



SITELINE™

WOOD & CLAD-WOOD
WINDOWS & PATIO DOORS

JELD-WEN
WINDOWS & DOORS

GREAT HOMES START WITH JELD-WEN

Your home is where all the big events happen — where you gather for holiday meals, watch the big game and celebrate birthdays and anniversaries. To be part of your home is something we take very seriously.

We believe that a home is much more than the sum of its parts and that what you put into it really does matter. That's why our Sitaline™ wood windows and patio doors are designed to be more than simply beautiful. They're crafted to be reliable and efficient, and they're backed by a warranty that gives you and your family peace of mind.

Every home is different, and JELD-WEN offers Sitaline wood products in a wide variety of styles, colours and finishes to complement your unique style and perform for years.

Because it's not just a house. It's your home.





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WHY BUY JELD-WEN

Siteline™ wood and clad-wood windows and patio doors offer more than just beautiful style. They are the result of more than a decade of research and development. They're made with care and an uncompromised commitment to quality that you can rely on for years to come. Beautifully made, intelligently built and available in a wide range of styles, colours and finishes, Siteline wood window products fit your unique style and meet your demand for superior quality.

SUPPORTING SUSTAINABILITY

Responsible Forestry

We recognize that our future success as a wood products manufacturer is dependent upon responsible and sustainable forestland management. With that in mind, we proudly offer Ponderosa Pine wood windows and doors that are either SFI® or FSC® certified. Our dual-certification is testament to a desire to offer products you can feel good about.



The mark of responsible forestry



SUSTAINABLE FORESTRY INITIATIVE

SFI-00364



AuraLast® wood protects against wood rot for as long as you own and occupy your home. Guaranteed.



Guaranteed Protection Against Wood Rot

JELD-WEN® wood windows and patio doors made with exclusive pine AuraLast wood are guaranteed not to rot for as long as you own and occupy your home. Wood components made from AuraLast wood maintain their structural integrity even in the toughest climates. [Visit jeld-wen.ca](http://www.jeld-wen.ca) to view the full warranty.*



Surface-to-Core Protection

Because of our vacuum/pressure process, AuraLast wood provides virtually 100% penetration of the protective ingredients. Other manufacturers use submersion/dip-treatment methods, which only protect the outer surface of the wood.



Working With AuraLast Wood is Easy

AuraLast offers the strength and beauty of real wood because it is real wood, not a composite. AuraLast wood is colourless, stainable and odorless.



Virtually 100% Surface-to-Core Protection



AuraLast is Safe

AuraLast wood is made by using a water-based solution to deliver the effective ingredients to the core of the wood. Traditional dip-treatments use a solvent-based chemical bath. During production our AuraLast process releases 96% fewer volatile organic compounds than the traditional dip-treatment method.



Traditional treatments only protect the outer surface

A JELD-WEN Exclusive

Only JELD-WEN makes window and door products with natural pine AuraLast wood that are built to last.

Protects Against Water Saturation

AuraLast wood offers superior resistance to water saturation, which protects against swelling that causes windows and doors to stick.

Protects Against Termites

Harmful termites will eat through unprotected wood—not so with AuraLast wood.

[Visit en.jeld-wen.ca/resources/auralast](http://en.jeld-wen.ca/resources/auralast) for more information

***AuraLast Lifetime Limited Warranty Coverage for Wood Decay and Termite Damage**

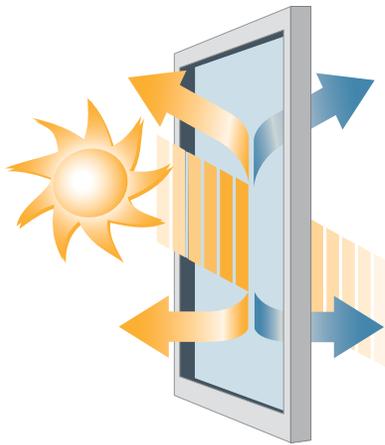
JELD-WEN products made from pine AuraLast wood will not rot.

Engineered for High Performance

A commitment to excellence and innovation inspired our new Sitaline™ wood windows and patio doors. Each door and window is designed for ease of operation, low maintenance and beauty that stands the test of time.

Energy Efficiency Designed to Last

Can a door or window be called high-performance? Definitely. Sitaline wood windows and patio doors are 2015 ENERGY STAR certified and offer increased thermal performance and weather resistance with outstanding energy advantages. Our thermally improved engineered sill and frame designs feature innovative advancements for added energy efficiency and durability.



In warm weather, Low-E 180 glass reflects the sun's energy and prevents it from entering the home.

In cold weather, Low-E 180 glass reduces the amount of heat lost by reflecting it back inside.



With Neat® glass, you gain natural cleaning convenience. Neat glass harnesses the sun's UV rays (even when the sky is cloudy) to loosen dirt from the glass so rainwater can easily rinse away the grime. No manual activation is required.

Architectural Enrichment

Whether it's new construction, renovation, traditional or modern, JELD-WEN offers a style that fits your needs. We make it easy to enhance a home with depth and definition that complements your project. Detail updates such as the recessed sash on the casement and our double-hung concealed jamb liner add architectural flair and aesthetic appeal with clean, smooth, contemporary lines. Regardless of the climate where you live, we offer the products you need, with larger unit sizes and expanded design options.

Clearly Better

All Sitaline wood windows and patio doors come with Low-E 180 glass, which blocks infrared rays, so you'll stay cooler in the summer and warmer in the winter. Only JELD-WEN Sitaline wood products come standard with Low-E 180 and Neat® glass. ENERGY STAR® certified versions of Sitaline wood products are available with energy efficient options, including argon-filled or high-altitude glass.

