

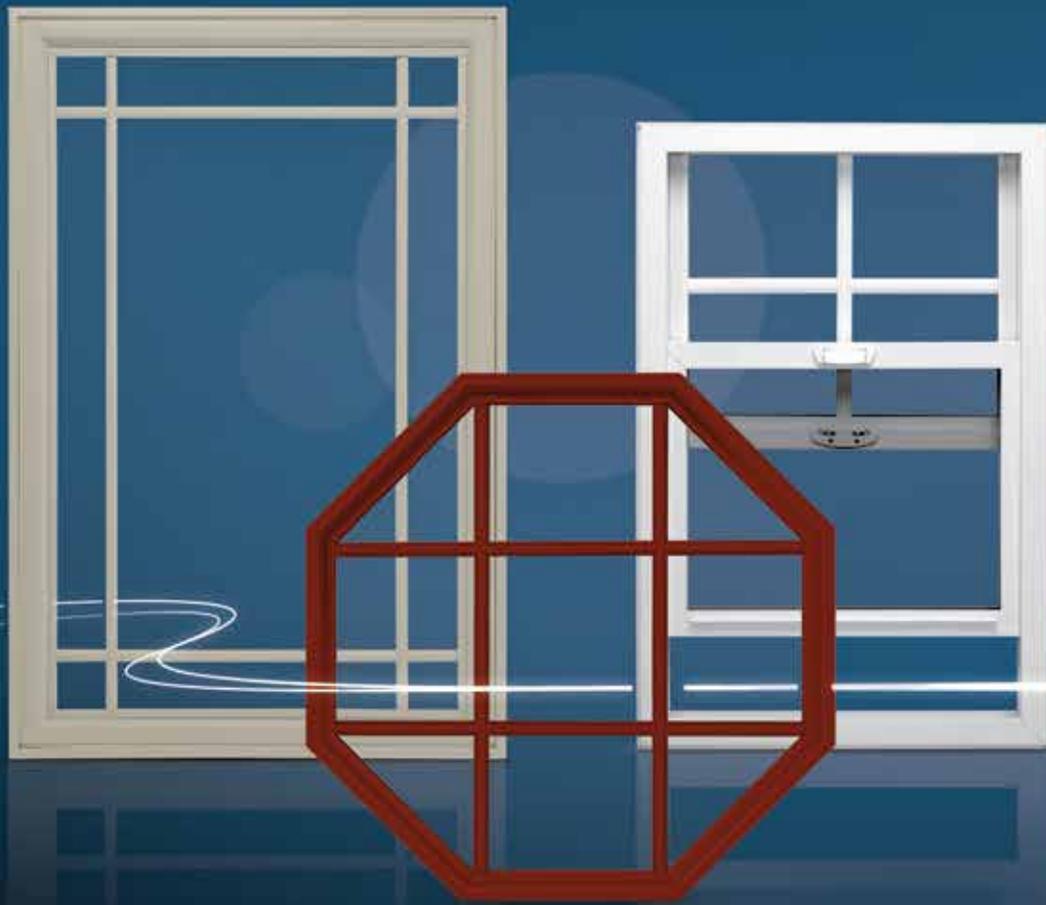
Premium Vinyl
Window & Patio Door

Awning | Casement | Single-Hung | Double-Hung | Sliding | Fixed, Radius & Geometric
Bay & Bow | Sliding Patio Doors



STYLISH DURABILITY

JELD-WEN® Premium Vinyl windows and patio doors are made to be durable, energy efficient and low-maintenance. With features such as simulated divided lites, even sight lines and EverTone™ exterior paint finishes, Premium Vinyl windows are suitable for any architectural style or design. So they're just as attractive as they are reliable.



To obtain installation and maintenance instructions visit www.jeld-wen.com/resources.

REGIONAL AVAILABILITY



JELD-WEN Premium Vinyl

- Awning, Casement, Single-Hung, Single-Sliding, Fixed, Radius & Geometric, Bay & Bow, Sliding Patio Doors
- Awning, Casement, Single-Hung, Double-Hung, Single-Sliding, Double-Sliding, Fixed, Radius & Geometric, Bay & Bow, Sliding Patio Doors
- See www.jeld-wen.com for Florida specific product



LIFETIME
LIMITED
WARRANTY

Each one of our windows and patio doors is built to last. We prove this by supporting each product with our Lifetime Limited Warranty. To view complete warranty, see page 40.



