



## AuraLast® Wood Millwork Components Consumer Limited Warranty

### 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 AuraLast door frames and components manufactured by us on or after **July 1, 2010** for use in the United States and Canada. 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

This warranty provides coverage for JELD-WEN AuraLast wood exterior door frames (including AuraLast wood garage door frames) and other AuraLast wood components (e.g. trim boards, brickmould, mull posts, etc.) as specified below, and includes *free* replacement components.

#### Limited Lifetime Warranty for AuraLast Protection

We warrant your AuraLast millwork component will be free from wood cellular level breakdown, or wood decay, caused by decay and/or termites **for as long as the original consumer owns the home** in which the AuraLast wood frames and components are originally installed. This includes coverage for wood cellular structure failure (often referred to as "wood cellular breakdown") caused by decay and/or termites in JELD-WEN manufactured AuraLast wood products. Warranty coverage outside Canada, the contiguous 48 states and Alaska is contingent upon approval from JELD-WEN. Please contact us.

**Transferability:** In the event you sell your residence/ building or it becomes occupied by other than the original owner, the warranty is **ten (10)** years from the date of manufacture.

JELD-WEN also warrants to the original consumer that AuraLast wood exterior door frames and millwork components will be free from any defects in materials and workmanship which are not related to wood cellular level breakdown, or wood decay, for a period of **one (1)** year from the date of manufacture.

#### 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:

Mail: JELD-WEN Customer Service  
Attn: AuraLast 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](mailto:CustomerServiceAgents@jeld-wen.com)

We can respond quickly and efficiently if you provide the following: a) product identification (from the original order/invoice, permanent label, or the engraved identifier found under the weatherstrip), 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).

Product Purchase Date: \_\_\_\_\_  
Order Number: \_\_\_\_\_

#### What We Will Do...

Upon receiving your notification, we will send out an acknowledgement 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. Because manufacturing materials and techniques can change, replacement part(s) may not be an aesthetic match to the original. Replacement components/products are warranted for the balance of the original product warranty or 90 days, whichever is longer. If we determine we are unable to provide replacement parts, we will refund the unit/ component purchase price.

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RELIABILITY for real life®



## WHAT THIS WARRANTY DOES NOT COVER

JELD-WEN manufactures and sells complete door systems, door slabs, door frames and various millwork component parts. This warranty applies only to AuraLast wood door frames and their associated millwork components (e.g. trim boards, brickmould, mull posts, etc.); please see our other product warranties for coverage on door systems, slabs, etc. This warranty does not cover parts or components (e.g., slabs, glass, sill, hinges, etc.) not sold by JELD-WEN to the original owner. See your distributor or dealer regarding the warranty on these other components.

JELD-WEN is not liable for:

- Normal wear and tear; natural weathering of surfaces. Variance in color or texture of natural wood parts is not considered a defect.
- Warp within tolerances: bow no more than 1/2" per 6' of length, crook or twist no more than 1/4" per 6' of length, and cup no more than 1/32" per 4" of width.
- Damage caused by chemicals (e.g. brick wash) or a harsh environment (e.g. salt spray or airborne pollutants) unless otherwise stated above.
- Product failure due to misuse or abuse; damage caused by failure to properly finish and provide maintenance, by alteration or modification to the product (e.g. customer applied hardware, paint finishes, security systems), or as a result of any cause beyond the control of JELD-WEN (e.g. fire, flood, earthquake, other acts of nature, and acts of third parties outside of our control).
- 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) or current industry standards; 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.
- Damage or poor product performance resulting from installation into a condition that exceeds product design standards and/or certified performance specifications and/or is not in compliance with building codes.
- Product or component performance decline due to aging, natural processes or failure to provide proper maintenance.
- Labor and materials for installation or re-installation, repair, repainting or refinishing activities, or the removal or disposal of defective product(s); freight changes and taxes.
- Wood cellular structure failure for wood components other than of AuraLast pine species and any components (including AuraLast pine) that come in direct contact with soil. Note: superficial mold/mildew does not indicate wood cellular structure failure.
- 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 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.

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 AuraLast wood exterior entry door frames, garage door frames, trim boards, brickmould, mull posts, etc. manufactured in the United States and marketed under the JELD-WEN brand name for use in the United States and Canada.