

MAINTENANCE,  
CARE AND WARRANTY



JELD WEN®

# TABLE OF CONTENTS

## **MAINTENANCE AND CARE** 04

- Vinyl Window and Sliding Door Products
- Hybrid Windows
- Entry and Garden Door Products
- Wood and Clad Wood Windows and Doors

## **GENERAL MAINTENANCE** 08

- Painting and Finishing
- Glass Care
- Hardware Parts
- Weatherstripping
- Exterior Siding Joint
- Lubrication
- Screen Care
- Condensation
  - Interior Condensation
  - Exterior Condensation
- Miscellaneous Care and Maintenance

## **OUR WARRANTY TO YOU** 13

- Window and Patio Door Limited Warranty
- Interior and Exterior Door Slab and System Limited Warranty

## **GLOSSARY** 18



# 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 their 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](http://www.jeld-wen.ca)





## HYBRID WINDOWS

A hybrid window is a vinyl window that is built with a protective aluminum exterior, similar to that of a clad wood window. The aluminum exterior provides a new dimension of beauty to complement the reliability and low-maintenance of a vinyl window. The exterior aluminum finish offers durability and excellent resistance against scratches, cracking, blistering and flaking under normal use conditions. When properly maintained, hybrid windows will remain attractive for many years.

### MAINTENANCE AND CLEANING

To keep the aluminum exterior of your hybrid windows looking their best, follow the care instructions on the next page under Aluminum Cladding.

Interior care and maintenance of hybrid windows falls in line with vinyl products. As with any vinyl window, do not clean any surface with solvents and do not over scrub vinyl material. A solution of mild dish soap and clean water is best for any exposed vinyl surfaces. For cleaning the weatherstripping, lubrication and hardware maintenance and screen care, please follow the directions under General Maintenance in this guide.

## ENTRY AND GARDEN DOOR PRODUCTS

JELD-WEN® entry and garden doors have wood, vinyl clad or clad wood frames for superior strength. Contours™ steel or Premium fiberglass door panels provide the durability and elegance an upscale door needs. For door frame maintenance tips, see Maintenance and Cleaning (above).

### HOW DO I CARE FOR MY CONTOURS™ STEEL OR PREMIUM FIBERGLASS DOOR PANELS?

Contours steel or Premium fiberglass door panels require finishing. It is likely your contractor has finished the door for you, but periodic refinishing will be necessary. Finishes on doors may deteriorate due to exposure to the environment. In order to protect the door, we recommend the condition of your door finish be inspected at least once a year and refinished as needed. Avoid using dark finishes on exterior surfaces as the heat build-up could cause the door to warp. It is typical to expect to refinish the panel(s) every three to five years. More frequent refinishing may be necessary if the product has been exposed to harsher environmental conditions.

To ensure warranty coverage, it is necessary to verify that all door surfaces (exterior, interior and the four edges of the door panel) be painted. For staining information on exterior doors, visit resources at [www.jeld-wen.ca](http://www.jeld-wen.ca)

To clean your door panel, use a mild soap and water solution, then rinse and dry thoroughly. For wood care of the wood frame material, refer to the following section.



## WOOD AND CLAD WOOD WINDOWS AND DOORS

Caring for your wood and clad wood windows and doors will save time and money. Proper maintenance requires periodic tasks to maintain long life, smooth operation and warranty coverage. Regular inspections are the best way to keep your windows and doors in good condition.

### EXTERIOR FINISH

#### HOW DO I CARE FOR MY EXTERIOR FINISH?

Exterior care includes proper finishing and maintenance of wood and cleaning and caring for clad wood surfaces. Annual inspections are sufficient for most areas; however, coastal areas require monthly inspections because of moisture and salt in the air.

### WOOD

Wood is vulnerable to attack by fungus, ultraviolet light deterioration, expansion (from moisture) and shrinkage (from drying). Careful maintenance reduces wood splitting, warping, poor operation, fungal infestation, wood deterioration and glass seal failure.

### PROTECTION

1. Paint unfinished wood surfaces immediately after installation as per our wood finishing guidelines.
2. Perform regular inspections, and repair when needed.

### REPAIR

Wood shrinkage and expansion cause stress to finishes and may cause paint film to crack. Paint film cracks occur mostly at wood-to-wood joints, horizontal surfaces and exposed end wood grain.

