

**QUOTE BY:** Mauricio Ruiz

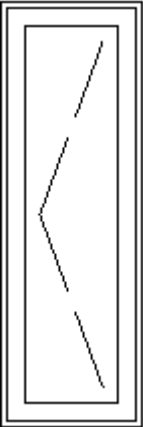
**QUOTE #:** JVXA02713

**SOLD TO:** OMF Contractors, Inc  
 Mauricio Ruiz

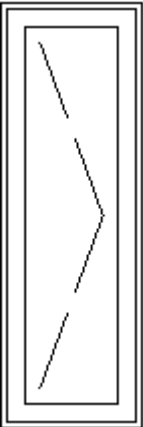
**SHIP TO:**
**PROJECT NAME:** GALLAS, 4430 9TH ST

**PO#:** JVXA02713

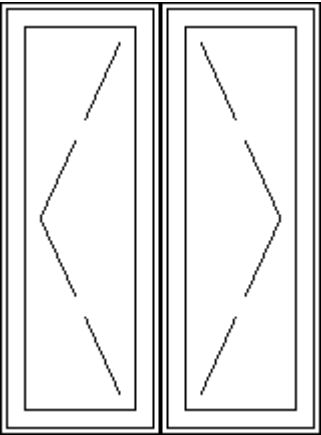
**REFERENCE:**
**Ship Via:** Ground/Next Truck

LINE NO.	LOCATION SIZE INFO	BOOK CODE DESCRIPTION	QTY
Line-1	#3 1ST FL SUNROOM	SCC1854	
	Rough Opening: 18 3/4 X 54 3/4	Frame Size : 18 X 54	
		Siteline Clad Casement, Auralast Pine, Brilliant White Exterior, Primed Interior, Nail Fin (Standard), Color Match Metal DripCap, 6 9/16 Jamb, 4/4 Thick, , Hinge Left, Nesting Crank Handle, White Hardware, US National-WDMA/ASTM, PG 35, Insulated Low-E 366 Annealed Glass, Neat, Preserve Film, Standard Spacer, Argon Filled, Traditional Glz Bd, BetterVue Mesh Brilliant White Screen, GlassThick=0.698, Clear Opening:8.1w, 49.5h, 2.8 sf	
	<b>Viewed from Exterior. Scale: 1/2" = 1'</b>	U-Factor: 0.28, SHGC: 0.19, VLT: 0.44, Energy Rating: 16.00, CPD: JEL-N-877-00012-00001 PEV 2015.3.2.1339/PDV 6.277 (12/08/15) NW	

1

Line-2	#3 1ST FL SUNROOM	SCC1854	
	Rough Opening: 18 3/4 X 54 3/4	Frame Size : 18 X 54	
		Siteline Clad Casement, Auralast Pine, Brilliant White Exterior, Primed Interior, Nail Fin (Standard), Color Match Metal DripCap, 6 9/16 Jamb, 4/4 Thick, , Hinge Right, Nesting Crank Handle, White Hardware, US National-WDMA/ASTM, PG 35, Insulated Low-E 366 Annealed Glass, Neat, Preserve Film, Standard Spacer, Argon Filled, Traditional Glz Bd, BetterVue Mesh Brilliant White Screen, GlassThick=0.698, Clear Opening:8.1w, 49.5h, 2.8 sf	
	<b>Viewed from Exterior. Scale: 1/2" = 1'</b>	U-Factor: 0.28, SHGC: 0.19, VLT: 0.44, Energy Rating: 16.00, CPD: JEL-N-877-00012-00001 PEV 2015.3.2.1339/PDV 6.277 (12/08/15) NW	



1

LINE NO.	LOCATION SIZE INFO	BOOK CODE DESCRIPTION	QTY
Line-3	#2 1ST FL SUNROOM	SCC2054-2	
	Rough Opening: 40 3/4 X 54 3/4	Frame Size : 40 X 54	
		Siteline Clad Casement, Auralast Pine, 2 Wide Brilliant White Exterior, Primed Interior, Nail Fin (Standard), Color Match Metal DripCap, 6 9/16 Jamb, 4/4 Thick, , Left/Right, Window Opening Control Device (4" open) ASTM Compl Nesting Crank Handle, White Hardware, US National-WDMA/ASTM, DP 35, Insulated Low-E 366 Annealed Glass, Neat, Preserve Film, Standard Spacer, Argon Filled, Traditional Glz Bd, BetterVue Mesh Brilliant White Screen, This mull configuration complies with AAMA 450 standards and is professional engineer-approved. PEV 2015.3.2.1339/PDV 6.277 (12/08/15) NW	
	Viewed from Exterior. Scale: 1/2" = 1'		