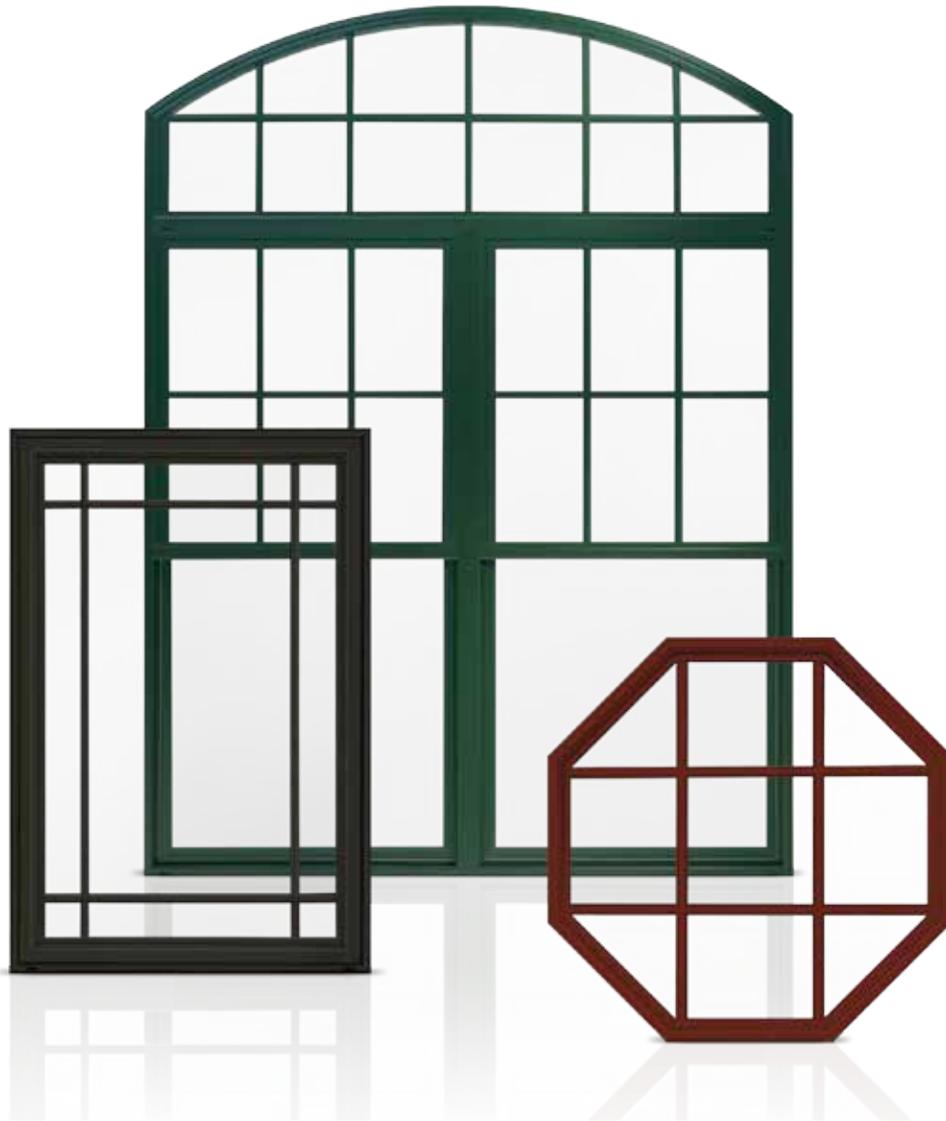


Table of Contents

Window Features	6	Casement Windows.....	24
Performance & Energy Saving Glass	8	Single-Hung Windows	26
Window Tints & Textures	11	Double-Hung Windows.....	28
Decorative Grilles	12	Single-Sliding Windows	30
Window Opening Control Devices	13	Double-Sliding Windows.....	32
Window Styles & Configurations	15	Fixed, Radius & Geometric Windows.....	34
EverTone™ Exterior Color Finishes.....	16	Bay & Bow Windows	36
Screens, Sound & Installation.....	18	Sliding Patio Doors	38
The Anatomy Of A Window	21	Warranty	40
Awning Windows.....	22	About JELD-WEN®	43

INTERIOR

Interior Finishes

Match the beauty of traditional wood mouldings and casings with interior woodgrain laminated finishes in Cherry, Light Oak and Dark Oak.

Optional Laminate Woodgrain

Available in Eastern US only.
See your dealer for details.



Cherry



Light Oak



Dark Oak



Standard Vinyl

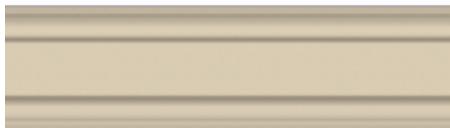
Desert Sand



White



Almond



Hardware Finishes*



White



Desert Sand



Chestnut Bronze



Brushed Chrome



Polished Brass



Antique Brass

**Actual colors may vary from the samples displayed and are subject to regional availability. Check with your dealer for details.*



EXTERIOR

Frame Options



Flush Frame



Integral Nailing Fin



Pocket Frame

Exterior Vinyl Colors*



White



Desert Sand



Almond**

EverTone™ Exterior Colors*

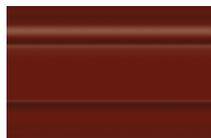
Our Premium Vinyl windows and patio doors are available in eight EverTone colors: Chestnut Bronze, Mesa Red, Hartford Green, French Vanilla, Dark Chocolate, Black, Arctic Silver and Desert Sand. EverTone is used on the exterior only; the interior is White, Desert Sand, or Almond.



French Vanilla



Desert Sand



Mesa Red



Hartford Green



Chestnut Bronze



Dark Chocolate



Black



Arctic Silver

EverTone™

*Actual colors may vary from the samples displayed.

**Subject to regional availability; check with your dealer for details.

PERFORMANCE GLASS OPTIONS

Clear Insulating Glass

This glass consists of two panes of uncoated glass. The perimeter of the unit is sealed. This option offers maximum visible light transmittance and energy efficiency in moderate climates.

Tempered Glass

Tempered glass is the result of a heat-treating process, which makes it stronger. After glass has been tempered it will not break into dangerous shards, but into smoother round pieces. Local codes often require tempered glass to be used in all windows that are close to the floor or near doors, bathtubs or showers.

