CUSTOM

WOOD WINDOWS AND PATIO DOORS

Casement | Awning | Double-Hung | Gliding
Fixed, Radius & Geometric | Clad Entry Door Systems | Patio Doors

RELIABILITY for real life®
When you want windows and doors that offer extraordinary artistry and consistent reliability, select JELD-WEN® Custom windows and doors. Each one is sure to beautifully enhance the luxury of your home.
With the right details, a house becomes an extraordinary home.
ENVIRONMENTALLY FRIENDLY ASPECTS
Auralast® — JELD-WEN’s proprietary, water-based, vacuum-pressure process* — protects the environment as well as the product. The process produces 96% fewer volatile organic compounds (VOCs) than the solvent-based dip-treat process used by other manufacturers.

Auralast wood provides virtually 100% penetration of the protective ingredients from the surface to the core. This means nail and screw holes or trimming and sanding cannot compromise the integrity of Auralast wood.

Other manufacturers use dip-treated wood which has only surface protection. This means the treatment’s effectiveness will be compromised when the surface is broken during installation.

PROTECTS AGAINST WOOD DECAY
Auralast wood windows and patio doors, wood doors, frames and components maintain their structural integrity even in the harshest weather and toughest climates.

PROTECTS AGAINST WATER SATURATION
Auralast wood offers superior water repellence, which helps protect against swelling, preventing the window or door from sticking.

PROTECTS AGAINST TERMITE INFESTATION
Harmful termites will eat through unprotected wood—not so with Auralast wood.

Visit jeld-wen.com/auralast for more information.
JELD-WEN holds SFI Chain of Custody certification at many of our manufacturing locations. SFI’s land stewardship philosophy integrates the perpetual growth and harvesting of trees with wildlife, plant, soil, water and air quality protection.

To learn more about our commitment to our environment visit jeld-wen.com/environmental.
Our Custom windows and doors come in a variety of designs, including those you create yourself. The following pages contain choices to inspire.

The only limitation is your imagination.
7 INTERIOR WOOD OPTIONS
(CUSTOM WOOD SPECIES ALSO AVAILABLE)
Full list on page 15

PREFINISHED PINE INTERIORS
3. Natural Choice  7. Cherry  10. Walnut

Colors shown may not match final finish.

WIRE BRUSHING & OTHER CUSTOM FINISHES AVAILABLE

INTERIOR TRIM

WM316  WM346  WM356  WM366  WM445
EXTERIOR

4 EXTERIOR WOOD OPTIONS
Full list on page 15

WOOD EXTERIOR TRIM
- Adams
- Flat
- Brickmould
- Backband

ALUMINUM EXTERIOR TRIM
- Adams
- Flat
- Brickmould
- Manchester

41 EXTERIOR CLAD COLORS
(Custom color match available)
With 70% Kynar 500® finish
Full list on pages 16 — 21
WOOD SPECIES AVAILABILITY:

1 Interior Wood Species
2 Exterior Wood Species

We also offer many other types of wood species. Check with your sales associate to see what exotic species we can offer to fulfill your project design needs.
Attention to every detail. Accents that reflect your personality. These are qualities inherent to all things custom. JELD-WEN® Custom windows and doors are no exception. With our color matching capabilities we are able to make crafted pieces of art that reflect you. So let us match up a paint chip, a photograph, or a favorite work of art to bring your dream color into the light of day.

The only question is...