Fit Plus Finish

A wide range of colours, hardware and hardware finishes help you make the statement you want, right down to the last detail. Our many clad colour finishes are guaranteed not to chalk or fade for 10 years, even in coastal environments. Optional anodized finishes bring extra durability, and nine interior finish options make it easy to coordinate your Sitaline products with your home's trim, cabinetry and furnishings. Decorative glass choices, divided lites and multiple screen options offer styles ranging from contemporary to classic.

Great Views Inside and Out

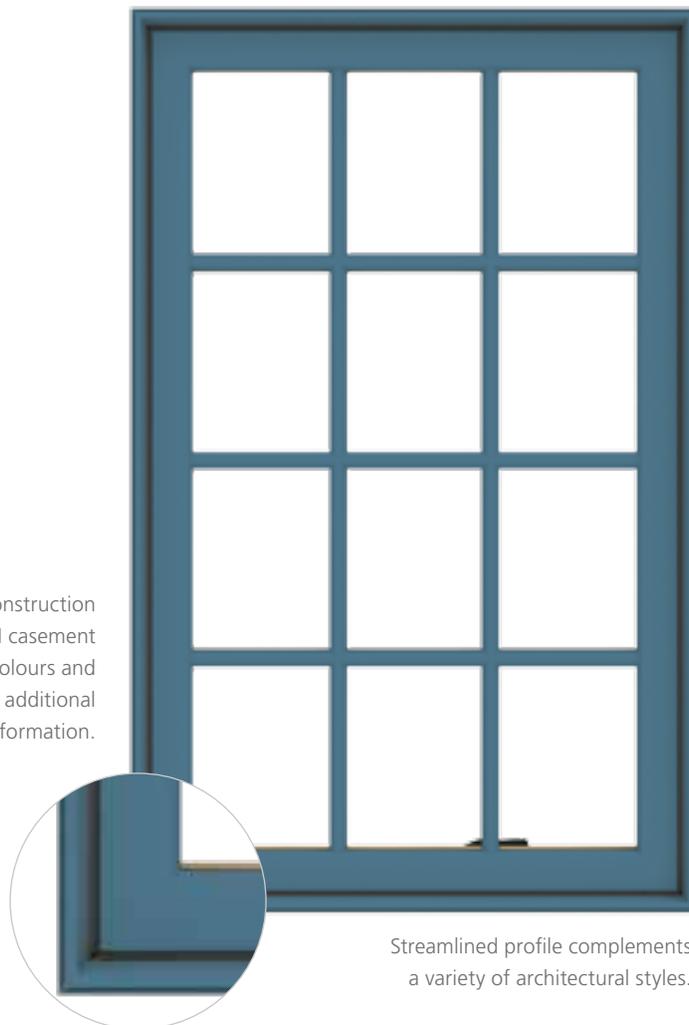
Your home is as unique as you are. Sitaline wood windows and patio doors offer many ways to help you save energy without compromising on design and style. JELD-WEN wood products provide the beauty, options and long-lasting performance that you and your family deserve. We wouldn't have it any other way.



CASEMENT WINDOWS

This clean, modern design is a simple and beautiful way to accent different rooms in your home in addition to maximizing ventilation. This type of window can be hinged on either the left or right so that the sash opens outward in a swinging motion. The streamlined design of the profile detail complements historic, traditional, Craftsman and contemporary architecture.

A great choice for new construction or replacement, JELD-WEN casement windows offer multiple sizes, colours and glass options. See dealer for additional product details and ordering information.



Streamlined profile complements a variety of architectural styles.





AWNING WINDOWS

A versatile option for many architectural styles, the awning window provides an intriguing look alone or when grouped with other window types. It is hinged at the top and opens out from the bottom in an outward swing for a unique light and ventilation source.



Ease of operation and greater energy efficiency with standard Low-E 180 insulated glass make JELD-WEN awning windows a great addition to any room. See dealer for additional product details and ordering information.



PUSH-OUT CASEMENT AND AWNING WINDOWS

Simplicity is at the core of these stylish window options. They open like our other casement windows (hinged at the side) and awning windows (hinged at the top) yet they do so without a hardware crank. Just unlatch the lock to open for ventilation.

SWINGING SCREEN

Historically detailed swinging screen matches wood and hardware finishes

PUSH-OUT HANDLE

Simple and secure, this handle is reminiscent of old world charm but with the added benefits of modern security



HIDDEN MAGNETIC CLOSURES

For a clean unobstructed look.



