

UNITED WINDOW® COLLECTION

MAINTENANCE, CARE AND WARRANTY



JELD WEN®

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OUR WARRANTY TO YOU 10

United Window® Collection Limited Warranty



EXTENDING THE LIFE OF YOUR WINDOWS AND DOORS

PRODUCT PURCHASE DATE: _____

ORDER NUMBER: _____

Thank you for choosing JELD-WEN®! Our windows and doors are known for reliable quality. With minor maintenance and upkeep, you can keep them looking beautiful and operating smoothly for years to come. Since maintaining the beauty and performance of any windows and doors over time requires a little care and attention, we have provided the following tips on maintaining them. Please follow our recommendations so that you may extend the life of your investment and ensure the validity of your warranty coverage.



MAINTENANCE AND CARE

VINYL WINDOW AND SLIDING DOOR PRODUCTS

WHAT ABOUT CLEANING AND MAINTAINING MY VINYL SURFACES?

The vinyl used in JELD-WEN® windows and sliding doors is formulated to provide lasting beauty and the durability of a surface that resists cracking, flaking, peeling and blistering under normal use conditions. But even with the low-maintenance features of vinyl windows and doors, they require periodic tasks to maintain long life and smooth operation. If properly maintained, vinyl should remain vibrant and attractive for years to come.

HOW DO I CARE FOR VINYL SURFACES?

In areas where the vinyl on your windows or doors show light surface dirt or on an annual basis, use a solution of mild dish soap and water to clean vinyl surfaces with a soft cloth or sponge. Then, rinse thoroughly with clean water. You may opt to use a very soft bristled brush on the vinyl if water alone will not get the job done. For environments where your windows or doors are exposed to salt air or other corrosive elements, cleaning is recommended more often (monthly).

- **NOTE:** To avoid damage, do not use metal tools or any abrasive materials or cleaners to clean vinyl surfaces. JELD-WEN does NOT recommend cleaning your windows with a garden hose or power washer.

To clean the tracks or sill areas of windows or doors, use a small paintbrush to sweep out the dirt. A vacuum cleaner with a soft brush attachment works well too.

DO NOT CLEAN ANY VINYL SURFACE WITH SOLVENTS.

- **CAUTION:** There are a few important things to consider before you get started:
 1. Be careful not to over clean or scrub the vinyl material.
 2. Avoid using wire brushes, abrasives or cleaning tools that will mechanically abrade the surface.
 3. Avoid using citrus-based cleaners, petroleum based products, gasoline, alcohol, bleach, degreaser or nail polish remover that can cause damage to your vinyl surfaces.
 4. Always test all cleaning agents in a small, inconspicuous area before applying them to a large area.
 5. Do not clean in direct sunlight.

Many JELD-WEN vinyl windows and sliding doors have a wood extension. Wood surfaces need to be primed within one week of delivery and painted as soon as possible.

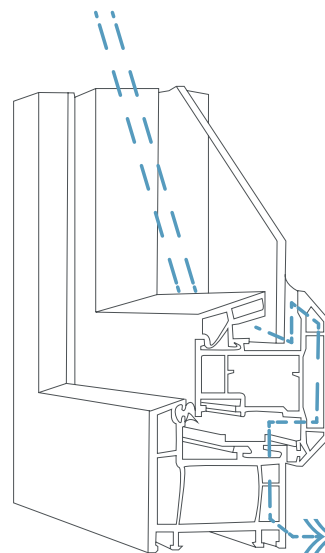
WHAT ARE WEEP HOLES AND DO THEY REQUIRE MAINTENANCE (VINYL)?

Weep holes are the visible part of a water drainage system used to drain water out of a window or door. They allow water that gets in to drain back out to the exterior. On the interior of our vinyl windows or doors, you may see a small gap in the interior corner of the frame or a small slotted hole in the sill area. And on the exterior, you will notice a small circular or rectangular (slotted) hole as well. It is critical that weep holes be kept clear of dirt and debris. When water does not properly drain to the exterior, it may end up draining to the interior of your structure and can cause extensive damage.

To examine your weep holes for blockage, pour a small amount of water (approximately one cup) into the interior sill track so that water drains from the interior gap to the exterior. If water does not drain out to the exterior weep holes, then carefully insert a thin wire into the weep hole to clear any debris. Check both the interior and exterior weep holes of the window or door frame for blockage. In addition, if the water drains out dirty, flush the system by repeating the process of pouring small amounts of water into the sill until the water runs clear to the exterior of the building. If weep holes are blocked and you're unable to clear them, call an independent service provider that you can hire for professional assistance.

