



IWP® Custom Exterior Wood & IWP Aurora® Fiberglass Homeowner's Manual



TABLE OF CONTENTS

Homeowner Letter..... 4

IWP® Custom Wood Doors 5

Unfinished Doors

Finishing Recommendations 5

Stain Recommendations 5-6

Refinishing Instructions 6

Paint Recommendations 6

Maintenance..... 7

Questions & Answers Regarding
Care and Maintenance 8

IWP® Aurora® Fiberglass Doors .. 10

Prefinished Doors

Refinishing Recommendations 10

Paint Recommendations ... 10-11

Maintenance 11

Questions & Answers Regarding
Care and Maintenance 12

Appropriate Exposures 14-15

Warranty 17-18

IWP Custom 8-Lite Sherry Double Doors ▶
Cherry Finish, Clear IG Glass Segment Top





252 IWP Custom Alder Door, Ebony Finish ▲

Homeowner's Entrance Door Care Manual

Dear Homeowner:

Nothing sets the tone for visitors to your home like an attractive entry way with a beautiful hand-crafted door as its focal point. JELD-WEN is pleased to have supplied the front entrance door for your home.

Your entry door is designed and constructed to be the most reliable door available. Following proper installation, and with the right care, your door will provide many years of beauty, satisfaction, and security. There are steps you can take in the coming months and years to assure that you enjoy all the performance and quality built into the door.

First, a word about wood. A wood door was once a living tree, taking moisture and nourishment from the earth and carrying them to the uppermost branches and leaves. Sap flows through the porous fibers of the wood. After the logs are cut at the sawmill, 50% to 60% of the water contained in the wood is removed through an air drying process. Finally, in a carefully controlled heated kiln process, the residual moisture level is reduced to between 8% and 12%. The water is removed through the wood pores, which remain open until properly sealed and finished (see Finishing Recommendations on page 5).

Accordingly, proper finishing, and maintenance of the finish, is most important. It protects the wood from re-absorbing moisture or further drying, which causes cracking and hairline splits. It's best to compare a wood door to a fine piece of furniture, which requires frequent dusting and, after a period of time, a new finish.

Sunlight, though essential for tree growth, is often an enemy of dry wood, since heat and ultraviolet light cause gradual wood deterioration. For this reason penetrating stains, sealers, and ultraviolet resistant exterior finishes must be applied to protect the wood against the elements, as well as to bring out the natural beauty of woodgrain.

IWP® Aurora®, although possessing the beauty of wood, will not need the same amount of care as a wood door. However, certain steps should be taken to ensure the attractiveness of the finish, and maintain the level of UV protection.

Armed with this information, we want to suggest some simple care and maintenance steps that you can follow which will assure you many years of beauty and service.

Sincerely,

JELD-WEN



IWP® CUSTOM WOOD DOORS

FINISHING RECOMMENDATIONS – IWP® CUSTOM WOOD

JELD-WEN does not warrant performances of any finishes or finish materials applied by others. The following suggestions are offered as a guide to your selection and use of finish materials. However, we highly recommend you consult with your finishing contractor or local dealer. They know what over-the-counter materials should give optimum performance within your environment. Plan ahead. If it is your first experience with a particular finish or stain, you may wish to test it on a piece of lumber prior to receipt of the door. Be ready, however, to finish your door IMMEDIATELY after hanging. Unfinished wood products should never be exposed to wet or damp conditions. The door must be sealed and finished within 24 hours of installation with a suitable sealer and a minimum of two coats of finish on all six sides. Apply a thin line of exterior silicone caulk where the door sweep meets the door face to keep water from running down the face of the door into the sweep. Failing to seal with caulk could result in water pooling underneath door sweep.

STAIN RECOMMENDATIONS

1. Prior to staining, the product should be clean and free of dust. Use a fine grit (220) sandpaper or #1 steel wool to remove ANY finger smudges, marks, etc. All weatherstripping and hardware should be removed prior to finishing so finish may completely cover product.
2. Products may be finished without the use of any stain or in a wide range of color tones. For best results using a stain, follow manufacturer's instructions for application. The length of time the stain is allowed to penetrate before wiping and the amount of rubbing with a clean, dry cloth will determine the depth of color tone.
3. If no stain is to be used in the finishing of the door it will be necessary to stain the nail hole fillers on the raised molding of the door. The filler JELD-WEN uses contains wood pulp to absorb the stain so it will blend with the door. If no stain is applied to the door the filler may appear a different color than the rest of the door.
4. After the stain has been allowed to dry, apply at least two (2) coats of a clear exterior moisture sealer. Alkyd sealers are excellent. Remember that the sealer is not the finish. Its purpose is to seal the wood pores as a highly penetrating, low viscosity material. Lightly use steel wool or sandpaper after each coat of clear sealer. Pay particular attention to the bottom edge which may become exposed to water that may collect on the threshold or under the sweep.