STAY BAR

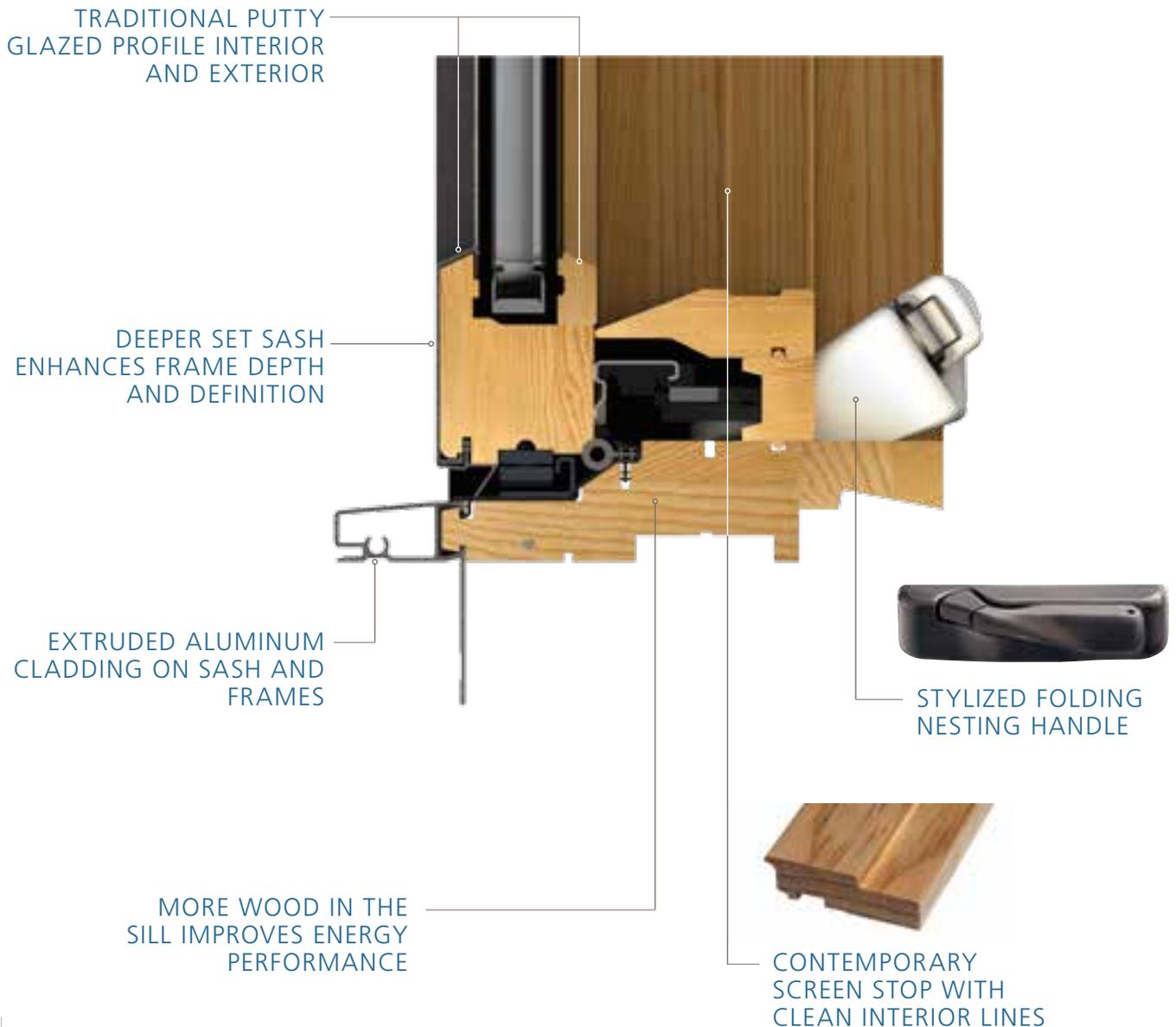
Stay bar holds sash open in windy conditions and is reminiscent of Old World architectural detail.



Clean lines, proven operation and multiple options for screens, finishes and hardware make these windows a great choice for your home. See dealer for additional product details and ordering information.

CASEMENT AND AWNING HIGH PERFORMANCE FEATURES

Our goal of achieving a window design that meets the 2015 ENERGY STAR® criteria has allowed us to take advantage of the latest in high performance engineering and design. The new Sitrine design includes heavier hardware, improved performance that meets impact requirements and greater thermal performance. The traditional putty glaze and deeper set sash features give this window an architecturally enriched appearance that works well in modern, historical, new construction, historical renovation, light commercial and coastal markets.

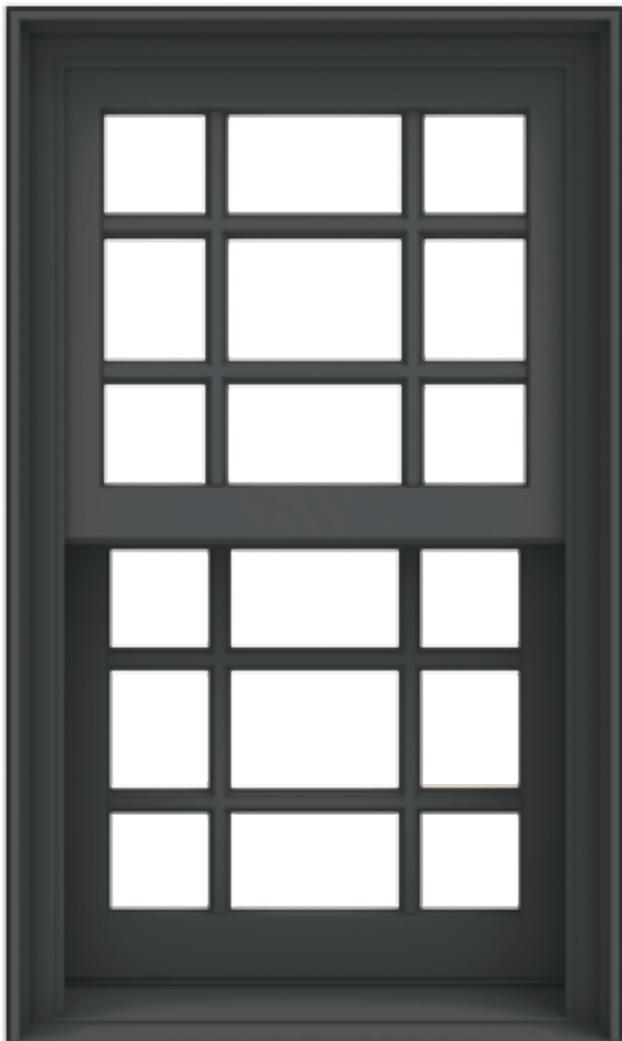




DOUBLE-HUNG WINDOWS

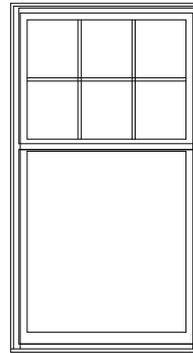
JELD-WEN double-hung windows offer a traditional style. They feature an upper and lower sash that can slide vertically past each other in a single frame and have a concealed jamb liner, providing a clean and architecturally focused look. Both sash tilt in for convenient cleaning.

These windows feature an optional 3-1/2" bottom rail with optional finger plow and a top rail with optional finger routes.