- **CAUTION:** Some sashes (see definitions and window parts) have weep holes underneath the bottom rail. Do not insert wire into sash weep holes. This may damage the insulating glass seal and cause seal failure.

To see proper window cleaning in action, visit the **JELD-WEN Video Hub** at www.jeld-wen.ca





GENERAL MAINTENANCE

PAINTING AND FINISHING

WHAT DOES JELD-WEN® RECOMMEND TO PAINT OR FINISH MY WOOD OR STEEL SURFACES?

We recommend that you contact a paint professional in your area for finishing instructions. Finishing materials and application instructions can vary based upon geographical and other environmental factors. A paint professional is best educated to answer any questions you might have.

GLASS CARE

HOW DO I CARE FOR THE GLASS IN MY WINDOW OR DOOR?

The glass in your window or door should require no maintenance other than the periodic cleaning of the interior and exterior surfaces. Take care to avoid scratching the glass during cleaning. Also, avoid contact between the glass cleaning agent and all other parts of the window.

JELD-WEN® recommends a simple glass cleaning solution of 5ml baby shampoo to 4 litres of water, or 375ml vinegar to 4 litres of water, applied with a soft cloth or sponge and then rinsed thoroughly. Wipe dry with a separate soft, clean towel.

- **TIP:** To remove oil and grease from glass, try baking soda or washing soda mixed with water. To remove labels, slowly peel from one corner. If the label tears or sticks, moisten with soapy water and try again. If needed, moisten label with water and cover with a plastic wrap over night. For paint removal from glass, soak dried paint drips with warm water and mild soap, then wipe with a damp cloth or sponge.

For stubborn stains on glass, commercial cleaning products may be necessary. Use small amounts and avoid spilling or dripping down the glass. Pay special attention to cleaning solution safety instructions, cautions, and disposal. Some persistent stains may warrant the use of higher strength cleaning solutions. Special care must be taken when using these types of cleaners. Carefully read the cleaning solution manufacturers label before using.

- **NOTE:** Wipe away any water or cleaning solution from the window or door gaskets, sealants, or frames to avoid danger of deterioration in these areas. Avoid cleaning in direct sunlight or if the glass is hot.

The following should be avoided to stop excessive glass heat build up and non-warrantable, premature glass seal failures:

1. Solid objects placed immediately adjacent to the glass.
2. Modified glass surfaces due to paint, signs, etc.

3. Drapes/blinds or shutter placement/arrangement that does not allow sufficient air movement.
4. Heating ducts or other forms of heating in very close proximity to the insulating glass.

- **NOTE:** Excessive levels of relative humidity and/or closed drapes/blinds or shutters may result in excessive formation of condensation/frost.

HARDWARE PARTS

HOW DO I CARE FOR THE PLASTIC HARDWARE PARTS OF MY WINDOWS OR DOORS?

Plastic parts are used for their high resistance to the elements. They do however require inspections because they can deteriorate over time from ultraviolet light, heat, cold, and chemical exposure. Inspect your plastic parts annually for cracks, discolouring, and to see if there are any loose screws. Damaged parts should be replaced and any loose screws should be tightened (not too tight). For cleaning, use a mild soap and water solution applied with a soft cloth. Then, rinse thoroughly and wipe dry.

HOW DO I CARE FOR THE METAL PARTS OF MY WINDOWS OR DOORS?

The metal parts used in production of your windows and doors were selected for both their aesthetic appeal and resistance to corrosion. Note, however, that the metal parts are corrosion resistant, not corrosion proof. The finish on metal parts can be affected if exposed to industrial chemicals, smog, coastal environments or standing water. Metal parts should be cleaned using the mildest cleaning method possible, such as a soft cloth with mild soap and water. All exposed hardware screws should be kept tightened. Lubricate metal parts at intervals relative to the amount of exposure to which they are subjected. In highly corrosive environments, it is recommended that you consult professionals in your area about the protective coatings that are available.

- **NOTE:** A qualified technician should replace all damaged hardware. Failure to maintain the metal parts on windows and doors can cause the premature failure of the metal part, loss of finish to the metal, and poor operation of the product.
- **CAUTION:** Avoid cleaning any hardware parts with the following: vinegar-based cleaners, citrus-based cleaners, paint removers, window cleaners, brick/siding washes, or any other industrial or abrasive cleaner. These substances damage protective hardware finishes. Do not paint hardware.

WEATHERSTRIPPING

HOW DO I MAINTAIN MY WEATHERSTRIPPING?