5. Apply at least two (2) coats of a high quality exterior grade, fade-resistant, ultraviolet inhibiting polyurethane. Sand lightly between coats. Use thick rags to remove dust.

Be sure to seal all six (6) sides of the door, as well as all hardware preps (hinges, locks, flush bolts and astragals). It is recommended to apply as many coats of finish to the top and bottom of the door as are applied to the other surfaces. This will lengthen the life of your door. Spray varnishes are suitable, though they are softer and darken slowly on exposure to sunlight. Do not use lacquers.

6. Depending upon the degree of direct sun exposure or the climatic conditions of the area, it may be necessary to apply additional coats of finish from time to time.

REFINISHING INSTRUCTIONS

No definite finish life can be given. The amount of moisture, direct sunlight and accumulation of dust or soil all affect the finish. For homes with entries protected from sun and moisture, finishes may last many years. Fortunately, the finish itself will "tell" you when it needs to be restored. Evidence of dulling, a "dry" feeling, raised grain and minor surface checks are all signs that a finish restoration is needed. A whitish cast to the finish, particularly on doors subject to sun and moisture, is also a sign that finish restoration is necessary. Dark streaks starting at the bottom of the panels are a sign that moisture is being drawn up into the wood. Periodically inspect your door for any of these conditions. If any do appear it is important to restore the finish quickly (factory and non-factory finishes must be maintained).

RESTORING FINISH

To restore the finish, the surface should be dry; lightly steel wool or sand and wipe free of dust with a clean cloth slightly dampened with mineral spirits. Apply two (2) coats of a fade-resistant exterior polyurethane with an ultraviolet inhibitor, following the finish manufacturer's recommendations. Steel wool or sand lightly between coats. It is important to finish all six (6) sides of the door. At least one (1) coat on the interior side is recommended when refinishing.

REMOVING FINISH

Remove old finish with finish stripper. Use medium coarse steel wool and follow instructions on label for use of finish stripper. When cleaned, wash with lacquer thinner to remove waxes. When dry, sand lightly with 220 grit sandpaper. Areas with water damage (as evident by dark streaks) may need to be bleached before re-staining. Check with your local paint professional on which product to use and follow the manufacturers instructions. Refinish door per JELD-WEN Custom Door finishing recommendations.

PAINT RECOMMENDATIONS

Unfinished Doors (no factory primer)

1. Prior to painting, the product should be cleaned and free of dust. Use a fine grit (220) sandpaper to remove any finger smudges, marks, etc.
2. Apply two (2) coats of an exterior grade primer to all surfaces, (all six sides) and all hardware preps (hinges, locks, flush bolts and astragals). Scuff sand between each coat to a complete dullness with fine grit (220) sandpaper or #1 steel wool. Wipe clean with a cloth dampened with a quality surface conditioner (lacquer thinner) following label instructions.
3. Finish all surfaces with two (2) coats of a high quality exterior grade paint. Be sure to seal all six (6) sides of the door, as well as all hardware preps (hinges, locks, flush bolts and astragals). Two (2) coats of paint must be used. Follow label instructions.
4. Do not use dark colors in conditions where the door is exposed to direct sunlight.

FOOTNOTE:

To date, there are no exterior water base finishes that we can recommend that will adequately deliver the aesthetic results intended for your door. JELD-WEN strongly recommends that when finishing or refinishing your Custom Door, you use a finish professional.

JELD-WEN Factory Primed Doors

Primer alone is not a suitable barrier against exterior exposure.

Scuff sand all primed surfaces to complete dullness with a fine grit (220) sandpaper or #1 steel wool. Wipe clean with a cloth dampened with a quality surface conditioner (lacquer thinner) following label instructions. Follow instructions #3 and #4 under unfinished doors in the painting recommendations on page 5.