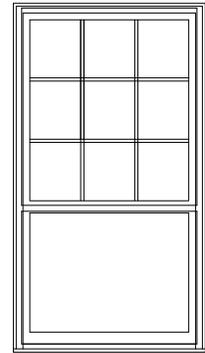


Beneath their low-profile exterior are several engineering and design cues that will keep these windows operating smoothly for years to come. See dealer for additional product details and ordering information.

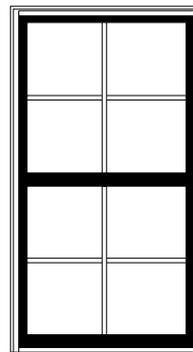
OPTIONAL DESIGNS



COTTAGE

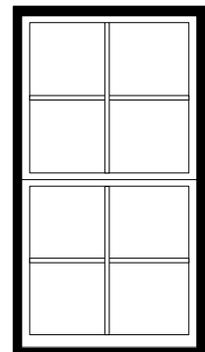


REVERSE
COTTAGE



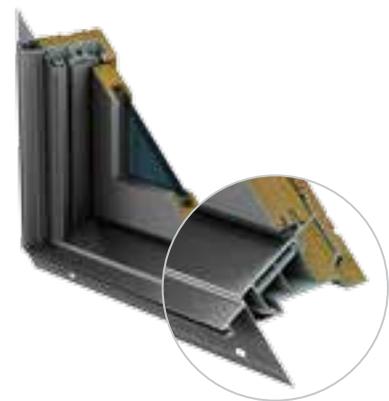
HYBRID

- Wood Frame/Clad Sash



HYBRID

- Clad Frame/Wood Sash



CHAMBERED COMPOSITE INTERIOR SILL

- Added Strength
- Space in chambers act as thermal breaks

Concealed Jamb Liner provides a clean uniform appearance



TILT FEATURE

Ease of maintenance is built right into our double-hung windows. Simply slide in the tabs and tilt the sash in. No more climbing ladders to wash the windows.

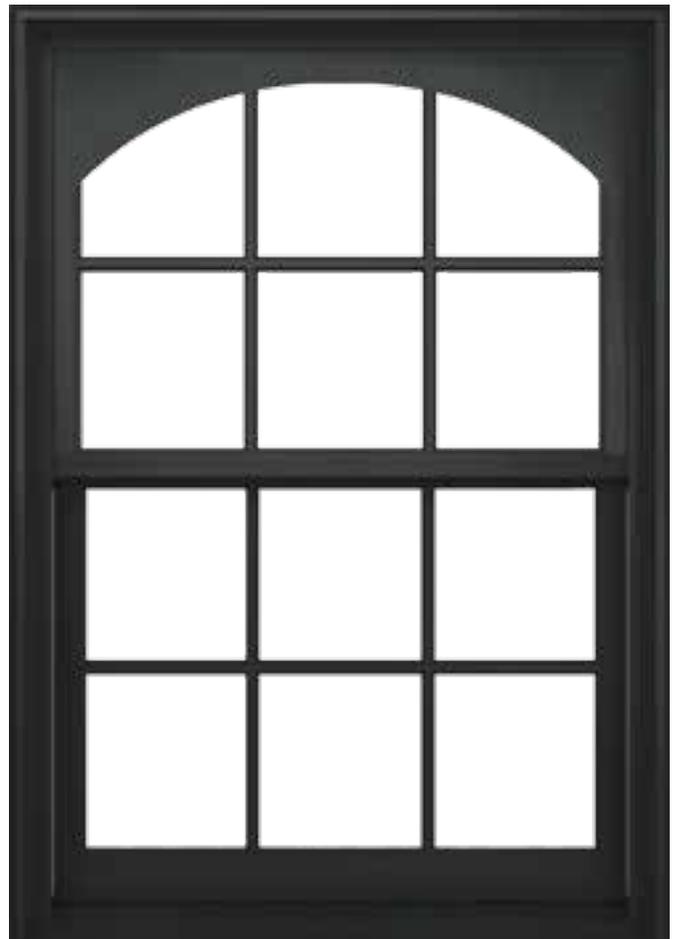




SEGMENT TOP AND RADIUS TOP RAIL WINDOWS

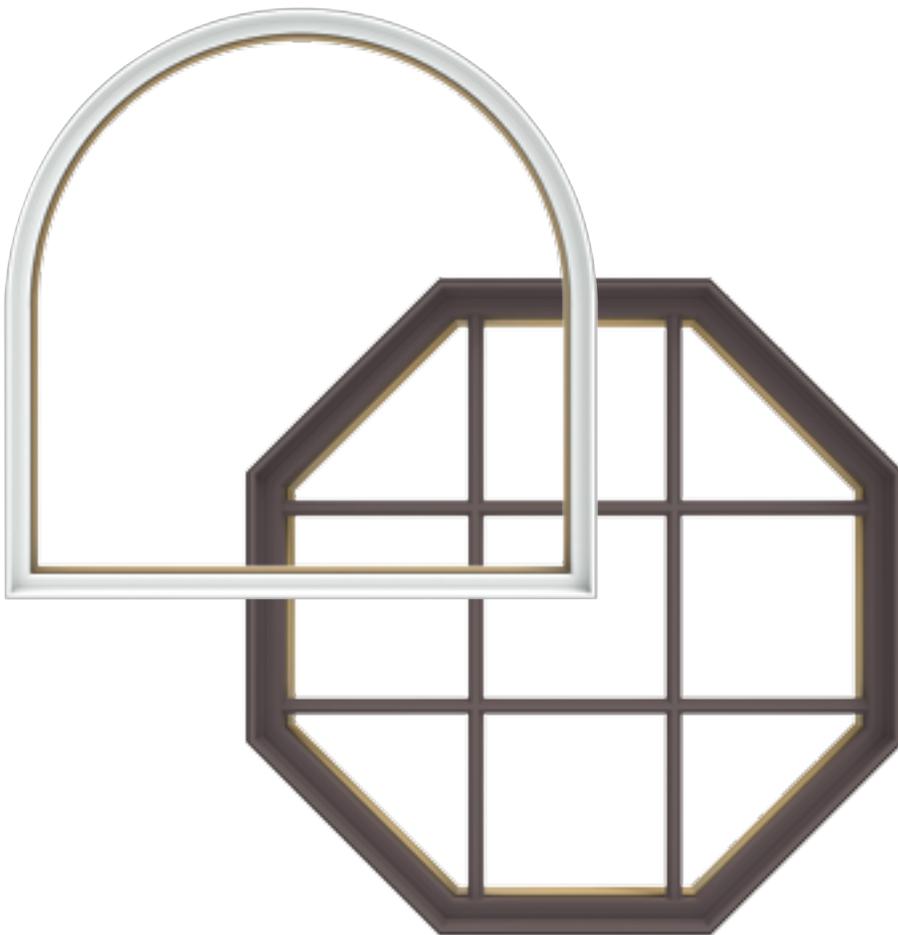
Some rooms call for more than a typical window configuration. A JELD-WEN segment top window offers a unique shape to accent any home and has an operating bottom sash. On the radius top rail window, both sash easily slide up and down to provide ventilation.