2

Line-3-1 (A1)	SCC2054
	Frame Size : 20 X 54
	Siteline Clad Casement, Auralast Pine, Brilliant White Exterior, Primed Interior, Nail Fin (Standard), 3 3/16 Jamb, Hinge Left, Window Opening Control Device (4" open) ASTM Compl Nesting Crank Handle, White Hardware, US National-WDMA/ASTM, PG 35, Insulated Low-E 366 Annealed Glass, Neat, Preserve Film, Standard Spacer, Argon Filled, Traditional Glz Bd, BetterVue Mesh Brilliant White Screen, GlassThick=0.698, U-Factor: 0.28, SHGC: 0.19, VLT: 0.44, Energy Rating: 16.00, CPD: JEL-N-877-00012-00001

Line-3-2 (A2)	SCC2054
	Frame Size : 20 X 54
	Siteline Clad Casement, Auralast Pine, Brilliant White Exterior, Primed Interior, Nail Fin (Standard), 3 3/16 Jamb, Hinge Right, Window Opening Control Device (4" open) ASTM Compl Nesting Crank Handle, White Hardware, US National-WDMA/ASTM, PG 35, Insulated Low-E 366 Annealed Glass, Neat, Preserve Film, Standard Spacer, Argon Filled, Traditional Glz Bd, BetterVue Mesh Brilliant White Screen, GlassThick=0.698, U-Factor: 0.28, SHGC: 0.19, VLT: 0.44, Energy Rating: 16.00, CPD: JEL-N-877-00012-00001

LINE NO.	LOCATION SIZE INFO	BOOK CODE DESCRIPTION	QTY
Line-4	B 1ST FL SUNROOM	Main Line Item	
	Rough Opening: 38 3/8 X 103	Frame Size : 37 5/8 X 102 1/2, BTM= 86 1/2	
		Siteline Clad Auralast Pine, Inswing Door Product, (Single-Swing)	
		Single Door w/1 Transom, ( Right ), BTM= 86 1/2 , 4 5/8" Stile, 8 1/4" Bottom Rail, Brilliant White Exterior, Clear Frame, Primed Interior, Nail Fin (Standard), Color Match Metal DripCap, 6 9/16 Jamb, Standard Sill, Black Sill, PVD-Satin Nickel Hardware, Stainless Steel Strike Plate, Classic Multi Point, Keyed Alike, Adjustable Hinges, Satin Nickel Hinge, Insulated Low-E 366 Preserve Film, Standard Spacer, Argon Filled, Traditional Glz Bd, Neat, US National-WDMA/ASTM, PG 35 Limited Water, Door Hinged Screen w/closer, Satin Nickel Screen Handle, BetterVue Mesh Brilliant White Screen, GlassThick=0.756, U-Factor: 0.30, SHGC: 0.16, VLT: 0.36, Energy Rating: 12.00, CPD: JEL-N-866-00042-00001 <small>PEV 2015.3.2.1339/PDV 6.277 (12/08/15) NW</small>	
	Viewed from Exterior. Scale: 1/8" = 1'		

1

Line-4-1 (D1)

Siteline Clad Auralast Pine, PANEL, Inswing Door Product,  
(Single-Swing)  
Panel Width= 35 15/16 , Panel Height= 84 ,  
4 5/8" Stile, 8 1/4" Bottom Rail,  
Brilliant White Sash,  
Primed Interior,  
Right ,  
Multi Point,  
Adjustable Hinges,  
Insulated Low-E 366 Tempered Glass, Preserve Film, Standard  
Spacer, Argon Filled, Traditional Glz Bd,  
Neat,  
GlassThick=0.756,

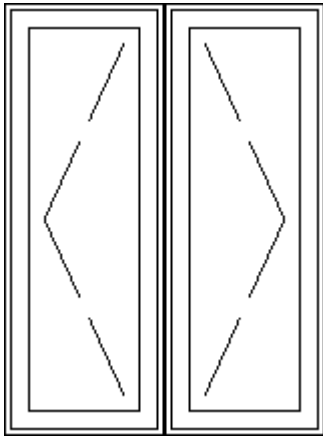
Line-4-2 (F1)

