

JELD-WEN® Products<sup>1</sup> are designed to create lasting value for your home. This warranty is effective for JELD-WEN products manufactured on or after **July 1, 2010** for use in the United States and Canada. Separate warranties apply for our garage 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) or [www.jeld-wen.ca](http://www.jeld-wen.ca).

## 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

**Fiberglass Door Slabs:** We warrant our fiberglass door slabs **for as long as you own and occupy your residence.**

**Steel Door Slabs:** We warrant our steel door slabs for **ten (10)** years from the date of initial purchase.

**Wood Door Slabs:** We warrant our wood door slabs for **five (5)** years from the date of initial purchase.

**Interior Door Slabs:** We warrant our interior door slabs for **five (5)** years from the date of initial purchase.

**Factory Prefinish:** We warrant the factory-applied prefinish on our doors against peeling, checking, or cracking for periods listed below. Should the factory prefinish be proven defective, we will at our option, replace or refinish the door or pay up to credit per opening to the current owner. (Note: this coverage applies to factory-applied finish coat options only; standard factory-applied primer is not a finish coat.)

Product	Coverage	Refinish Credit
Aurora® Fiberglass Doors	5 years	\$350 per opening
Custom Exterior Wood Doors	1 year	\$250 per opening
Custom Interior Wood Doors	1 year	\$150 per opening
Authentic Wood Doors	1 year	\$100 per opening

**Door Frames:** We warrant our door frames for **one (1)** year from the date of purchase.

**AuraLast® Protection for Door Slabs and Frames:** Our AuraLast pine wood door slabs will be free from wood cellular structure failure (often referred to as “wood cellular breakdown”) caused by decay and/or termites for **twenty (20)** years from the date of initial purchase. Our AuraLast pine door frame components will be free from wood cellular structure failure 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 Limited Warranty (Other than Owner-Occupied Single-Family Residence)

**Fiberglass, Steel, Wood and Interior Door Slabs:** We warrant our door slabs for **five (5)** years from the date of initial purchase.

**All Other Products, Components, Prefinishes, and Options as Listed Above:** 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 Door, immediately upon discovery, contact the distributor or dealer from whom you purchased our product or contact us directly:

### In the United States:

Mail: JELD-WEN Customer Care  
Attn: 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)

### In Eastern Canada:

Mail: JELD-WEN Service Department  
90, rue Industrielle  
Saint-Appollinaire, Quebec, Canada G0S 2E0

Phone: 800-463-1930

Fax: 888-998-1599

### In Western Canada:

Mail: JELD-WEN Service Department  
550 Munroe Avenue  
Winnipeg, Manitoba, Canada R2K 4H3

Phone: 888-945-5627  
204-668-8230

Fax: 204-663-1072

Email: [wpgservice@jeld-wen.com](mailto:wpgservice@jeld-wen.com)

We can respond quickly and efficiently if you provide the following: a) date and location of purchase, 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 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.

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.

**Product Purchase Date:** \_\_\_\_\_ **Order Number:** \_\_\_\_\_

## 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, including normal wear and tear of weatherstrip; and natural weathering of surfaces or variations in the color or texture of wood or finish; surface cracks that are less than 1/32" in width and/ or 2" in length; for knotty alder and juniper: surface checks that are less than 1/8" in width and/or 5" in length, and knot placement, quantity, or size.
- 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 field finishing of all surfaces (front and back) and edges (top, bottom, and sides) of the door slab and frame (See our Finishing Instructions at [www.jeld-wen.com/resources](http://www.jeld-wen.com/resources)); variation or unsatisfactory results in sheen or texture resulting from the field application of paint or any other finishing material.
- Failure to provide an adequate overhang for exterior 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](http://www.jeld-wen.com/resources); for specific information pertaining to your structure, consult your contractor or other building professional.
- Warp for any 3'6" wide by 8' 0" high by 1 3/4", or smaller door slab, which does not exceed 1/4" in the plane of the door slab itself; door slabs wider and/or higher are not guaranteed for warp.
- 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).
- 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 our Care & Maintenance documents on how to work with this natural movement.
- 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 field fitting of the hardware, improper sizing of the door slab, or other 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.
- Discoloration or rusting of decorative metal accent options, such as grilles, clavos, straps, etc.; discoloration of wood sills provided by us.
- 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 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.

<sup>1</sup>"JELD-WEN Products" shall refer to interior and exterior door slabs and systems 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.

<sup>2</sup>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 for door slabs and systems and one (1) year from the date of manufacture for the factory pre-finish.

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