



**JELD-WEN**  
WINDOWS & DOORS

# Authentic Wood Doors

Interior and Exterior Doors



# A PHILOSOPHY WORTH LIVING



At JELD-WEN, sustainability is nothing new. With origins rooted in wood product manufacturing, our legacy has been to make windows, doors and components in a manner consistent with efficient use of what nature provides. In effect, we've always strived to make stiles and sash, not sawdust.

To us, minimizing waste has always made good ecological and business sense. Our mission is to develop high-performance, high-value products that satisfy our customers' needs, while also caring for our communities by seeking ways to reduce our impact on the environment. We also realize that there is still work to be done. Sustainability is a journey, and our on-going efforts will remain directed toward continual improvement of our products, processes and culture.

We do this not because it's popular.

We do it because it's the right thing to do.



## Anatomy of an Authentic Wood Door.

JELD-WEN® Authentic wood doors are constructed with beauty in mind and lasting performance at heart. Traditionally, wood doors were made using stile and rail components machined out of solid lumber. Wood is a living organism that expands and contracts based on changes in temperature and humidity, and the bigger the piece, the more it moves. Many older wood doors show signs of these "changes" with warped stiles or split panels.

JELD-WEN Authentic wood doors are skillfully designed with a dense engineered core and shielded with premium wood veneers to deliver the best performance and quality. An even stain match is also achieved due to the solid wood sticking and edgebands that yield superior finished results.

With JELD-WEN's Authentic wood doors, your doors are truly. . . **RELIABLE TO THE CORE.**



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No door makes an impression as inviting as a wood door. Wood brings a sense of warmth and artistry to any home, whether it's elegantly modern or comfortably traditional.

JELD-WEN® Authentic wood doors combine the beauty of wood with quality craftsmanship to bring you doors that are visually captivating and reliable.

TOP: 6201 MERANTI MAHOGANY DOOR, FLAT PANELS  
RIGHT: 0022V KNOTTY ALDER DOOR, V-GROOVE RAISED PANELS

## INTERIOR DOORS



Our Authentic wood interior doors are made to be not only functional passageways, but also architectural elements within a home. Choose a knotty alder door with V-grooves for rustic charm or a raised-panel oak door for a beautiful, sophisticated look. Along with our panel door designs, we offer bifold, French and louver doors.

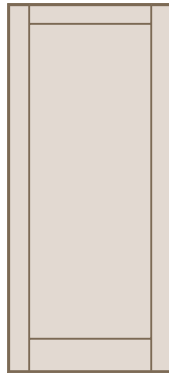
Variations in photography and printing may cause the finish colors shown in this catalog to vary from the actual finishes.

LEFT: 0028V KNOTTY PINE DOOR, V-GROOVE RAISED PANELS  
BELOW: 1033 OAK DOORS, FLAT PANELS  
RIGHT TOP: 1055 PRIMED DOOR, FIVE PANELS  
RIGHT MIDDLE: 0028 KNOTTY ALDER DOOR, RAISED PANELS  
RIGHT BOTTOM: 1510 SUSTAINABLE PINE FRENCH DOORS