1. Clean and lightly sand crack or void, then apply paint.

- **NOTE:** Make sure area is completely dry before applying paint.

### CLEANING

1. Wash lightly with mild soap and water.
2. Rinse with water mist from spray bottle; dry thoroughly.
3. For stubborn residue, consider lightly sanding and refinishing, or contact a paint professional for recommendations.
4. For mildew cleaning, consult a paint professional.

### ALUMINUM CLADDING

Aluminum cladding is a protective “shell” applied to the exterior surfaces of a wood window or door, and provides beauty in a variety of colours. The aluminum cladding finish offers durability and excellent resistance against scratches, cracking, blistering and flaking under normal use conditions. When properly maintained, aluminum clad windows and doors will remain attractive for many years.

### COLOUR MAINTENANCE

Any surfaces exposed to sunlight are subject to colour-fading due to ultraviolet radiation. To help slow the fading process, apply a coat of high quality, non-abrasive car wax to the entire surface. If this doesn't help, contact us or your local dealer for further options. Aluminum cladding does not require painting or finishing. However, we offer special paints with matching colours for touching up scratches. For more information, call us or your dealer.

### GENERAL CLEANING

1. Rinse with water from top to bottom to prevent dirty run-down and streaking; if needed, use a very soft bristle brush while rinsing.
2. Air or wipe dry with a soft, lint-free, dry cloth.
3. Apply high quality, non-abrasive car wax to clad surface for a protective finish (follow wax manufacturer's instructions).

### ANODIZED ALUMINUM CLADDING

Anodizing is an electrochemical process that converts the metal surface into a decorative and durable finish. Anodizing uses the base metal—the aluminum alloy—to create a thin, extremely strong and corrosion-resistant finish. Anodized aluminum is a uniform finish that resists wear. It also resists fading and cannot chip or peel so it requires minimal maintenance.

### MAINTENANCE AND CLEANING

For light soils, flush the surface with water using moderate pressure. If dirt remains, wiping with a brush or sponge in conjunction with a mild detergent cleaner should be used. Rinse clean. For heavy or persistent stains, please contact JELD-WEN® customer care.

Certain precautions must be taken to avoid damaging your anodized finish:

1. Avoid alkaline or acid cleaners.
2. Do not clean when surface is hot, as heated by the sun.
3. Use strong organic solvents with care as they may affect the function of sealants.
4. Strong cleaners should not be used on the window glass where it is possible for the cleaner to come in contact with the aluminum.
5. Excessive abrasive rubbing should be avoided because it may damage the finish.

## INTERIOR FINISH

### HOW DO I CARE FOR MY INTERIOR FINISH?

With new energy-efficient modern homes, much of the interior moisture does not escape to the outdoors. Therefore, it is especially important to properly finish and maintain interior wood surfaces.

### PROTECTION

1. Paint or finish wood surfaces immediately after installation as per our wood finishing guidelines.
2. Regularly inspect and repair when needed.

### REPAIR

Wood shrinkage and expansion can cause stress to paint or finish and may cause film to crack. Cracks occur mostly at wood-to-wood joints, horizontal surfaces, and exposed end wood grain.

1. Clean and lightly sand crack or void, then apply paint or finish.
- **NOTE:** Make sure area is completely dry before applying paint or finish.

### CLEANING

1. Wash lightly with mild soap and water.
2. Rinse and dry thoroughly.
3. To clean stubborn residue, consider lightly sanding away residue and refinishing, or contact a paint professional for advice on a cleaner that will work on painted or finished surfaces without causing damage.

## WINDOW SASH AND DOOR PANELS

### HOW DO I CARE FOR MY WINDOW SASH AND DOOR PANELS?

Maintain your window sash or door panel with annual (monthly for coastal areas) inspections. It is helpful to remove a removable sash for inspection, but it is not necessary to remove a door panel.

1. Inspect stiles and rails for damage (cracks or splits in painted or finished wood surfaces, dents or scratches to aluminum cladding, etc.).
  2. Immediately repair scratches or cracks in painted or finished surfaces (if necessary, contact a paint professional for assistance).
- **NOTE:** For scratches on aluminum clad surfaces, call us or your dealer for a paint touch-up kit. For damage other than scratches, call a service technician for assistance.