Laminated Glass

Laminated glass consists of panes of glass with an invisible interlayer, sandwiched together to create an extremely sturdy glass unit. This provides increased protection for home safety and from incidental impact; it also provides an improved barrier against sound and harmful UV rays.

ENERGY STAR®

Many JELD-WEN® windows and doors are ENERGY STAR qualified. Homeowners can save energy—and



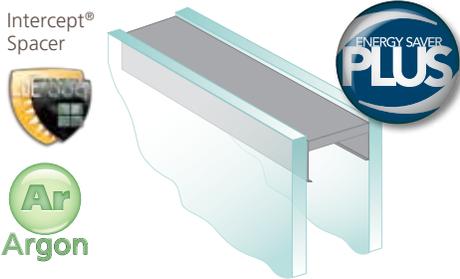
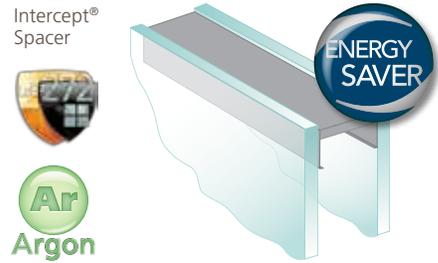
money—by replacing old windows with ENERGY STAR qualified windows and pay a 7-15 percent lower household energy bill. Lower energy consumption also reduces greenhouse gas emissions from power plants and shrinks a house's carbon footprint. JELD-WEN has been an ENERGY STAR partner since 1998.



ENERGY SAVING GLASS OPTIONS

Energy Saver™—REDUCE HEAT LOSS UP TO 30%

Offering the most cost-efficient energy upgrade, the Energy Saver package includes upgrades from clear to Low-E glass and Argon gas for improved thermal performance. Energy Saver reduces heat loss by 30% compared to clear insulating glass.



Energy Saver™ Plus—REDUCE HEAT LOSS UP TO 40%

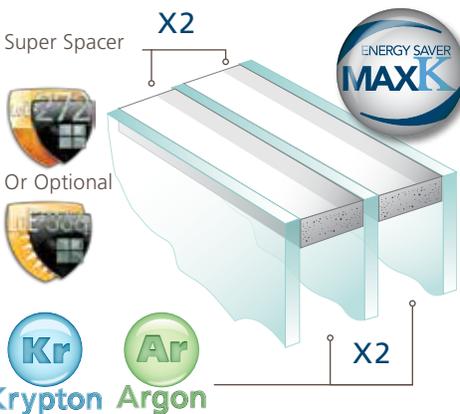
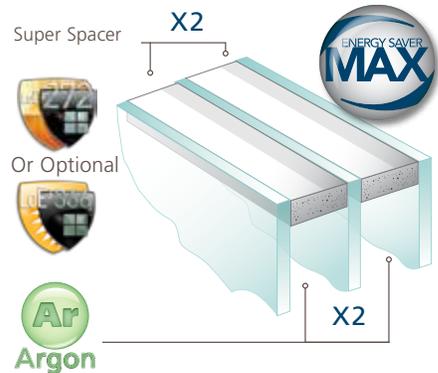
The best value in insulating glass, Energy Saver Plus includes Argon gas for improved thermal performance and LoE³-366 glass. With triple layers of Low-E coating, LoE³-366 helps you save energy through improved thermal performance, reduces solar heat gain and helps protect interior furnishing from fading.

Energy Saver Plus reduces heat loss by 40% compared to clear insulating glass.

Energy Saver™ Max—REDUCE HEAT LOSS UP TO 50%

The Energy Saver Max insulating glass package contains three panes of glass, both with Argon filled chambers and Super Spacer.

Coated with Low-E or optional triple-coated LoE³-366, you can rest comfortably even in the harshest weather. Energy Saver Max reduces heat loss by 50% compared to clear insulating glass.



Energy Saver™ Max-K—REDUCE HEAT LOSS BY MORE THAN 50%

Energy Saver Max-K qualifies as a High Performance Windows Volume Purchase Program window under the federal energy efficient window initiative. This package includes all of the benefits of Energy Saver Max, and adds a Krypton gas fill along with Argon gas for the most advanced thermal performance available from JELD-WEN®. Energy Saver Max-K reduces heat loss by more than 50% compared to clear insulating glass.



REDUCE GLARE, ENSURE YOUR PRIVACY

Textured Glass

Let light in while maintaining privacy with textured glass. We offer a wide range of textures to meet your aesthetic preferences. Four of our most popular choices are shown below.



Glue Chip



Obscure



Reed



Rain

Tinted Glass

Tinted glass reduces glare, and is ideal for areas that get a lot of direct sunlight in the summer. Below are our most popular options.



Gray



Bronze

Coated Glass: Low-E and LoE³-366 Insulated Glass

High-performance Low-E insulating glass comes standard and helps lower energy costs, allows homes to stay cooler in the summer and warmer in the winter, prevents fading of interior furnishings, and reduces condensation. It also delivers greater visible light transmittance than tinted glass. We also offer optional LoE³-366, which provides even more protection against heat loss and fading, as well as greater energy savings.



Low-E



LoE³-366

Textures shown may not match exact finish

DECORATIVE GRILLES

Grilles Between The Glass (GBG)

With grilles between the glass, you'll enjoy the look of divided lites without any upkeep because they are placed between the two panes of insulating glass. Available with 5/8" flat or 1" contour grilles.