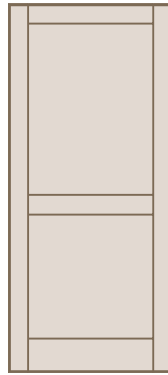


# PRIMED DOORS

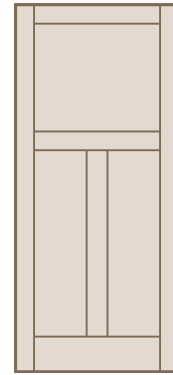
## FLAT PANEL



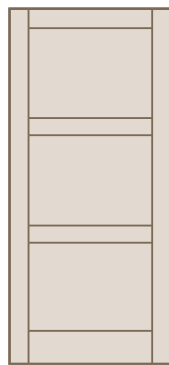
1011



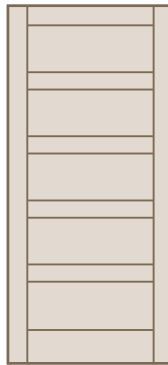
1022



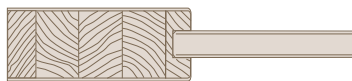
1033



1035



1055

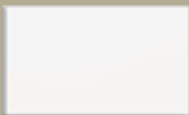


1/2" Flat-Panel Profile

◀1022 PRIMED DOORS, FLAT PANELS

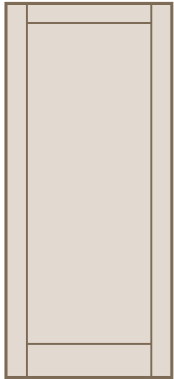
**PRIMED** doors are white in color and feature a smooth finish that is ready to paint.

Primed

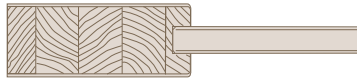


# SUSTAINABLE PINE DOORS

## FLAT PANEL

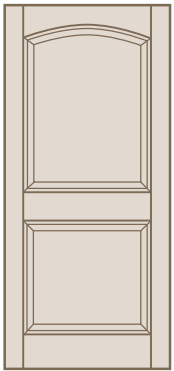


1011

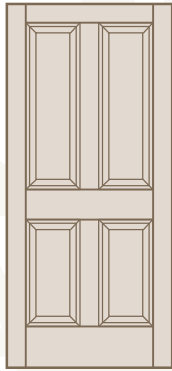


1/2" Flat-Panel Profile

## RAISED PANEL



0028



0044

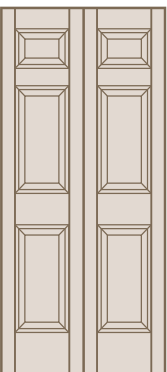


0066



3/4" Double-Hip Raised-Panel Profile

## RAISED-PANEL BIFOLDS



0066

» 0066 SUSTAINABLE PINE DOOR, RAISED PANELS



**SUSTAINABLE PINE** is harvested from plantation forests. Pine is a softwood with a distinct pinstripe grain pattern and uniform color. Pine will darken and yellow with age, adding character and charm.

Sustainable Pine



# SUSTAINABLE KNOTTY PINE DOORS

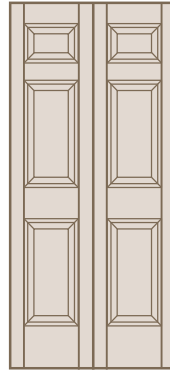


RAISED PANEL

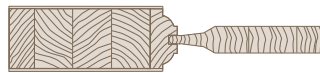


0066

RAISED-PANEL BIFOLD

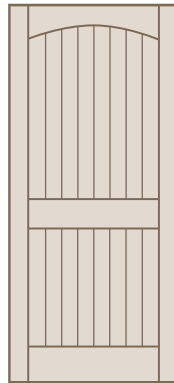


0066

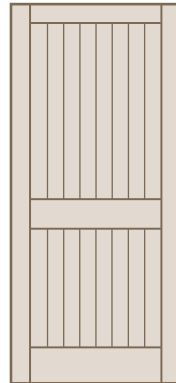


9/16" Single-Hip  
Raised-Panel Profile

RAISED-PANEL V-GROOVE



0028V

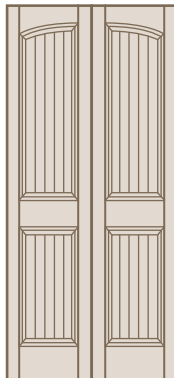


0022V



9/16" V-Groove Panel Profile

V-GROOVE BIFOLD



0028V

**SUSTAINABLE KNOTTY PINE** is harvested from plantation forests and is a softwood that is usually light in color with pink-brown variations. Over time, the knots will darken and the overall color will yellow. Knotty pine is an ideal choice for a rustic door, offering its own unique charm with its mix of color, knots and character.