Frame Size : 37 5/8 X 86 1/2  
Siteline (Single-Swing) Clad FRAME, Auralast Pine, Inswing  
Door Product, Single Panel Door, Equal Panel Widths,  
Brilliant White Exterior,  
Primed Interior,  
Nail Fin (Standard),  
Standard Sill, Black Sill, 6 9/16 Jamb,  
( Right ),  
PVD-Satin Nickel Hardware, Satin Nickel Hinge, Keyed Alike,  
Classic Multi Point, Prep, Stainless Steel Strike Plate, Adjustable  
Hinges,  
Hinged Screen w/closer, Brilliant White Screen,

LINE NO.	LOCATION SIZE INFO	BOOK CODE DESCRIPTION	QTY
Line-4-3 (T1)		PRCISTW3214 Frame Size : 37 5/8 X 16 Sitrine Clad Fixed Auralast Pine, Inswing Door Product, 4 5/8" Stile, Brilliant White Exterior, Primed Interior, Nail Fin (Standard), 6 9/16 Jamb, 4/4 Thick, 1 Panel, US National-WDMA/ASTM, PG 35, Insulated Low-E 366 Annealed Glass, Neat, Preserve Film, Standard Spacer, Argon Filled, Traditional Glz Bd, GlassThick=0.756, U-Factor: 0.29, SHGC: 0.23, VLT: 0.52, Energy Rating: 17.00, CPD: JEL-N-867-00305-00001	

Line-5      #2 2ND FL MBATH/OBSCURE    SCC2054-2  
GLASS

Rough Opening: 40 3/4 X 54 3/4



Viewed from Exterior. Scale: 1/2" = 1'

Frame Size : 40 X 54  
 Sitrine Clad Casement, Auralast Pine, 2 Wide  
 Brilliant White Exterior,  
 Primed Interior,  
 Nail Fin (Standard), Color Match Metal DripCap,  
 6 9/16 Jamb, 4/4 Thick, ,  
 Left/Right,  
 Window Opening Control Device (4" open) ASTM Compl  
 Nesting Crank Handle, White Hardware,  
 US National-WDMA/ASTM, DP 35,  
 Insulated Low-E 366 Obscure Tempered Glass, Neat, Preserve Film,  
 Standard Spacer, Argon Filled, Traditional Glz Bd,  
 BetterVue Mesh Brilliant White Screen,  
 This mull configuration complies with AAMA 450 standards and is  
 professional engineer-approved.

PEV 2015.3.2.1339/PDV 6.277 (12/08/15) NW

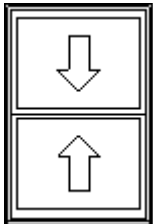
3

Line-5-1 (A1)

SCC2054  
 Frame Size : 20 X 54  
 Sitrine Clad Casement, Auralast Pine,  
 Brilliant White Exterior,  
 Primed Interior,  
 Nail Fin (Standard),  
 3 3/16 Jamb,  
 Hinge Left,  
 Window Opening Control Device (4" open) ASTM Compl  
 Nesting Crank Handle, White Hardware,  
 US National-WDMA/ASTM, PG 35,  
 Insulated Low-E 366 Obscure Tempered Glass, Neat, Preserve  
 Film, Standard Spacer, Argon Filled, Traditional Glz Bd,  
 BetterVue Mesh Brilliant White Screen,  
 GlassThick=0.726,  
 U-Factor: 0.28, SHGC: 0.19, VLT: 0.43, Energy Rating: 16.00,  
 CPD: JEL-N-877-00142-00001

LINE NO.	LOCATION SIZE INFO	BOOK CODE DESCRIPTION	QTY
Line-5-2 (A2)		SCC2054 Frame Size : 20 X 54 Sitrine Clad Casement, Auralast Pine, Brilliant White Exterior, Primed Interior, Nail Fin (Standard), 3 3/16 Jamb, Hinge Right, Window Opening Control Device (4" open) ASTM Compl Nesting Crank Handle, White Hardware, US National-WDMA/ASTM, PG 35, Insulated Low-E 366 Obscure Tempered Glass, Neat, Preserve Film, Standard Spacer, Argon Filled, Traditional Glz Bd, BetterVue Mesh Brilliant White Screen, GlassThick=0.726, U-Factor: 0.28, SHGC: 0.19, VLT: 0.43, Energy Rating: 16.00, CPD: JEL-N-877-00142-00001	