Simulated Divided Lites (SDL)

For a true "paned" window look, our simulated divided lites feature bars that are permanently adhered to both the interior and exterior glass; an optional shadow bar between the panes of glass is also available. Choose divided lites in four bar widths: 7/8", 1-1/8", 1-3/8" and 2-1/8".



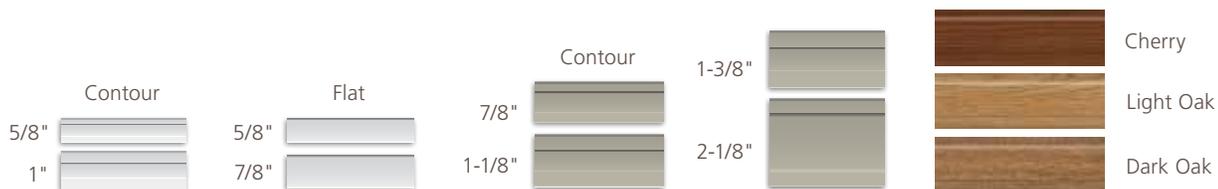
Grilles Between the Glass (GBG)



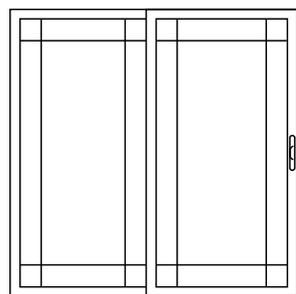
Simulated Divided Lites (SDL)



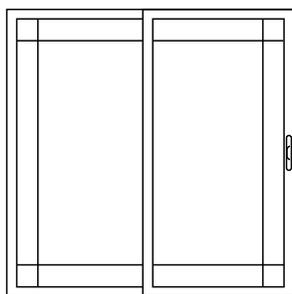
Wood Grain (Eastern US only)



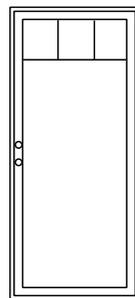
Grille Patterns



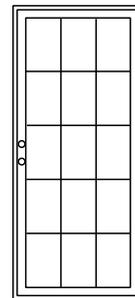
Prairie Glass



Prairie Frame



Top Down



Colonial

WINDOW OPENING CONTROL DEVICE

JELD-WEN® WOCD Meets ASTM F2090-10 Standard

Windows add so much to our daily lives - daylight, ventilation and views. They can also be necessary for emergency escape and rescue, so the building codes in your area may require certain windows to fully open. This means homeowners should take measures to prevent window falls. Factory-installed Window Opening Control Devices (WOCD) from JELD-WEN are designed to meet the ASTM F2090-10 standard intended to help prevent accidental falls from windows by children five years of age and younger. A WOCD automatically limits the sash opening to less than 4 inches, unless it is deliberately disengaged, allowing the sash to fully open. The streamlined design of the JELD-WEN® WOCD won't obstruct views and preserves the beautiful appearance of your windows, unlike many after-market window guards. Available on Single-Hung, Double-Hung, Casement, and Sliding windows.

Double-Hung and Single-Hung WOCD



Window in Closed Position



Interior View. WOCD limits the sash opening to less than 4 inches

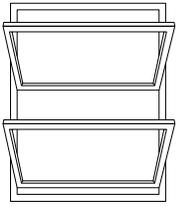
Features & Benefits

- » Streamlined design won't obstruct views like many after-market options
- » Automatically limits sash opening to less than 4 inches
- » Manual override for full operation and for emergency escape and rescue
- » Device automatically resets by closing the window
- » Meets the ASTM F2090-10 standard
- » Potential alternative to minimum sill height requirement (consult local building codes)

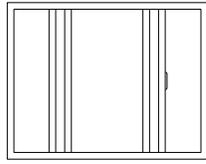


STYLES & CONFIGURATIONS

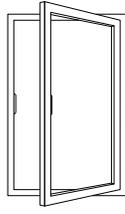
Window & Patio Door Styles



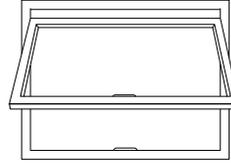
Double-Hung



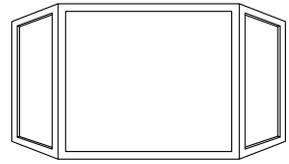
Double-Sliding



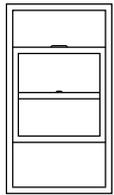
Casement



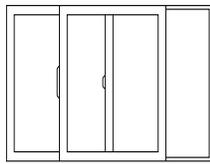
Awning



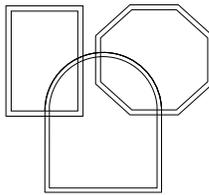
Bay



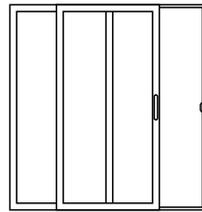
Single-Hung



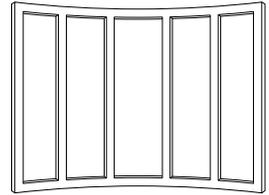
Single-Sliding



Fixed, Radius
& Geometric

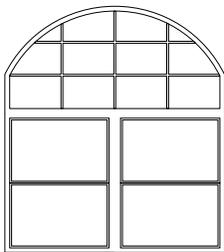


Sliding Patio
Door

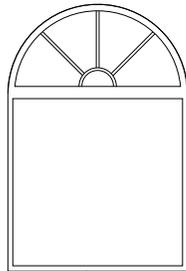


Bow

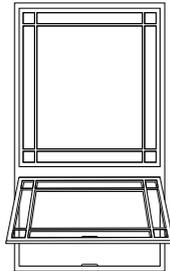
Window & Patio Door Configurations



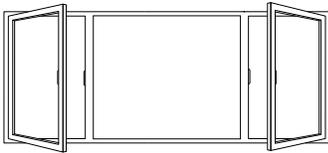
Twin Single-Hungs
topped by a Segment
Head Transom