...What inspires your color palette?
41 STANDARD COLORS OR CHOOSE YOUR OWN

CUSTOM COLOR INSPIRED BY TUSCAN VILLA

Standard Colors
- Brilliant White
- Bone White
- White
- French Vanilla
- Cambridge White

CUSTOM COLOR INSPIRED BY MIDWESTERN PRAIRIE

Standard Colors
- Sea Foam
- Hunter Green
- Teal
- Ivy
- Clover Mist
- Dark Ivy
- Hartford Green
Standard Colors

- Rosewood
- Garnet
- Redwood
- Scarlet Haze
- Mesa Red

CUSTOM COLOR INSPIRED BY BRASADA RANCH® BARN

CUSTOM COLOR INSPIRED BY CRATER LAKE NATIONAL PARK

Standard Colors

- Capri Blue
- Hudson Blue
- Wedgewood
- Mosaic Green
- Cascade
- Deep Summer
- Liberty Blue
CUSTOM COLOR INSPIRED BY SANDY BEACH

CUSTOM COLOR INSPIRED BY SEDONA JUNIPER

Standard Colors

Ivory
Heirloom White
Mocha Cream
Pueblo Tan
Haverstraw

Standard Colors

Desert Sand
Smoke
Champagne
Buckskin
Dark Buckskin
Sage Brown
Dark Chocolate
Our metal clad color finishes will stay truer and brighter than other finish options. This is because they feature a commercial-grade 70% Kynar 500® resin system that resists fading and chalking. It's so strong it even outperforms silicone polyester, urethane, powder and acrylic coatings. What's more, our warranty guarantees that the finish won't chalk or fade for 20 years, even in coastal environments.*

*Windows and patio doors with metal-clad exteriors installed within one mile of a saltwater source (or other corrosive environment) have specific maintenance requirements. To review our warranty and full care and maintenance instructions, visit jeld-wen.com/resources.

Actual colors may vary from the samples displayed. Please visit your JELD-WEN dealer for actual samples.
Enjoy a dynamic look with our copper cladding. Copper is a living finish that changes in appearance over time (color will vary based on interaction with atmospheric elements). The look of these windows will age to a rustic charm that only copper can offer. If you prefer it to look aged without the wait, we offer Speckled Patina and Hand-Rubbed Patina. If you prefer the sheen of our Bright Copper and want it to last, proper cleaning will keep it looking new for years to come.

Copper is available on the window sash component or patio door panel only, so you can select a contrasting or complementary metal clad color for the frame or choose the natural look of a wood frame.
Custom Wood casement windows with copper cladding that has aged to a rich green patina.
SIMULATED DIVIDED LITES (SDL)
For the most authentic divided lite appearance, select our SDL option. It includes detailed interior wood bars, metal bars placed between the panes of insulating glass, and exterior metal bars that are permanently adhered to the exterior glass. Bars are available in five widths: 5/8", 7/8", 1-1/8", 1-3/8" and 2-5/16"; and two profiles: bead and putty (putty available in 5/8", 7/8" and 1-1/8", or 1" copper only). Exterior metal bars come in our 41 clad colors or your custom color; or you may choose primed metal bars, which may be painted any color you choose (available for windows and patio doors with wood exteriors only).

PRECISE SIMULATED DIVIDED LITES (PDL)
This option features wood exterior bars, wood interior bars and an internal metal shadow bar. Both interior and exterior bars are designed with identical widths and are permanently adhered to the glass. Muntin bars are available in 3/4" and 1-1/2" sizes. PDLs are designed for wood exteriors only.

GRILLES BETWEEN THE GLASS (GBG)
Enjoy increased visual appeal and decreased maintenance with our grilles between the glass, which consist of a spacer bar placed between the panes of insulating glass. We offer 23/32" flat grilles, as well as 5/8" and 1" contour grilles. Our contour grilles are available with two-tone coloring (Brilliant White inside and Desert Sand outside or vice versa).

FULL-SURROUND WOOD GRILLES (FS)
Our full-surround wood grilles are a convenient way to achieve the look of divided lites. These grilles are positioned on the interior glass and can be removed for easy cleaning. They’re available with 7/8", 1-1/8" or 1-3/8" grilles.
Little touches can be profoundly transformative.

This is why JELD-WEN® offers a range of hardware and hardware finishes for our Custom Wood windows and patio doors. We know a Victorian house feels all the more ornate with brass fixtures. And the shine of polished chrome adds a contemporary edge to traditional architecture. Our selection ensures you can make the statement you want down to the last detail.
# HARDWARE OVERVIEW

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<th>GLIDING PATIO DOOR</th>
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<td>Traditional</td>
<td>Contemporary</td>
<td>Rustic</td>
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<td>Desert Sand</td>
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</tbody>
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"Oil-Rubbed Bronze will change in appearance over time. Actual colors may vary from the samples displayed.

