



## EXTIRA® TREATED EXTERIOR PANEL LIMITED WARRANTY

This warranty is effective for all Extira Products<sup>1</sup> manufactured on or after **January 1, 2014** for use in the United States and Canada. Any previous warranties will continue to apply to products sold under the Extira name prior to this date. For additional information, including care and maintenance information refer to **www.extira.com**.

### What This Warranty COVERS

We warrant to the original owner<sup>2</sup> that if your Extira Product exhibits a defect in material or workmanship **within five (5) years** of the date of original purchase, we will pay for the replacement of the Product, limited to the original purchase price of the failed Product according to the following schedule:

Up to and including the 1st anniversary of the purchase date (Year 1)	100%
Year 2	85%
Year 3	70%
Year 4	55%
Year 5	40%
After the 5th anniversary of the purchase date	0%

**Transferability:** This warranty is not transferable.

### How to Get Assistance

If you have a problem with your Extira Product, immediately upon discovery, contact the distributor or dealer from whom you purchased our product or contact us directly:

Mail:	Extira Warranty Claims P.O. Box 1329 Klamath Falls, OR 97601
Phone:	800-535-3936
Fax:	800-436-5954
Email:	CustomerServiceAgents@jeld-wen.com
Web:	www.jeld-wen.com/contact-us

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 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, usually within three business days of receipt to the contact identified. 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 products, components and services are warranted for the balance of the original product or service warranty, or 90 days, whichever is longer.

### What This Warranty Does NOT Cover

We are not liable for damage, product failure or poor product performance due to:

- Normal wear and tear, and natural weathering of surfaces or variations in the color or texture of finish coating; surface cracks that are less than 1/32" in width and/or 2" in length.
- Exposure to chemicals (e.g. brick wash), a harsh environment (e.g., salt spray, airborne pollutants, or prolonged contact with or immersion in liquid water), or direct contact with soil.
- Misuse, abuse or failure to properly store, handle, finish and provide maintenance for the Product.
- Alteration or modification of the Product.
- Any cause beyond our reasonable control (e.g. fire, flood, earthquake, other acts of nature, and acts of third parties outside of our control).
- Problems related to: improper field finishing of all surfaces (front and back) and edges (top, bottom, and sides) of the panel (See our Finishing Instructions at [www.extira.com](http://www.extira.com)); variation or unsatisfactory results in sheen or texture resulting from the field application of paint or any other coating material.
- Warp which does not exceed our published manufacturing specifications.
- Warp or bowing on any true operational shutters (those fastened to a structure with hinges on only one side).
- Warp or bowing on decorative shutters when mechanically fastened at greater than 24" on center around the perimeter of each side.
- Flaws in structure design and construction; installation into a condition that exceeds product design standards and/or is not in compliance with building codes.
- Hardware or accessories that are not provided by us.

We are also not liable for:

- Cost for labor, removal or disposal of defective product(s), freight, taxes or any other charge related to a failed product, installation or finishing of replacement panels.
- 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 Extira Products 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. this warranty to the original owner of the structure into which the Product is installed.

<sup>1</sup>“Extira Products” shall refer to exterior treated panels manufactured and marketed by JELD-WEN under the Extira brand name for use in the United States and/or 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.