A variety of styles, colours and hardware add to the elegance of this window. See dealer for additional product details and ordering information.



FIXED, RADIUS AND GEOMETRIC WINDOWS

Add an air of distinction to any home, showcase beautiful views and create an intriguing look with other window types. Radius and geometric in-sash windows are available as fixed or operating units in a variety of half-round and rectangular shapes and sizes.



Multiple shapes, styles and sizes and our 20-Year Limited Warranty ensure that you'll enjoy these windows for years to come. See dealer for additional product details and ordering information.



SWINGING PATIO DOORS

Create a dramatic entrance to your home on as grand a scale as you like. Our swinging patio doors are available with one to four panels that swing either out or in on side hinges. This includes French doors, which open in the middle with no center mullion. Optional venting sidelites are hinged to let in the breeze and can help with cleaning.



With beautiful hardware options and a variety of colours available, these doors truly make a statement. See dealer for additional product details and ordering information.

CONFIGURATIONS



4-PANEL (INTERIOR VIEW)



2-PANEL WITH TRANSOMS
(INTERIOR VIEW)



2-PANEL WITH VENTING
SIDELITES (INTERIOR VIEW)



WIDE STILE



NARROW STILE

REDESIGNED SILL, FRAME & WEATHER-STRIP SYSTEM

We have completely redesigned the sill, frame and weather-strip systems. The new high performance and energy efficient fiberglass sill allows water to drain away from the door, but also prevents high winds and rain from entering. This feature, along with silicone injected corner keys and a double weather-strip system, contribute to its enhanced air and water infiltration performance.

Optional sill for wheelchair accessibility on outswinging patio doors only.

Check with your local JELD-WEN representative for specific sizes.





SLIDING PATIO DOORS

These doors open by sliding along horizontal tracks at the head and sill, which do not take up any floor space. With both narrow and wide stiles and rails, these sliding patio doors can be configured to fit most any space as well as architectural style. And that can open up even greater ideas when you consider designing matching windows in the rest of your home.



WIDE STILE



NARROW STILE

Simple, elegant and built to last. JELD-WEN sliding doors can make a big impression in new or existing homes. See dealer for additional product details and ordering information.

FOLDING DOORS

The latest innovation in JELD-WEN® folding doors offers clean lines, modern style and versatility, opening new possibilities for any home. This unique design helps bring the outdoors inside and can be configured in a number of ways including 2-, 3- and 4-panel configurations. For new construction or in an existing home, you can create a one-of-a-kind look.

These new doors offer multiple design, colour and hardware options to help open up spaces as well as your imagination. See dealer for additional product details and ordering information.





INTERIOR OPTIONS

Let's start on the inside. Here, you can choose your wood type, finish and trim options.

INTERIOR WOOD OPTIONS

Increase a home's sense of visual harmony by choosing one of our interior wood options to coordinate with trim, cabinetry and furnishings. In addition to AuraLast® wood pine or primed we offer mixed grain Douglas fir, or alder, a grain that blends well with cherry, maple or birch.



AURALAST™
WOOD PINE
OR PRIMED



MIXED GRAIN
DOUGLAS FIR



ALDER**

STANDARD INTERIOR FINISHES*

Custom options available.

- | | |
|--------------------|--------------|
| 1. BRILLIANT WHITE | 6. CIDER |
| 2. IVORY | 7. FRUITWOOD |
| 3. DESERT SAND | 8. CORDOVAN |
| 4. CLEAR LACQUER | 9. WALNUT |
| 5. WHEAT | |



INTERIOR TRIM

Interior radius casings are available in pine for radius windows and patio doors. These casings come in several patterns.



INTERIOR GLAZING STOPS

Our Traditional sash profile replicates the look of an historical putty glazed window. The optional Contemporary profile brings a simple clean line for modern interior design.



CONTEMPORARY



TRADITIONAL

EXTERIOR OPTIONS

This is where you decide what your door or window will look like from the outside of your home.