Check glass for cracks; if cracked, call your local glass dealer for replacement.

### For insulating glass units:

1. Look for moisture or fogging between glass panes (most likely to occur on cold mornings).
- **NOTE:** Moisture between the panes of glass is an indication of seal failure. Call us for recommendations if this is the case.



# 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 four litres of water, or 375ml vinegar to four 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, discolouration, 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 care and maintenance tips and installation instructions, visit the **JELD-WEN® Video Hub** at [www.jeld-wen.ca](http://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.





OUR WARRANTY  
TO YOU





# OUR WARRANTY TO YOU

JELD-WEN® Products<sup>1</sup> are designed to create lasting value for your home. This warranty is effective for all JELD-WEN window and patio door Products (except United Collection products) manufactured on or after **June 1, 2019** for use in the United States and Canada. 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, installation instructions, and previous warranties, refer to [www.jeld-wen.com](http://www.jeld-wen.com) or [www.jeld-wen.ca](http://www.jeld-wen.ca).

## ■ WHAT THIS WARRANTY COVERS ■

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 the time periods from the date of manufacture as specified below, we will, at our option, repair, replace or refund the purchase price of the Product or component part. Skilled labor<sup>2</sup> (where deemed necessary by us) to repair or replace any component is provided as specified below.

	Wood & Metal Clad Wood	Composite	Vinyl & Metal Clad Vinyl	Aluminum
<b>Basic Product Coverage</b> Owner-Occupied Single-Family Residence	20 years	10 years; glass is covered for 20 years	as long as you own and occupy your residence	10 years
<b>Basic Product Coverage</b> Commercial (Other than Owner-Occupied Single-Family Residence)	20 years	10 years	10 years	2 years
<b>Skilled Labor<sup>2</sup> Coverage</b>	2 years	2 years	2 years	1 year
<b>Transferability</b> the maximum length of any coverage when you sell your residence or it becomes occupied by other than the original owner	10 years	10 years	10 years	Non-transferable

## SPECIAL COVERAGES (APPLIES TO BOTH OWNER-OCCUPIED AND COMMERCIAL)

The following Special Coverages apply to special product features and options; not all options are available on all products or in all regions.

Glass Options	Coverage	Notes
Triple-Glazed Glass Units	20 years	Includes the glass panes and the insulating seal.
ImpactGard® Glass Units	10 years	
Special Glazings	5 years	Includes laminated glass units other than ImpactGard, and glass options not listed in our product literature, e.g., leaded or decorative glass.
Blinds/Shades Between the Glass	10 years	Includes the seal, external control mechanism, and operation of the shade/blind.
Stress Cracks	1 year	Applies to sealed glass units installed in windows and patio doors. Laminated glass and special glazings are excluded. Coverage includes replacement glass and skilled labor <sup>2</sup> necessary to replace the glass. Stress cracks occur when, in the first year after manufacture, the glass develops a crack without sign of impact.
Accidental Glass Breakage	Same as the Basic Product Coverage above (Owner-Occupied or Commercial)	Applies to Products ordered with double-strength or thicker glass. Not covered: damage attributable to acts of nature (e.g. fire, hurricane, etc.), civil disorder, building settling, structural failures of walls or foundations or improper installation, construction job-site mishaps, storage, or handling. Special glazings and ImpactGard glass are not covered by this glass breakage warranty.

Finish Options	Coverage	Notes
Finish on Metal Clad Exteriors	AAMA 2605: 30 years AAMA 2603/2604: 10 years Anodized: 5 years	Coverage is for peeling, checking, cracking, or exhibiting excessive chalk, fade or color change <sup>3</sup> . Clad products installed within one mile of a salt-water source (for example, an ocean or salt lake) or other corrosive environment require additional and specific maintenance requirements. Refer to our full care and maintenance instructions.
Factory Interior Finish on Wood Products	1 year	Coverage is for peeling, checking, or cracking. Should the factory interior finish be proven defective within this time period, we will at our option, replace or refinish the component or product, or offer a refinish credit up to \$50 per opening for windows or \$100 per opening for patio doors. This coverage applies to factory-applied finish coat options only; standard factory-applied primer is not a finish coat.
Colored and Laminated Surfaces on Vinyl and Composite Products	10 years	Coverage is for peeling, blistering, or flaking, and excessive color change <sup>3</sup> . 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.
Other Special Coverages	Coverage	Notes
AuraLast® Protection for Wood Products	Owner-Occupied Single-Family Residence: as long as you own and occupy your residence	Coverage is for wood decay and/or termite damage in pine wood components. Warranty coverage outside Canada, the contiguous 48 states and Alaska is contingent upon approval from the JELD-WEN Customer Care Department. Please contact us.
	Commercial: 20 years	
Custom Fiberglass Door Slabs	As long as you own and occupy your residence	
Factory Prefinish on Custom Fiberglass Doors	10 years	Should the factory prefinish be proven defective, we will at our option refinish the door or pay up to \$350.00 per opening to the current owner.
Electric Operators	1 year	Coverage includes replacement parts and skilled labor necessary to replace the operator for one year.
Retractable Roll Screens	5 years	

