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Homeowner's Entrance Door Care Manual

Dear Homeowner:

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

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

First, a word about wood. A wood door was once a living tree, taking moisture and nourishment from the earth and carrying them to the uppermost branches and leaves. Sap flows through the porous fibers of the wood. After the logs are cut at the sawmill, 50% to 60% of the water contained in the wood is removed through an air drying process. Finally, in a carefully controlled heated kiln process, the residual moisture level is reduced to between 8% and 12%. The water is removed through the wood pores, which remain open until properly sealed and finished (see Finishing Instructions on page 4).

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

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

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

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

Sincerely,

JELD-WEN Custom Doors



CUSTOM WOOD DOORS

FINISHING RECOMMENDATIONS – WOOD

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

STAIN RECOMMENDATIONS

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



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

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

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

REFINISHING INSTRUCTIONS

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

RESTORING FINISH

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

REMOVING FINISH

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

PAINT RECOMMENDATIONS

Unfinished Doors (no factory primer)

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

FOOTNOTE:

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

CUSTOM WOOD DOORS

JELD-WEN Factory Primed Doors

Primer alone is not a suitable barrier against exterior exposure.

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

MAINTENANCE

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

FINISH MAINTENANCE

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

Evidence of finish failure:

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

If this has occurred the entire door needs to be refinished (see refinish instructions on page 5).

METAL PARTS (HARDWARE) MAINTENANCE

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

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

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

Check with our JELD-WEN service center for questions regarding warranty coverage. We'll be happy to explain the details.

QUESTIONS & ANSWERS REGARDING CARE AND MAINTENANCE OF WOOD

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

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

What can be done to touch up nicks or scratches?

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

How should we clean our door?

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

Do not wash with water.

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

How is this corrected?

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

What is the nature of art glass?

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

What are the warranty provisions on our door?

All products purchased from JELD-WEN either finished or unfinished have a warranty from the date of shipment to be free of defects which would render said product unserviceable or unfit for the ordinary recommended use.

Identification Tag



AURORA® DOORS

PREFINISHED REFINISHING RECOMMENDATIONS – AURORA

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

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

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

Refinish door per JELD-WEN Custom Door finishing recommendations.

PAINT RECOMMENDATIONS

Unfinished doors

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



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

JELD-WEN Factory Primed Doors

Primer alone is not a suitable barrier against exterior exposure.

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

MAINTENANCE

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

FINISH MAINTENANCE

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

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

- flaking of the top coat
- cloudy appearance

If this has occurred the entire door needs to be refinished (see refinish instructions on page 9).

METAL PARTS (HARDWARE) MAINTENANCE

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

Normal wear, discoloration of hardware and corrosion related damage is not covered under JELD-WEN's warranty. Check with our JELD-WEN service center for questions regarding warranty coverage. We'll be happy to explain the details.

PREVENTATIVE MAINTENANCE

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

FOOTNOTE:

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

AURORA® DOORS

QUESTIONS & ANSWERS REGARDING CARE AND MAINTENANCE OF AURORA DOORS

What can be done to touch up nicks or scratches?

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

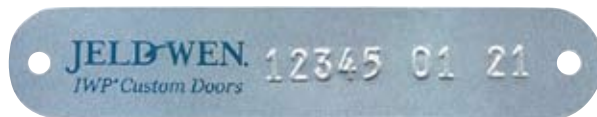
What is the nature of art glass?

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

What are the warranty provisions on our door?

All products purchased from JELD-WEN either finished or unfinished have a warranty from the date of shipment to be free of defects which would render said product unserviceable or unfit for the ordinary recommended use.

Identification Tag



CUSTOM DOORS

APPROPRIATE EXPOSURE

The placement of your door is a major factor in its maintenance and longevity. To adequately protect your door and extend its life, you have to do some factoring. You need to take into account your climate, as well as the direction your door will be facing. From there, you have to determine the amount of overhang and the height of the entrance in relation to the base of the door. There are some situations where the exposure can be too extreme for a wood door, so to address this need, JELD-WEN Custom Doors also manufacturers Aurora® Doors specifically designed to withstand even the harshest of elements in the most extreme conditions.

EXPOSURE COEFFICIENT

To help you figure out the correct overhang required for your door, there's a simple formula to follow: $Y = 1/2X$ in most cases. So for example, if the measurement from the base of your door to the bottom of your overhang is ten feet, then the overhang should be a minimum of five feet deep. The following illustrations and chart should help you in factoring the appropriate exposure for your door.



X= Distance from bottom of door.
Y= The amount of overhang protection required.