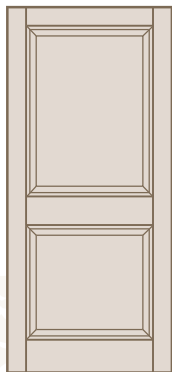
Sustainable  
Knotty Pine



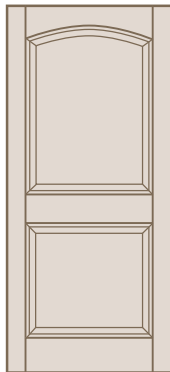


# KNOTTY ALDER DOORS

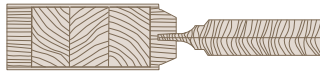
## RAISED PANEL



0022

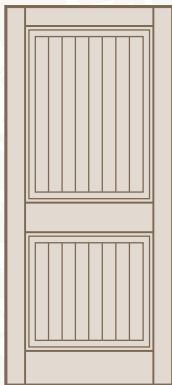


0028

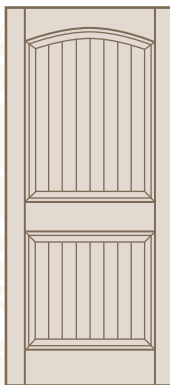


3/4" Double-Hip Raised-Panel  
(standard with 1 3/8" door  
thickness)

## RAISED-PANEL V-GROOVE



0022V



0028V



3/4 V-Groove Panel (standard  
with 1 3/8" door  
thickness)



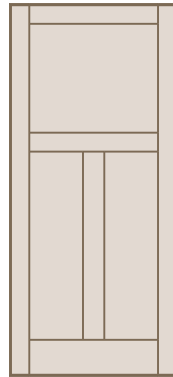
**KNOTTY ALDER** is a smooth textured hardwood with a straight, even grain and knots that create beautiful swirl patterns. This wood is slightly softer and lighter than other hardwoods and the wood color ranges from tan to a pale pinkish-brown. The knots are brown to black and vary in size, shape and color. This species stains and finishes well to enhance its own grain beauty.

Knotty Alder

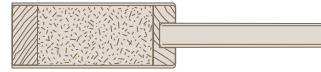


# OAK DOORS

## FLAT PANEL

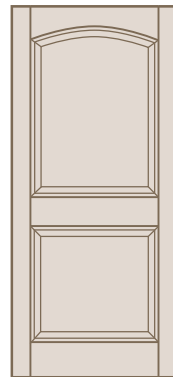


1033

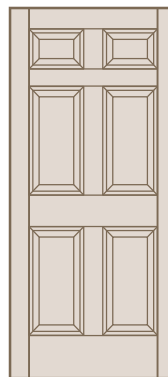


1/2" Flat-Panel Profile

## RAISED PANEL



0028



0066

## RAISED-PANEL BIFOLD



0066



3/4" Single-Hip  
Raised-Panel Profile

**OAK** is a hardwood known for its dramatically-pronounced grain pattern, which varies from a tight, vertical grain to a beautifully-arched pattern. The wood may also feature pin knots and mineral streaks. Oak accepts stain very well.