## ■ HOW TO GET ASSISTANCE ■

If you have a problem with your JELD-WEN® Product, contact the dealer/distributor or contractor from whom you purchased your product or contact us directly:

	In the United States:	In Eastern Canada:	In Western Canada:	In Ontario Canada:
Mail:	JELD-WEN Customer Care Attn: Warranty Claims P.O. Box 1329 Klamath Falls, OR 97601	JELD-WEN Service Dept 90, rue Industrielle Saint-Apollinaire, Quebec, Canada G0S 2E0	JELD-WEN Service Dept 550 Munroe Avenue Winnipeg, Manitoba, Canada R2K 4H3	JELD-WEN Service Dept 90 Stone Ridge Road Vaughan, Ontario Canada L4H 3G9
Phone:	888-JWHelpU 888-594-3578	800-463-1930	888-945-5627 204-668-8230	800-440-2714 905-265-5700
Fax:	800-436-5954	888-998-1599	204-663-1072	905-265-5704
Email:	jeldwenwarranty@jeld-wen.com		wpgservice@jeld-wen.com	
Web	www.jeld-wen.com/contact-us		www.jeld-wen.ca/contact-us	

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 where the product can be inspected, and d) 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 your warranty claim is denied, we may charge an inspection fee for an onsite inspection that is required or requested by you.

## ■ HOW TO GET ASSISTANCE (continued) ■

If your claim is approved, and we choose to repair or replace the product or a component of the product, the replacement product/ component will be provided in the same specification as the original product or its nearest equivalent current product. Replacement components/products are warranted for the balance of the original product warranty or 90 days, whichever is longer.

If the claimed nonconformity is warp of a door slab, we may defer repairing or replacing the door slab for a period up to **twelve (12) months** from the date of claim. It is not uncommon for a temporary warp condition to occur as the door slab adjusts to local humidity and temperature conditions. This deferral will not be counted against the warranty period.

**PRODUCT PURCHASE DATE:** \_\_\_\_\_  
**ORDER NUMBER:** \_\_\_\_\_

## ■ WHAT THIS WARRANTY DOES NOT COVER ■

JELD-WEN® is not liable for damage, product failure or poor product performance due to:

- Normal wear and tear, including normal wear and tear of weatherstrip; natural weathering of surfaces. Variance in color or texture of natural wood parts, and natural tarnishing of copper cladding are not considered defects.
- Normal wear and tear to hardware and naturally occurring changes to hardware finishes (e.g., corrosion or tarnishing).
- Exposure to chemicals (e.g. brick wash) or a harsh environment (e.g. salt spray or airborne pollutants) unless otherwise stated above.
- Misuse, abuse or failure to properly finish and provide maintenance.
- Alteration or modification of the Product (e.g. customer applied tints or films, paint finishes, security systems).
- Any cause beyond the reasonable control of JELD-WEN (e.g. fire, flood, earthquake, other acts of nature, and acts of third parties outside of our control).
- Failure to provide an adequate overhang for fiberglass doors; 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](http://www.jeld-wen.com/resources); for specific information pertaining to your structure, consult your contractor or other building professional.
- Improper installation not in conformance with JELD-WEN installation instructions (note: see [www.jeld-wen.com](http://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.
- Installation into a condition that exceeds product design standards and/or certified performance specifications and/or is not in compliance with building codes.
- Extreme artificial temperature buildup or exposure (e.g., where storm doors/windows are present).
- Hardware or inserts that are not provided by us, such as locksets, door handles, strikes, etc.
- 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).
- Wood decay in wood components other than of pine species and any components (including pine) that come in direct contact with soil. Note: superficial mold/ mildew does not indicate wood decay.