MAINTENANCE

Periodic maintenance may be required by the end-user. Such maintenance may be required at any time and may include but is not limited to, maintaining the exterior finish or paint of wood products, trimming swollen wood products, and periodic oiling or polishing of hardware. The required maintenance may vary depending upon environmental conditions in your area and overhang protection provided.

FINISH MAINTENANCE

If the finish is not maintained, the finish will begin to fail.

Evidence of finish failure:

- dark streaks forming at the bottom of the door or panel
- extreme discoloration or fading of the wood
- flaking of the top coat

If this has occurred the entire door needs to be refinished (see refinishing instructions on page 6).

METAL PARTS (HARDWARE) MAINTENANCE

The metal parts used in the production of your doors were selected for both their aesthetic appeal and resistance to corrosion. Note, however, that the metal parts are corrosion resistant not corrosion proof. The finish on metal parts can be affected if exposed to industrial chemicals, smog, coastal environments or standing water. Metal parts should be cleaned using the mildest cleaning method possible, such as a soft cloth with mild soap and water. Avoid cleaning with vinegar, citrus-based cleaners, paint removers, window cleaners, brick and siding cleaners or other industrial or abrasive cleaners. These substances can damage the protective hardware finishes.

All exposed hardware screws should be kept tightened. Lubricate metal parts at intervals relative to the amount of exposure to which they are subjected. In highly corrosive environments, it is recommended that you consult professionals in your area about the protective coatings that are available.

Normal wear, discoloration of hardware and corrosion related damage is not covered under JELD-WEN's warranty.

Please see the complete warranty at the back of this brochure or contact our Customer Care department for additional details.

QUESTIONS & ANSWERS REGARDING CARE AND MAINTENANCE OF WOOD

Is it necessary to reseal the edges of the door if it has been planed, sanded or trimmed to fit the door jamb (opening)?

Your door, whether shipped unfinished or prefinished from the factory, will require additional sealing to the top and bottom of the door (see Installation Manual). On a finished door, when you trim the edges in the hanging process, you break the seal and must reseal the edges. Resealing edges is a most important step in order to prevent moisture from re-entering or leaving the porous wood fibers. An example of what can happen to an unfinished door exposed to an extremely dry environment is: a 12" wide oak board drying from 8% to 4% moisture content will shrink almost 3/16" (12" board x .00369 x 4% minus .17712" = 11/64" based on the Wood Engineering Handbook by the U.S. Forest Products Laboratory). This is why it is so important to seal the door prior to final installation. It is a good idea to inspect the top and bottom edges of your door to assure that the pores are sealed closed (see Installation Manual). If NOT sealed, contact your builder or builder's consumer department.

What can be done to touch up nicks or scratches?

A touch-up kit with stain to match your door is available from the manufacturer with all factory finished doors for touch-up. If you have applied a finish other than factory, we would recommend you keep on hand a small quantity of stain and sealer to repair scratches. After application of stain, allow 2-4 hours to dry, apply two (2) coats of sealer with light sanding between the first and second coats. Large scratches may require a top coat of polyurethane in addition to the stain and sealer. The polyurethane should be applied by using a fine artist brush to the scratched area.

How should we clean our door?

Cleaning with a dust cloth, as with furniture, is a most important step in maintaining the finish. Dust collection on the surface, particularly the exterior, absorbs and holds moisture on humid days and damp evenings. Dust also holds a high concentration of impurities which, when dampened by the moisture in the air can act much like an acid that attacks and breaks down the finish. Do not clean with abrasive cleaners, solvents, soaps, or detergents as these may soften or discolor this finish.

Do not wash with water.

In dry or hot weather, an unstained line may appear around the edges of the panel.

How is this corrected?

This white line is caused by the normal contraction of the wood due to varying climatic conditions. The doors are constructed to provide for free floating panels to minimize wood splitting or cracking. If the panel were nailed in place, the panel would crack when it shrank. Use the stain and sealer for touch-up to eliminate this line.

What is the nature of art glass?

Unlike common window glass, which is perfectly smooth, art glass seeks visual character through aesthetic "textures." These characteristics mimic hand-made sheet glass of centuries past. They come in the form of textural waves and striations, random seeds (air bubbles) and a variety of other natural effects. Art glass achieves its personality through these peculiarities, and no two sheets are ever identical.

How can I identify my door?