Oak



...RELIABLE TO THE  
CORE



# LOUVER DOORS & BIFOLDS

## PLANTATION LOUVERS: 2 1/4" SLATS

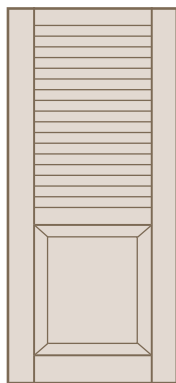
Louver Doors



0730P



PR

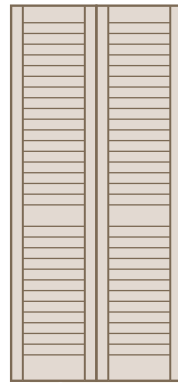


0732P



PR

Bifold Doors



0730P



PR



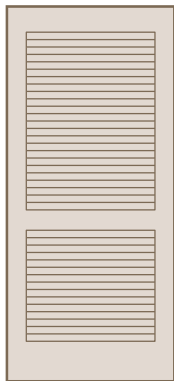
0732P



PR

## TRADITIONAL LOUVERS: 1 1/4" SLATS

Louver Door



0730

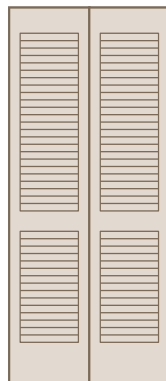


SP



PR

Louver Bifold



0730



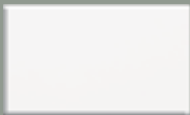
SP



**PRIMED** doors are white in color and feature a smooth finish that is ready to paint.

**PINE** is harvested from plantation forests. Pine is a softwood with a distinct pinstripe grain pattern and uniform color. Pine will darken and yellow with age, adding character and charm.

Primed (PR)



Pine (SP)

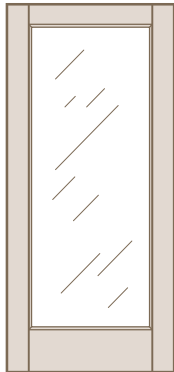


» 0730 PRIMED PLANTATION LOUVER BIFOLD DOOR

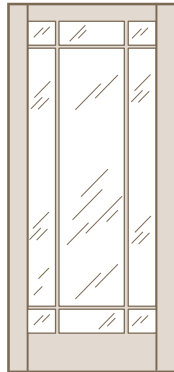
« 0732 PINE PLANTATION LOUVER DOOR

# TRADITIONAL FRENCH DOORS

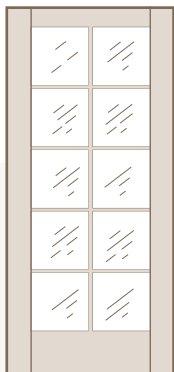
**FRENCH DOORS** Door designs available with clear glass only



1501



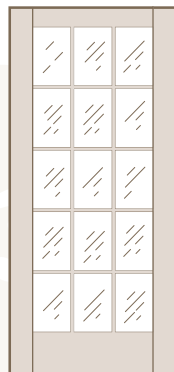
1509



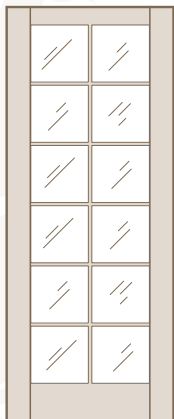
1510



1505



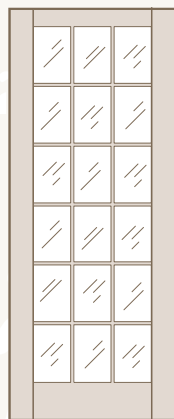
1515  
(2'4" to 3'0")



8'0" 1512



8'0" 1506



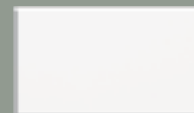
8'0" 1518



**PRIMED** doors are white in color and feature a smooth finish that is ready to paint.

**SUSTAINABLE PINE** is harvested from plantation forests. Pine is a softwood with a distinct pinstripe grain pattern and uniform color. Pine will darken and yellow with age, adding character and charm.

Primed



Sustainable Pine



Oak\*



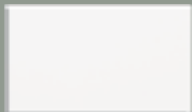
\*Available only in these door styles: 1510 and 1515

## DECORATIVE GLASS SELECTIONS



**DECORATIVE FRENCH** doors are an elegant addition to any home. With a wide array of glass panels in a multitude of styles and textures, we offer everything from functional gateways to stunning conversation pieces. The offering includes silk screened, V-grooved, 3-D Cast and textured glass in traditional as well as modern designs—truly something for every home decor.

