

Product Warranty**JELD-WEN® Window & Doors
Donat Flamand® and Willmar® Collections Limited Warranty
OUR WARRANTY TO YOU...**

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 **January 1, 2009** for use in Canada and the United States. 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 and installation instructions, refer to www.jeld-wen.ca.

What This Warranty COVERS...

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 the time periods from the date of delivery of the product by us to the dealer or builder 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 Warranty

Note: Condominium and townhouse units where the unit resident holds the title are considered owner-occupied single-family residences.

Limited Lifetime Warranty on Clear and Low-E Sealed Glazing Units/Ten Year Limited Warranty on Entry and Garden Door Decorative Door Lites: Our insulating units will be free from loss of the hermetic seal for **as long as you own and occupy your residence**. Our Entry and Garden Door Decorative Door Lites (e.g. brass/lead coming, etched, mini-blind, etc. as listed in product catalog) will be free from loss of the hermetic seal for **ten (10)** years. For glass units associated with our other door systems, see door system glazing coverage noted below under Special Component Coverages.

Limited Lifetime White and Desert Sand Vinyl Window Warranty: Our white and desert sand vinyl windows will be free of holes, peeling, warping, blistering, splitting, and significant discoloration **for as long as you own and occupy your residence**.

Twenty Year Limited Vinyl Patio Door Warranty: Our white and desert sand vinyl patio doors will be free of holes, peeling, warping, blistering, splitting, and significant discoloration for **twenty (20)** years.

Ten Year Wood and Clad Wood Windows and Patio Doors, Entry and Garden Doors, and Painted Vinyl Product Limited Warranty: Our wood and clad wood windows and patio doors and entry and garden doors will be free of defects, and steel entry/garden door panels will not warp, rust, crack or buckle for **ten (10)** years. Painted vinyl products will be free of holes, peeling, warping, blistering, splitting, and significant discoloration for **ten (10)** years.

Labour: Skilled labour² necessary to repair or replace any component is provided for **two (2)** years. Labour is provided subject to the distance and accessibility limitation below.

TRANSFERABILITY: The above Owner-Occupied Single-Family Residence Warranties are transferable as follows. In the event you sell your residence or it becomes occupied by other than the original owner, the warranty is **ten (10)** years from initial date of delivery by us to the dealer or builder.

(see below for Special Component Coverages)

Commercial Warranty (Other than Owner-Occupied Single-Family Residences)

Ten Year Limited Warranty on Clear and Low-E Sealed Glazing Units/5 Year Limited Warranty on Entry and Garden Door Decorative Door Lites: Our insulating units will be free from loss of the hermetic seal for **ten (10)** years. Our Entry and Garden Door Decorative (brass/lead coming, etched, mini-blind, etc.) Door Lites will be free from loss of the hermetic seal for **five (5)** years. For glass units associated with our other door systems, see door system glazing coverage noted below under Special Component Coverages.

Ten-Year White and Desert Sand Vinyl Product Limited Warranty: Our white and desert sand vinyl PVC products (windows and patio doors) will be free of holes, peeling, warping, blistering, splitting, and significant discoloration for **ten (10)** years.

Five Year Wood and Clad Wood Windows and Patio Doors, Entry and Garden Doors, and Painted Vinyl Product Limited Warranty: Our wood and clad/wood windows and patio doors and entry and garden doors will be free of defects, and steel entry/garden door panels will not warp, rust, crack or buckle for **five (5)** years. Painted vinyl products will be free of holes, peeling, warping, blistering, splitting, and significant discoloration for **five (5)** years.

Labour: Skilled labour² necessary to repair or replace any component is provided for **one two (2)** years. Labour is provided

subject to the distance and accessibility limitation below.

Special Component Coverages:
(Applies to both Owner-Occupied Single-Family Residences and Commercial)

AuraLast® Wood Components: AuraLast wood components are warranted for **twenty (20)** years for wood cellular structure failure (often referred to as “wood cellular breakdown”) caused by decay and/or termites in JELD-WEN manufactured *pine* wood products. Warranty coverage outside Canada and the contiguous 48 states and Alaska is contingent upon approval from the JELD-WEN Customer Care Department. Please contact us.

