

## **JELD-WEN® WINDOWS & DOORS**

### **United Window® Collection Warranty**

### **OUR WARRANTY TO YOU...**

This warranty is effective for all JELD-WEN® United Window® Collection products manufactured on or after **January 1, 2004** for use in Canada. Any previous warranties will continue to apply to United Window® & Door products manufactured by JELD-WEN prior to this date. Please also ask for our additional literature, including care, maintenance, and installation instructions.

#### **What This Warranty COVERS ...**

We warrant to the original owner for which the products and components as identified below are initially installed, they will be free from defects in materials or workmanship as described. If any product or component provided by us is found to be defective, we will repair the defective product or component or provide free replacement parts to replace components of the window or door, including the cost of shipping.

**Insulating Glass:** We warrant each insulating glass unit for **five** years from the date of initial installation.

**Component Parts:** We warrant each window, door, and component part thereof for **two** years from the date of initial installation.

Note: Skilled installation labour as necessary is provided for two years from the date of initial installation.

**Transferability:** This warranty is transferable to subsequent owners for two years from the date of initial installation.

#### **How to Get Assistance...**

If you have a problem with your JELD-WEN product, contact us directly:

JELD-WEN, United Window Collection  
Attention: Warranty Claims  
8550 Keele Street, Concord, ON, Canada L4K 2N2  
Phone: 905-738-0066 or 800-440-2714 Fax: 905-660-8856

We can respond quickly and efficiently if you provide the following: a) how to contact you, b) the address of where the product can be inspected, c) a description of the problem and the product (photographs are helpful), and d) identify the product that is involved and the date/place of purchase.

#### **What We Will Do...**

Upon receiving your notification we will acknowledge within 3 business days. We will investigate your claim and will take appropriate action within 30 days after notification. If it is determined that the product does not have a defect covered by the 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. This guarantee gives you specific legal rights, and you may have other rights that vary from jurisdiction to jurisdiction.

#### **What This Warranty Does Not Cover ...**

JELD-WEN is not liable for:

- Normal wear and tear; natural weathering of surfaces and/or hardware finishes (e.g. corrosion); and damage to surfaces caused by chemicals (e.g. brick wash) or a harsh environment (e.g. salt spray or airborne pollutants).
- Glass breakage; failure due to misuse or abuse; and 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).
- Slight imperfections or wavy distortions in the glass that don't impair structural integrity.
- Improper installation not in conformance with our 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.
- Condensation or damage as a result of condensation (Note: most condensation problems are related to excessive humidity)

levels in a structure; contact a heating/air conditioning specialist for help).

- Labor and materials for repainting or refinishing activities, or the removal or disposal of defective product(s).
- Incidental or consequential damage. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so this may not apply to you.

Note: Non – uniform PVC discolouration from unequal exposure to sunlight and the elements is not considered a defect.

**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 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.**

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.

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