STANDARD CLAD COLOURS

				
BRILLIANT WHITE	FRENCH VANILLA	DESERT SAND	MESA RED	HARTFORD GREEN
				
CHESTNUT BRONZE	BLACK	ARCTIC SILVER	DARK CHOCOLATE	

OPTIONAL CLAD COLOURS

				
BONE WHITE	HEIRLOOM WHITE	IVORY	MOCHA CREAM	DARK BUCKSKIN
				
SAGE BROWN	LUXURY BRONZE	HUNTER GREEN	SEA FOAM	SMOKE
				
CASCADE	REDWOOD	STEELE GRAY		

ANODIZED FINISH COLOURS*

				
CLEAR	LIGHT BRONZE	MEDIUM BRONZE	DARK BRONZE	EXTRA-DARK BRONZE
				
BLACK	CLEAR	CHAMPAGNE		

EXTERIOR WOOD OPTIONS



AURALAST® WOOD
PINE OR PRIMED

EXTERIOR TRIM

PRIMED WOOD

		
2" FLAT	3-1/2" FLAT	4-1/2" AND 5-1/2" FLAT
		
BRICKMOULD	RB-3	ADAMS
		
HERITAGE	1" X 4" BACKBAND	2" HISTORICALLY ACCURATE SILL NOSING

CLAD

		
EXTRUDED BRICKMOULD	3-1/2" FLAT	
		
ADAMS	STANDARD SILL NOSE	2" EXTERIOR JAMB EXTENSION
		
OPTIONAL 1" SILL NOSING	OPTIONAL 2" SILL NOSING	

Custom colours are available or upgrade your standard colour to include PVDF protection against colour fade with a 10-Year Limited Warranty

GLASS OPTIONS

Here you can choose from a variety of styles to make glass much more than just transparent.

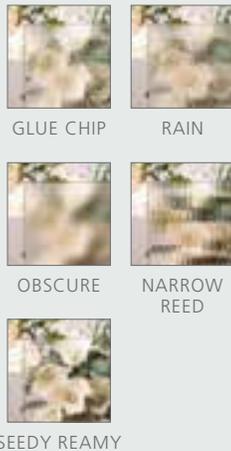
TINTED GLASS

Tinted glass reduces glare, and is ideal for areas that get a lot of direct sunlight in the summer. We offer green, grey, bronze, reflective grey and reflective bronze tinted glass.



TEXTURED GLASS

Let light in while maintaining privacy with textured glass. We offer a wide range of textures to meet your aesthetic preferences. Five of our most popular choices are shown here.



SPACER BAR

For even more versatility spacer bar colour options enhance the appearance of your windows.



ENERGY SAVING GLASS OPTIONS

Low-E 180 glass keeps your house warm in the winter. Install Low-E 180 glass on east-facing windows if you want heat gain in the morning, such as in a bedroom or a breakfast nook.

The ultimate performance glass, Low-E 366 provides the highest levels of year-round comfort and greatest energy savings. Its patented coating offers an ideal balance of solar control and high visibility. Blocking up to 95% of the sun's damaging rays, Low-E glass sets a new standard in energy performance for windows

NEAT® GLASS

This is a natural cleaning convenience that comes standard for all Sitrine wood and clad-wood windows and patio doors. By harnessing the sun's UV rays to loosen dirt from the glass, rainwater can easily rinse away grime. No manual activation is required.



ENERGY STAR®

Many JELD-WEN windows and doors are ENERGY STAR certified, which means they exceed the minimum energy efficiency criteria for the climate region in which you live. JELD-WEN has been a proud ENERGY STAR partner for over a decade.

PRESERVE® PROTECTIVE FILM

Standard for all Sitrine™ wood and clad-wood windows and patio doors, this film is factory-applied to both sides of the glass. It protects against debris and scratches during shipping and handling or at a construction site. It's easy to remove and saves cleanup time after installation.

TRIPLE-GLAZED GLASS

For improved energy efficiency and noise dampening, JELD-WEN offers sash depth options to accommodate standard glass or triple-glazed. Ask your dealer to determine what's best for you.

DECORATIVE GLASS

With multiple design options, you can add elegance and personal style to your JELD-WEN® Sitaline™ wood and clad-wood windows and patio doors. Choose from glass and coming options here, or we'll work with you to create your one-of-a-kind design. We can build nearly anything you can imagine.



CLASSIC COLLECTION

This elegant collection adds a distinct and timeless design element to any home.



CRAFTSMAN COLLECTION

Tried and true designs represent a theme that has stood the test of time.



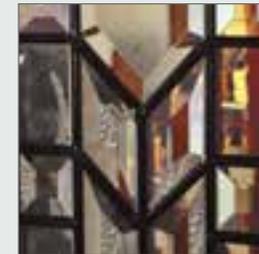
ESTATE COLLECTION

Fits many types of architecture and has straight bold lines that add to the decor of any home.



CONTEMPORARY COLLECTION

Modern and bold with a unique look certain to complement modern-day homes.



CAMING SELECTIONS

Choose one of our five coming selections to determine how your glass design will appear.



SATIN NICKEL



COPPER



DARK PATINA



BRASS



ZINC

HARDWARE OPTIONS

WINDOW HARDWARE



JELD-WEN® WINDOW OPENING CONTROL DEVICE WOCD

Windows add so much to our daily lives - daylight, ventilation and views. They can also be necessary for emergency escape and rescue, so the building codes in your area may require certain windows to fully open. This means homeowners should take measures to prevent window falls. Factory-installed Window Opening Control Devices (WOCD) from JELD-WEN are designed to automatically limit the sash opening to less than 4 inches, unless it is deliberately disengaged, allowing the sash to fully open. The streamlined design of the JELD-WEN® WOCD won't obstruct views and preserves the beautiful appearance of your windows, unlike many after-market window guards. Available on single-hung, double-hung, casement and sliding windows.