†Available with optional PVD finish for increased resistance to wear and discoloration."
Add a distinctive touch to our Custom Wood windows and patio doors with textured, tinted and decorative glass. We offer a range of options as shown above; however, more options become available all the time, so please ask your JELD-WEN dealer for more details.
DECORATIVE GLASS

Craftsman  Classic  Contemporary  Estate  Custom Design
Inspired by Vineyard
LOE®-366 INSULATING GLASS WITH ARGON

Our standard high-performance LOE®-366 glass with insulating argon gas fill lowers energy costs, helps homes stay cooler in the summer and warmer in the winter. LOE®-366 greatly reduces fading of interior furnishings, and reduces condensation. It also delivers greater visible light transmittance than tinted glass.

Many JELD-WEN® windows and patio doors with LOE®-366 and argon fill or Low-E glass are also ENERGY STAR® qualified, which means they exceed the minimum energy efficiency criteria for the climate region you live in (by as much as 45%). For complete information please visit jeld-wen.com/energyefficiency.

In warm weather, LOE®-366 glass reflects the sun’s energy and reduces heat gain in the home. In cold weather, LOE®-366 glass reduces the amount of heat lost by reflecting it back inside.

PRESERVE PROTECTIVE FILM

Preserve film comes standard on our Custom Wood window and patio door glass. It is factory-applied to both the interior and exterior surfaces of the glass. This means the glass surfaces will be reliably protected from debris and scratches that can occur during shipping and handling or at a construction site. Also you won’t need to spend extra time cleaning your new windows. What’s more, it’s easy to remove. Preserve film is not available with impact-resistant glass or single pane units. For more information, visit jeld-wen.com/preserve.

NEAT® GLASS

With this glass option you gain natural cleaning convenience. By harnessing the sun’s UV rays (even when the sky is cloudy) to loosen dirt from the glass, rainwater can easily rinse away grime. No manual activation is required. For more information, visit jeld-wen.com/neatglass.
IMPACT RESISTANT GLASS
This glass stands up to strong impacts from wind-borne debris as well as harsh coastal conditions. In fact, it features the industry’s leading laminated glass technology that can withstand a nine-pound piece of lumber striking it head-on at approximately 34 miles per hour. It also reduces sound transmission, blocks up to 95% of harmful UV rays, enhances home security and comes with a 10-year limited warranty. For more information, visit jeld-wen.com/impactgard.

IMPACT-RESISTANCE
During a severe storm, a broken window can affect a home’s structural integrity (see illustrations). Windows and patio doors with ImpactGard protection are designed to resist impacts so even if the glass cracks, the fragments will adhere to the interlayer, so the glass shards remain within the frame. ImpactGard protection also meets the nation’s toughest building codes. These codes specify that windows and patio doors must withstand a nine-pound 2x4 traveling at 50 feet per second (34 miles per hour).

DECREASED SOUND TRANSMISSION
Unwanted outdoor noise is noticeably dampened with ImpactGard glass. To compare, a single pane of glass generally has an STC rating around 27, a typical insulating glass unit has an improved STC rating of 31, and a laminated insulated glass unit can achieve an STC rating up to 35. The higher the STC rating, the better the sound dampening effects.

FORCED-ENTRY RESISTANCE
Windows with ImpactGard® glass are different from windows with annealed or tempered glass. If ImpactGard glass is broken, the vinyl interlayer remains in the frame, with glass fragments adhering to the interlayer. This provides a strong barrier against forced entry. This glass meets rigorous industry codes, including the American Society of Testing Materials standard for preventing forced entry (ASTM F1233) and the burglary resistant guidelines issued by Underwriters Laboratories (UL972).
For greater beauty and design consistency, select optional wood insect screen frames for casement, horizontal gliding, double-hung and awning windows. They’re available in our four interior wood species. The mesh consists of durable Charcoal fiberglass screen cloth that resists dents.