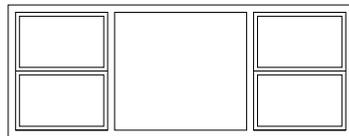
Fixed topped
by a Radius



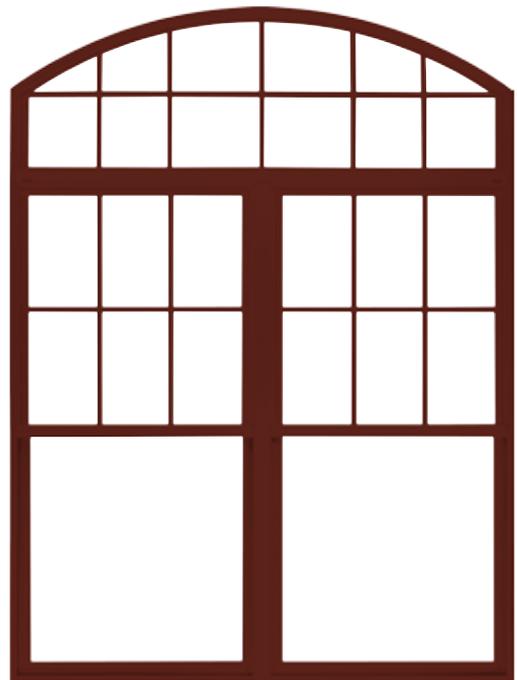
Fixed with an
Awning below



Fixed flanked by
two Casements



Fixed flanked by two Single-Hungs



Continuous Head and Sill



Standard colors shown



Custom Color Match to Your Specifications

Let your imagination go wild and order Premium Vinyl windows custom finished in any color you choose.

CUSTOM COLOR MATCH

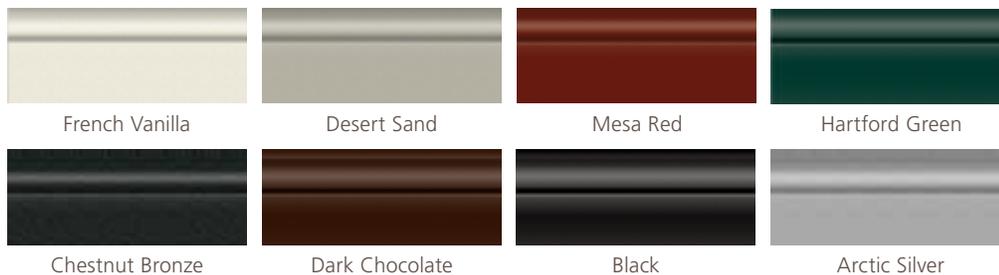


EverTone™ Standard Exterior Color Finishes

Add color and excitement to windows and patio doors with EverTone exterior color finish options in eight standard versatile shades. Windows and patio doors with EverTone retain their exterior color, gloss and finish for years to come.

Designed to complement many popular trim and house paint colors, as well as, JELD-WEN® clad-wood colors.

8 Standard Colors*



**Actual colors may vary from the samples displayed and are subject to regional availability. Check with your dealer for details.*

SIGHT & SOUND PERFORMANCE

Sound Performance

Your home should be a place where you can escape the sometimes hectic and noisy environments of modern living. For that reason, sound reduction is a major consideration when we design our products.

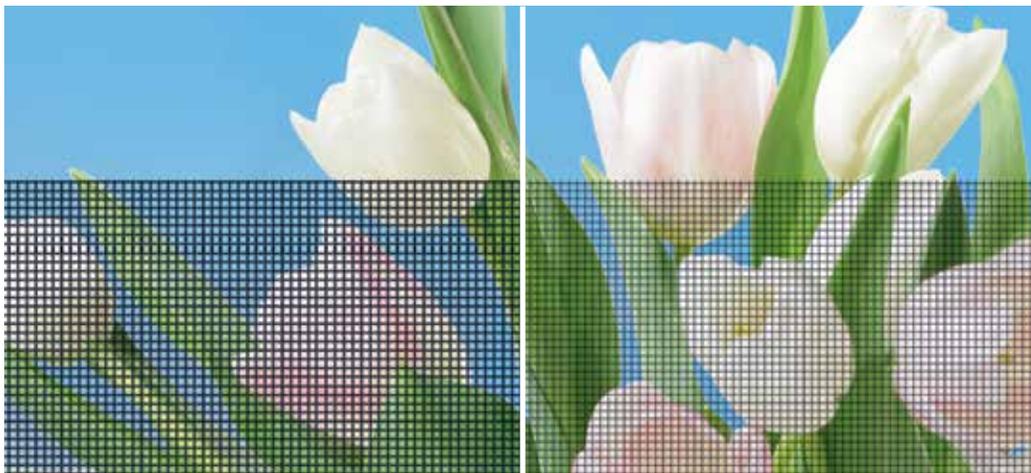
JELD-WEN® Premium Vinyl replacement windows are a vast improvement over single-pane windows that are found in many homes today.