CASEMENT AND DOUBLE-HUNG WOCD



WINDOW OPEN



WINDOW CLOSED



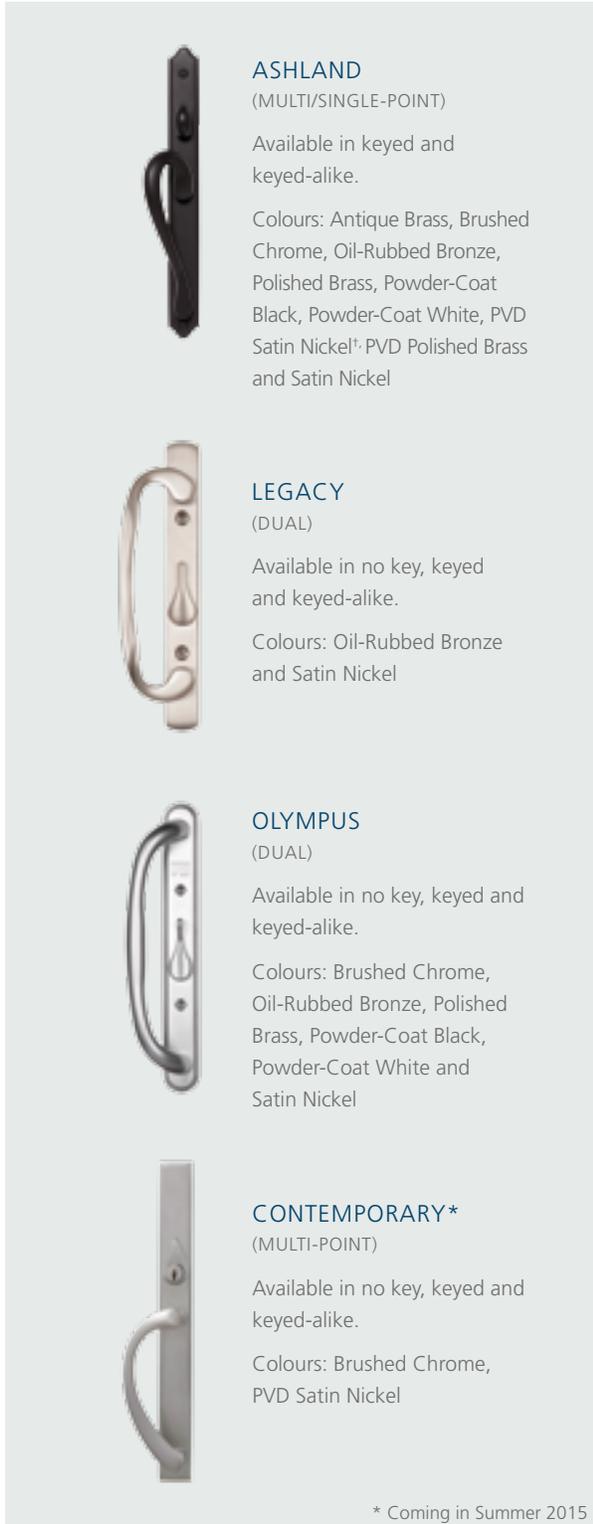
INTERIOR VIEW. WOCD LIMITS THE SASH OPENING TO LESS THAN 4 INCHES

FEATURES & BENEFITS

- » Streamlined design won't obstruct views like many after-market options
- » Automatically limits sash opening to less than 4 inches
- » Manual override for full operation and for emergency escape and rescue
- » Device automatically resets by closing the window

HARDWARE OPTIONS

SLIDING PATIO DOOR HARDWARE



ASHLAND
(MULTI/SINGLE-POINT)

Available in keyed and keyed-alike.

Colours: Antique Brass, Brushed Chrome, Oil-Rubbed Bronze, Polished Brass, Powder-Coat Black, Powder-Coat White, PVD Satin Nickel[†], PVD Polished Brass and Satin Nickel

LEGACY
(DUAL)

Available in no key, keyed and keyed-alike.

Colours: Oil-Rubbed Bronze and Satin Nickel

OLYMPUS
(DUAL)

Available in no key, keyed and keyed-alike.

Colours: Brushed Chrome, Oil-Rubbed Bronze, Polished Brass, Powder-Coat Black, Powder-Coat White and Satin Nickel

CONTEMPORARY*
(MULTI-POINT)

Available in no key, keyed and keyed-alike.

Colours: Brushed Chrome, PVD Satin Nickel

* Coming in Summer 2015



SWINGING AND FOLDING DOOR HARDWARE



CLASSIC
(MULTIPOINT)

Available in keyed and keyed-alike.

Colours: Antique Brass, Brushed Chrome, Oil-Rubbed Bronze, Chestnut Bronze, Satin Nickel, Powder-Coat Black, Powder-Coat White, PVD Satin Nickel[†], and PVD Polished Brass[†]

CONTEMPORARY
(MULTIPOINT)

Available in keyed and keyed-alike.

Colours: Brushed Chrome, PVD Satin Nickel[†]

RUSTIC
(MULTIPOINT)

Available in keyed and keyed-alike.

Colours: Oil-Rubbed Bronze

TRADITIONAL
(MULTIPOINT)

Available in keyed and keyed-alike.
Folding door only.

Colours: Antique Brass, Brushed Chrome, Oil-Rubbed Bronze, Polished Brass, Polished Chrome, Satin Nickel, Powder-Coat Black, Powder-Coat White, PVD Oil-Rubbed Bronze[†], and PVD Satin Nickel[†]

DOOR HARDWARE FINISHES*

	
ANTIQUE BRASS	POWDER-COAT BLACK
	
BRUSHED CHROME	POWDER-COAT WHITE
	
OIL-RUBBED BRONZE	SATIN NICKEL
	
POLISHED BRASS	POLISHED CHROME
	
CHESTNUT BRONZE	

DIVIDED LITES

Add architectural interest to your JELD-WEN® Sitaline™ wood and clad-wood windows with one of our decorative grille options. These options include Simulated Divided Lites (SDL) for an authentic look, Full-Surround (FS) wood grilles that can be removed for easy cleaning, and maintenance-free Grilles Between the Glass (GBG).



SIMULATED DIVIDED LITES (SDL)

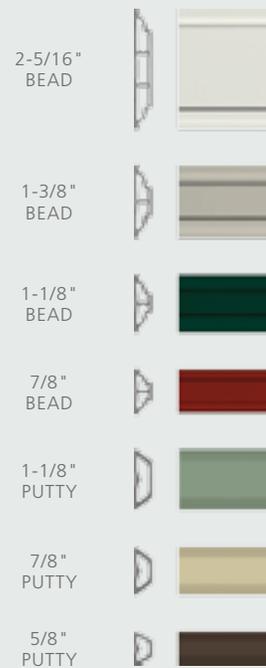
Our permanently attached wood grilles create a truly authentic look. Grilles are adhered to the interior glass while exterior grille options include aluminum for clad wood or wood for primed wood. The optional light brown or silver shadow bars are placed between the two panes of insulating glass to complete the effect. Interior and exterior SDLs are available in decorative beaded or subtle putty profiles (shown to the right).