JELD-WEN is also not liable for:

- Glass breakage (except as specifically covered above).
- Screen damage due to normal wear and tear, misuse, abuse, or insect or animal activity.
- Slight expansion or contraction of product components due to varying environmental conditions; slab movement (shrinkage or swelling) of 1/4" (6 mm) or less due to temperature and humidity, consult the Homeowner's Manual on how to work with this natural movement.
- 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.
- Hairline cracks in factory-applied finishes; surface cracks that do not compromise the underlying material are not a defect.
- Damage or distortion to other property, including but not limited to, vinyl siding, building components or landscaping caused in whole or in part by reflection of light or heat from JELD-WEN windows or doors.
- 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.
- Repairs on product not accessible by road; travel costs related to repairs on product located more than 125 miles/200 kilometers from an authorized dealer; providing, assembling, or dismantling scaffolding, lifts, or other specialized equipment.
- Labor and materials for repainting or refinishing activities or the removal or disposal of defective product(s); labor exceeding the time periods specified above.
- 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 -- PLEASE READ THIS CAREFULLY. IT AFFECTS YOUR RIGHTS.**

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.

Any dispute, controversy or claim arising out of or relating to this warranty, any alleged breach thereof, or the use or sale of the products to which this warranty applies shall be resolved by mandatory and binding arbitration administered by the American Arbitration Association in accordance with its commercial arbitration rules. Any ensuing arbitration will be venued in Charlotte, North Carolina. Original purchaser agrees that they may assert claims against JELD-WEN® in their individual capacity only, and not as a plaintiff or class member in any purported class action proceeding. This warranty shall be interpreted in accordance with the laws of North Carolina (excluding North Carolina's conflict of laws principles). If any provision of this warranty is deemed illegal or unenforceable in a judicial proceeding, that provision shall be severed and excluded, and the remainder of this warranty shall continue in force. Rejection of these dispute resolution provisions must be sent to JELD-WEN at the address provided herein within thirty (30) days of original purchaser's receipt of the Products to which this warranty applies.

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.

<sup>1</sup> "JELD-WEN Products" shall refer to window and patio door products (except United Collection products) manufactured in the United States and/or Canada and marketed under the JELD-WEN brand name for use in the United States and/or Canada. See our separate United Collection warranty, or our Export Warranty for applicable coverage on products used outside the United States and Canada.

<sup>2</sup> "Skilled labor" refers to tasks where specialized technical knowledge, experience, methods or tools are required to properly identify, diagnose and/or correct product-related issues.

<sup>3</sup> "Chalking" of the exterior finish is not a defect unless it exceeds a numerical rating of eight (8) when measured in accordance with the standard procedures specified in ASTM D4214. Fading or changing in color of the exterior finish is not a defect unless it exceeds five (5) E units, calculated in accordance with ASTM D2244, paragraph 6.2. Color change shall be measured on an exposed area of finish that has been cleaned of surface soils and chalk, and the corresponding values measured on the original or unexposed area of finish. Fading or color changes may not be uniform if the surfaces are not equally exposed to the sun and elements. If the above ASTM standards change, the standard in effect at the time of purchase applies. As an option to replacement, we may choose to refinish the product.







# OUR WARRANTY TO YOU

JELD-WEN® Products<sup>1</sup> are designed to create lasting value for your home. This warranty is effective for JELD-WEN products manufactured on or after **June 1, 2019** 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](http://www.jeld-wen.com) or [www.jeld-wen.ca](http://www.jeld-wen.ca).

## ■ WHAT THIS WARRANTY COVERS ■

We warrant to the original owner<sup>2</sup> 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 labor<sup>3</sup> (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
Steel Exterior Doors	Ten (10) years
Wood Exterior Doors	Five (5) years
Interior MDF Doors	Ten (10) years
All Other 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	10 years	\$350 per opening
Custom Fiberglass and Steel Doors	10 years	\$100 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**.

