



JELD-WEN
WINDOWS & DOORS

SITELINE®
CONTEMPORARY
WOOD AND CLAD-WOOD
WINDOWS AND PATIO DOORS



ABOUT JELD-WEN

DEDICATION FROM DAY ONE

Since 1960, when JELD-WEN began with one millwork plant, we've been dedicated to crafting windows and patio doors that enhance the beauty and functionality of your home. Today, we continue that tradition with products that are durable and lasting. It's the result of innovation as a driving force in all that we do.

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 for years to come.





TABLE OF CONTENTS

AURALAST® PINE	4
INTRODUCTION	6
CHOOSING YOUR WINDOWS	9
Casement and Awning	10
Specialty Shapes	11
CHOOSING YOUR PATIO DOORS	12
Sliding	13
Low-Friction Glider™	14
Multi-Slide	15
Swinging	16
Inswing with Hydrolock™ Technology	17
OPTIONS	
Color	18
Patio Door Hardware	20
Window Hardware and Divided Lites	22
Trim, Glazing Bead,, Spacers, and Blink® Blinds	23
SPECIFICATIONS	
Product Detail Matrix	26
Warranty	29



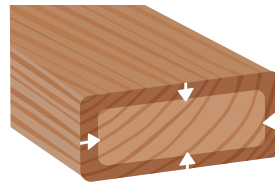
AuraLast™

AuraLast® pine is a patented wood product that provides protection against wood rot, water damage, and termites. This water-based process fortifies wood all the way to the core, providing an exclusive level of protection you'll only find through JELD-WEN.

LIMITED
LIFETIME
WARRANTY

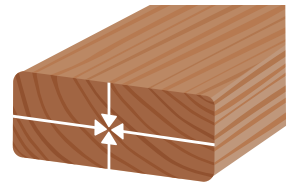
See page 29 for warranty information.

TRADITIONAL TREATMENT



SURFACE ONLY

 AuraLast™



SURFACE TO CORE

Traditional treatments cover just the surface. AuraLast® penetrates to the core using a proprietary vacuum-pressure process.



EASY ON THE ENVIRONMENT

Water-based process releases up to 96 percent fewer volatile organic compounds (VOCs) during the manufacturing process than traditional solvent-based methods.



WET WEATHER PROTECTION

Whatever the climate, AuraLast® pine protects against water damage and rot like no other. Whether it's humidity, storms or dampness, AuraLast® pine stands up to the rigors of wet weather.



TERMITE PROTECTION

Termites can be devastating to windows and doors, but not to those built with AuraLast® pine. It safely and effectively repels termites, preserving the beauty of your investment.

DETAILS THAT MAKE ALL THE DIFFERENCE

The result of more than a decade of research and development, JELD-WEN® Sitaline® windows and patio doors are designed to be more than beautiful. They are made to be reliable and efficient and are backed by a warranty that gives you peace of mind.

INNOVATION

Casements feature recessed sash for heightened detail and energy efficiency.

PROTECTION

Built with superior AuraLast® pine protection against wood rot, water damage, and termites. See page 4 for more information.

VERSATILITY

Available with a wood or aluminum clad exterior, with extensive finish and hardware choices. Impact options available for most styles.

CONFIDENCE

Backed by a 20-Year Limited Warranty on each window or patio door, plus a Limited Lifetime Warranty on AuraLast® pine. See page 29 for more information.





VERSATILE DESIGN POSSIBILITIES

Siteline® windows and patio doors are designed and crafted to feel at home in residences of any size. Siteline's robust construction makes it a great choice for contemporary applications: angular windows, expansive window walls, and streamlined casements and awnings.



CONTEMPORARY STYLE

The simplicity, minimalism, and natural elements of contemporary architecture are elegantly embodied in Siteline's clean, uniform look and feel.

CHOOSING YOUR WINDOWS

Consider placement and appearance, available space, and your preferences for views and ventilation. Whatever you're looking for, Sitaline® has a solution.