Line-6 #1 3RD FL BR  
Rough Opening: 38 1/8 X 56 3/4

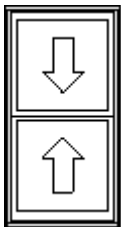


Viewed from Exterior. Scale: 1/4" = 1'

SCD3756  
 Frame Size : 37 3/8 X 56  
 Sitrine Clad Double Hung, Auralast Pine,  
 Concealed Jambliner Brilliant White Exterior,  
 Primed Interior,  
 Nail Fin (Standard), Color Match Metal DripCap,  
 6 9/16 Jamb, 4/4 Thick,  
 Standard Double Hung, Window Opening Control Device (4" open)  
 ASTM Compl No Finger Plows, White Jambliner,  
 White Hardware,  
 US National-WDMA/ASTM, PG 35,  
 Insulated Low-E 366 Annealed Glass, Neat, Preserve Film, Standard  
 Spacer, Argon Filled, Traditional Glz Bd,  
 BetterVue Mesh Brilliant White Screen,  
 GlassThick=0.698,  
 U-Factor: 0.29, SHGC: 0.20, VLT: 0.47, Energy Rating: 14.00, CPD:  
 JEL-N-880-00902-00001  
 PEV 2015.3.2.1339/PDV 6.277 (12/08/15) NW

2

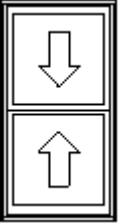
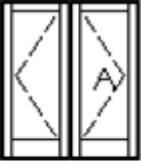

Line-7 #4 3RD FL BR, REC RM  
Rough Opening: 30 1/8 X 56 3/4



Viewed from Exterior. Scale: 1/4" = 1'

SCD2956  
 Frame Size : 29 3/8 X 56  
 Sitrine Clad Double Hung, Auralast Pine,  
 Concealed Jambliner Brilliant White Exterior,  
 Primed Interior,  
 Nail Fin (Standard), Color Match Metal DripCap,  
 6 9/16 Jamb, 4/4 Thick,  
 Standard Double Hung, Window Opening Control Device (4" open)  
 ASTM Compl No Finger Plows, White Jambliner,  
 White Hardware,  
 US National-WDMA/ASTM, PG 35,  
 Insulated Low-E 366 Annealed Glass, Neat, Preserve Film, Standard  
 Spacer, Argon Filled, Traditional Glz Bd,  
 BetterVue Mesh Brilliant White Screen,  
 GlassThick=0.698,  
 U-Factor: 0.29, SHGC: 0.20, VLT: 0.47, Energy Rating: 14.00, CPD:  
 JEL-N-880-00902-00001  
 PEV 2015.3.2.1339/PDV 6.277 (12/08/15) NW

2

LINE NO.	LOCATION SIZE INFO	BOOK CODE DESCRIPTION	QTY
Line-8	#4 3RD FL HALL BATH/OBSCURE GLASS	SCD2956	
	Rough Opening: 30 1/8 X 56 3/4	Frame Size : 29 3/8 X 56	
		Siteline Clad Double Hung, Auralast Pine, Concealed Jambliner Brilliant White Exterior, Primed Interior, Nail Fin (Standard), Color Match Metal DripCap, 6 9/16 Jamb, 4/4 Thick, Standard Double Hung, Window Opening Control Device (4" open) ASTM Compl No Finger Plows, White Jambliner, White Hardware, US National-WDMA/ASTM, PG 35, Insulated Low-E 366 Obscure Tempered Glass, Neat, Preserve Film, Standard Spacer, Argon Filled, Traditional Glz Bd, BetterVue Mesh Brilliant White Screen, GlassThick=0.726, U-Factor: 0.29, SHGC: 0.20, VLT: 0.47, Energy Rating: 14.00, CPD: JEL-N-880-01032-00001 PEV 2015.3.2.1339/PDV 6.277 (12/08/15) NW	
	Viewed from Exterior. Scale: 1/4" = 1'		1
Line-9	C 3RD FL REC RM	PRCISW60611	
	Rough Opening: 72 X 83	Frame Size : 71 1/4 X 82 1/2	
		Siteline Clad Auralast Pine, Inswing Door Product, (French-Swing) Two Panel Door, ( Passive/Active ), Equal Panel Widths, 4 5/8" Stile, 8 1/4" Bottom Rail, Brilliant White Exterior, Clear Frame, Primed Interior, Nail Fin (Standard), Color Match Metal DripCap, 6 9/16 Jamb, Standard Sill, Black Sill, Satin Nickel Hardware, Stainless Steel Strike Plate, Classic Multi Point/Multi Point, Keyed Alike, Adjustable Hinges, Satin Nickel Hinge, Insulated Low-E 366 Tempered Glass, Preserve Film, Standard Spacer, Argon Filled, Traditional Glz Bd, Neat, US National-WDMA/ASTM, PG 35 Limited Water, Door Hinged Screen w/closer, Satin Nickel Screen Handle, BetterVue Mesh Brilliant White Screen, GlassThick=0.756, U-Factor: 0.30, SHGC: 0.16, VLT: 0.36, Energy Rating: 12.00, CPD: JEL-N-866-00042-00001 PEV 2015.3.2.1339/PDV 6.277 (12/08/15) NW	
		COMMENTS: VERIFY HANDING.	1
	Viewed from Exterior. Scale: 1/8" = 1'		