The improvements in our products that address energy performance, such as multi-chamber frame designs, dual and triple glazing and enhanced weatherstripping make them sound efficient as well.



BetterVue® Insect Screens

These screens are designed to keep more insects outside, while letting more natural light inside. They feature fine, black, fiberglass mesh with a light gloss finish. BetterVue insect screens are optional for awning, casement, double-hung and sliding windows.*



View through regular fiberglass insect screen

View through BetterVue insect screen

These images are for illustration purposes only.

**Insect screens are intended to allow air and light in, while keeping insects out. They are not intended to stop children from falling through an open door or window. For safety screens and other security devices, contact your local building supply retailer.*

PROPER INSTALLATION

Install With Ease

Our Premium Vinyl windows and patio doors are designed to be particularly easy to install in many applications. From new or remodeled residential homes to light commercial construction projects, our products have been tested to meet rating requirements up to PG 50.



Simplify Install with a High Performance System

With a constant focus on quality, we understand the importance of proper installation to protect against air and water infiltration. That's why JELD-WEN® proudly recommends the OSI® QUAD® Window & Door System for installing our windows and doors.



- 15 Year Installation Warranty -
\$10,000/dwelling for New Construction
with a Certified Installer



OSI® QUAD® Window & Door System

OSI® QUAD® MAX

3-in-1 Sealant – Exterior, Interior, Bedding

OSI® QUAD® FOAM

Low Pressure, Closed Cell Installation Foam

Flashing Tape

Vapor non-permeable flashing membrane

For complete instructions, see installation insert included with product, or visit www.jeld-wen.com.

*Non-spray foam insulation application gun required for Quad Foam application.



ANATOMY OF A JELD-WEN® WINDOW



1. Head
2. Simulated Divided Lite (SDL)
3. Glazing/glass
4. Sash
5. Side jamb
6. Stile
7. Rail
8. Sill

The window frame consists of the head, jamb, side jamb and sill

LIFETIME
LIMITED
WARRANTY

Each one of our windows and patio doors is built to last. We prove this by supporting each product with our Lifetime Limited Warranty. To view complete warranty, see page 40.



AWNING WINDOWS



Multi-point Lock



Standard Folding Nested Handle



ADA-Compliant option also available.



An awning window is appropriate for many architectural styles, and it looks intriguing when grouped with other window types. It is hinged at the top and opens out from the bottom in an outward swing.

Standard Vinyl and Hardware Finishes*



White

Desert Sand

Almond**

Optional Hardware Finishes*



Chestnut Bronze

Brushed Chrome

Polished Brass

Antique Brass

8 Evertone™ Exterior Finishes*



Chestnut Bronze

Mesa Red

Hartford Green

French Vanilla

Dark Chocolate

Black

Arctic Silver

Desert Sand

*Actual colors may vary from the samples displayed.
 **Subject to regional availability.



CASEMENT WINDOWS



Multi-point Lock



Standard Folding Nested Handle



ADA-Compliant option also available.



WOCD limits the sash opening to less than 4 inches

A casement window perfectly complements the simplicity of modern design, while also providing maximum ventilation. This type of window is hinged on either side, so the sash opens outward, to the right or left, in a swinging motion.

Standard Vinyl and Hardware Finishes*



White Desert Sand Almond**

Optional Hardware Finishes*



Chestnut Bronze Brushed Chrome Polished Brass Antique Brass

8 Evertone™ Exterior Finishes*



Chestnut Bronze Mesa Red Hartford Green French Vanilla Dark Chocolate Black Arctic Silver Desert Sand

*Actual colors may vary from the samples displayed.

**Subject to regional availability.



SINGLE-HUNG WINDOWS



Mag-Lock® 1
 One touch locks automatically and creates an audible click. The integrated, ergonomic pull handle makes it easy to unlock and open the window in one intuitive movement.



Style Cam-Lock 2



WOCD limits the sash opening to less than 4 inches

These windows are best suited to traditional architectural styles. Single-Hung windows feature a bottom sash that lifts vertically towards a fixed top sash.

Standard Vinyl and Hardware Finishes*



Optional Hardware Finishes*



8 Evertone™ Exterior Finishes*



*Actual colors may vary from the samples displayed.

**Subject to regional availability.



DOUBLE-HUNG WINDOWS



Deluxe Cam-Lock
Available with, or
without Integrated
Tilt Feature



Integrated Tilt Feature



Style Cam-Lock



WOCD limits the sash
opening to less than
4 inches

These windows are best suited to traditional architectural styles. Double-Hung windows feature an upper and lower sash that slide vertically past each other in a single frame. Both sashes tilt in for convenient cleaning.

Standard Vinyl and Hardware Finishes*



White



Desert
Sand

Optional Hardware Finishes*



Chestnut
Bronze



Brushed
Chrome



Polished
Brass



Antique
Brass

8 Evertone™ Exterior Finishes*



Chestnut
Bronze



Mesa
Red



Hartford
Green



French
Vanilla



Dark
Chocolate



Black



Arctic Silver



Desert
Sand

*Actual colors may vary from the samples displayed and are subject to regional availability.



SINGLE-SLIDING WINDOWS

Even Sight Lines



MAG-Lock® 1
 One touch locks automatically and creates an audible click. The integrated, ergonomic pull handle makes it easy to unlock and open the window in one intuitive movement.