OTHER VARIABLES

You also need to take into account the variables specific to your region. Please consult the chart below, and adjust the exposure coefficient formula accordingly.

		Direction your door faces			
		North	South	East	West
Climate	Desert	$Y = 1/2X$	$Y = 2X$	$Y = 1/2X$	$Y = 2X$
	Ocean	$Y = 1/2X$	$Y = X$	$Y = 1/2X$	$Y = X$
	Wet	$Y = X$	$Y = X$	$Y = X$	$Y = X$
	Mild	$Y = 1/2X$	$Y = X$	$Y = 1/2X$	$Y = X$

Without correct overhangs, hardwood doors with a South, Southwest, Southeast or West exposure will require frequent maintenance. Doors with these exposures may experience performance problems, such as rapid finish deterioration, color fading, wood splitting, warping, moulding shrinkage, wood joint separation, and water penetration between the mouldings, panels, and glass.

A JELD-WEN® Aurora door should be used in these locations.

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

JELD-WEN WARRANTIES

This document provides general information about measures that can be taken to better protect exterior doors, but no warranties, whether express or implied, are provided by this document. For specific product information and available product warranties, please refer to www.jeld-wen.com or contact JELD-WEN Customer Service at 888-JWHELP.

JELD-WEN® CUSTOM DOOR SLAB AND SYSTEM WARRANTY

OUR WARRANTY TO YOU...

JELD-WEN® Custom Doors grace the entrances and passages of exquisite homes throughout the world. Our designs, artisanship and exemplary service have earned JELD-WEN a reputation as the world's finest door maker. This warranty is effective for Custom Door slabs and systems manufactured by us on or after **October 1, 2008** for use in the United States and Canada. Any previous warranties will continue to apply to door products manufactured by us prior to this date. For additional information, including care and maintenance, installation and finishing instructions, refer to www.jeld-wen.com.

What This Warranty COVERS

We warrant to the original owner¹ that JELD-WEN products will be free from defects in material or workmanship as identified below from the date of manufacture for the time periods described below.

Owner-Occupied Single-Family Residence Limited Warranty

Limited Lifetime Warranty on Custom Fiberglass Door Systems and Component Parts: We warrant our fiberglass doors for **five (5)** years. If our product is proven to be defective after the first five years, we will offer for purchase a replacement product or component part for 50% off the then current JELD-WEN list price.

Five Year Limited Warranty on Custom Fiberglass Door Factory Prefinish: We warrant the factory prefinish on our fiberglass doors for **five (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.

Five Year Limited Warranty on Custom Wood Door Systems and Component Parts: We warrant our wood doors for **five (5)** years.

One Year Limited Warranty on Custom Wood Door Factory Prefinish: We warrant the factory prefinish on our wood doors for **one (1)** year. Should the factory prefinish be proven defective, we will at our option refinish the door or pay up to \$250.00 per opening for an interior door and up to \$350.00 per opening for an exterior door to the current owner.

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

Limited Five Year Warranty Custom Fiberglass Door Systems and Component Parts: We warrant our fiberglass door for **five (5)** years.

Warranty on Custom Fiberglass Factory Prefinish, Custom Wood Door Systems and Component Parts, and Custom Wood Door Factory Prefinish: Coverage is the same as for Owner-Occupied Single-Family Residences as listed above.

Transferability

This warranty is not transferable.

How to Get Assistance

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

Mail: JELD-WEN Customer Care
Attn: Custom Doors
Warranty Claims
P.O. Box 1329
Klamath Falls, OR 97601
Phone: 888-JWHelpU (888-594-3578)
Fax: 800-436-5954
E-mail: jeldwenwarranty@jeld-wen.com

We can respond quickly and efficiently if you provide the following: a) date and location of purchase, or product identification from the tag on the top edge of the slab, b) how to contact you, c) the address of 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 of receipt to the contact identified. We will investigate your claim and begin to take appropriate action within **30** days of receipt of notification. If it is determined that our product does not have a defect covered by the warranty, we may charge an inspection fee for an onsite inspection that is required or requested by you. If it is determined that there is a defect, we will either repair the product/component or ship a replacement product/component to the distributor or person making the warranty claim in the same condition of fitting or finishing as the product originally sold to the distributor. Because manufacturing materials and techniques can change, replacement part(s) may not be an aesthetic match to the original. Replacement components/products are warranted for the balance of the original product warranty or **90** days, whichever is longer. If we are unable to provide replacement and repair is not practical or cannot be made timely, then we will refund the purchase price. This guarantee gives you specific legal rights, and you may have other rights that vary from state/province to state/province.