**Stress Cracks:** Applies to sealed glass units installed in exterior doors. Laminated glass and special glazings are excluded. Coverage for **one (1) year** includes replacement glass and skilled labor<sup>3</sup> necessary to replace the glass. Stress cracks occur when, in the first year after manufacture, the glass develops a crack without sign of impact.

### COMMERCIAL LIMITED WARRANTY (OTHER THAN OWNER-OCCUPIED SINGLE-FAMILY RESIDENCE)

**All Door Slabs, Components, Prefinishes, and Options:** Warranty coverage is the lesser of **five (5) years** from the date of purchase or the period indicated above for Owner-Occupied Single-Family Residences.

### TRANSFERABILITY

This warranty is not transferable.

## ■ HOW TO GET ASSISTANCE ■

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

### In the United States:

Mail: JELD-WEN Customer Care  
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  
Web: www.jeld-wen.com/contact-us

### In Eastern Canada:

Mail: JELD-WEN Service Department  
90, rue Industrielle  
Saint-Apollinaire, Quebec, Canada G0S 2E0  
Phone: 800-463-1930  
Fax: 888-998-1599

### In Western Canada:

Mail: JELD-WEN Service Department  
550 Munroe Avenue  
Winnipeg, Manitoba, Canada R2K 4H3  
Phone: 888-945-5627  
204-668-8230  
Fax: 204-663-1072  
Email: wpgservice@jeld-wen.com

We can respond quickly and efficiently if you provide the following: a) date and location of purchase, or product identification from the tag on the top edge of the slab, b) how to contact you, c) the address where the product can be inspected, and d) 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 acknowledgment 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 your warranty claim is denied, we may charge an inspection fee for an on-site inspection that is required or requested by you.

If your claim is accepted, and we choose to repair or replace the product or a component of the product, the replacement product/component will be provided in the same specification as the original product. Replacement products, components and services are warranted for the balance of the original product or service warranty, or 90 days, whichever is longer.

If the claimed nonconformity is warp of a door slab, we may defer repairing or replacing the door slab for a period up to 12 months from the date of claim. It is not uncommon for a temporary warp condition to occur as the door slab adjusts to local humidity and temperature conditions. This deferral will not be counted against the warranty period.

**PRODUCT PURCHASE DATE:** \_\_\_\_\_

**ORDER NUMBER:** \_\_\_\_\_

## ■ 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 sold by JELD-WEN to the original owner. See your distributor or dealer regarding the warranty on the entire door system and/or these other components.

JELD-WEN is not liable for damage, product failure or poor product performance due to:

- Normal wear and tear, including normal wear and tear of weatherstrip; and natural weathering of surfaces. Variations in the color or texture of wood or finish; surface cracks that are less than 1/32" (1 mm) width and/ or 2" (51 mm) length; for knotty alder and juniper: surface checks that are less than 1/8" (3 mm) width and/or 5" (127 mm) length, and knot placement, quantity, or size.
- Normal wear and tear to hardware and naturally occurring changes to hardware finishes (e.g., corrosion or tarnishing).
- Misuse or abuse; failure to follow the care and maintenance instructions.

- Alteration or modification of the Product (e.g. customer applied peepholes, mail slots, security systems).
- Any cause beyond our reasonable control (e.g. fire, flood, earthquake, other acts of nature, and acts of third parties outside of our control).
- Failure to provide an adequate overhang for exterior doors; 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](http://www.jeld-wen.com/resources); for specific information pertaining to your structure, consult your contractor or other building professional.

- Improper installation not in conformance with JELD-WEN® installation instructions (note: see [www.jeld-wen.com](http://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.
- Installation into a condition that exceeds product design standards and/or certified performance specifications and/or is not in compliance with building codes.
- Improper field finishing of all surfaces (front and back) and edges (top, bottom, and sides) of the door slab and frame (See our Finishing Instructions at [www.jeld-wen.com/resources](http://www.jeld-wen.com/resources)); variation or unsatisfactory results in sheen or texture resulting from the field application of paint or any other finishing material.
- 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).
- Wood decay for wood components other than of AuraLast pine; and wood decay for any wood components (including pine) that come in direct contact with soil. Note: superficial mold/mildew does not indicate wood decay.
- Structural integrity issues or other problems caused by improper field fitting of the hardware, improper sizing of the door slab, or other assembly problems.
- Hardware, accessories or inserts that are not provided by us.
- 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).