An identification tag (pictured below) can be located on the top edge of the slab. This information will be necessary when contacting our Customer Care department.



Identification Tag



IWP® AURORA® DOORS

PREFINISHED REFINISHING RECOMMENDATIONS – IWP® AURORA® DOORS

No definite finish life can be given. The amount of moisture, direct sunlight and accumulation of dust or soil all affect the finish. For homes with entries protected from sun and moisture, finishes may last many years. Fortunately, the finish itself will “tell” you when it needs to be restored. Evidence of dulling, a “dry” feeling, raised grain and minor surface checks are all signs that a finish restoration is needed. A whitish cast to the finish, particularly on doors subject to abrasion by salt, sand, sun and moisture, is also a sign for finish restoration. Periodically inspect your door for any of these conditions. If any do appear it is important to restore the finish quickly before the finish starts to fail (factory and non-factory finishes must be maintained).

Make sure that the surface is dry; lightly use steel wool or sandpaper and wipe free of dust with a clean cloth slightly dampened with mineral spirits. Apply two (2) coats of a fade-resistant exterior polyurethane with an ultraviolet inhibitor, following the finish manufacturer's recommendations. Steel wool or sand lightly between coats. It is important to finish all six (6) sides of the door. At least one (1) coat on the interior side is recommended when refinishing.

When cleaned, wash with lacquer thinner to remove waxes. When dry, sand lightly with 220 grit sand paper. Check with your local paint professional on which product to use and follow the manufacturer's instructions.

Refinish door per JELD-WEN Custom Door finishing recommendations.

PAINT RECOMMENDATIONS

Unfinished doors

1. Prior to painting, the product should be cleaned and free of dust. Use a fine grit (220) sandpaper to remove any finger smudges, marks, etc.
2. Apply two (2) coats of an exterior grade primer to all surfaces, (all six sides) and all hardware preps (hinges, locks, flush bolts and astragals). Scuff sand between each coat to a complete dullness with fine grit (220) sandpaper or #1 steel wool. Wipe clean with a cloth dampened with a quality surface conditioner (lacquer thinner) following label instructions.



3. Finish all surfaces with two (2) coats of a high quality exterior grade paint. Be sure to seal all six (6) sides of the door, as well as all hardware preps (hinges, locks, flush bolts and astragals). Two (2) coats of paint must be used. Follow label instructions.
4. Do not use dark colors in conditions where the door is exposed to direct sunlight.

JELD-WEN Factory Primed Doors

Primer alone is not a suitable barrier against exterior exposure.

1. Scuff sand all primed surfaces to complete dullness with a fine grit (220) sandpaper or #1 steel wool. Wipe clean with a cloth dampened with a quality surface conditioner (lacquer thinner) following label instructions. Follow instructions #3 and #4 in Painting Recommendations above.

MAINTENANCE

Periodic maintenance may be required by the end-user. Such maintenance may be required at any time and may include, but is not limited to, maintaining the exterior finish and periodic oiling or polishing of hardware. The required maintenance may vary depending upon environmental conditions in your area and overhang protection provided.

FINISH MAINTENANCE

By maintaining your IWP Aurora Door finish you will preserve the beauty of the door. The IWP Aurora door finish is like the finish on an automobile, although very durable, regular cleaning will increase the life of the finish and maintain the UV protection.

If the finish is not maintained, the finish may begin to fail. Evidence of finish failure:

- flaking of the top coat
- cloudy appearance

If this has occurred the entire door needs to be refinished (see refinishing recommendations on page 10).

METAL PARTS (HARDWARE) MAINTENANCE

The metal parts used in the production of your doors were selected for both their aesthetic appeal and resistance to corrosion. Note, however, that the metal parts are corrosion resistant not corrosion proof. The finish on metal parts can be affected if exposed to industrial chemicals, smog, coastal environments or standing water. Metal parts should be cleaned using the mildest cleaning method possible, such as a soft cloth with mild soap and water. Avoid cleaning with vinegar, citrus-based cleaners, paint removers, window cleaners, brick and siding cleaners or other industrial or abrasive cleaners. These substances can damage the protective hardware finishes. All exposed hardware screws should be kept tightened. Lubricate metal parts at intervals relative to the amount of exposure to which they are subjected. In highly corrosive environments, it is recommended that you consult professionals in your area about the protective coatings that are available.

