

# JELD-WEN® WINDOWS & DOORS

## Exterior Door Slab and System Warranty

### OUR WARRANTY TO YOU...

JELD-WEN® Exterior Door slabs and systems are designed to create lasting value for your home. This warranty is effective for exterior door slabs and systems manufactured by JELD-WEN on or after **October 1, 2009** for use in the United States and Canada. Separate warranties apply for our Custom door collections. Any previous warranties will continue to apply to door products manufactured by JELD-WEN prior to this date. For additional information, including care and maintenance, information, refer to [www.jeld-wen.com](http://www.jeld-wen.com).

#### WHAT THIS WARRANTY COVERS

We warrant to the original owner<sup>1</sup> if your JELD-WEN Product exhibits a defect in material or workmanship within the time periods from the date of purchase as specified below, we will, at our option, repair, replace or refund the purchase price of the Product or component part.

#### Owner-Occupied Single-Family Residence Limited Warranty

**Steel Door Slabs and Flush Glazed Door Slabs:** Our steel door slabs will not warp, rust, crack, or buckle for **ten (10)** years from the date of purchase.

**Architectural and Design-Pro Fiberglass Door Slabs:** We warrant our Architectural and Design-Pro fiberglass door slabs **for as long as the original consumer owns the home**. If our product is proven defective in the first twenty-five (25) years, we will at our option either repair or replace the defective system or component. If our product is found to be defective after the first twenty-five (25) years, we will offer for purchase a replacement door system or component for 40% off the current JELD-WEN list price.

**Smooth-Pro Fiberglass Door Slabs:** Our fiberglass door slabs will not dent, warp, rot, crack, or buckle for **twenty-five (25)** years from the date of initial installation.

**FiberLast™ Fiberglass Door Slabs:** Our fiberglass door slabs will not warp, rot, crack, or buckle for **twenty (20)** years from the date of initial installation.

**Door Frames:** Our door frames will be free from defects in materials and workmanship for **one (1)** year from the date of 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 Five Year Limited Warranty (Other than Owner-Occupied Single-Family Residence)

**Steel Door Slabs and Flush Glazed Door Slabs:** Our steel door slabs will not warp, rust, crack, or buckle for **five (5)** years from the date of purchase.

**Architectural, Design-Pro, Smooth-Pro and FiberLast Fiberglass Door Slabs:** Our fiberglass door panels will not dent, warp, rot, crack, or buckle for **five (5)** years from the date of purchase.

**Door Frames and AuraLast Protection for Door Frames:** 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 Exterior Door panel, immediately upon discovery, contact the distributor or dealer from whom you purchased our product or contact us directly:

Mail: JELD-WEN Customer Service  
Attn: Exterior 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](mailto: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 where the product can be inspected, and d) a description of the apparent problem and the product (photographs are helpful).

Product Purchase Date: \_\_\_\_\_

Order Number: \_\_\_\_\_

RELIABILITY *for real life*®



## HOW TO GET ASSISTANCE - CONTINUED

### What We Will Do

Upon receiving your notification, we will send out an acknowledgement within three business days to the contact, which you have provided. We will investigate your claim and will begin to take appropriate action within 30 days after receipt of notification. If it is determined that the 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 we determine that there is in fact a defect we will repair the product, ship a replacement product to the distributor or person making the claim in the same specification as the original product sold to the distributor, or refund the original purchase price paid to us. Replacement components/products are warranted for the balance of the original product warranty or 90 days, whichever is longer. This warranty gives you specific legal rights, and you may have other rights that vary from state/province to state/province.

## 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, and natural weathering of surfaces, including normal wear and tear of weatherstrip.
- Problems due to misuse or 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 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, or field finishing the door slab with high gloss or dark colors.
- Warp not exceeding 1/4" in the plane of the door panel, bow or misalignment in the door frame in which the door panel is hung.
- 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](http://www.jeld-wen.com/resources); for specific information pertaining to your structure, consult your contractor or other building professional.
- 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, improper sizing of the door 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.
- 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.

This 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.