LINE NO.	LOCATION SIZE INFO	BOOK CODE DESCRIPTION	QTY
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Line-9-1 (D1)

Siteline Clad Auralast Pine, PANEL, Inswing Door Product,  
(French-Swing)  
Panel Width= 33 15/16 , Panel Height= 80 ,  
4 5/8" Stile, 8 1/4" Bottom Rail,  
Brilliant White Sash,  
Primed Interior,  
Passive , Hinged Left,  
Multi Point,  
Adjustable Hinges,  
Insulated Low-E 366 Tempered Glass, Preserve Film, Standard  
Spacer, Argon Filled, Traditional Glz Bd,  
Neat,  
GlassThick=0.756,

Line-9-2 (D2)

Siteline Clad Auralast Pine, PANEL, Inswing Door Product,  
(French-Swing)  
Panel Width= 33 15/16 , Panel Height= 80 ,  
4 5/8" Stile, 8 1/4" Bottom Rail,  
Brilliant White Sash,  
Primed Interior,  
Active , Hinged Right,  
Multi Point,  
Adjustable Hinges,  
Insulated Low-E 366 Tempered Glass, Preserve Film, Standard  
Spacer, Argon Filled, Traditional Glz Bd,  
Neat,  
GlassThick=0.756,

Line-9-3 (F1)

Frame Size : 71 1/4 X 82 1/2  
Siteline (French-Swing) Clad FRAME, Auralast Pine, Inswing  
Door Product, Two Panel Door, Equal Panel Widths,  
Brilliant White Exterior,  
Primed Interior,  
Nail Fin (Standard),  
Standard Sill, Black Sill, 6 9/16 Jamb,  
( Passive/Active ),  
Satin Nickel Hardware, Satin Nickel Hinge, Keyed Alike,  
Classic Multi Point/Multi Point, Prep, Stainless Steel Strike Plate,  
Adjustable Hinges,  
Hinged Screen w/closer, Brilliant White Screen,

**Total Units:**

14



## Window & Patio Door 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 JELD-WEN window and patio door Products (except United Collection products) manufactured on or after **February 1, 2014** 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 instructions, installation instructions, and previous warranties, 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

Except as set forth in the Special Coverages section below, we warrant that if your JELD-WEN Product exhibits a defect in material or workmanship within the time periods from the date of manufacture as specified below, we will, at our option, repair, replace or refund the purchase price of the Product or component part. Skilled labor<sup>2</sup> (where deemed necessary by us) to repair or replace any component is provided as specified below.

	Wood & Clad Wood	Vinyl	Aluminum (except Summit)	Summit Aluminum
<b>Basic Product Coverage</b> Owner-Occupied Single-Family Residence	20 years	as long as you own and occupy your residence	10 years	1 year
<b>Basic Product Coverage</b> Commercial (Other than Owner-Occupied Single-Family Residence)	20 years	10 years	2 years	1 year
<b>Skilled Labor<sup>2</sup> Coverage</b>	2 years	2 years	1 year	No coverage
<b>Transferability</b> - this length of coverage applies if you sell your residence or it becomes occupied by other than the original owner	10 years	10 years	Non-transferable	Non-transferable

#### Special Coverages (Applies to both Owner-Occupied and Commercial)

The following Special Coverages apply to special product features and options; not all options are available on all products or in all regions.