Normal wear, discoloration of hardware and corrosion related damage is not covered under JELD-WEN's warranty. Please see the complete warranty at the back of this brochure or contact our Customer Care department for additional details.

PREVENTATIVE MAINTENANCE

Apply a thin line of exterior silicone caulk where the door sweep meets the door face to keep water from running down the face of the door into the sweep. Failure to seal with caulk could result in water pooling underneath door sweep.

FOOTNOTE:

To date, there are no exterior water base finishes that we can recommend that will adequately deliver the aesthetic results intended for your door. JELD-WEN strongly recommends that when finishing or refinishing your Custom Door, you use a finish professional.

IWP® AURORA® DOORS

QUESTIONS & ANSWERS REGARDING CARE AND MAINTENANCE OF AURORA DOORS

What can be done to touch up nicks or scratches?

A touch-up kit with stain to match your door is available from the manufacturer for all factory finished doors for touch-up. If you have applied a finish other than factory, we would recommend you keep on hand a small quantity of stain to repair scratches. After application of stain, allow 2-4 hours to dry, apply two (2) coats of sealer with light sanding between the first and second coats. Large scratches may require a top coat of polyurethane in addition to the stain. The polyurethane should be applied by using a fine artist brush to the scratched area.

What is the nature of art glass?

Unlike common window glass, which is perfectly smooth, art glass seeks visual character through aesthetic “textures.” These characteristics mimic hand-made sheet glass of centuries past. They come in the form of textural waves and striations, random seeds (air bubbles) and a variety of other natural effects. Art glass achieves its personality through these peculiarities, and no two sheets are ever identical.

How can I identify my door?

An identification tag (pictured below) can be located on the top edge of the slab. This information will be necessary when contacting our Customer Care department.



Identification Tag





▲ IWP Custom Mahogany Door and Sidelites, Cherry Finish, Custom #870 D Glass

APPROPRIATE EXPOSURE

The protection of your door is a major factor in its maintenance requirements and longevity. To adequately protect your door and extend its life, several factors must be considered. Door type, climate, exposure, color choice and the use of a storm door all have an effect on the durability of a door. Every door type weathers differently. Wood doors, for example, are more susceptible to the elements than steel or fiberglass. The following are some guidelines for designing the best combination of door material, overhang protection, and other factors affecting the long-term performance of the door.



OVERHANG

An overhang as shown is required for wood doors, and recommended for steel and fiberglass doors. Overhangs protect the door's finish, minimize the need for refinishing and help keep the weather out of the home. An example formula for determining the correct overhang (in many climates) is: $D \text{ (Depth)} = 1/2H \text{ (Height)}$. For example, if the measurement from the base of the door to the bottom of the overhang is 10 feet, then the overhang should extend at least 5 feet. This formula can change based on the climate and the direction the door faces. The following section will explain how to modify the formula based on these factors.

CLIMATE & EXPOSURE

Also consider the variables specific to your region. The climate and the direction a door faces play a key role in determining a proper overhang. Typically, southern and western exposures are harshest. With southern exposures, the sun beats down on the door from sunrise to sunset. In western exposures, the door receives sunlight in the hottest part of the day.

Please consult the following chart and adjust the depth of the overhang as needed.

Climate	Direction the door faces			
	North	South	East	West
Desert	$D = 1/2H$	$D = 2H$	$D = 1/2H$	$D = 2H$
Ocean	$D = 1/2H$	$D = H$	$D = 1/2H$	$D = H$
Wet	$D = H$	$D = H$	$D = H$	$D = H$
Mild	$D = 1/2H$	$D = H$	$D = 1/2H$	$D = H$

Without adequate overhangs, doors with a southern, southwestern, southeastern or western exposure will require more frequent maintenance. Doors without appropriate protection may also experience performance problems such as rapid finish deterioration, color fading, wood splitting, warping, moulding shrinkage, wood joint separation, and water penetration between the mouldings, panels, and glass.

With proper overhangs, doors may face any direction (north, south, east or west). Doors installed in these types of applications still require finish maintenance. Wood doors, for instance, may need to be refinished every two to five years.