Damaged weatherstripping can allow air and water leakage, as well as loss of energy. There are different types of weatherstripping used on our products, but all types should be inspected for tears or ripping, cracking or brittleness, discoloration, gumminess, or looseness. Loose weatherstripping should be pushed back into the kerf (a kerf is the groove that holds the weatherstripping) and damaged weatherstripping should be replaced.

For removing paint on weatherstripping, clean it off by wiping the weatherstripping with denatured alcohol. If this doesn't work, try lacquer thinner (test first in an inconspicuous area). Other types of solvents may dissolve the weatherstripping. Always heed warnings and instructions on the manufacturer's label for products used to remove the paint. If this doesn't work, replace the weatherstripping.

- **NOTE:** Do not paint weatherstripping.

EXTERIOR SIDING JOINT

HOW DO I MAINTAIN THE EXTERIOR SEAL OF MY WINDOW OR DOOR?

All seals between the windows and doors and the exterior siding of the structure should be checked at least once a year. Wood-to-wood joints should also be checked. Voids, cracks, or deteriorated areas should be repaired immediately using an appropriate "best" quality sealant. Please don't apply sealant to wet surfaces. Follow the sealant manufacturer's instructions for preparation, compatibility and application. Do not add sealant in areas where an installer or contractor did not originally seal. We recommend you seek professional advice from an installer or contractor if unsure.

- **NOTE:** Failure to maintain the exterior seal between the window or door unit and exterior siding of the structure, or wood-to-wood joints, can cause deterioration of the window or door and/or water infiltration into the home.

LUBRICATION

HOW DO I MAINTAIN SMOOTH OPERATION OF MY WINDOWS AND DOORS?

After the hardware is cleaned, it must be lubricated to restore smooth operation and to ensure corrosion resistance. There are a number of commercially available products from which you can choose and we recommend you lubricate your products at least annually.

White or lithium grease: This type of lubricant is used for metal-to-metal applications and protects against corrosion, reduces friction and wear on moving parts, and is an excellent multi-purpose lubricant. We recommend using

this lubricant for the gears on your Casement or Awning operators.

Spray silicone: Protects metal surfaces with corrosion-resistant ingredients to shield against moisture and other corrosive elements. It also holds firmly to most moving parts and is an excellent lubricant for weatherstripping that comes in contact with a moving surface. We recommend you use this lubricant on your Single Hung weatherstripping and for the slide tracks of Slider windows or doors. First, spray the lubricant onto a soft cloth. For Single Hung windows, open and tilt in your Single Hung sash and wipe the cloth over the weatherstripping. For Slider window or door slide tracks, after cleaning the track, wipe the cloth over the bottom and top track rail.

- **CAUTION:** Use caution with silicone. Apply only in small amounts; do not overspray; silicone may cause some hard plastic parts to become brittle. Misapplication to wood surfaces can cause problems with painting or refinishing.

Light oil (such as 3-in-1): Protects sliding or rotating joints. This is an excellent lubricant for hinge pivot points and jointed operator arms used on our Casement and Awning windows. We also recommend using this type of oil for "butt" hinges used on our swing-type doors.

Graphite spray: Used to lubricate door lock key ways.

- **CAUTION:** Care must be used when applying any lubricant to avoid staining and/or damage to other window parts. Be sure to wipe off any excess lubricant.

SCREEN CARE

HOW DO I CARE FOR MY SCREENS?

Insect screens are intended to allow air and light in and keep insects out. Screens should be kept free of holes and be completely intact. Periodically inspect screens for cuts, scratches, or holes. Repair or replace damaged screens.

To lightly clean your screens, use a vacuum cleaner with a soft brush attachment. For a more thorough cleaning, remove the screen from the window or door (if possible). Place into a tub or shower if indoors, or on a lawn or other hard surface if outdoors (avoid exposure to dirt). Gently spray with water and brush lightly with a soft bristle brush until clean, and then replace when dry. For stubborn dirt, use a mixture of mild soap and water with the soft bristle brush, but be sure to rinse clean.

If you plan to hang window shades, we recommend you allow enough clearance between the screen and the blinds to remove the screen.

- **WARNING:** Insect screens are not intended to stop children, other persons, or pets from falling out an open window. For safety screens and other security devices, contact your contractor or local building supply retailer.

CONDENSATION

WHY DOES CONDENSATION HAPPEN?

You are relaxing in your home on a cold winter evening, reading a new book or watching a favorite movie. Or you are in your kitchen on a summer morning, making a pot of coffee. You glance at your window and notice small beads of moisture forming on the glass. We know this phenomenon as condensation, and we want to tell you how it occurs, how it can be minimized, and what it means to you and your window or door.