JELD-WEN is also not liable for:

- Warp for any 3'6" wide by 8'0" high by 1 3/4" (1067 mm wide by 2438 mm high by 45 mm), or smaller door slab, which does not exceed 1/4" (6 mm) in the plane of the door slab itself; door slabs wider and/or higher are not guaranteed for warp.
- Slight expansion or contraction due to varying environmental conditions; slab movement (shrinkage or swelling) of 1/4" (6 mm) or less due to temperature and humidity, consult our Care & Maintenance documents on how to work with this natural movement.
- Screen damage due to normal wear and tear, misuse, abuse, or insect or animal activity.
- Discoloration or rusting of decorative metal accent options, such as grilles, clavos, straps, etc.; discoloration of wood sills provided by us.
- 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.
- Labor and materials for repainting or refinishing activities or the removal or disposal of defective product(s); labor exceeding the time periods specified above.
- 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 – PLEASE READ THIS CAREFULLY. IT AFFECTS YOUR RIGHTS.**

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.

Any dispute, controversy or claim arising out of or relating to this warranty, any alleged breach thereof, or the use or sale of the products to which this warranty applies shall be resolved by mandatory and binding arbitration administered by the American Arbitration Association in accordance with its commercial arbitration rules.

Any ensuing arbitration will be venued in Charlotte, North Carolina. Original purchaser agrees that they may assert claims against JELD-WEN in their individual capacity only, and not as a plaintiff or class member in any purported class action proceeding. This warranty shall be interpreted in accordance with the laws of North Carolina (excluding North Carolina's conflict of laws principles). This warranty shall be interpreted in accordance with the laws of Oregon (excluding Oregon's conflict of laws principles). If any provision of this warranty is deemed illegal or unenforceable in a judicial proceeding, that provision shall be severed and excluded, and the remainder of this warranty shall continue in force. Rejection of these dispute resolution provisions must be sent to JELD-WEN at the address provided herein within thirty (30) days of original purchaser's receipt of the Products to which this warranty applies.

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.

<sup>1</sup> “JELD-WEN® Products” shall refer to interior and exterior door slabs and systems marketed under the JELD-WEN brand name for use in the United States and Canada. See our separate Export Warranty for applicable coverage on products used outside the United States and Canada.

<sup>2</sup> This warranty extends to the original owner (original owner means the contractor/dealer/distributor/purchaser and the initial owner of the structure where the product is initially installed) and is not transferable. 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. Should state or provincial law preclude no transferability, then the warranty period is effective as applicable up to **five (5) years** from the date of initial purchase for door slabs and systems and **one (1) year** from the date of manufacture for the factory prefinish.

<sup>3</sup> “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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# GLOSSARY

For your reference, we have provided window/door types and definitions of common window terminology. This section will be helpful if you ever want to contact us with questions or simply want to sound like an expert to your friends.

## Argon

A colorless inert gas that is injected in the airspace of an insulating glass unit to improve energy efficiency.

## Awning Window

A window hinged at the top, which opens out in an upward swing.

## Bay Window

A Bay window is made up of three or more windows. The side or flanker units project out from the building in 30 or 45 degree angles. The center is parallel with the building wall and is made up of one or more windows.

## Bow Window

A series of four or more adjoining window units, commonly five in number, installed on a radius from the wall of the building.

## Brickmould

A form of exterior casing for windows and doors. It serves as a locator point for installation for the unit and provides a boundary for brick or other siding material on the face of the buildings.

## Casement Window

A window unit in which the sash is hinged on the left or right side and usually opens with a crank-type handle. These windows allow maximum ventilation.

## Casing

Trim around door and window openings. Interior casing covers the inside edges of the jambs and the rough opening between the window unit and the wall. Exterior casing is an alternative to brickmould.

## Cladding

A protective aluminum or vinyl shell on the exterior surfaces of wood windows and patio doors.

## Dew Point

The temperature at which condensation occurs.

## Double Hung Window

A window unit featuring an upper and a lower sash that slide vertically past each other in a single frame. Many Double Hung windows feature sashes that tilt in for convenient cleaning.

## Entry Door

A door that serves as the main entrance of a structure; may be single or paired.