**PHANTOM SCREENS® TECHNOLOGY**
Available to match interior wood species

Our windows are available with Phantom Screens Technology. This feature includes convenient, retractable insect screens that fully reveal beautiful exterior views. They’re made to be durable, secure and easy to use, and they’ll integrate seamlessly with the rest of the window. In fact, they’re available in our four interior wood species. Screens for double-hung windows also have a removable track that allows sash to tilt in for easy cleaning. For more information, visit jeld-wen.com/phantomscreens.

1. Integrated design creates a seamless look
2. Fully retractable for a clear view
3. Removable tracks allow sash to tilt in for easy cleaning on double-hung windows

**WOOD FRAME SCREENS**

For greater beauty and design consistency, select optional wood insect screen frames for casement, horizontal gliding, double-hung and awning windows. They’re available in our four interior wood species. The mesh consists of durable Charcoal fiberglass screen cloth that resists dents.
* Insect screens are intended to allow air and light in, while keeping insects out. They are not intended to stop children from falling through an open door or window. For safety screens and other security devices, contact your local building supply retailer.

**ULTRAVUE™ SCREENS**

Please note: The below images are for illustration purposes only.

These screens are designed to keep more insects outside, while letting more natural light inside. They feature fine, black fiberglass mesh with a light gloss finish. UltraVue insect screens are now standard for awning, casement, double-hung and horizontal gliding windows.

**ALUMINUM FRAME SCREENS**

Combine your window with one of the three standard aluminum screen colors or select optional color match to get your aluminum screen in the same color as any of our 41 aluminum colors. Custom color matching is also available.
JELD-WEN® windows and patio doors have earned Hallmark certification from the Window and Door Manufacturers Association (WDMA), which is considered a mark of excellence among architects, contractors and other specifiers. It is accepted industry-wide.
CASEMENT WINDOWS

These stylish windows lend a sense of elegance to any home, and they deliver the most unobstructed viewing areas, structural integrity and ventilation of any operating window. Each one is hinged so the sash opens outward, to the right or left, in a swinging motion. For an especially charming appearance, select our French casement windows, which feature two sash that open outward without a center mullion and provide a clear opening.

We also offer push-out casement windows that operate simply with friction hinges and have a particularly clean look.
NESTING FOLDING HANDLE
Stylishly recessed, this hardware allows for hassle-free movement of window treatments

SINGLE ACTION UNISON LOCK
One lever operates two locking mechanisms for ease of operation and increased security.

AVAILABLE HARDWARE FINISHES FOR ALL CASEMENT WINDOWS*

- Oil-Rubbed Bronze***
- Antique Brass
- Polished Brass
- Brushed Chrome
- Polished Chrome
- Powder-Coat White
- Chestnut Bronze
- Desert Sand
- Powder-Coat Black
- Satin Nickel†

*Finishes may appear different due to variations in printing
†Available with optional PVD finish for increased resistance to wear and discoloration.

**Oil-Rubbed Bronze will change in appearance over time
**PUSH-OUT CASEMENTS**

**SWINGING SCREEN**
Historically detailed swinging screen matches wood and hardware finishes

**PUSH-OUT HANDLE**
Simple and secure, this handle is reminiscent of old-world charm but with the added benefits of modern security

**STAY BAR**
Stay bar holds sash open in windy conditions and is reminiscent of Old World architectural detail

**HIDDEN MAGNETIC CLOSURES**
For a clean, unobstructed look
AWNING WINDOWS

These versatile windows are compatible with a variety of architectural styles. They’re hinged at the top and open out from the bottom in an upward swing.

NESTING FOLDING HANDLE OR PUSH-OUT HANDLE AVAILABLE

Our stylishly recessed nesting folding handle allows for hassle-free movement of window treatments while our simple and secure push-out handle is reminiscent of old-world charm but with the added benefits of modern security.