COLOR CHOICE

No matter what type of exterior door is selected, color choice may effect how quickly the exterior of the door weathers in extreme climates. In general, darker colors absorb more heat than lighter colors. The exterior face of a door exposed to the sun in harsh environments can reach temperatures well in excess of 120 degrees. As a rule of thumb, if you cannot hold your hand on the face of the door for more than 30 seconds, the door is too hot. These extreme temperatures can cause noticeable damage to the door including finish deterioration and accelerated color fading. In addition, extreme temperature changes can cause warping, sticking and other performance problems. For doors with little protection or doors installed in hot environments, light colors may help reflect the heat and slow down heat build-up. Depending on the exposure and environment, other precautions (such as overhangs) should be taken to protect the door from the effects of the sun.

STORM DOORS

Storm doors provide additional protection for exterior doors in many climates. They shelter the door mainly from rain and wind, though a storm door with dual pane Low-E glass will also block UV rays. In hot climates, adding a storm door may not be a good choice. Heat builds up between the two doors and can cause substantial damage like warping, color fading, and wood joint separation on the door. A storm door in front of a dark colored exterior door can accelerate heat build up even more. Storm doors selected for these situations should be vented to relieve excess heat build-up.

PATIO DOORS

Steel and fiberglass French and Patio doors have the same overhang requirements as the other entry door types. Provide an adequate overhang to protect them from exposure. Some patio doors are specially built to withstand water intrusion and can be safely placed in locations with more exposure. For more information, consult your product's specific certification information or contact us.

The information contained herein is provided solely for informational and/or educational purposes. JELD-WEN disclaims any and all liability associated with the use and/or provision of this information. Any reliance upon the information or advice is at the risk of the party so relying. The information contained herein may be changed from time to time without notification.

▼ **Left to right: A1301 IWP Custom Mahogany Grain Door, Sable Finish, 1-3/4" Round Rustic patina Clavos;**
A5508 IWP Custom Mahogany Grain Door, Sable Finish, Clear Safety Insulated Glass





JELD-WEN® INTERIOR AND EXTERIOR DOOR SLAB AND SYSTEM LIMITED WARRANTY

OUR WARRANTY TO YOU...

JELD-WEN® Products¹ are designed to create lasting value for your home. This warranty is effective for JELD-WEN products manufactured on or after **May 1, 2012** 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 information refer to www.jeld-wen.com or www.jeld-wen.ca.

What This Warranty COVERS

We warrant to the original owner² that if your JELD-WEN Product exhibits a defect in material or workmanship within the time periods from the date of purchase as specified below, we will, at our option, repair, replace or refund the purchase price of the Product or component part. Skilled labor³ (where deemed necessary by us) to repair or replace any component is provided for **one (1) year** from the date of purchase.

Owner-Occupied Single-Family Residence Limited Warranty

Door Slabs: Except as set forth below, we warrant our door slabs, including any glass inserts, miscellaneous hardware, and accessories provided and installed by us, as follows:

Door Slab	Coverage
Fiberglass Exterior Doors	As long as you own and occupy your residence
FiberLast® Engineered Composite Exterior Doors	As long as you own and occupy your residence
Steel Exterior Doors	Ten (10) years
Wood Exterior Doors	Five (5) years
Interior Doors	Five (5) years

Factory Prefinish: We warrant the factory-applied prefinish on our doors against peeling, checking, or cracking for periods listed below. Should the factory prefinish be proven defective, we will at our option, replace or refinish the door or pay up to credit per opening to the current owner. (Note: this coverage applies to factory-applied finish coat options only; standard factory-applied primer is not a finish coat.)

Product	Coverage	Refinish Credit
Aurora® Fiberglass Doors	5 years	\$350 per opening
Custom Exterior Wood Doors	1 year	\$250 per opening
Custom Interior Wood Doors	1 year	\$150 per opening
All other Doors	1 year	\$100 per opening

Door Frames: We warrant our door frames for **one (1) year** from the date of purchase.

AuraLast® Protection for Door Slabs and Frames: Our AuraLast pine wood door slabs will be free from wood decay and/or termite damage for **twenty (20) years** from the date of initial purchase. Our AuraLast pine door frame components will be free from wood decay and/or termite damage **for as long as the original consumer owns the home** in which the AuraLast wood frames are originally installed. Warranty coverage outside Canada, the contiguous 48 states and Alaska is contingent upon approval from the JELD-WEN Customer Care Department. Please contact us.

Severe Weather® Glass: We warrant each Severe Weather glass unit for **ten (10) years**.