Hardware Mechanisms – Limited Lifetime Coverage: Any hardware mechanism provided by us will function as designed for the **life** of the product. Our liability is limited to the replacement value of the defective hardware.

Laminated Glass/Door System Glazing/Special Glazings: High-impact laminated glass, special glazings (glass options not listed in our product literature), and glass lites mounted in door systems other than our Entry and Garden Door products, (e.g. decorative glass, sliding and swinging doors, and attached sidelites and transoms) will be free from loss of the hermetic seal or other material and workmanship defects for **five (5)** years.

Spontaneous Glass Breakage: We warrant sealed glass units installed in windows and patio doors (excluding laminated glass, door system glazing, and special glazings) for spontaneous breakage for **one (1)** year (to include free replacement glass and skilled labour necessary to replace the glass for **one** year). Spontaneous breakage occurs when the glass develops a crack without sign of impact.

Aluminum and Vinyl Exterior Colour: Factory applied painted aluminum and vinyl exterior painted colour is warranted against splitting, peeling, and cracking for **ten (10)** years. Note: this coverage does not extend to discoloration, polish, surface damage, or alteration caused by the use of natural or chemical solvents or an environmental factor causing such damage.

Labour: Skilled labour² necessary to repair or replace any component specified in this section is provided for **two (2)** years (unless otherwise noted). Labour is provided subject to the distance and accessibility limitation below.

How to Get Assistance...

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

Mail:	JELD-WEN, Willmar Collection Service Department 550 Munroe Avenue Winnipeg, Manitoba, Canada R2K 4H3
Phone:	888-945-5627 204-668-8230
Fax:	204-663-1072

Mail:	JELD-WEN, Donat Flamand Collection Service Department 90, rue Industrielle Saint-Appollinaire, Quebec, Canada G0S 2E0
Phone:	800-463-1930 Canada 800-463-4269 USA
Fax:	888-998-1599

For warranty claims related to vinyl products manufactured in the United States and sold in Canada, please call (888)-JWHELPU for assistance.

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), 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 labour 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 components/products are warranted for the balance of the original product warranty or 90 days, whichever is longer. If we are unable to provide replacement and repair is not practicable or cannot be made timely, then we will refund the purchase price.

What This Warranty Does NOT Cover...

We are not liable for:

- Normal wear and tear; natural weathering of surfaces, including normal wear and tear of weatherstrip.
- 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).
- Product failure due to misuse or abuse; 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, and acts of third parties outside of our control).
- Glass breakage (except as specifically covered above).
- 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.ca 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.
- 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).
- Structural integrity issues or problems caused by improper fitting of hardware not provided by JELD-WEN; hardware or inserts that are not provided by us, such as locksets, door handles, strikes, etc.
- Product failure due to improper sizing of product for its application; improper sizing of a door slab.
- Problems related to: improper finishing of all surfaces (front and back) and edges of a 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 a door slab with high gloss or dark colors.
- Warp not exceeding 1/4" in the plane of the door slab, bow or misalignment in the door frame in which the door slab is hung (if such is purchased from JELD-WEN unmachined and not prehung).
- Labour and materials for repainting or refinishing activities or the removal or disposal of defective product(s); labour exceeding the time periods specified above.
- Repairs on product located more than 150 kilometers from an authorized dealer or distributor without prior agreement on travel costs and/or product not accessible by road. We will not be responsible for acquiring, erecting, or dismantling scaffolding.
- 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.

Note: Non-uniform vinyl discoloration from unequal exposure to sunlight and the elements is not considered a defect.

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 provincial or 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. 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 JELD-WEN products manufactured in Canada and marketed under the Donat Flamand and Willmar Collection names, and installed in Canada and the United States (see our separate warranty for JELD-WEN United Window® Collection at www.jeld-wen.ca). This warranty also applies to JELD-WEN vinyl products manufactured in the United States and installed in Canada.

² "Skilled labour" refers to tasks where specialized technical knowledge, experience, methods or tools are required to properly identify, diagnose and/or correct product-related problems.

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