AVAILABE HARDWARE FINISHES FOR ALL AWNING WINDOWS*

- Oil-Rubbed Bronze**
- Antique Brass
- Polished Brass
- Brushed Chrome
- Polished Chrome
- Powder-Coat White
- Chestnut Bronze
- Desert Sand
- Powder-Coat Black
- Satin Nickel†

*Finishes may appear different due to variations in printing  **Oil-Rubbed Bronze will change in appearance over time †Available with optional PVD finish for increased resistance to wear and discoloration.
DOUBLE-HUNG WINDOWS

No other windows convey the sense of traditional American design like our double-hung windows. They feature an upper and lower sash that slide vertically past each other in a single frame. The sash also tilt in for convenient cleaning. In addition, we offer double-hung sash replacement windows, which allow for easy installation.

We also offer large-scale Epic® series double-hung windows (shown below). They’re ideal for either new projects or historic renovations, feature extruded sash components, and can be incorporated into new or existing rough openings that are up to 5’6” wide and 8’6” tall or up to 4’6” wide and 10’6” tall, respectively.
**DOUBLE-HUNG WINDOW**

**DOUBLE-HUNG**
Uses moving sash on top and bottom to increase usability and air circulation

**CAM-LOCK**
Classic styling with unobtrusive lines; simple, elegant, secure

**TILT SASH**
Allow for easy cleaning from the inside of your home

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**AVAILABLE HARDWARE FINISHES FOR ALL DOUBLE-HUNG WINDOWS***

- Oil-Rubbed Bronze**
- Antique Brass
- Polished Brass
- Brushed Chrome
- Polished Chrome
- Powder-Coat White
- Chestnut Bronze
- Desert Sand
- Powder-Coat Black
- Satin Nickel†

*Finishes may appear different due to variations in printing
†Available with optional PVD finish for increased resistance to wear and discoloration.

*Oil-Rubbed Bronze will change in appearance over time.
SASH REPLACEMENT SYSTEM
Includes all of the necessary parts and hardware for replacing existing windows while keeping trim and frame intact
GLIDING WINDOWS

Streamlined horizontal gliding windows allow for ventilation without taking up additional space when open. Each one has a stationary sash and a sash that glides to the right or left.

Available hardware finishes for all gliding windows:

- Oil-Rubbed Bronze
- Antique Brass
- Polished Brass
- Brushed Chrome
- Polished Chrome
- Powder-Coat White
- Chestnut Bronze
- Desert Sand
- Powder-Coat Black
- Satin Nickel

*Finishes may appear different due to variations in printing
**Oil-Rubbed Bronze will change in appearance over time
†Available with optional PVD finish for increased resistance to wear and discoloration.
Our fixed, radius and geometric windows are a distinctive choice that can emphasize a home’s architecture or a stunning vista. They’re available as fixed (direct set or in-sash) units or operating units in a wide range of standard shapes and sizes. In addition to our standard offerings, you may select a custom design for a unique look.
Open your home to the joy of nature and protect it from the harshest weather.
Our enduring patio doors make it possible.

Swinging Patio Door, Transom, and Sidelights in Bright Copper cladding and Black-clad frame.
CLAD ENTRY DOOR SYSTEMS

Complete your Custom Clad Wood window package with a Custom Clad entry door system.

All 41 Custom Clad colors with Kynar 500® finish are now available for your entry door frame systems (optional color match available).

Custom Fiberglass exterior doors stand up to any climate — hot or cold, wet or dry — yet they look virtually indistinguishable from solid wood doors. This makes them the most unique fiberglass doors available today.

In fact, they’re the world’s finest and a perfect match to your Custom windows and patio doors.
In the hands of JELD-WEN artisans, fiberglass is transformed into exceptionally beautiful doors. These doors feel and look like solid wood (even down to the knots and cracks). To enhance them, we offer luxurious woodgrain finishes and paint colors, sparkling glass options, and charming hardware options to support any design preference and architectural style. The combination of options you select allows you to enjoy a customized look. Whatever you choose, the resulting masterpiece will endure year after year.

