

JELD-WEN
WINDOWS & DOORS

Wood Windows & Patio Doors

BROTHERS
HOME IMPROVEMENT
WINDOWS & DOORS





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.com to view the full warranty.*



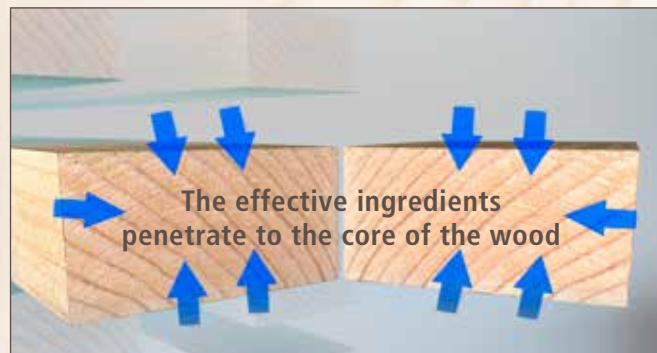
Surface-to-Core Protection

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 colorless, 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 jeld-wen.com/auralast for more information

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

INTERIOR



Standard Prefinished Interiors

- | | | | |
|---|---|---------------------------------------|-------------------------------------|
| <input type="checkbox"/> 1. Primed | <input type="checkbox"/> 4. Desert Sand | <input type="checkbox"/> 7. Cider | <input type="checkbox"/> 10. Walnut |
| <input type="checkbox"/> 2. Brilliant White | <input type="checkbox"/> 5. Clear Lacquer | <input type="checkbox"/> 8. Fruitwood | |
| <input type="checkbox"/> 3. Ivory | <input type="checkbox"/> 6. Wheat | <input type="checkbox"/> 9. Cordovan | |

Colors shown may not match final finish.



FSC® certified or SFI® certified wood available. See your JELD-WEN® dealer for details.

Clad Colors

The cladding we use features a baked-on finish that does not need to be repainted over time and requires minimal maintenance. Our cladding also allows you to accentuate your home’s visual appeal, because we provide a range of beautiful cladding colors. Available colors are shown below.*


□ Brilliant White


□ French Vanilla


□ Desert Sand


□ Hartford Green


□ Mesa Red


□ Dark Chocolate



□ Chestnut Bronze



□ Black



□ Arctic Silver

*Actual colors may vary from the samples displayed

Add architectural interest to your JELD-WEN® Tradition Plus windows with one of our divided lite options. These options include simulated divided lites (SDL) for an authentic look, maintenance-free grilles between the glass (GBG), and full-surround wood grilles (FS) that can be removed for easy cleaning.


□ Simulated Divided Lites (SDL)


□ Grilles Between the Glass (GBG)


□ Full-Surround (FS) and removable wood grilles

Simulated Divided Lites (SDL)

SDL are available in 7/8", 1-1/8" and 1-3/8" sizes.

Grilles Between the Glass (GBG)

Select 3/4" contour grilles in any solid color (both sides) or any split color (white must be on one side).

Full-Surround Wood Grilles (FS)

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

Divided lites with the 23/32" option are available with two-tone coloring. For example, select Brilliant White for the inside and Desert Sand for the outside (or vice versa).

□ 1-3/8" Bead



□ 1-1/8" Bead



□ 7/8" Bead



□ 1-1/8" Putty



□ 1-3/8" Putty



Textured Glass for Privacy

Let light in while maintaining privacy with textured glass. We offer a wide range of textures to meet your aesthetic preferences. Three of our most popular choices are shown below; see your dealer for our complete offering.



Glue Chip



Rain



Obscure

Neat® Glass - Included At No Extra Charge.

Neat glass is a special coating that uses the sun's rays and rain to keep the glass cleaner...longer..



ENERGY STAR®

Many JELD-WEN® windows and doors are ENERGY STAR® qualified. Homeowners can save energy—and money—by replacing old windows with ENERGY STAR qualified windows and pay a 7-15 percent lower household energy bill. Lower energy consumption also reduces greenhouse gas emissions from power plants and shrinks a house's carbon footprint. JELD-WEN has been an ENERGY STAR partner since 1998.



☐ ADA-compliant handle in Desert Sand



☐ Nesting handle in Brushed Chrome

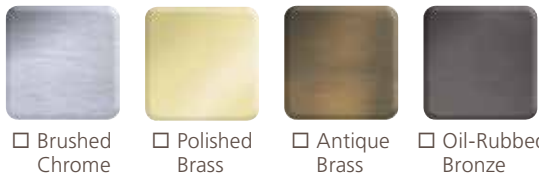
A casement window perfectly complements the simplicity of modern design, while also providing maximum ventilation. This type of window is hinged on either side, so the sash opens outward, to the right or left, in a swinging motion.

