



## OUR WARRANTY TO YOU...

\*JELD-WEN® products are designed to create lasting value for your home. This warranty is effective for JELD-WEN products manufactured by us on or after **May 1, 2006** for use in Canada and the United States. Any previous warranties will continue to apply to products manufactured by us prior to this date. For additional information, including care, maintenance, and installation instructions, refer to [www.jeld-wen.ca](http://www.jeld-wen.ca).

### What This Warranty COVERS ...

#### Owner-Occupied Single-Family Residences

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 below. 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. The warranty period begins as of the date of delivery of the product by us to the dealer or builder. 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** 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 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** years. Painted vinyl products will be free of holes, peeling, warping, blistering, splitting, and significant discoloration for **ten** years.

**Labour:** Skilled labour necessary to repair or replace any component is provided for **two** 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** 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)

We warrant the products and components as identified below will be free from defects in materials or workmanship as described below. 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. The warranty period begins as of the date of delivery of the product by us to the dealer or builder.

**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** 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** 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** 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** years. Painted vinyl products will be free of holes, peeling, warping, blistering, splitting, and significant discoloration for **five** years.

**Labour:** Skilled labour necessary to repair or replace any component is provided for **one** year. Labour is provided subject to the distance and accessibility limitation below.

## Special Component Coverages

### (Applies to both Owner-Occupied Single-Family Residences and Commercial)

We warrant the components as identified below will be free from defects in materials or workmanship as described below. If any component provided by us is found to be defective, we will, at our option, either repair or replace the defective product or component. The warranty period begins as of the date of delivery of the product by us to the dealer or builder.

**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** 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** 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** 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 labour necessary to repair or replace any component specified in this section is provided for **two** 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 products, immediately upon discovery, contact the distributor from whom you purchased our product or contact us directly:

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

Mail: JELD-WEN, Donat Flamand Collection  
Service Department  
90, rue Industrielle  
Saint-Apollinaire, (Quebec) Canada, GOS2E0  
Tel: (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) 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 send out an acknowledgement within three 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 and we, at our sole discretion and determination, reserves the right to discontinue, alter or replace its products (with equal value and/or quality). If we are unable to provide replacement and repair is not practicable or cannot be made timely, then we will refund the purchase price. This guarantee gives you specific legal rights, and you may have other rights that vary from province or state.

## 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 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.
- Normal wear and tear; and 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 (other than noted under Special Coverages above); 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 our control (e.g. fire, flood, earthquake, chemicals, other acts of nature).
- Slight imperfections or wavy distortions in the glass that don't impair structural integrity.
- 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.

- 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).
- Labor and materials for repainting or refinishing activities.
- Product failure due to improper sizing of product for its application; improper sizing of a door panel.
- Damage caused by extreme temperature buildup where storm doors/windows are present.
- Problems related to: improper finishing of all surfaces and edges of a door panel or other product; variation or unsatisfactory results in sheen or texture due to finishing; or finishing a door panel with high gloss or dark colors.
- Warp not exceeding 1/4" in the plane of the door panel, bow or misalignment in the door frame in which the door panel is hung (if such is purchased from JELD-WEN unmachined and not prehung).
- 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 discoloration 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. \*JELD-WEN products referred to in this warranty applies to JELD-WEN products manufactured in Canada and sold into Canada and the United States (see our separate warranty for JELD-WEN United Window® Collection at [www.jeld-wen.ca](http://www.jeld-wen.ca)). This warranty also applies to JELD-WEN vinyl products manufactured in the United States and sold into Canada.

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