To see the complete line of Aurora® doors refer to brochure #10-225 at jeld-wen.com/brochure.

A1202
Knotty Alder woodgrain door, Caramel finish, optional 1-3/4” diamond clavos in dark patina

A1322
Mahogany woodgrain door, Honey finish, optional 1-3/4” round clavos in dark patina

A1301
Knotty Alder woodgrain door, Antique Honey finish, optional 1” round clavos, corner straps and speakeasy with rustic grille in dark patina

A362
Mahogany woodgrain doors, Antique Cashmere finish, insulated glass, optional shelf (Note: 9-lite configuration in 8’0” door)
A252
Mahogany woodgrain door and sidelights, Sequoia finish. A glass (clear beveled, Rain [Cotswald]), polished zinc caming

A412
Mahogany woodgrain door, Sequoia finish

A225
Oak woodgrain door, Honey finish

A302
Mahogany woodgrain door, Cashmere finish
Make the most of your sweeping views and outdoor space with style and individuality.
Folding or multi-slide patio door systems from JELD-WEN help to capture the beauty right outside your door. We believe that our systems offer the best combination of style, craftsmanship, reliability and individuality and are the perfect solution to bridge your indoor and outdoor living space. We’ve created a wide array of operating styles, sizes, exterior color and copper finishes and decorative options to suit your imagination and add a customized look to your home.

To see the complete Custom Clad Folding and Multi-Slide Patio Door Systems offering please request brochure #11-680 at jeld-wen.com/brochure.
SWINGING PATIO DOORS

Add charm to any home with French or center-swinging patio doors. These patio doors swing either out or in on side hinges. Both are built with the same design profile as our window line, which ensures architectural correctness.

In addition, we offer Epic® Series patio doors for new projects or historic renovations. They feature 6-5/8” stiles and a 10-1/4” bottom rail to incorporate commercial hardware needs.

4" X 4" Adjustable Hinges
With stainless steel pin

Standard Bronze Extruded Aluminum Sill
With thermal break; door panels are fitted with a dual-durometer vinyl sweep for increased energy efficiency. (Outswing sill shown)
SWINGING PATIO DOOR HARDWARE

*Finishes may appear different due to variations in printing
**Oil-Rubbed Bronze will change in appearance over time
†Available with optional PVD finish for increased resistance to wear and discoloration.
Our gliding patio doors join contemporary styling with the traditional warmth of wood. They open by gliding along horizontal tracks at the head and sill. Typically, they feature two panels, but they’re also available in three- and four-panel designs.

STEEL BALL BEARING TANDEM ROLLERS
Allow the panels to glide smoothly

EXTRUDED FIBERGLASS SILL
Adds to the strength and reliability of the door

TRADITIONAL MULTI-POINT HANDLE
Also available
GLIDING PATIO DOOR HARDWARE

TRADITIONAL MULTI-POINT
Antique Brass

- Powder-Coat White
- Polished Chrome
- Brushed Chrome
- Satin Nickel†
- Polished Brass
- Oil-Rubbed Bronze**
- Powder-Coat Black

TRADITIONAL SINGLE-POINT
Antique Brass, also available in above finishes

*Finishes may appear different due to variations in printing. **Oil-Rubbed Bronze will change in appearance over time. †Available with optional PVD finish for increased resistance to wear and discoloration.
SIDELIGHTS AND TRANSOMS

Sidelights and transoms can increase the sense of elegance or drama in any home.

A sidelight is simply a window installed on one or both sides of a patio door. A transom is a fixed window (direct set or in-sash) set above another window or a door.
OUR
WARRANTY
TO YOU...

