



JELD-WEN® Installation Components Warranty

OUR WARRANTY TO YOU...

This warranty is effective for installation components¹ sold by JELD-WEN® on or after **January 1, 2009** for use in the United States and Canada. For additional information, including product specifications and JELD-WEN installation instructions, contact us or refer to www.jeld-wen.com.

WHAT THIS WARRANTY COVERS

We warrant our installation components installed into an original structure for **fifteen (15)** years from the date of purchase and prompt installation to meet product specifications, as set forth in the technical data sheet in effect at the time of manufacture. This warranty

applies only when the installation components are used with JELD-WEN products and such products are installed in strict conformance with JELD-WEN's installation instructions (in effect at the time of purchase) and accepted industry standards.

HOW TO GET ASSISTANCE

If you have an issue with your JELD-WEN installation components, immediately upon discovery and in no case more than thirty (30) days after any defect or other basis of a potential claim is discovered or should have been discovered, contact the dealer/distributor or contractor from whom you purchased our product, or contact us directly:

Mail: JELD-WEN Customer Care
Attn: Warranty Claims
P.O. Box 1329, Klamath Falls, OR 97601
Phone: 888-JWHelpU (888-594-3578)
Fax: 800-436-5954
Email: jeldwenwarranty@jeld-wen.com

We can respond quickly and efficiently if you provide the following: a) date and location of purchase and installation (copy of invoice is helpful), b) how to contact you, c) the address of where the product can be inspected, d) a description of the product concerns (photographs are helpful), and e) a brief summary of attempts made to address the concerns.

What We Will Do...

Upon receiving your notification, we will send out an acknowledgement, usually within three business days. We will investigate your claim and will begin to take appropriate action within 30 days after notification. If it is determined that the product does not have a defect covered by the labor warranty, we may charge an inspection fee for any onsite inspection that is required or requested by you. If it is determined that there is a defect covered by this warranty, we will provide replacement materials and labor, up to \$10,000 per single or multi-unit dwelling, to repair or replace the defective portion of the installation components. If we determine we are unable to repair or replace our installation component materials, we will refund the purchase price of the defective portion of installation components. You are responsible for all other costs associated with or arising out of the repair or replacement. Replacement installation components are warranted for the balance of the original product warranty or 90 days, whichever is longer.

Product Purchase Date: _____

Order Number: _____

WHAT THIS WARRANTY DOES NOT COVER

We are not liable for:

- Problems due to misuse, abuse or failure to follow our installation instructions; or as a result of any cause beyond our reasonable control (e.g. fire, flood, earthquake, other acts of nature, vandalism and acts of third parties outside of our reasonable control).
- Problems related to water and/or air infiltration due to improper installation.
- Incompatibility of installation materials; compatibility of alternate materials is the responsibility of the installer.
- Exposure of the installation components in excess of time periods contained in our product specifications.
- Damage, claims 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. Note: JELD-WEN installation components must be used in a properly designed and constructed wall system designed to properly manage moisture. Determination of suitability of all building components (e.g. siding, sealants, JELD-WEN installation components, etc.) is the responsibility of the buyer/user, contractor/installer, architect, or other construction professional.

RELIABILITY *for real life*®



WHAT THIS WARRANTY DOES NOT COVER - CONTINUED

- Damage, claims or poor product performance resulting from deficiencies in building construction and maintenance.
- Cost for any labor, installation, or removal (including disposal) of building components other than our installation components used as a system, or any costs totaling in excess of \$10,000 per single or multi-unit dwelling.
- Incidental or consequential damage. Some states/provinces do not allow the exclusion or limitation of incidental or consequential damages, so this may not apply to you.

Important Legal Information

This Limited Warranty document sets forth our maximum liability for JELD-WEN installation components. 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.

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 transferable. Should your JELD-WEN installation components be replaced, this warranty continues from the original date of purchase and not from the date of replacement.

¹ "Installation components" shall refer to JELD-WEN Sill Drain Mat, JELD-WEN Adhesive Flashing Tape, and Protecto Sealant 25XL products sold by JELD-WEN for use in the United States and Canada.

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