Primed



Pine



LEFT: NATURAL PINE WITH SCREEN PRINT GLASS  
BELOW: PRIMED FRENCH DOOR WITH AUTHENTIC RECIPE PANTRY™ GLASS

...RELIABLE TO THE  
CORE



# TEXTURED GLASS SELECTIONS



## TEXTURED GLASS



Reed  
(8'0")



Reed  
(6'8")



Rain  
(8'0")



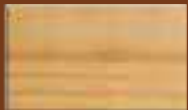
Rain  
(6'8")



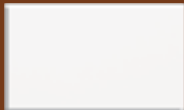
- « PINE FRENCH DOOR WITH RAIN GLASS
- » PAINTED FRENCH DOOR WITH STRADA GLASS

## Wood Species

Pine



Primed







V-GROOVED GLASS



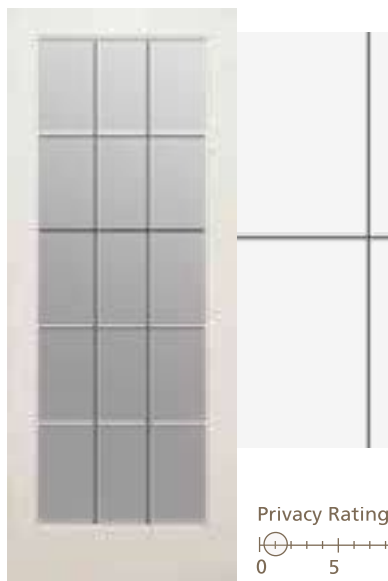
Strada  
(8'0")  
Privacy Frit Glass with  
Clear V-Grooves



Strada  
(6'8")  
Privacy Frit Glass with  
Clear V-Grooves



15-Lite V-Grooved  
(8'0")  
(2'0" = 10-Lite)  
Clear Glass



15-Lite V-Grooved  
(6'8")  
(2'0" = 10-Lite)  
Clear Glass



# DECORATIVE GLASS SELECTIONS



## SCREEN PRINT



Laundry  
(8'0")



Laundry  
(6'8")

Privacy Rating | 8  
0 5 10



Authentic Recipe Pantry™  
(8'0")



Authentic Recipe Pantry™  
(6'8")

*Door  
showcases  
actual recipes  
in an elegant  
cursive script*

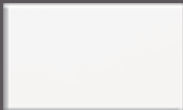
Privacy Rating | 6  
0 5 10

## Wood Species

Pine



Primed



SCREEN PRINT



Pantry  
(8'0")



Pantry  
(6'8")



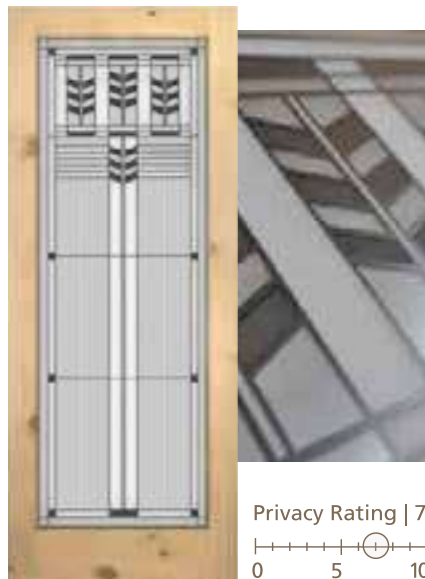
Privacy Frit Glass  
(8'0")



Privacy Frit Glass  
(6'8")



Craftsman  
(8'0")



Craftsman  
(6'8")



## EXTERIOR DOORS

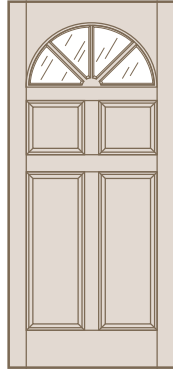


JELD-WEN® Authentic wood exterior doors accentuate any architectural style. From craftsman to prairie, colonial to contemporary, the warmth and beauty of real wood is sure to bring your entrance to life. A wide range of choices in door designs will help you make your house a home.