Style Cam-Lock 2



Delrin Rollers



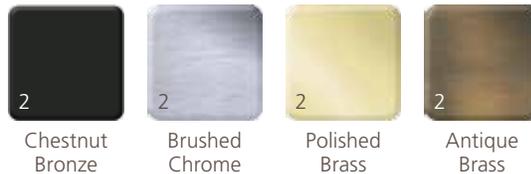
WOCD limits the sash opening to less than 4 inches

Each of our single-sliding windows feature clean lines for a streamlined look. One sash in this type of window slides horizontally in grooves or tracks towards the fixed sash.

Standard Vinyl and Hardware Finishes*



Optional Hardware Finishes*



8 Evertone™ Exterior Finishes*



*Actual colors may vary from the samples displayed.

**Subject to regional availability.



DOUBLE-SLIDING WINDOWS



Each of our double-sliding windows feature clean lines for a streamlined look. Both sashes in this type of window slide horizontally in grooves or tracks.



Deluxe Cam-Lock
Available with, or without Integrated Tilt Feature



Integrated Tilt Feature



Style Cam-Lock



WOCD limits the sash opening to less than 4 inches

Standard Vinyl and Hardware Finishes*



White

Desert Sand

Optional Hardware Finishes*



Chestnut Bronze

Brushed Chrome

Polished Brass

Antique Brass

8 Evertone™ Exterior Finishes*



Chestnut Bronze

Mesa Red

Hartford Green

French Vanilla

Dark Chocolate

Black

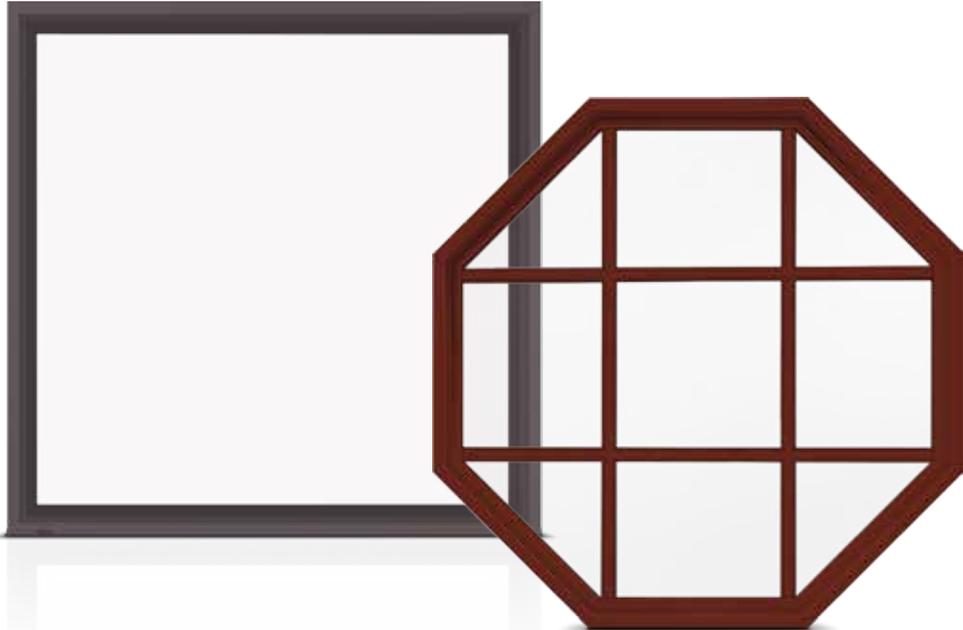
Arctic Silver

Desert Sand

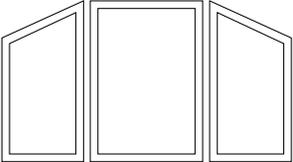
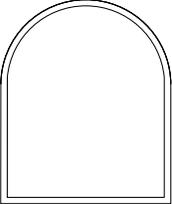
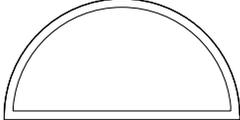
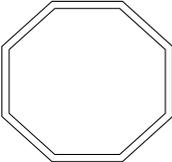
*Actual colors may vary from the samples displayed and are subject to regional availability.



FIXED, RADIUS & GEOMETRIC WINDOWS



Every fixed, radius and geometric window is unique. These windows are direct or sash glazed and come in a wide array of beautiful shapes, such as half-round, quarter-round, full-round, segment arch and elliptical.

Standard Vinyl*



White



Desert Sand



Almond**

8 Evertone™ Exterior Finishes*



Chestnut Bronze



Mesa Red



Hartford Green



French Vanilla



Dark Chocolate



Black



Arctic Silver



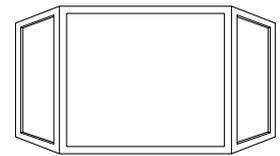
Desert Sand

**Actual colors may vary from the samples displayed.*

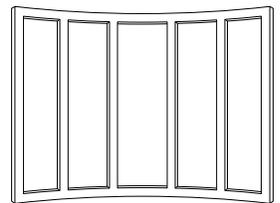
***Subject to regional availability.*



BAY & BOW WINDOWS



Bay



Bow

Think outside the box. With bay or bow windows, you can add a new dimension to your living space. Our bow windows feature a set of joined windows that can open up a small space and increase your view. Bay windows similarly open up a space and can provide a shelf for plants or decoration. All bay and bow windows come with head and seat boards and support systems for reliable installation.