JELD-WEN® WOOD AND METAL-CLAD WOOD
WINDOW & PATIO DOOR LIMITED WARRANTY

JELD-WEN® Products1 are designed to create lasting value for your home. This warranty is effective for all JELD-WEN Products manufactured on or after June 1, 2009 for use in the United States and Canada. Any previous warranties will continue to apply to products manufactured by JELD-WEN prior to this date. For additional information, including care and maintenance instructions, installation instructions and previous warranties, refer to www.jeld-wen.com.

WHAT THIS WARRANTY COVERS

Twenty Year Warranty for Window & Patio Door Products

Except as set forth in the Special Coverages section below, we warrant that if your JELD-WEN Product exhibits a defect in material or workmanship within twenty (20) years from the date of manufacture, we will, at our option, repair, replace or refund the purchase price of the Product or component part. Skilled labor2 (where deemed necessary by us) to repair or replace components is provided for two (2) years (unless specified otherwise below).

Special Coverages

Clad Finish*: Under normal atmospheric conditions, the clad finish on your metal clad window or patio door manufactured by us will be free from defects as follows:

- Custom Collection Kynar® finishes are warranted for twenty (20) years and will not peel, check, crack, or exhibit excessive chalk, fade or color change3.
- All other products that include polyester finishes are warranted for ten (10) years and will not peel, check, crack, or exhibit excessive chalk, fade or color change3.

*The term “clad finish” means the painted finish on metal cladding. Clad products installed within one mile of a salt-water source (for example and ocean or salt lake) or other corrosive environment require additional and specific maintenance requirements. Refer to our full care and maintenance instructions.

AuraLast® Protection: We warrant pine wood components of JELD-WEN Products for twenty (20) years against wood cellular structure failure (often referred to as “wood cellular breakdown”) caused by decay and/or termites. Warranty coverage outside Canada, the contiguous 48 states and Alaska is contingent upon approval from the JELD-WEN Customer Care Department. Please contact us.

Factory Prefinish: We warrant the factory-applied prefinish on our Products against peeling, checking, or cracking for one (1) year from the date of manufacture. Should the factory prefinish be proven defective within this time period, we will at our option, replace or refinish the component or product, or offer a refinish credit up to $50 per opening for windows or $100 per opening for patio doors. Note: this coverage applies to factory-applied finish coat options only; standard factory-applied primer is not a finish coat.

Custom Fiberglass Door Slabs: We warrant our fiberglass door slabs for five (5) years. If our Product is proven to be defective after the first five years, we will offer for purchase a replacement product or component part for 50% off the then current JELD-WEN list price.

Custom Fiberglass Door Factory Prefinish: We warrant the factory prefinish on our fiberglass doors for five (5) years. Should the factory prefinish be proven defective, we will at our option refinish the door or pay up to $350.00 per opening to the current owner.

Electric Operators: We warrant electric operators provided by us for one (1) year (to include free replacement parts and skilled labor2 necessary to replace the operator for one (1) year).

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

1. JELD-WEN Products
2. Skilled labor
3. Custom Collection Kynar® finishes are warranted for twenty (20) years and will not peel, check, crack, or exhibit excessive chalk, fade or color change3.
4. All other products that include polyester finishes are warranted for ten (10) years and will not peel, check, crack, or exhibit excessive chalk, fade or color change3.

49x481}
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 necessary to replace the glass) for one (1) year. Spontaneous breakage occurs when the glass develops a crack without sign of impact.

Transferability

In the event you sell your residence/building, this warranty is transferable to subsequent owners. In the event you sell your residence/building or it becomes occupied by other than the original owner, the warranty is the lesser of ten (10) years from the date of manufacture or the period indicated under Special Coverages 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 your product or contact us directly:

| Mail: JELD-WEN Customer Care |
| Atttn: Wood/Metal Clad Wood Warranty Claims |
| P.O. Box 1329 Klamath Falls, OR 97601 |
| Phone: 888-JWHelpU (888-594-3578) |
| Fax: 800-436-5954 |
| E-mail: jwwoodwarranty@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, or product identification from the tag on the top edge of the slab), 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, usually 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 component/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.

