

JELD-WEN® WINDOWS & DOORS

Dealer Warranty

Interior and Exterior Door Slab and System Limited Warranty

OUR WARRANTY TO YOU...

JELD-WEN® Products¹ are designed to create lasting value for your home. This warranty is effective for JELD-WEN products manufactured on or after ~~May 1, 2012~~ for use in the United States and Canada. Any previous warranties will continue to apply to door products manufactured by JELD-WEN prior to this date. For additional information, including care and maintenance, information, refer to www.jeld-wen.com or www.jeld-wen.ca.

WHAT THIS WARRANTY COVERS

We warrant to the original owner² if your JELD-WEN Product exhibits a defect in material or workmanship within the time periods from the date of purchase as specified below, we will, at our option, repair, replace or refund the purchase price of the Product or component part. **Skilled labor³ (where deemed necessary by us) to repair or replace any component is provided for one (1) year from the date of purchase.**

Owner-Occupied Single-Family Residence Limited Warranty

Door Slabs: Except as set forth below, we warrant our door slabs, including any glass inserts, miscellaneous hardware, and accessories provided and installed by us, as follows:

Door Slab	Coverage
Fiberglass Exterior Doors	As long as you own and occupy your residence
FiberLast® Engineered Composite Exterior Doors	As long as you own and occupy your residence
Steel Exterior Doors	Ten (10) years
Wood Exterior Doors	Five (5) years
Interior Doors	Five (5) years

Factory Prefinish: We warrant the factory-applied prefinish on our doors against peeling, checking, or cracking for periods listed below. Should the factory prefinish be proven defective, we will at our option, replace or refinish the door or pay up to credit per opening to the current owner. (Note: this coverage applies to factory-applied finish coat options only; standard factory-applied primer is not a finish coat.)

Product	Coverage	Refinish Credit
Aurora® Fiberglass Doors	5 years	\$350 per opening
Custom Exterior Wood Doors	1 year	\$250 per opening
Custom Interior Wood Doors	1 year	\$150 per opening
All other Doors	1 year	\$100 per opening

Door Frames: We warrant our door frames for one (1) year from the date of purchase.

AuraLast® Protection for Door Slabs and Frames: Our AuraLast pine wood door slabs will be free from wood decay and/or termite damage for **twenty (20) years** from the date of initial purchase. Our AuraLast pine door frame components will be free from wood decay and/or termite damage for **as long as the original consumer owns the home** in which the AuraLast wood frames are originally installed. Warranty coverage outside Canada, the contiguous 48 states and Alaska is contingent upon approval from the JELD-WEN Customer Care Department. Please contact us.

Severe Weather® Glass: We warrant each Severe Weather glass unit for ten (10) years.

Retractable Screens: We warrant retractable roll screens for five (5) years.

Spontaneous Glass Breakage: We warrant sealed glass units installed in exterior doors (excluding laminated glass, and special glazings) for **spontaneous breakage for one (1) year (including free replacement glass and skilled labor³ necessary to replace the glass for one (1) year.** Spontaneous breakage occurs when the glass develops a crack without sign of impact.

Commercial Limited Warranty (Other than Owner-Occupied Single-Family Residence)

Fiberglass, FiberLast, Steel, Wood and Interior Door Slabs: We warrant our door slabs for five (5) years from the date of initial purchase.

All Other Products, Components, Prefinishes, and Options as Listed Above: Coverage is the same as for Owner-Occupied Single-Family Residences as listed above.

Transferability

This warranty is not transferable.

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RELIABILITY for real life®



Below is a base comparison of the JELD-WEN July 2010 warranty Vs. Major Canadian competitors. Our Real Life Warranty clearly offers the best protection for your customer. Visit www.jeld-wen.ca For complete warranty details.

	Cladding Finish	Door Frame	Door Lites	Door Slab	Labour	Transferability
JELD-WEN WINDOWS & DOORS	20 Years on Kynar 10 Years all others	10 Years	10 Years	10 Years Fibreglass 10 Years Steel 5 Years Wood	2 Years	10 Years
All Weather	10 Years	2 Years	Original Manufactures	5 Years	2 Years	Non-transferable
Ply Gem (CWD)	10 Years	2 Years	10 Years	5 Years	2 Years	2 Years
Gienow	10 Years	2 Years	10 Years	10 Years	2 Years	Non-transferable
Durabuilt	10 Years	3 Years	10 Years	10 Years Fibreglass 5 Years Steel	2 Years	Non-transferable
LaFlamme	20 Years	5 Years	10 Years	10 Years	5 Years	Non-transferable
Strassburger	20 Years	5 Years	10 Year Décor 5 Year Commodity	25 Years Fibreglass 20 Years Steel	1 Year	20 Years
Atlantic	10 Years	10 Years	10 Years	Lifetime Fibreglass 20 Years White 10 Years Primed	1 Year	Non-transferable
Kohler	10 Years	5 Years	10 Years	Lifetime Barrington 25 Years Fibreglass 10 Years Painted Steel 5 Years Primed Steel	1 Year	On Select Parts
Extreme	Lifetime	Not Specified	Not Specified	10 Years Painted Steel 5 Years Primed Steel	1 Year	Non-transferable
Global	Lifetime	Not Specified	Not Specified	Not Specified	Lifetime	10 Years

NOTE: All competitive information was acquired from web based or printed documents obtained in June 2010. Please refer to each companies web site, or contact them directly, for their most current warranty information and further clarification / conditions that apply to the above information.

NOTE: This is an internal document and not intended for distribution.



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	Cladding Finish	Wood	Insulated Glass	Spontaneous Breakage	Hardware Mechanisms	Labour	Transferability
JELD-WEN[®] WINDOWS & DOORS	20 Years on Kynar 10 Years all others	AuraLast 20 Years	20 Years	1 Year	Lifetime	2 Years	10 Years
All Weather	10 Years	2 Years	20 Years (Years 10-20 prorated)	Not Covered	Original Manufacturer Warranty	2 Years	Non-transferable
Loewen	10 Years	2 Years	20 Years	Not Covered	10 Years	2 Years	Non-transferable
Ply Gem (CWD)	10 Years	2 Years	10 Years	Not Covered	Lifetime on Truth, All Other 5 Years	2 Years	2 Years
Gienow	2 Years	2 Years	20 Years (10 if aluminum spacer is used)	Not Covered	Lifetime on Truth, All Other 2 Years	2 Years	Non-transferable
LaFlamme	20 Years	5 Years	Lifetime (Super Reflex) 15 Years (all other)	1 Year	Lifetime on Truth, All Other 1 Years	5 Years	Non-transferable
Bonneville	20 Years White 10 Years Colour	5 Years	20 Years	1 Year	Lifetime on Truth, All Other 5 Years	2 Years	Non-transferable

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