Glass Options	Coverage	Notes
Triple-Glazed Glass Units	20 years	Includes the glass panes and the insulating seal.
ImpactGard® Glass Units	10 years	
Special Glazings	5 years	Includes laminated glass units other than ImpactGard, and glass options not listed in our product literature, e.g., leaded or decorative glass.
Blinds/Shades Between the Glass	10 years	Includes the seal, external control mechanism, and operation of the shade/blind.
Spontaneous Glass Breakage	1 year	Applies to sealed glass units installed in windows and patio doors. Laminated glass and special glazings are excluded. Coverage includes replacement glass and skilled labor <sup>2</sup> necessary to replace the glass for one year. (Spontaneous breakage occurs when the glass develops a crack without sign of impact.)
Accidental Glass Breakage	Same as the Basic Product Coverage above (Owner-Occupied or Commercial)	Applies to vinyl Products ordered with the "RS" glass package. Not covered: damage attributable to acts of nature (e.g. fire, hurricane, etc.), civil disorder, building settling, structural failures of walls or foundations or improper installation, construction job-site mishaps, storage, or handling. Special glazings and ImpactGard glass are not covered by this glass breakage warranty.

*Continued on next page*



## Special Coverages (continued)

Finish Options	Coverage	Notes	
Clad Finish on Wood Products	Kynar®: 20 years Polyester: 10 years Anodized: 5 years	Coverage is for peeling, checking, cracking, or exhibiting excessive chalk, fade or color change <sup>3</sup> .	Clad products and products finished with factory applied Select Finish Exterior Finish™ installed within one mile of a salt-water source (for example, an ocean or salt lake) or other corrosive environment require additional and specific maintenance requirements. Refer to our full care and maintenance instructions.
Factory applied Select Finish™ Exterior Finish on Wood Products	10 years; 5 years at 100%, 50% thereafter	Coverage is for failure of adhesion, peeling, checking, flaking, cracking, or blistering.	
	5 years	Coverage is for exhibiting excessive chalk, fade or color change <sup>3</sup> .	
Factory Interior Finish on Wood Products	1 year	Coverage is for peeling, checking, or cracking. Should the factory interior finish be proven defective within this time period, we will at our option, replace or refinish the component or product, or offer a refinish credit up to \$50 per opening for windows or \$100 per opening for patio doors. This coverage applies to factory-applied finish coat options only; standard factory-applied primer is not a finish coat.	
Colored Exterior and Laminated Interior on Vinyl Products	10 years	Coverage is for peeling, blistering, or flaking, and excessive color change <sup>3</sup> . This coverage does not extend to discoloration, polish, surface damage, or alteration caused by the use of natural or chemical solvents or an environmental factor causing such damage.	
Other Special Coverages	Coverage	Notes	
AuraLast Protection for Wood Products	Owner-Occupied Single-Family Residence: as long as you own and occupy your residence	Coverage is for wood decay and/or termite damage in pine wood components. Warranty coverage outside Canada, the contiguous 48 states and Alaska is contingent upon approval from the JELD-WEN Customer Care Department. Please contact us.	
	Commercial: 20 years		
Custom Fiberglass Door Slabs	As long as you own and occupy your residence		
Factory Prefinish on Custom Fiberglass Doors	5 years	Should the factory prefinish be proven defective, we will at our option refinish the door or pay up to \$350.00 per opening to the current owner.	
Electric Operators	1 year	Coverage includes replacement parts and skilled labor necessary to replace the operator for one year.	
Retractable Roll Screens	5 years		
Accidental Screen Damage	Same as the Basic Product Coverage above (Owner-Occupied or Commercial)	Applies to Bravo, Primo and Ipex Replacement window and patio door product lines. Not covered: damage attributable to acts of nature (e.g. fire, hurricane, etc.), civil disorder, building settling, structural failures of walls or foundations or improper installation, construction job-site mishaps, storage, or handling.	