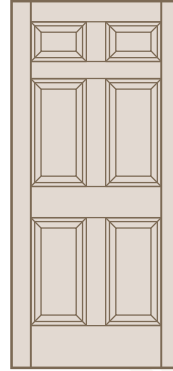
LEFT: 5404 HEMLOCK DOOR, RAISED PANELS  
BELOW: 6206 HEMLOCK DOOR WITH CLEAR GLASS  
RIGHT TOP: 5104 MERANTI MAHOGANY DOOR WITH CLEAR GLASS  
RIGHT MIDDLE: 5106 MERANTI MAHOGANY 8'0" DOORS  
WITH CLEAR BEVELED GLASS  
RIGHT BOTTOM: 5112 HEMLOCK DOOR WITH CLEAR GLASS



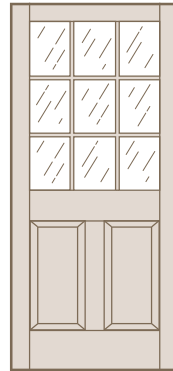
# HEMLOCK TRADITIONAL EXTERIOR DOORS



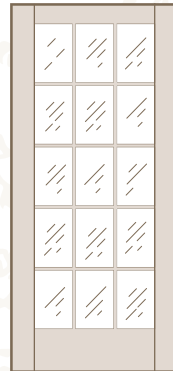
2020  
(4-Lite 4-Panel)



2130



944  
(9-Lite 2-Panel)



1515  
15-Lite

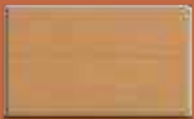
Traditional doors and sidelites are available with clear single-glazed glass only, unless otherwise noted



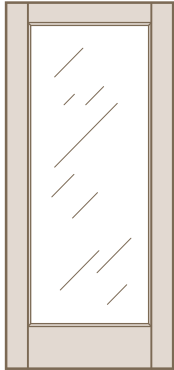
3/4" Single-Hip  
Raised-Panel Profile

**HEMLOCK** is a type of wood that features a fine-textured, straight-grained appearance. Hemlock's light, even color takes stain beautifully and will not darken over time. The wood is also free of pitch and is not likely to splinter.

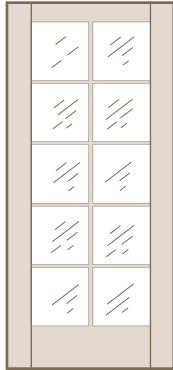
Hemlock



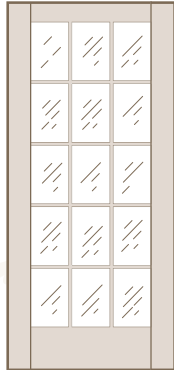
# HEMLOCK PREMIUM FRENCH DOORS



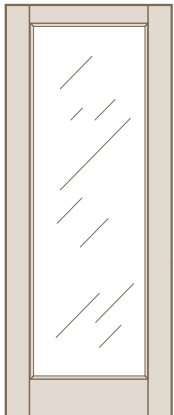
5001



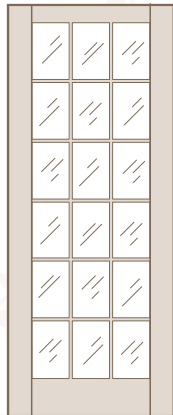
5010



5015

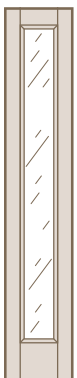


8'0" 5001



8'0" 5018

## SIDELITES



5001SL  
(clear  
or LoE  
insulated  
glass)



5005SL



8'0"  
5001SL

Premium doors  
and sidelites are  
available with  
clear insulated  
glass only, unless  
otherwise noted.

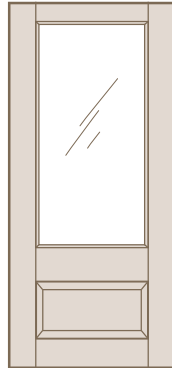


**HEMLOCK** is a type of wood that features a fine-textured, straight-grained appearance. Hemlock's light, even color takes stain beautifully and will not darken over time. The wood is also free of pitch and is not likely to splinter.