CASEMENT AND AWNING WINDOWS

Maximize ventilation and add a clean, modern accent to any room in the house.

PERFORMANCE

Siteline's design includes heavier hardware and greater thermal performance to help you achieve better efficiency.

AESTHETIC APPEAL

Both styles feature recessed sash for architectural interest and energy efficiency, plus contemporary glazing profiles.



SPECIALTY SHAPES (FIXED, RADIUS, AND GEOMETRIC)

Radius and geometric windows, available as fixed or operating units, add distinction and variety to any room in your house.





CHOOSING YOUR PATIO DOORS

With AuraLast® pine or cladding outside, Sitaline® patio doors provide multiple color and style selections with solid craftsmanship and durability built in.





SLIDING PATIO DOORS

Simple, elegant, and built to last, these doors slide along horizontal tracks that don't take up any additional floor space.

CONSISTENCY

Choose wide or narrow stile designs to match your windows and complement your home's design aesthetic.



LOW-FRICTION GLIDER™

The first product of its kind to deliver the benefits of a wall system at a price comparable to that of a sliding door.

SIZE

Configurations of 1-4 panels, each as large as 7' wide and 10' tall, maximize natural light and panoramic views.

EASE

Innovative rollers let active panels shift outward and glide effortlessly, then draw back toward the frame for a superior seal.

PERFORMANCE

Robust design earns performance ratings up to PG50, depending on panel size and configuration.

MULTI-SLIDE

This unique luxury offering creates openings up to 57' wide, filling the home with natural light and blurring the line between indoor and outdoor living spaces.

OPTIONS

Panels up to 5' wide and 9' tall, with stacking or pocketing configurations; up to six panels in a single direction, or 12 panels parting from the middle.

OPERATION

Acetal wheels deliver smooth, quiet operation, even with extreme panel weights.

APPEARANCE

Narrow 3" stiles and rails provide more glass, more natural light, and better views.





SWINGING PATIO DOORS

Create an impressive, sophisticated entrance with swinging patio doors that are available in a variety of configurations, including French doors.

BIGGER VIEWS

Inswing doors feature narrow stiles and rails (just over 3" in width) to minimize sight lines and maximize light and views.

PERFORMANCE

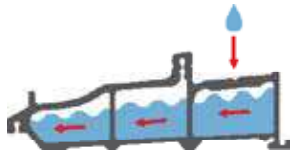
The energy-efficient fiberglass sill allows water to drain away while preventing high winds and rain from coming in.

ACCESS

Inswing and outswing patio doors are available with an optional ADA-compliant sill for wheelchair accessibility.

INSWING PATIO DOOR WITH HYDROLOCK™ TECHNOLOGY

Featuring a redesigned sill with Hydrolock™ technology, these doors deliver robust water management that matches or surpasses industry-leading performance ratings.



HYDROLOCK™ TECHNOLOGY

INNOVATION

Patent-pending fiberglass sill and corner key design continually moves water away from the home.

RATINGS

PG45 rating on 1- and 2-panel systems up to 36" panel width; PG35 rating on 1- and 2-panel systems greater than 36" panel width and 3- and 4-panel systems.





COLOR

Personalize your wood or aluminum clad windows and patio doors with 27 exterior finishes and 12 interior finishes. Custom colors and PVDF protection are also available.

BRILLIANT WHITE



DOVE

INTERIOR PAINTS



Brilliant
White



Ivory



Desert
Sand



Dove



Gunmetal



Black

INTERIOR STAINS



Fruitwood



Cordovan



Walnut



Kodiak



Charcoal



Americano

EXTERIOR CLADDING COLORS



Bone White



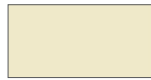
Brilliant
White



Ivory



French
Vanilla



Heirloom
White



Mocha
Cream



Desert
Sand



Silver



Smoke



Stone



Flagstone



Cocoa



Surf



Sea
Foam



Hunter
Green



Moss



Hartford
Green



Cranberry



Mesa
Red



Stormy



Admiral



Navy



Steele
Gray



Dark
Chocolate



Chestnut
Bronze



Luxury
Bronze



Black

Actual colors may vary from samples shown due to printing process and/or differing monitor calibrations.