Condensation, on the interior or exterior of a window or glass door, is a natural phenomenon. In almost all cases, condensation is caused by factors that have nothing to do with a defect in your window or door unit. The information that follows will give you a better understanding of condensation, how it affects your windows, and how you can potentially reduce its occurrences in your home.

WHAT IS THE KEY TO CONDENSATION?

The mixture of gases that constitutes air also affects condensation in our homes. All air, except completely dry air, holds water vapor. Water vapor in the air is referred to as humidity. For any given temperature and atmospheric pressure level, there is a maximum amount of water vapor the air can hold. At its extreme, when the air is holding the maximum amount of water vapor possible, the relative humidity is said to be 100%. Relative humidity is actually a ratio between how much water vapor is actually present and the maximum water vapor the current temperature and pressure can allow. It is expressed as a percentage. When the relative humidity is 100%, the air is considered saturated.

Warm air can hold more water vapor than cold air. If the air is 100% saturated and the temperature drops, the cold air releases the water vapor in the form of water droplets and moisture will form on the coolest surface at hand. This is known as condensation. The temperature at which condensation occurs is called the dew point.

INTERIOR CONDENSATION

HOW DOES INTERIOR CONDENSATION HAPPEN?

Those telltale drops that you see forming on the inside of your window are the result of interior condensation. Interior condensation occurs when the indoor humidity level is high and there is a cool enough surface present. As the outside temperature drops, the window/door glass or frame can become cool enough to begin cooling the indoor air. Since cooler air cannot hold as much water vapor as warmer air, the warm saturated air inside your home will reach the cold surface of your window or door and will release its excess water vapor in the form of condensation. The lower the outdoor temperature, the lower your indoor humidity level needs to be to reduce the potential for saturated air. Dry heat and proper ventilation in your home is the best safeguard against interior condensation.

Today's newer, energy efficient homes are generally more susceptible to interior window condensation than older homes. Part of the reason for this is that energy-efficient

homes are very well sealed, with less ventilation than older homes with different designs. Since there is very little ventilation in the structure of these homes, it is important that exhaust fans be installed and put to proper use in these homes. Occasionally, people who are experiencing condensation problems will use dehumidifiers in their homes to lower the amount of relative humidity. Excess humidity in the air will condense in cooler areas of your home (i.e. your windows and doors). Maintaining a semi-constant, low relative humidity level in your home is an important factor in avoiding the occurrence of condensation.

WHAT IS CAUSING CONDENSATION IN MY HOME?

Most cases of condensation are caused by factors that have nothing to do with a defect in your window or door unit.

Check your home for any of the following conditions and situations that may lead to interior condensation:

- Improperly vented dryers
- Misplaced air vents
- Evaporated moisture from recently installed building components (lumber, paint, drywall compound, concrete, etc)
- Moisture collected through walls, ceilings, or floors
- Under-exhausted bathrooms or kitchens
- Window coverings that may provide insulation between the interior and the window/door glass allowing the window to cool even more
- Non-insulated glass use (although insulating glass can also be susceptible to condensation, it also offers improved protection)

WHAT CAN I DO TO REDUCE INTERIOR CONDENSATION?

The most important step in reducing interior condensation is reducing the humidity inside your home.

Here are some steps to help reduce interior condensation:

- Make sure your dryer vents are clear and that they exhaust to the exterior of your home
- Use bathroom vent fans to exhaust the moisture from showering and bathing. Be sure that bathroom vents exhaust to the exterior and not just into the attic or crawl space
- If you have a hood for your kitchen range which exhausts to the outside, make sure to use it whenever you are producing steam while cooking. If the hood on your kitchen range does not exhaust to the exterior, open windows while cooking to allow excess moisture to escape
- Open window coverings slightly
- Assure that all windows and doors are properly sealed (caulked) around the outside
- Slightly open your fireplace damper
- If your heating system is adaptable, install a fresh air duct into the cold air return, or use an exhaust fan

- Consider installing insulating glass window units if the windows are Single pane
- Monitor your inside humidity level by measuring with a hygrometer. (Hygrometers can be purchased at most hardware or home center stores often as a part of a barometer, thermometer, hygrometer combination.)

CONDENSATION CAN BE TEMPORARY: OTHER CAUSES

Condensation on your windows may be a temporary condition that will correct itself.

We have outlined three common situations that can cause temporary window condensation:

- **New Construction or Remodeling**
Building materials such as wood, plaster, concrete, and paint produce a great deal of moisture. As these materials “stabilize,” they release less moisture into the air.
- **Changing Seasons**
Your house absorbs moisture throughout each humid summer. The first few weeks of heating your home at the beginning of a cold season may cause temporary window condensation. This moisture will dry out after a few weeks, and you should have less condensation.
- **Quick Changes in Temperature**
Sharp drops in temperature can create temporary condensation during the heating season.

