or workmanship for a period of **ten 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 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 Windowmaster product, contact the dealer/distributor or contractor from whom you purchased the product or contact us directly:

Mail: Windowmaster/JELD-WEN  
Attention: Warranty Claims (Vinyl)  
PO Box 1329, Klamath Falls, OR 97601  
Fax: 541-850-2617  
Email: jeldwenwarranty@jeld-wen.com  
Phone: 866-891-0696

We can respond quickly and efficiently if you provide the following: a) how to contact you, b) the address of where the product can be inspected, and c) a description of the problem and the product (photographs are helpful).

**What We Will Do...**

Upon receiving your notification, Windowmaster/JELD-WEN will send out an acknowledgement within three business days. Windowmaster/JELD-WEN 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 warranty, Windowmaster/JELD-WEN 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 Windowmaster/JELD-WEN is unable to provide replacement and repair is not practicable or cannot be made timely, then Windowmaster/JELD-WEN 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...

Windowmaster/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 Windowmaster/JELD-WEN (e.g. fire, flood, earthquake, other acts of nature).
- Improper installation not in conformance with our manufacturers installation instructions; problems related to water and/or air infiltration/leaking as a result of improper installation or flaws in building design or construction.
- Slight imperfections or wavy distortions in the glass that don't impair structural integrity.
- 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 Windowmaster/JELD-WEN's maximum liability for its products. Windowmaster/JELD-WEN 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. Windowmaster/JELD-WEN makes 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. No distributor, dealer or representative of Windowmaster/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.**