

## JELD-WEN® Premium Wood AuraLast™ Door Warranty OUR WARRANTY TO YOU ...

JELD-WEN® Premium Wood AuraLast™ Doors are designed to create lasting value for your home. This warranty is effective for all Premium Wood AuraLast™ Doors manufactured by us on or after January 1, 2005 for use in the United States and Canada. Any previous warranties will continue to apply to door products manufactured by us prior to this date. For additional information, including care and maintenance, installation and finishing instructions, contact us or refer to [www.jeld-wen.com](http://www.jeld-wen.com).

### What This Warranty COVERS ...

We warrant that our Premium Wood AuraLast™ Doors will be free from defects in materials and workmanship for **five** years from the date of initial purchase.

We further warrant AuraLast™ wood will be free from wood cellular level breakdown (often referred to as “wood cellular structure failure” or “fungal infestation”) caused by decay and/or termites in JELD-WEN manufactured AuraLast™ *pine* wood products for a period of **twenty** years from the date of initial purchase. Wood cellular structure failure coverage outside the contiguous 48 states and Alaska is contingent upon prior approval from the JELD-WEN Warranty Department.

### How to Get Assistance...

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

Mail: JELD-WEN Premium Wood Doors  
3305 Lakeport Blvd  
Klamath Falls OR 97601  
Phone: 1-877-535-3462 (1-877-JELD-INC)  
Fax: 541-882-3455  
Email: CustomerServiceDoors@jeld-wen.com

We can respond quickly and efficiently if you provide the following: a) date and location of purchase, b) how to contact you, c) the address of where the product can be inspected, and d) a description of the 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 of receipt to the contact identified. We will investigate your claim and take appropriate action within **30** days after receipt of notification. If it is determined that our 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 there is a defect, we will repair the product or ship product to the distributor or person making the claim in the same specification as the original product sold to the distributor. Should a door panel split through, we will ship a replacement door panel and pay reasonable costs incurred up to \$150.00 for finishing and hanging the door panel. If we are unable to provide replacement and repair is not practical or cannot be made timely, then we will refund the purchase price. This warranty gives you specific legal rights, and you may have other rights that vary from state to state.

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

### What This Warranty Does Not Cover ...

We only manufacture door panels, sidelites and transoms (if applicable) of the door system. We do **not** assemble them into the frame **nor** do we provide parts or components (e.g. door frames or hardware such as hinges and locksets) with the exception of track hardware. Please see your distributor or dealer regarding the warranty on the entire door system and these other components.

We are not liable for:

- Warp which does not exceed 1/4" in the plane of the door panel itself; any warp for a 3'6" wide by 8' 0" (1067 mm by 2450 mm) high or door panels wider and/or higher are not guaranteed for warp.
- Wood cellular structure failure for wood components other than of AuraLast™ pine species and any components (including pine) that come in direct contact with soil. Note: superficial mold/mildew does not indicate wood cellular structure failure.
- Normal wear and tear, including normal wear and tear of weatherstrip; and natural weathering of surfaces or variations in the color or texture of the wood.

Problems due to misuse, abuse, failure to follow the care and maintenance instructions; failure to provide an adequate overhang (See JELD-WEN Premium Wood Door catalog for appropriate exposures or consult your dealer if you have questions); or as a result of any cause beyond our control (e.g. fire, flood, earthquake, other acts of nature, and acts of third parties outside of our

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control).

- Problems related to: improper finishing of all surfaces (front and back) and edges (top, bottom, and sides) of the door system; variation or unsatisfactory results in sheen or texture resulting from the field application of paint or any other finishing material; damage caused by extreme temperature buildup where storm doors are present.
- Bow or misalignment in the frame or jamb in which the door panel is hung; problems related to water and/or air infiltration due to improper assembly or installation; and structural integrity issues or problems caused by improper fitting of the hardware or sizing of the panel.
- Hardware or inserts that are not provided by us, such as locksets, door handles, strikes, etc.
- Cost for labor, installation, removal or finishing of the replacement door or component (unless specifically noted above).
- 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.
- Incidental or consequential damage. Some states do not allow the exclusion or limitation of incidental or consequential damages, so this may not apply to you.

**IMPORTANT LEGAL INFORMATION**

**This Warranty sets forth our maximum liability for our products. We shall not be liable for special, indirect, consequential, or incidental damages. Your sole and exclusive remedy with respect to any and all losses or damages resulting from any cause whatsoever shall be as specified herein. 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 law precludes exclusion or limitation of implied warranties, the duration of any such warranties shall be no longer than, and the time and manner of presenting any claim thereon shall be the same as, that provided in the express warranty stated herein.**

No distributor, dealer or representative of JELD-WEN has the authority to change, modify or expand this warranty. This warranty extends to the original purchaser (original purchaser means the contractor/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 restriction on transferability, then the warranty period is effective five years from the date of initial purchase.

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