If the claimed nonconformity is warp of a door slab, we may defer repairing or replacing the door slab for a period up to twelve (12) months from the date of claim. It is not uncommon for a temporary warp condition to occur as the door slab adjusts to local humidity and temperature conditions. This deferral will not be counted against the warranty period.

Continued...
WHAT THIS WARRANTY DOES NOT COVER

JELD-WEN is not liable for:

- Normal wear and tear, including normal wear and tear of weatherstrip; natural weathering of surfaces. Variance in color or texture of natural wood parts, and natural tarnishing of copper cladings are not considered defects.
- 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) unless otherwise stated above.
- Product failure due to misuse or abuse; 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, and acts of third parties outside of our control).
- Failure to provide an adequate overhang for fiberglass doors; 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; for specific information pertaining to your structure, consult your contractor or other building professional.
- Slight expansion or contraction due to varying environmental conditions; slab movement (shrinkage or swelling) of 1/4" or less due to temperature and humidity, consult the Homeowner’s Manual on how to work with this natural movement.
- 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 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.
- Hardware or inserts that are not provided by us, such as locksets, door handles, strikes, etc.
- 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).
- 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.
- Hardware or inserts that are not provided by us, such as locksets, door handles, strikes, etc.
- 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).

Important Legal Information

This Limited Warranty document 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. This Limited Warranty document gives you specific legal rights, and you may have other rights that vary from state/province to state/province.

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.

1 “JELD-WEN Products” shall refer to wood and metal clad wood window and patio door products (including products supplied with fiberglass slabs) manufactured in the United States and marketed under the JELD-WEN brand name for use in the United States and Canada. See our separate Export Warranty for applicable coverage on products used outside the United States and Canada.

2 “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.

3 “Chalking” of the clad finish is not a defect unless it exceeds a numerical rating of eight (8) when measured in accordance with the standard procedures specified in ASTM D4214. Fading or changing in color of the “clad finish” is not a defect unless it exceeds five (5) E units, calculated in accordance with ASTM D2244, paragraph 6.2. Color change shall be measured on an exposed “clad finish” that has been cleaned of surface soils and chalk, and the corresponding values measured on the original or unexposed “clad finish.” Fading or color changes may not be uniform if the surfaces are not equally exposed to the sun and elements. If the above ASTM standards change, the standard in effect at the time of purchase applies. As an option to replacement, we may choose to refinish the product.

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JELD-WEN is a proud partner of THE PLAYERS. TPC Sawgrass is the official “Home of THE PLAYERS.”
Behold a collection crafted to accentuate your individuality.

For the complete line of JELD-WEN® Custom window and door catalogs visit us online at jeld-wen.com/custom or see your local dealer.
CUSTOM

jeld-wen.com/custom

AURORA® EXTERIOR DOORS
CUSTOM WOOD INTERIOR DOORS
CUSTOM WOOD PATIO DOORS
CUSTOM WOOD WINDOWS
Since 1960, when JELD-WEN began with one Oregon millwork plant, we’ve been dedicated to crafting reliable windows and doors. Today you can see, touch and feel reliability in our beautiful windows and doors because of their durability, energy efficiency and worry-free performance.

We measure our success by the relationships we build with our customers, suppliers and communities where we live and work. We’ve partnered with organizations such as the Green Building Initiative, which accelerates green-building practices by promoting environmentally progressive approaches that are practical, affordable and accessible.

Another way we fulfill our commitment to the communities where we operate, is through the JELD-WEN Foundation and the JELD-WEN Tradition Foundation. We’ve been the title sponsor of the JELD-WEN Tradition since this championship golf tournament moved to Oregon in 2003. We’re also proud to be the official window, door and millwork provider of the PGA TOUR, and Proud Partner of THE PLAYERS.
To see the complete Custom window and patio door technical specifications please request brochure #11-750b at jeld-wen.com/brochure.
The JELD-WEN website is your ultimate resource for learning about our reliable windows and doors. It has all the product information and design advice you need. Visit us at jeld-wen.com today.