## 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:

	In the United States:	In Eastern Canada:	In Western Canada:	In Ontario Canada:
Mail:	JELD-WEN Customer Care Attn: Warranty Claims P.O. Box 1329 Klamath Falls, OR 97601	JELD-WEN Service Department 90, rue Industrielle Saint-Appollinaire, Quebec, Canada G0S 2E0	JELD-WEN Service Department 550 Munroe Avenue Winnipeg, Manitoba, Canada R2K 4H3	JELD-WEN Windows Toronto Attn: Warranty Claims 90 Stone Ridge Road Vaughan, Ontario Canada L4H 3G9
Phone:	888-JWHelpU 888-594-3578	800-463-1930	888-945-5627 204-668-8230	800-440-2714 905-265-5700
Fax:	800-436-5954	888-998-1599	204-663-1072	905-265-5704
E-mail:	jeldwenwarranty@jeld-wen.com		wpgservice@jeld-wen.com	
Web:	www.jeld-wen.com/contact-us			

*Continued on next page*

## HOW TO GET ASSISTANCE (CONTINUED)

We can respond quickly and efficiently if you provide the following:

a) product identification (from the original order/invoice, spacer code, permanent label, or the window identification number found on corner of glass), 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 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 components/products are warranted for the balance of the original product 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 twelve (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.

## WHAT THIS WARRANTY DOES NOT COVER

JELD-WEN is not liable for damage, product failure or poor product performance due to:

- Normal wear and tear, including normal wear and tear of weatherstrip; natural weathering of surfaces. Variance in color or texture of natural wood parts, and natural tarnishing of copper cladding are not considered defects.
- Normal wear and tear to hardware and naturally occurring changes to hardware finishes (e.g., corrosion or tarnishing).
- Exposure to chemicals (e.g. brick wash) or a harsh environment (e.g. salt spray or airborne pollutants) unless otherwise stated above.
- Misuse, abuse or failure to properly finish and provide maintenance.
- Alteration or modification of the Product (e.g. customer applied tints or films, paint finishes, security systems).
- Any cause beyond the reasonable control of JELD-WEN (e.g. fire, flood, earthquake, other acts of nature, and acts of third parties outside of our control).
- Failure to provide an adequate overhang for fiberglass 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.
- 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); 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.
- Installation into a condition that exceeds product design standards and/or certified performance specifications and/or is not in compliance with building codes.

- Extreme artificial temperature buildup or exposure (e.g., where storm doors/windows are present).
- Hardware or inserts that are not provided by us, such as locksets, door handles, strikes, etc.
- 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).
- Wood decay in wood components other than of pine species and any components (including pine) that come in direct contact with soil. Note: superficial mold/mildew does not indicate wood decay.

JELD-WEN is also not liable for:

- Glass breakage (except as specifically covered above).
- Screen damage due to normal wear and tear, misuse, abuse, or insect or animal activity (except as specifically covered above).
- Slight expansion or contraction of product components due to varying environmental conditions; slab movement (shrinkage or swelling) of 1/4" or less due to temperature and humidity, consult the Homeowner's Manual on how to work with this natural movement.
- 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.
- Hairline cracks in factory-applied finishes; surface cracks that do not compromise the underlying material are not a defect.
- Damage or distortion to other property, including but not limited to, vinyl siding, building components or landscaping caused in whole or in part by reflection of light or heat from JELD-WEN windows or doors.

*Continued on next page*

- Product or component performance decline due to aging, inert gas dissipation, natural processes or failure to provide proper maintenance. Note: Other than inert gas loss due to seal failure, the migration of an inert gas, such as argon, is a natural process that occurs over time and is not a defect.
- Labor and materials for repainting or refinishing activities or the removal or disposal of defective product(s); labor exceeding the time periods specified above.
- 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 window and patio door products (except United Collection products) manufactured in the United States and/or Canada and marketed under the JELD-WEN brand name for use in the United States and/or Canada. See our separate United Collection warranty, or our Export Warranty for applicable coverage on products used outside the United States and Canada.

<sup>2</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.

<sup>3</sup> "Chalking" of the exterior finish is not a defect unless it exceeds a numerical rating of eight (8) when measured in accordance with the standard procedures specified in ASTM D4214. Fading or changing in color of the exterior finish is not a defect unless it exceeds five (5) E units, calculated in accordance with ASTM D2244, paragraph 6.2. Color change shall be measured on an exposed area of finish that has been cleaned of surface soils and chalk, and the corresponding values measured on the original or unexposed area of finish. Fading or color changes may not be uniform if the surfaces are not equally exposed to the sun and elements. If the above ASTM standards change, the standard in effect at the time of purchase applies. As an option to replacement, we may choose to refinish the product.