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

We are not liable for:

- Normal wear and tear, including normal wear and tear of weatherstrip; and natural weathering of surfaces or variations in the color or texture of wood or finish; surface cracks that are less than 1/32" in width and/or 2" in length; for knotty alder and juniper: surface cracks that are less than 1/8" in width and/or 5" in length, and knot placement, quantity, or size.
- Problems due to misuse, abuse, failure to follow the care and maintenance instructions; or as a result of any cause beyond our reasonable control (e.g. fire, flood, earthquake, other acts of nature, and acts of third parties outside of our control).
- Problems related to: improper finishing of all surfaces (front and back) and edges (top, bottom, and sides) of the door slab and frame (See Finishing Instructions in the Homeowner's Manual); variation or unsatisfactory results in sheen or texture resulting from the field application of paint or any other finishing material.
- Failure to provide an adequate overhang; damage caused by extreme temperature buildup where storm doors are present. For general guidelines, see our "Appropriate Protection for Exterior Doors" in our product literature or at www.jeld-wen.com/resources; for specific information pertaining to your structure, consult your contractor or other building professional.
- Warp for any 3'6" wide by 8'0" high by 1 3/4", or smaller door slab, which does not exceed 1/4" in the plane of the door slab itself; door slabs wider and/or higher are not guaranteed for warp.

- Warp, bow, misalignment, splitting, or shrinking caused by the natural tendencies of the wood for any door manufactured with a wood species not part of the standard Custom offering.
- 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.
- Bow or misalignment in the frame or jamb in which the door slab is hung (if such is purchased unmachined and not prehung).
- Problems related to water and/or air infiltration due to improper assembly or installation.
- Structural integrity issues or other problems caused by improper fitting of the hardware, improper sizing of the door slab, or other door entry system assembly problems.
- Damage or poor product performance resulting from installation into a condition that exceeds product design standards and/or certified performance specifications and/or does not comply with applicable building codes.
- Hardware or inserts that are not provided by us, such as locksets, door handles, strikes, etc.
- Discoloration or rusting of decorative metal accent options, such as grilles, clavos, straps, etc.; Discoloration of wood sills provided by us.
- Cost for labor, removal or disposal of defective product(s), installation or finishing of the replacement door or component (other than as stated 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

This Warranty 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.

No distributor, dealer or representative of JELD-WEN has the authority to change, modify or expand this warranty.

This warranty extends to the original owner (original owner means the contractor/dealer/distributor/purchaser and the initial owner of the structure where the product is initially installed) and is not transferable. The original purchaser of this product acknowledges that they have read this warranty, understand it and are bound by its terms and agrees to provide this warranty to the original owner of the structure into which the product is installed. Should state or provincial law preclude no transferability, then the warranty period is effective **five (5)** years from the date of manufacture for door slabs and systems and **one (1)** year from the date of manufacture for the factory pre-finish.

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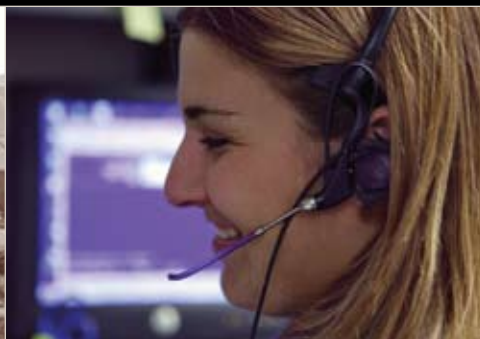


ABOUT JELD-WEN

Since 1960, when JELD-WEN began with one Oregon millwork plant, we've been dedicated to crafting reliable windows and doors. Today you can see, touch and feel reliability in our beautiful windows and doors because of their durability, energy efficiency and worry-free performance.

We measure our success by the relationships we build with our customers, suppliers and communities where we live and work. We've partnered with organizations such as the Green Building Initiative, which accelerates green-building practices by promoting environmentally progressive approaches that are practical, affordable and accessible.

Another way we fulfill our commitment to the communities where we operate, is through the JELD-WEN Foundation and the JELD-WEN Tradition Foundation. We've been the title sponsor of the JELD-WEN Tradition since this championship golf tournament moved to Oregon in 2003. We're also proud to be the official window, door and millwork provider of the PGA TOUR, and Proud Partner of THE PLAYERS.



The JELD-WEN website is your ultimate resource for learning about our reliable windows and doors. It has all the product information and design advice you need. Visit us at jeld-wen.com today.



Official window, door and millwork provider of the PGA TOUR and Champions Tour



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