Standard Vinyl and Hardware Finishes*



White

Desert Sand

Almond**

Optional Hardware Finishes*



Chestnut Bronze

Brushed Chrome

Polished Brass

Antique Brass

8 Evertone™ Exterior Finishes*



Chestnut Bronze

Mesa Red

Hartford Green

French Vanilla

Dark Chocolate

Black

Arctic Silver

Desert Sand

*Actual colors may vary from the samples displayed.

**Subject to regional availability.

Hardware applies to casement, single & double-hung configurations only.



SLIDING PATIO DOORS



Optional Blinds Between the Glass. Also available with Low-E glass.



Two-Point Lock**



Optional Retractable Screens



Adjustable Stainless Steel Rollers

Our Premium Vinyl patio doors are perfect for nearly any patio or deck. They open by sliding along horizontal tracks. For a French door appearance, select optional wide stiles and rails.

Standard Vinyl Finishes*



White Desert Sand Almond**

Hardware Finishes*



White Desert Sand Chestnut Bronze Brushed Chrome Black Satin Nickel Polished Brass Antique Brass

8 Evertone™ Exterior Finishes*



Chestnut Bronze Mesa Red Hartford Green French Vanilla Dark Chocolate Black Arctic Silver Desert Sand

*Actual colors may vary from the samples displayed.

**Subject to regional availability.

Optional coastal hardware available.

JELD-WEN® WINDOW & PATIO DOOR LIMITED WARRANTY

OUR WARRANTY TO YOU...

JELD-WEN® Products¹ 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 **February 1, 2014** 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 or 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 labor² (where deemed necessary by us) to repair or replace any component is provided as specified below.

	Wood & Clad Wood	Vinyl	Aluminum (except Summit)	Summit Aluminum
Basic Product Coverage Owner-Occupied Single-Family Residence	20 years	as long as you own and occupy your residence	10 years	1 year
Basic Product Coverage Commercial (Other than Owner-Occupied Single-Family Residence)	20 years	10 years	2 years	1 year
Skilled Labor² Coverage	2 years	2 years	1 year	No coverage
Transferability - this length of coverage applies if you sell your residence or it becomes occupied by other than the original owner	10 years	10 years	Non-transferable	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.
Spontaneous Glass Breakage	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 ² necessary to replace the glass for one year. (Spontaneous breakage occurs when 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 vinyl Products ordered with the "RS" glass package. 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
Clad Finish on Wood Products	Kynar®: 20 years	Coverage is for peeling, checking, cracking, or exhibiting excessive chalk, fade or color change ³ . Clad products and products finished with factory applied Select Finish™ 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.
	Polyester: 10 years Anodized: 5 years	
Factory applied Select Finish™ exterior finish on Wood Products	10 years; 5 years at 100%, 50% thereafter	Coverage is for failure of adhesion, peeling, checking, flaking, cracking, or blistering.
	5 years	Coverage is for exhibiting excessive chalk, fade or color change ³ .
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 Exterior and Laminated Interior on Vinyl Products	10 years	Coverage is for peeling, blistering, or flaking, and excessive color change ³ . 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.

Continued on next page

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 component Warranty coverage outside Canada, the contiguous 48 states and Alaska 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	5 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	
Accidental Screen Damage	Same as the Basic Product Coverage above (Owner-Occupied or Commercial)	Applies to Bravo, Primo and Ipex Replacement window and patio door product lines. Not covered: damage attributable to acts of nature (e.g. fire, hurricane etc.), civil disorder, building settling, structural failures of walls or foundations, improper installation, construction job-site mishaps, storage, or handling.

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 Department 90, rue Industrielle Saint-Appollinaire, Quebec Canada G0S 2E0	JELD-WEN Service Department 550 Munroe Avenue Winnipeg, Manitoba Canada R2K 4H3	JELD-WEN Service Department 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
E-mail:	jeldwenwarranty@jeld-wen.com		wpgservice@jeld-wen.com	
Web:	www.jeld-wen.com/contact-us			

We can respond quickly and efficiently if you provide the following: a) product identification (from the original order/invoice, spa 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.

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 components/products are warranted 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.

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 to 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; 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 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 covered above).
- Screen damage due to normal wear and tear, misuse, abuse, or insect or animal activity (except as specifically covered above).
- 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 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.
- 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. 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. 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.

¹ "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.

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

³ "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.

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ABOUT JELD-WEN



Since 1960, when JELD-WEN® began with one Oregon millwork plant, we've been dedicated to crafting windows and doors that enhance the beauty and functionality of your home. Today we continue that tradition with products that are durable, energy efficient, and worry-free. Our extensive product offering is available globally through multiple distribution channels, including retail home centers, wholesale distributors and building products dealers.

We strive to conduct our business with the highest ethical standards. That includes providing our customers with superior products, establishing solid relationships in the communities where we live and work, and conserving valuable resources.

JELD-WEN's goal is to be the industry leader in environmentally responsible practices and to conduct our business in a manner that demonstrates environmental stewardship. At JELD-WEN, we believe that a healthy environment and healthy business practices go hand in hand.

JELD-WEN
WINDOWS & DOORS

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. Visit us at jeld-wen.com today.



To see the complete Premium Vinyl Windows and Patio Door technical specifications section please download brochure #11-520B at www.jeld-wen.com.