After you have gone through this thorough check of your home, if condensation persists, we strongly suggest you contact a qualified heating and air conditioning professional with the proper equipment to determine what action will minimize your humidity levels.

For more maintenance and care tips and installation instructions, visit the **JELD-WEN® Video Hub** at www.jeld-wen.ca

EXTERIOR CONDENSATION

WHAT ABOUT EXTERIOR CONDENSATION?

The same basic situations that cause condensation on the interior portion of a window can also cause condensation on the exterior portion of a window or door unit.

The following conditions are usually the reason for exterior condensation on your window:

- High relative humidity in outside air
- Still air
- Clear night sky
- Well insulated glazings
- Outdoor shrubbery next to windows

When exposed to the above-mentioned conditions, the exterior surface of the glass will cool, causing the glass temperature to fall below the dew point of the ambient air. When this occurs, moisture from the air will condense on the glass surface. Only when the glass temperature rises above

the dew point will the condensation evaporate back into the air.

CAN I DO ANYTHING TO STOP EXTERIOR CONDENSATION?

Little to nothing can be done to guard against exterior condensation. Consider leaving draperies open to allow as much heat transfer as possible (or closed in the case of heat loss caused by air conditioning). Shrubby immediately adjacent to the glass can increase the local humidity and may need to be trimmed back or moved.

WHAT IF I HAVE CONDENSATION BETWEEN TWO PANES OF GLASS?

Condensation between two panes of insulating glass can indicate a problem with the insulating seal. Seal failure can be caused by many factors, but ultimately, the glass or sash should be replaced to correct the problem. To verify condensation is between the two panes, clean the interior and exterior of the glass and then re-examine the unit.

- **NOTE:** Take caution to reduce condensation. If left unchecked, it can cause damage to window and door areas in the home that can be costly to repair.

MISCELLANEOUS MAINTENANCE AND CARE

ARE GUTTERS AND BUILDING OVERHANGS A GOOD IDEA?

Gutters and overhangs protect windows and doors from excess water exposure. We recommend that you clean gutters of debris at least once a year.

IS IT ALL RIGHT TO PUT AIR CONDITIONING UNITS IN A WINDOW FRAME?

We don't recommend this practice. Our window units are not designed to carry additional loads such as air conditioners, exhaust fans, people regularly crawling in and out of a window, or other scenarios of this sort.



JELD-WEN® Products¹ are designed to create lasting value for your home. This warranty is effective for all JELD-WEN United Window® Collection manufactured on or after **July 1, 2010** 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.com or www.jeld-wen.ca

■ WHAT THIS LIMITED WARRANTY COVERS ■

TWO YEAR WARRANTY FOR VINYL WINDOW AND PATIO DOOR PRODUCTS

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 two (2) years from the date of delivery of the product by us to the dealer or builder, we will, at our option, repair, replace or refund the purchase price of the Product or component part. Skilled labour² (where deemed necessary by us) to repair or replace components is provided for **two (2) years** (unless specified otherwise below).

SPECIAL COVERAGES

INSULATING GLASS:

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

SPONTANEOUS GLASS BREAKAGE:

We warrant sealed glass units installed in windows and patio doors for spontaneous breakage for **one (1) year** (to include free replacement glass and skilled labour² necessary to replace the glass for **one (1) year**). Spontaneous breakage occurs when the glass develops a crack without sign of impact.

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 Product, immediately upon discovery, contact the dealer/distributor or contractor from whom you purchased our product or contact us directly:

CONTACT:

Mail: JELD-WEN United Window Collection
Attn: Warranty Claims
90 Stone Ridge Road
Vaughan, 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)** 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 of where the product can be inspected, **d)** a description of the apparent problem and the product (photographs are helpful).

PRODUCT PURCHASE DATE: _____

ORDER NUMBER: _____

WHAT WE WILL DO

Upon receiving your notification, we will send out an acknowledgment, 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.
- 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).
- Glass breakage; 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).
- 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.com 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.
- 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).
- Product failure due to improper sizing of product for its application.
- 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 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.
- 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 United Window Collection name, and installed in Canada and the United States (see our separate warranty for other JELD-WEN vinyl windows at www.jeld-wen.com).

² "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.

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JELD-WEN®

The JELD-WEN® website is your ultimate resource for learning about our reliable windows and doors. It has all the product information and design advice you need.

JELD-WEN reserves the right to change product specifications without notice.
Please check our website for current information: www.jeld-wen.ca

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