

JELD-WEN® INTERIOR AND EXTERIOR DOOR SLAB AND SYSTEM LIMITED WARRANTY FOR THE HOME DEPOT 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 **July 1, 2010** and distributed by the Home Depot®. Separate warranties apply for our garage door collections. Any previous warranties will continue to apply to products manufactured by JELD-WEN prior to this date. For additional information, including care and maintenance information, refer to www.jeld-wen.com.

What This Warranty COVERS

We warrant to the original owner² that 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.

Limited Lifetime Warranty on Premium Steel Door Systems: We warrant our Premium steel door slabs and systems (including door panel, frame, hinges, and, if present, adjustable threshold as purchased) for **ten (10)** years. If our product is proven defective in the first **ten (10)** years, we will at our option either repair or replace the defective system or component. If our product is found to be defective after the first **ten (10)** years, we will offer for purchase a replacement door system or component for 40% off the current JELD-WEN list price.

Five Year Limited Warranty on Utility Steel Door Systems: We warrant each Utility steel door slab and system (including door panel, frame, hinges, and, if present, adjustable threshold as purchased) for **five (5)** years.

Limited Lifetime Warranty on Fiberglass Door Systems: We warrant our fiberglass door slabs and systems (including door panel, frame, hinges, and, if present, adjustable threshold as purchased) for **as long as you own and occupy your residence**.

Wood Door Slabs: We warrant our wood door slabs for **five (5)** years; frames are warranted for **one (1)** year from the date of purchase.

Interior Door Slabs: We warrant our interior door slabs for **five (5)** years; frames are warranted for **one (1)** year from the date of purchase.

Factory Prefinish: We warrant the factory-applied prefinish on our doors against peeling, checking, or cracking for **one (1)** year from the date of initial purchase. Should the factory prefinish be proven defective, we will at our option, replace or refinish the door or pay up to \$100.00 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.)

AuraLast® Protection for Door Frames: Our AuraLast pine door frame components will be free from wood cellular structure failure (often referred to as "wood cellular breakdown") caused by decay and/or termites 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.

Transferability

In the event you sell your residence/building or it becomes occupied by other than the original owner, the warranty is the lesser of five (5) years from the date of manufacture or the period indicated above.

How to Get Assistance

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

Mail: JELD-WEN Customer Service
Attn: Door Warranty Claims
P.O. Box 1329, Klamath Falls, OR 97601
Phone: 800-JELD-WEN (800-535-3936)
Fax: 800-436-5954
Email: CustomerServiceAgents@jeld-wen.com

We can respond quickly and efficiently if you provide the following: a) date and location of purchase, b) copy of your sales receipt, c) how to contact you, d) the address where the product can be inspected, and e) a description of the apparent problem and the product (photographs are helpful).

What We Will Do

Upon receiving your notification, we will send out an acknowledgement within three business days to the contact, which you have provided. We will investigate your claim and will begin to take appropriate action within 30 days after receipt of notification. If it is determined that the product does not have a defect covered by the warranty, we may charge an inspection fee for an onsite inspection that is required or requested by you. If it is determined that there is in fact a defect we will, repair the product, ship a replacement product to the distributor or person making the claim in the same specification as the original product sold to the distributor, or refund the original purchase price paid to us. Replacement components/products are warranted for the balance of the original product warranty or 90 days, whichever is longer.

What This Warranty Does NOT Cover

JELD-WEN manufactures and sells both individual door slabs and complete door systems. This warranty does not cover parts or components (e.g., locksets, handles, etc.) not provided by JELD-WEN. See your distributor or dealer regarding the warranty on the entire door system and/or these other components.

We are not liable for:

- Normal wear and tear, and natural weathering of surfaces, including normal wear and tear of weatherstrip. Exception: normal wear and tear of weatherstrip on the adjustable threshold will be covered for one year.
- Problems due to misuse or abuse; failure to follow the care and maintenance instructions; or as a result of any cause beyond our reasonable control (e.g. fire, flood, earthquake, other acts of nature, and acts of third parties outside of our control).
- Problems related to: improper finishing of all surfaces (front and back) and edges (top, bottom, and sides) of the door slab and frame; variation or unsatisfactory results in sheen or texture resulting from the field application of paint or any other finishing material.
- Failure to provide an adequate overhang; damage caused by extreme temperature buildup where storm doors are present. For general guidelines, see our "Appropriate Protection for Exterior Doors" in our product literature or at www.jeld-wen.com/resources; for specific information pertaining to your structure, consult your contractor or other building professional.
- Warp for any 3'6" wide by 8' 0" high by 1 3/4", or smaller door slab, which does not exceed 1/4" in the plane of the door slab itself; door slabs wider and/or higher are not guaranteed for warp.
- Bow or misalignment in the frame or jamb in which the door slab is hung (if such is purchased from JELD-WEN unmachined and not prehung).

- Slight expansion or contraction due to varying environmental conditions; slab movement (shrinkage or swelling) of 1/4" or less due to temperature and humidity, consult our Care & Maintenance documents on how to work with this natural movement.
- Wood cellular structure failure for wood components other than of AuraLast pine and any components (including pine) that come in direct contact with soil. Note: superficial mold/mildew does not indicate wood cellular structure failure.
- Problems related to water and/or air infiltration due to improper assembly; installation errors or flaws in building design and construction; installation must be in strict conformance with the installation instructions provided by the manufacturer.
- Structural integrity issues or other problems caused by improper fitting of the hardware, improper sizing of the door slab, or other door entry system assembly problems.
- Damage or poor product performance resulting from installation into a condition that exceeds product design standards and/or certified performance specifications and/or does not comply with applicable building codes.
- Hardware or inserts that are not provided by us, such as locksets, door handles, strikes, etc.
- Damage as a result of drilling, cutting, or screwing through the door face (e.g. installing a mail slot).
- Cost for labor, removal or disposal of defective product(s), installation or finishing of the replacement door or component.
- 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.

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 state or provincial 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.

¹ "JELD-WEN Products" shall refer to interior and exterior door slabs and systems manufactured in the United States and marketed under the JELD-WEN brand name and sold by The Home Depot. 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.

² The original owner means the contractor/dealer/distributor/purchaser and the initial owner of the structure where the product is initially installed. 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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