PATIO DOOR HARDWARE

Contemporary design and a range of hardware finishes ensure that your Siteline® windows and patio doors will align beautifully with your home.

WHITBY™ CONTEMPORARY



BELMAR™ TRANSITIONAL



Belmar™ Swinging



Belmar™ Sliding



Whitby™ Swinging



Whitby™ Sliding



White



Satin
Nickel*



Bronze**



Black

Finishes will perform at or above PVD-tested finishes.

*Plated finish

**Finish will not change over time

Actual colors may vary from samples shown due to printing process and/or differing monitor calibrations.

WINDOW HARDWARE

WINDOW HARDWARE OPTIONS



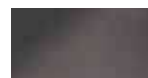
White



Satin
Nickel



Black

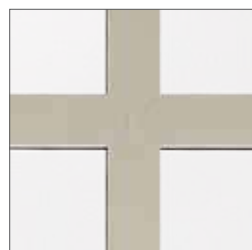


Bronze

Actual colors may vary from samples shown to due printing process and/or differing monitor calibrations.

DIVIDED LITES

Add architectural interest to your JELD-WEN® Sitaline® wood and clad-wood windows with optional decorative grilles. Our Simulated Divided Lites (SDL) offer square, flat detailing that complements the look of most contemporary homes.



Contemporary Simulated
Divided Lites (SDL)



EXTERIOR TRIM WITH 3 1/2" FLAT



3 1/2" Flat

CONTEMPORARY GLAZING BEAD

Our contemporary glazing bead (or glass stop) features a square profile with clean lines on the inside of the window and a diagonal profile on the outside.



SPACERS

STANDARD

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



THERMOPLASTIC

Our insulating glass may now be ordered with a state of the art black thermoplastic spacer that “disappears” into the window while providing the best thermal performance and the lowest seal failure rates of any spacer on the market.

BLINDS BETWEEN GLASS

Select Siteline® windows and patio doors can be outfitted with blinds that are mounted between the glass panes to deliver a clean, modern design. This streamlined offering is available in six different colors with performance glass options. Enclosed blinds never need dusting, and there are no exposed cords.





JELD-WEN ARCHITECTURAL SERVICES GROUP

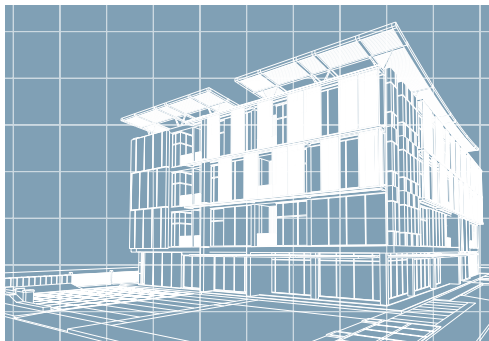
EXPERT ASSISTANCE WITH ARCHITECTURALLY-DRIVEN PROJECTS

The JELD-WEN Architectural Services Group provides a variety of services to assist and support our industry partners working on architecturally-specified projects, including high-end residential, multi-family residential, light commercial, and contemporary design.



DESIGN CONSULTATION

- Working with Architects to choose the right system
- Creation of window schedule that fits design intent
- Shop drawings available for all products provided
- Professional product recommendation



PROJECT SUPPORT

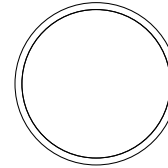
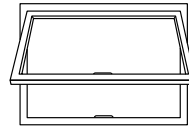
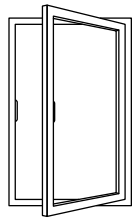
- Specification review and markup
- Delivery sequencing
- Change order facilitation