## Fixed

Refers to a window or door that is nonventing or inoperable.

## Frame

The outer components of a window or door unit; side jambs, head jamb and sill (bottom jamb).

## French Door

Exterior or interior, hinged from side jambs, enabling both to swing open or one to remain fixed.

## Garden Door

Featuring two slabs mounted in a single frame, with one operable and one fixed door.

## Geometric Window

Specialty windows of various shapes

including: rectangles, triangles, trapezoids, octagons, pentagons, half-rounds, full rounds and ellipses.

## Glazing

The insertion of glass into a window sash or door panel. The purpose of glazing is to provide effective weather sealing, prevent glass-to-metal contact and minimize glass breakage from mechanical or thermal stress.

## Grilles Between Glass

Grilles Between Glass (GBG) are an aesthetic feature that provide a luxury appearance through various design patterns placed within the glass.

## Handing

The direction in which a door or casement window opens. To check the handing of a door or window, determine which side the unit is hinged on when viewed from the outside.

## Head

The main horizontal member forming the top of a window or door frame.

## Hybrid Window

A hybrid window is a vinyl window that is built with a protective aluminum exterior, similar to that of a clad wood window.

## Insulating Glass

Glazing with an enclosed air space between two or more panes of glass.

## Jamb

The top and two sides of a door panel or window frame that contacts the door or sash.

**Jamb Extension**

A component that extends the depth of a window or door frame to adapt to a thicker wall.

**Kerf**

The groove that holds the weatherstripping.

**Kickplate**

This is a protective plate applied to the lower rail of a door or patio door to prevent damage from daily wear.

**Level**

A condition that exists when a surface is exactly horizontal.

**Lites (Lights)**

A window; a pane of glass within a window, often simulated by adding grilles or simulated divided lites.

**Low-E Glass**

This type of insulating glass significantly blocks harmful ultraviolet (UV) rays and the sun's infrared heat, so homes stay cooler in the summer and interior furnishings fade less. In the winter, it helps keep homes warmer and reduces condensation.

**Moulding**

Decorative trim placed around the perimeter of a door or window frame.

**Mullion**

A wood or metal part used to structurally join two window or door units.

**Nailing Flange**

A metal or plastic fin used to secure windows or doors to an opening.

**Panel**

An assembly comprised of stiles (vertical pieces), rails (horizontal pieces), and the door's glass or other

wood or metal surface. A panel may be operable (the movable assembly), or fixed (fixed into the frame and does not move).

**Picture Window**

A non-operating window unit. The term "picture window" usually implies a large fixed or stationary unit.

**Plumb**

A condition that exists when a surface is exactly vertical.

**Rails**

The cross or horizontal members of the framework of a sash, door or other panel assembly.

**Rough Opening**

The opening in the wall frame that the window or door fits into. Usually the rough opening must be sized 1/2" (13 mm) larger than the frame in both width and height.

**Sash**

A single assembly of stiles and rails in a frame for holding glass.

**Sidelite**

A fixed, often narrow glass window next to a door opening.

**Sill**

The horizontal frame member at the bottom of a window or door assembly.

**Simulated Divided Lites (SDL)**

Permanently adhered dividers that are placed on the interior and exterior of the insulating glass unit to replicate traditional window grilles (muntins).

**Single Hung Window**

A window unit composed of two sashes, one stationary upper sash, and one operable lower sash which moves vertically up or down in the frame.

**Slab**

The functioning portion of the door system. A slab may be flat or embossed and may contain an insert.

**Slider Window**

A window unit in which one sash moves (glides) horizontally past a stationary sash on a groove or track.

**Sliding Patio Door**

A door that opens by one panel gliding horizontally past a stationary panel along a track.

**Square**

A condition that exists when two surfaces are perpendicular (90° angle).

**Stiles**

The upright or vertical outside pieces of the framework of a sash, door or other panel assembly.

**Sweep**

This is the weatherstripping attached to the bottom of a door.

**Transom**

A stationary window above a window or door.

**Terrace Door**

Exterior doors that feature one stationary panel, one center hinged In-Swing door and a sliding exterior screen.

**Weatherstripping**

Material or device for sealing openings, gaps or cracks of venting, window and door units.

**Weep Hole**

The visible part of a water drainage system used to drain water out of a window or door product.

# 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.

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