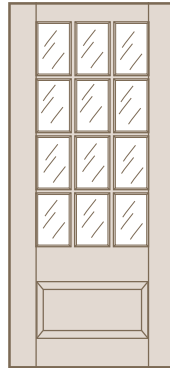
Hemlock



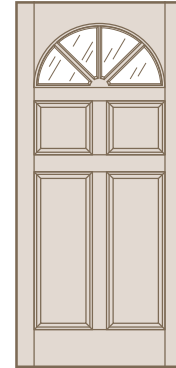
# HEMLOCK PREMIUM SASH DOORS



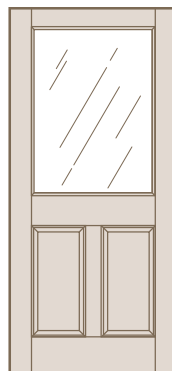
5101



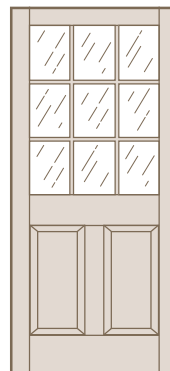
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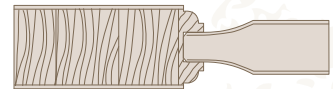
5404



5201



5209



1 1/8" Single-Hip  
Raised-Panel Profile

## SIDELITES



5101SL



5201SL



5203SL



5104SL

Premium Sash Doors—Clear Insulated Glass

**HEMLOCK** is a type of wood that features a fine-textured, straight-grained appearance. Hemlock's light, even color takes stain beautifully and will not darken over time. The wood is also free of pitch and is not likely to splinter.

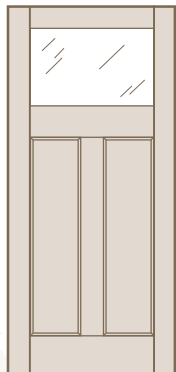
Hemlock





# HEMLOCK PREMIUM CRAFTSMAN AND PANEL DOORS

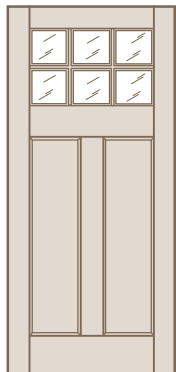
## CRAFTSMAN INSULATED GLASS DOORS



6201



6203



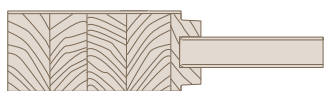
6206

## SIDELITE



6101SL

## CRAFTSMAN SHELF



5/8" Flat-Panel Profile

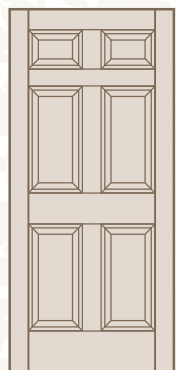
## GLASS OPTIONS (ALL GLASS INSULATED)



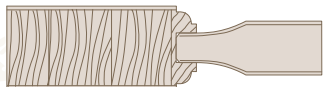
Clear  
PRIVACY RATING 1



Clear Beveled  
PRIVACY RATING 1



5066

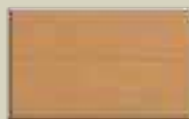


1 1/8" Single-Hip  
Raised-Panel Profile



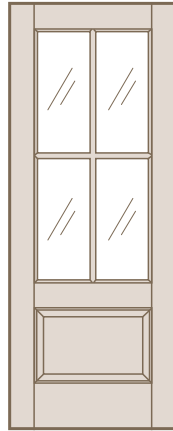
**CRAFTSMAN** doors with their simple lines, flat panels and square sticking have been a favorite amongst architects for many years. They complement craftsman, prairie and mission building styles as well as contemporary homes.

