

Product Warranty

JELD-WEN®
Interior and Exterior Door Slab and System Limited Warranty for the Home Depot
OUR WARRANTY TO YOU...

JELD-WEN® Products¹ are designed to create lasting value for your home. This warranty is effective for JELD-WEN products manufactured on or after **May 1, 2012** and distributed by the Home Depot®. Any previous warranties will continue to apply to products manufactured by JELD-WEN prior to this date. For additional information, including care and maintenance information, refer to www.jeld-wen.com.

What This Warranty COVERS...

We warrant to the original owner² that 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. Skilled labor³ (where deemed necessary by us) to repair or replace any component is provided for **one (1)** year from the date of purchase.

Door Systems: Except as set forth below, we warrant our door slabs, including any glass inserts, miscellaneous hardware, and accessories provided and installed by us, as follows:

Door System	Coverage
Fiberglass Exterior Door Systems	As long as you own and occupy your residence
FiberLast® Engineered Composite Exterior Door Systems	As long as you own and occupy your residence
Premium Steel Door Systems	As long as you own and occupy your residence; 100% coverage for the first ten (10) years, and replacement systems or components at 40% off the current JELD-WEN list price thereafter.
Utility Steel Door Systems	Five (5) years
Wood Exterior Doors	Wood door slabs for five (5) years; frames for one (1) year
Interior Doors	Interior door slabs for five (5) years; frames for one (1) year

Factory Prefinish: We warrant the factory-applied prefinish on our doors against peeling, checking, or cracking for the periods listed below. Should the factory prefinish be proven defective, we will at our option, replace or refinish the door or pay up to \$100.00 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
All other Doors	1 year	\$100 per opening

AuraLast® Protection for Door Slabs and Frames: Our AuraLast pine wood door slabs will be free from wood decay and/or termite damage for **twenty (20)** years from the date of initial purchase. Our AuraLast pine door frame components will be free from wood decay and/or termite damage **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.

Severe Weather® Glass: We warrant each Severe Weather glass unit for **ten (10)** years.

Retractable Screens: We warrant retractable roll screens for **five (5)** years.

Spontaneous Glass Breakage: We warrant sealed glass units installed in exterior doors (excluding laminated glass, and special glazings) for spontaneous breakage for **one (1)** year (including free replacement glass and skilled labor³ 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 or it becomes occupied by other than the original owner, the warranty is the lesser of **five (5)** years from the date of manufacture or the period indicated above.

How to Get Assistance...

If you have a problem with your JELD-WEN exterior door product, 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
Web: www.jeld-wen.com/contact-us

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).

What We Will Do...

Upon receiving your notification, we will send out an acknowledgement, usually within three business days of receipt to the contact identified. We will investigate your claim and will begin to take appropriate action within 30 days after receipt of notification. If your warranty claim is denied, we may charge an inspection fee for an onsite inspection that is required or requested by you.

If your claim is accepted, and we choose to repair or replace the product or a component of the product, the replacement product/component will be provided in the same specification as the original product. Replacement products, components and services are warranted for the balance of the original product or service warranty, or 90 days, whichever is longer.

If the claimed nonconformity is warp of a door slab, we may defer repairing or replacing the door slab for a period up to 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.

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 provided by JELD-WEN. 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. Exception: normal wear and tear of weatherstrip on the adjustable threshold will be covered for one year.
- 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 (top, bottom, and sides) 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.
- 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; 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 decay for wood components other than of AuraLast pine; and wood decay for any wood components (including pine) that come in direct contact with soil. Note: superficial mold/mildew does not indicate wood decay.
- 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.
- 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.
- 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.
- Screen damage due to normal wear and tear, misuse, abuse, or insect or animal activity.
- 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).
- 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, accessories or inserts that are not provided by us.

- Damage as a result of drilling, cutting, or screwing through the door face (e.g. installing a mail slot).
- 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 -- Please read this carefully. It affects your rights.

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.

Any dispute, controversy or claim arising out of or relating to this warranty, any alleged breach thereof, or the use or sale of the products to which this warranty applies shall be resolved by mandatory and binding arbitration administered by the American Arbitration Association in accordance with its commercial arbitration rules. Original purchaser agrees that they may assert claims against JELD-WEN in their individual capacity only, and not as a plaintiff or class member in any purported class action proceeding. Rejection of these dispute resolution provisions must be sent to JELD-WEN at the address provided herein within thirty (30) days of original purchaser's receipt of the Products to which this warranty applies.

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 interior and exterior door slabs and systems manufactured in the United States and marketed under the JELD-WEN brand name and sold by The Home Depot.

² The original owner means the contractor/dealer/distributor/purchaser and the initial owner of the structure where the product is initially installed. 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.

³ "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.

© 2012, JELD-WEN, inc. | JELD-WEN, AuraLast, FiberLast are trademarks or registered trademarks of JELD-WEN, inc., Oregon, USA. All other marks are the property of their respective owners.