

Product Warranty

**JELD-WEN® Window & Doors
United Window® Collection Warranty
OUR WARRANTY TO YOU...**

JELD-WEN® products (as noted in this warranty shall refer to window and patio door products marketed under the JELD-WEN United® and JELD-WEN United® Window Collection names) are designed to create lasting value for your home. This warranty is effective for all products manufactured by us on or after April 1, 2006 for use in Canada and the United States. Any previous warranties will continue to apply to United Window® & Door products manufactured by JELD-WEN prior to this date. For additional information including care, maintenance, and installation instructions, please contact us.

What This Warranty COVERS...

We warrant to the original owner that your products as identified below will be free from defects in material or workmanship for the time periods described below. The warranty period begins as of the date of delivery of the product by us to the dealer or builder. If any product or component provided by us is found to be defective, we will, at our option, either repair or replace the defective product or component, including the cost of shipping.

Vinyl Products: We warrant our vinyl products to be free of holes, peeling, warping, blistering, splitting, and significant discoloration for **two (2)** years.

Insulating Glass: We warrant each insulating glass unit for **five (5)** years.

Component Parts: We warrant each window, door, and component part thereof for **two (2)** years.

Labour: Skilled labour 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: This warranty is transferable to subsequent owners for **two (2)** years from the date of initial installation.

How to Get Assistance...

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

Mail:	JELD-WEN, United Window Collection Attn: Warranty Claims 90 Stone Ridge Road Vaughn, ON, Canada L4H 3G9
Phone:	800-440-2714 905-265-5700
Fax:	905-265-5701

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 useful), d) proof of purchase (an invoice is helpful), and e) serial number of the product as indicated in the insulated glass unit.

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...

We are not liable for:

- Damage or poor product performance resulting from improper installation/assembly or not in conformance with our installation/assembly instructions, including installation under conditions that exceed or violate product design standards and/or certified performance specifications and/or is not in compliance with building codes; problems related to water and/or air infiltration/leaking as a result of improper installation or flaws in building design or construction.
- Repairs on product located more than 100 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.
- 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.
- 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).
- Product failure due to improper sizing of product for its application.
- Incidental or consequential damage. Some provinces and jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so this may not apply to you.

Note: Non-uniform vinyl 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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