Hemlock



# MERANTI MAHOGANY PREMIUM SASH DOORS

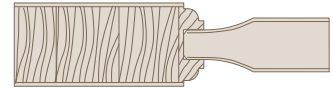
## DOORS AND SIDELITES



5104

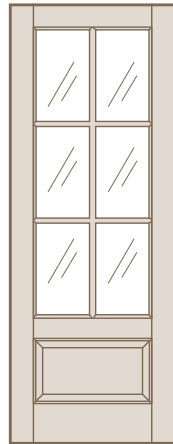


5102SL



1 1/8" Single-Hip  
Raised-Panel Profile

## 8'0" DOORS AND SIDELITES



5106



5103SL

## GLASS OPTIONS (ALL GLASS INSULATED)



Clear  
PRIVACY RATING 1



Clear Beveled  
PRIVACY RATING 1

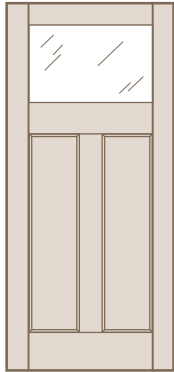
**MERANTI MAHOGANY** is a high-density, long-lasting hardwood with deep, rich-looking grain and a natural elegance. It accepts stain well.

Meranti Mahogany

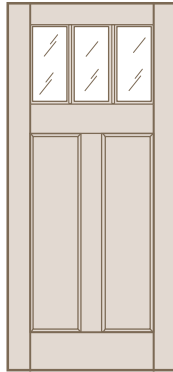


# MERANTI MAHOGANY PREMIUM CRAFTSMAN AND PANEL DOORS

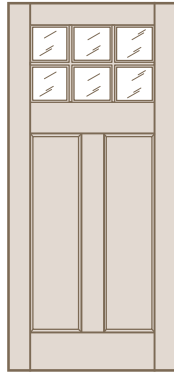
## CRAFTSMAN INSULATED GLASS DOORS



6201



6203



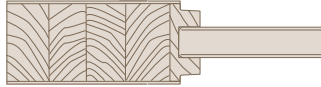
6206

## SIDELITE



6101SL

## CRAFTSMAN SHELF



5/8" Flat-Panel Profile

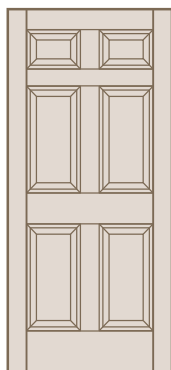
## GLASS OPTIONS (ALL GLASS INSULATED)



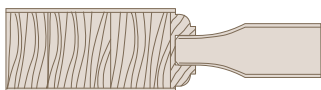
Clear  
PRIVACY RATING 1



Clear Beveled  
PRIVACY RATING 1



5066



1 1/8" Single-Hip  
Raised-Panel Profile



**CRAFTSMAN** doors with their simple lines, flat panels and square sticking have been a favorite amongst architects for many years. They complement craftsman, prairie and mission building styles as well as contemporary homes.

Meranti Mahogany



# APPROPRIATE PROTECTION FOR EXTERIOR DOORS

## 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:  $D$  (Depth) =  $1/2H$  (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 AND 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 buildup. Depending on the exposure and environment, other precautions (such as overhangs) should be taken to protect the door from the effects of the sun.

*Continued on next page*

## 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 buildup even more. Storm doors selected for these situations should be vented to relieve excess heat buildup.

## 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.

## JELD-WEN® WARRANTIES

This document provides general information about measures that can be taken to better protect exterior doors, but no warranties are provided by this document.

For specific product information and available product warranties please refer to [jeld-wen.com](http://jeld-wen.com) or contact us at 1-800-JELD-WEN (1-800-535-3936).

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.

BELOW: 5066 HEMLOCK DOOR, RAISED PANELS



# JELD-WEN® INTERIOR AND EXTERIOR DOOR SLAB AND SYSTEM 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 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](http://www.jeld-wen.com) or [www.jeld-wen.ca](http://www.jeld-wen.ca).

### What This Warranty COVERS

We warrant to the original owner<sup>2</sup> 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 labor<sup>3</sup> (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 labor<sup>3</sup> 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](http://www.jeld-wen.com/contact-us)

#### In Eastern Canada:

Mail: JELD-WEN Service Department  
90, rue Industrielle  
Saint-Appollinaire, Quebec, Canada GOS 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](mailto: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.

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### 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](http://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](http://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.

<sup>1</sup> "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.

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

<sup>3</sup> "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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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](http://jeld-wen.com) today.