PRODUCT DESIGN

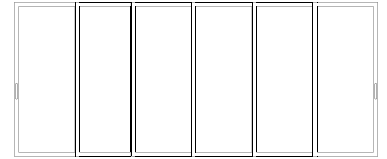
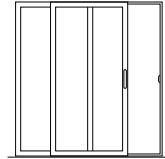
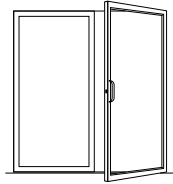
- One-off trim
- Color match
- New shapes
- Custom pieces
- Large/small sizes
- Special windows

PRODUCT DETAIL MATRIX



	Casement	Awning	Geometric
Hardware	Nesting handle	Nesting handle	N/A
Hardware Finishes	9 Finishes	9 Finishes	9 Finishes
Glass Options	50+ Choices	50+ Choices	50+ Choices
Sizes: Min Max	18" x 18" 36" x 84"	18" x 18" 60" x 48"	18" x 18" 108" x 78"
Grilles	GBG: 5/8" Flat, 23/32" Contoured, 1" Contoured Bead: 7/8", 1-1/8", 1-3/8", 2-5/16" Putty: 5/8", 7/8", 1-1/8", 1-3/8", 2-5/16" Contemporary: 5/8", 7/8", 1-1/8", 1-3/8", 2-5/16" Combination SDL available: mix and match designs	GBG: 5/8" Flat, 23/32" Contoured, 1" Contoured Bead: 7/8", 1-1/8", 1-3/8", 2-5/16" Putty: 5/8", 7/8", 1-1/8", 1-3/8", 2-5/16" Contemporary: 5/8", 7/8", 1-1/8", 1-3/8", 2-5/16" Combination SDL available: mix and match designs	GBG: 5/8" Flat, 23/32" Contoured, 1" Contoured Bead: 7/8", 1-1/8", 1-3/8", 2-5/16" Putty: 5/8", 7/8", 1-1/8", 1-3/8", 2-5/16" Contemporary: 5/8", 7/8", 1-1/8", 1-3/8", 2-5/16" Combination SDL available: mix and match designs
Performance Rating	36" x 72" - PG 50, WZ3 - PG +50/-65	48" x 48" - PG 50, WZ3 - PG +50/-65	84" x 84" - PG 50, WZ3 - PG +50/-65
Configurations	Special Mulls, Transoms, Bays & Bows, Multiples	Special Mulls, Transoms, Multiples	Special Mulls, Multiples
Spacer Color	Black (Standard), Gray & Silver	Black (Standard), Gray & Silver	Black (Standard), Gray & Silver
Blink® Blinds	White, Tan, Sand, Espresso, Silver Moon, Slate Gray	White, Tan, Sand, Espresso, Silver Moon, Slate Gray	White, Tan, Sand, Espresso, Silver Moon, Slate Gray

Other options available, including impact-rated options (depending on operating type) and screens.
 For more information, please see your JELD-WEN representative or visit jeld-wen.com.