Retractable Screens: We warrant retractable roll screens for **five (5) years**.

Spontaneous Glass Breakage: We warrant sealed glass units installed in exterior doors (excluding laminated glass, and special glazings) for spontaneous breakage for **one (1) year** (including free replacement glass and skilled labor³ necessary

to replace the glass for one (1) year. Spontaneous breakage occurs when the glass develops a crack without sign of impact.

Commercial Limited Warranty (Other than Owner-Occupied Single-Family Residence)

Fiberglass, FiberLast, Steel, Wood and Interior Door Slabs: We warrant our door slabs for **five (5) years** from the date of initial purchase.

All Other Products, Components, Prefinishes, and Options as Listed Above: Coverage is the same as for Owner-Occupied Single-Family Residences as listed above.

Transferability

This warranty is not transferable.

How to Get Assistance

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

In the United States:

Mail: JELD-WEN Customer Care
Attn: Door 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
Web: www.jeld-wen.com/contact-us

In Eastern Canada:

Mail: JELD-WEN Service Department
90, rue Industrielle
Saint-Appollinaire, Quebec, Canada G0S 2E0
Phone: 800-463-1930
Fax: 888-998-1599

In Western Canada:

Mail: JELD-WEN Service Department
550 Munroe Avenue
Winnipeg, Manitoba, Canada R2K 4H3
Phone: 888-945-5627
204-668-8230
Fax: 204-663-1072
Email: wpgservice@jeld-wen.com

We can respond quickly and efficiently if you provide the following: a) date and location of purchase, or product identification from the tag on the top edge of the slab, 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 products, components and services are warranted for the balance of the original product or service 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 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.

Continued on next page

What This Warranty Does NOT Cover

JELD-WEN manufactures and sells both individual door slabs and complete door systems. This warranty does not cover parts or components (e.g., locksets, handles, etc.) not sold by JELD-WEN to the original owner. See your distributor or dealer regarding the warranty on the entire door system and/or these other components.

We are not liable for:

- Normal wear and tear, including normal wear and tear of weatherstrip; and natural weathering of surfaces or variations in the color or texture of wood or finish; surface cracks that are less than 1/32" in width and/or 2" in length; for knotty alder and juniper: surface checks that are less than 1/8" in width and/or 5" in length, and knot placement, quantity, or size.
- Problems due to misuse or abuse; failure to follow the care and maintenance instructions; or as a result of 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 door slab and frame (See our Finishing Instructions at www.jeld-wen.com/resources); variation or unsatisfactory results in sheen or texture resulting from the field application of paint or any other finishing material.
- Failure to provide an adequate overhang for exterior 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.
- Warp for any 3'6" wide by 8' 0" high by 1 3/4", or smaller door slab, which does not exceed 1/4" in the plane of the door slab itself; door slabs wider and/or higher are not guaranteed for warp.
- Bow or misalignment in the frame or jamb in which the door slab is hung (if such is purchased from JELD-WEN unmachined and not prehung).
- 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 our Care & Maintenance documents on how to work with this natural movement.
- Wood decay for wood components other than of AuraLast pine; and wood decay for any wood components (including pine) that come in direct contact with soil. Note: superficial mold/mildew does not indicate wood decay.
- Problems related to water and/or air infiltration due to improper assembly; installation errors or flaws in building design and construction; installation must be in strict conformance with the installation instructions provided by the manufacturer of the door entry system.
- Structural integrity issues or other problems caused by improper field fitting of the hardware, improper sizing of the door slab, or other assembly problems.
- 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.
- Screen damage due to normal wear and tear, misuse, abuse, or insect or animal activity.
- 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).
- 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.
- Hardware, accessories or inserts that are not provided by us.

- Discoloration or rusting of decorative metal accent options, such as grilles, clavos, straps, etc.; discoloration of wood sills provided by us.
- Cost for labor, removal or disposal of defective product(s), installation or finishing of the replacement door or component.
- 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 interior and exterior door slabs and systems manufactured in the United States and marketed under the JELD-WEN brand name for use in the United States and Canada. See our separate Export Warranty for applicable coverage on products used outside the United States and Canada.

² 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 for door slabs and systems and **one (1)** year from the date of manufacture for the factory pre-finish.

³ "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.

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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.



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.



Official window and
door provider of
Major League Soccer



JELD-WEN is proud to support
a better way to build

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