FULL-SURROUND (FS) WOOD GRILLES

Enjoy low-maintenance beauty with our full-surround wood grilles that can be removed for easy cleaning. Choose from 7/8", 1-1/8" or 1-3/8" grilles that are positioned on the interior glass surface.

GRILLES BETWEEN THE GLASS (GBG)

This option provides style without the upkeep. Select 5/8" flat or 23/32" or 1" contour metal grilles in many of our clad colours.



Decorative grilles are also available in woodgrain finishes.

SCREEN TECHNOLOGY

Today's screen options are capable of much more than keeping out insects. Here you'll find an option that's right for you.

PHANTOM SCREENS® TECHNOLOGY

These retractable screens provide wide-open views when you want them or breezy protection from the outdoors when you need it. They're durable and easy to operate. Phantom Screens are available on awning, casement and double-hung windows. Screens for double-hung windows also have a removable track that allows the sash to tilt in for easy cleaning.

SCREEN OPTIONS*

Let the natural light flood in while keeping insects at bay. With a fine, black fiberglass mesh and light gloss finish, BetterVue® insect screens are now standard for awning, casement, double-hung and horizontal sliding windows. UltraVue®, fiberglass, and aluminum mesh screens are available in charcoal or silver finishes.

PATIO DOOR SCREENS

As on our windows, BetterVue screens are standard on patio doors. However, you can also choose from bottom rolling extruded (both regular and heavy-duty), or a top-hanging screen.



SWINGING SCREEN

Historically detailed swinging screen for casement and push-out casement windows matches wood and hardware finishes. See image on page 13.



REGULAR SCREEN

VIEW THROUGH REGULAR FIBERGLASS INSECT SCREEN

BETTERVUE® SCREEN

VIEW THROUGH BETTERVUE® INSECT SCREEN (STANDARD)

ULTRAVUE® SCREEN

VIEW THROUGH OPTIONAL ULTRAVUE® INSECT SCREEN

*Insect screens are intended to allow air and light in, while keeping insects out. They are not intended to stop children from falling through an open door or window. For safety screens and other security devices, contact your local building supply retailer.

JELD-WEN® WINDOW & PATIO DOOR LIMITED WARRANTY

JELD-WEN® Products¹ 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 or 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 labor² (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
BASIC PRODUCT COVERAGE Owner-Occupied Single-Family Residence	20 years	As long as you own and occupy your residence	10 years	1 year
BASIC PRODUCT COVERAGE Commercial (Other than Owner-Occupied Single-Family Residence)	20 years	10 years	2 years	1 year
SKILLED LABOR ² COVERAGE	2 years	2 years	1 year	No coverage
TRANSFERABILITY This length of coverage applies if you sell your residence or it becomes occupied by someone 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 ² 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.

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 colour change ³ .
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 colour change ³ .
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.
Coloured Exterior and Laminated Interior on Vinyl Products	10 years	Coverage is for peeling, blistering or flaking and excessive colour change ³ . This coverage does not extend to discolouration, 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
JELD-WEN Customer Care Attn: Warranty Claims P.O. Box 1329 Klamath Falls, OR 97601	JELD-WEN Service Department 90, rue Industrielle Saint-Apollinaire, Quebec Canada G0S 2E0	JELD-WEN Service Department 550 Munroe Avenue Winnipeg, Manitoba Canada R2K 4H3	JELD-WEN Service Department 90 Stone Ridge Road Vaughan, Ontario Canada L4H 3G9
PHONE 888-JWHelpU 888-594-3578 FAX 800-436-5954	PHONE 888-JWHelpU 888-594-3578 FAX 800-436-5954	PHONE 888-JWHelpU 888-594-3578 FAX 800-436-5954	PHONE 888-JWHelpU 888-594-3578 FAX 800-436-5954
EMAIL jeldwenwarranty@jeldwen.com		EMAIL wpgservice@jeld-wen.com	
www.jeld-wen.com/contact-us			

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).

WHAT WE WILL DO

Upon receiving your notification, we will send out an acknowledgment 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 on-site 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 colour 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 to 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 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;
- 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.ca 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 air 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.
- Hairline cracks in factory-applied finishes; surface cracks that do not compromise the underlying material are not a defect.

JELD-WEN IS ALSO NOT LIABLE FOR:

- Glass breakage (except as 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 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 colour variations in glass are not considered 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.
- 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.

¹ "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.

² "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.

³ "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 colour of the exterior finish is not a defect unless it exceeds five (5) E units, calculated in accordance with ASTM D2244, paragraph 6.2. Colour 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 colour 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.

ABOUT JELD-WEN

Since 1960, when JELD-WEN began with one 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 and worry-free. It's the result of innovation as the driving force in all that we do.

It begins in the forests where we harvest our premium lumber. In addition to responsible reforestation practices, we reuse and recycle as much of our raw resources as possible. Innovation is also at the heart of our design and manufacturing process. With JELD-WEN, you can expect products that are more than just beautiful on the outside. The inner workings of our windows and doors are engineered to function flawlessly for years to come.

Our extensive product offering is available globally through multiple distribution channels, including retail home centers, wholesale distributors and building products dealers. Whether it's a modern or classic style, a unique hardware option or an advance in the way our products operate — great homes start with JELD-WEN.





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 www.jeld-wen.ca today.

JELD-WEN reserves the right to change product specifications without notice. Please check our website for current information www.jeld-wen.ca

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