	Swinging Patio Doors	Sliding Patio Doors	Low-Friction Glider™	Multi-Slide
Hardware	Whitby™, Belmar™	Whitby™, Belmar™	Hoppe®	Recessed
Hardware Finishes	10 Finishes	10 Finishes	3 Finishes	3 Finishes
Glass Options	50+ Choices	50+ Choices	4 Choices	Low-E
Sizes: Min	23 5/8" x 79 1/2"	30" x 79"	39" X 79 1/2" (1-Panel Size)	62 1/2" x 80 3/8"
Max	43" x 98 1/2" (Panel Size)	48" x 96" (Panel Size)	291 1/8" X 122 1/2" (4-Panel Size)	148" x 96" (Panel Size) Openings up to 57'
Grilles	GBG: 5/8" Flat, 23/32" Contoured, 1" Contoured Bead: 7/8", 1-1/8", 1-3/8", 2-5/16" Putty: 5/8", 7/8", 1-1/8", 1-3/8", 2-5/16" Contemporary: 5/8", 7/8", 1-1/8", 1-3/8", 2-5/16" Combination SDL available: mix and match designs	GBG: 5/8" Flat, 23/32" Contoured, 1" Contoured Bead: 7/8", 1-1/8", 1-3/8", 2-5/16" Putty: 5/8", 7/8", 1-1/8", 1-3/8", 2-5/16" Contemporary: 5/8", 7/8", 1-1/8", 1-3/8", 2-5/16" Combination SDL available: mix and match designs	Bead: 7/8" Putty: 7/8" Contemporary: 7/8"	Bead: 7/8" Putty: 5/8", 7/8"
Performance Rating	Inswing: PG 35, PG 50 Limited Water Outswing: PG 50 WZ3 available	2-Panel Wide Stile - PG65 4-Panel Wide Stile - PG25 2-Panel Narrow Stiles - PG40 4-Panel Narrow Stiles - PG25	PG35 & PG50 (Pending Configuration & Sizing)	PG35 & PG50 (Pending Configuration & Sizing)
Configurations	X, OX, XO, OXXO Sidelites & Transoms available	OX, XO, OXXO Transoms Available	Fixed, OX, XO, OOX, XOO, OXO, OXXO	6 panels in one direction or 12 panels in bi-parting direction w/ pocketing options
Spacer Color	Black (Standard), Gray & Silver	Black (Standard), Gray & Silver	Black, Gray, Silver	Black, Gray, Silver
Blink® Blinds	N/A	White, Tan, Sand, Espresso, Silver Moon, Slate Gray	N/A	N/A



JELD-WEN® WINDOW & PATIO DOOR LIMITED WARRANTY

OUR WARRANTY TO YOU...

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 **June 1, 2019** 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 & Metal Clad Wood	Composite	Vinyl and Metal Clad Vinyl	Aluminum
Basic Product Coverage Owner-Occupied Single-Family Residence	20 years	10 years; glass is covered for 20 years	as long as you own and occupy your residence	10 years
Basic Product Coverage Commercial (Other than Owner-Occupied Single-Family Residence)	20 years	10 years	10 years	2 years
Skilled Labor² Coverage	2 years	2 years	2 years	1 year
Transferability - the maximum length of any coverage when you sell your residence or it becomes occupied by other than the original owner	10 years	10 years	10 years	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.
Stress Cracks	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. Stress cracks occur 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 Products ordered with double strength or thicker glass. 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 Metal Clad Exteriors	AAMA 2605: 30 years AAMA 2603/2604: 10 years Anodized: 5 years	Coverage is for peeling, checking, cracking, or exhibiting excessive chalk, fade or color change ³ . Clad products 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 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 and Laminated Surfaces on Vinyl and Composite Products	10 years	Coverage is for peeling, blistering, or flaking, and excessive color change ³ . 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.

Continued on next page

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	10 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	

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 Dept 90, rue Industrielle Saint-Apollinaire, Quebec Canada G0S 2E0	JELD-WEN Service Dept 550 Munroe Avenue Winnipeg, Manitoba Canada R2K 4H3	JELD-WEN Service Dept 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	www.jeld-wen.ca/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 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 approved, 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 or its nearest equivalent current 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 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 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; for specific information pertaining to your structure, consult your contractor or other building professional.

Continued on next page

- Improper installation not in conformance with JELD-WEN installation instructions (note: see 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 covered above).
- Screen damage due to normal wear and tear, misuse, abuse, or insect or animal activity.
- 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 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.
- 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.
- Repairs on product not accessible by road; travel costs related to repairs on product located more than 125 miles/200 kilometers from an authorized dealer; providing, assembling, or dismantling scaffolding, lifts, or other specialized equipment.
- 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. Any ensuing arbitration will be venued in Charlotte, North Carolina. 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. This warranty shall be interpreted in accordance with the laws of North Carolina (excluding North Carolina's conflict of laws principles). If any provision of this warranty is deemed illegal or unenforceable in a judicial proceeding, that provision shall be severed and excluded, and the remainder of this warranty shall continue in force. 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 issues.

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 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.