Standard Hardware Finishes*



☐ White ☐ Desert Sand ☐ Chestnut Bronze

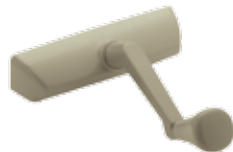
Optional Hardware Finishes*



☐ Brushed Chrome ☐ Polished Brass ☐ Antique Brass ☐ Oil-Rubbed Bronze

**Actual colors may vary from the samples displayed.*

AWNING WINDOWS



☐ ADA-compliant handle in Desert Sand



☐ Nesting handle in Brushed Chrome

An awning window is appropriate for many architectural styles, and it looks intriguing when grouped with other window types. It's hinged at the top and opens out from the bottom in an upward swing.

Standard Hardware Finishes*



☐ White ☐ Desert Sand ☐ Chestnut Bronze

Optional Hardware Finishes*



☐ Brushed Chrome ☐ Polished Brass ☐ Antique Brass ☐ Oil-Rubbed Bronze

**Actual colors may vary from the samples displayed.*

DOUBLE-HUNG WINDOWS



☐ Primed wood double-hung windows are equipped with Flex-Hinge® jamb liners, which provide consistent ease of operation.



☐ Sashlock in Antique Brass



Sashes tilt in for easy cleaning.

These windows are best suited to traditional architectural styles. Double-hung windows feature an upper and lower sash that slide vertically past each other in a single frame. Both sashes tilt in for convenient cleaning.

Standard Hardware Finishes*



☐ White ☐ Desert Sand ☐ Chestnut Bronze

Optional Hardware Finishes*



☐ Brushed Chrome ☐ Polished Brass ☐ Antique Brass ☐ Oil-Rubbed Bronze

**Actual colors may vary from the samples displayed.*

FRENCH VIEW SWINGING PATIO DOORS



Shown
with
Optional
Venting
Sidelites



Swinging Patio
Door Handle

Optional ADA-compliant sill
for wheelchair accessibility
on out-swinging patio
doors only.

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

These patio doors feature wider stiles and rails, which give them a traditional appearance. French View swinging patio doors can be designed in double (no center mullion) or single door models with in or out swing operation.

Standard Hardware Finishes*



☐ Polished
Brass**
☐ Antique
Brass

Optional Hardware Finishes*



☐ White
☐ Satin
Nickel**
☐ Brushed
Chrome
☐ Polished
Chrome
☐ Oil-Rubbed
Bronze

**Actual colors may vary from the samples displayed.
Handle and hinge hardware available in all the colors shown here.
**PVD finish optional*

SLIDING PATIO DOORS WIDE STILE OPTION



These sliding patio doors are designed with wider stiles and rails, which makes them an appropriate choice for traditional architectural styles. They open by sliding along horizontal tracks at the head and sill. Primed Pine exteriors and bi-parting doors are available with our wide-stile option. Ask about available sidelights and transoms to further complement your space.



☐ Multi-Point Sliding
Patio Door Handle



☐ Two-Point Sliding
Patio Door Handle



☐ Two-Point Sliding
Patio Door Handle

Handle & Hinge Hardware Colors



☐ White
☐ Desert
Sand
☐ Black
☐ Antique
Brass
☐ Polished
Brass**
☐ Satin
Nickel**
☐ Brushed
Chrome
☐ Oil-Rubbed
Bronze
☐ Chestnut
Bronze

Sill Colors



☐ Standard
☐ Optional

**Actual colors may vary from the samples displayed.
**PVD finish optional*

SLIDING PATIO DOORS NARROW STILE OPTION



We also offer sliding patio doors designed with narrow stiles and rails. These patio doors are an affordable, space-saving option. They open by sliding along horizontal tracks at the head and sill. Transoms and sidelights with matching sightlines are available.



☐ Multi-Point Sliding
Patio Door Handle



☐ Two-Point Sliding
Patio Door Handle



☐ Two-Point Sliding
Patio Door Handle

Handle & Hinge Hardware Colors



☐ White



☐ Desert
Sand



☐ Black



☐ Antique
Brass



☐ Polished
Brass**



☐ Satin
Nickel**



☐ Brushed
Chrome



☐ Oil-Rubbed
Bronze



☐ Chestnut
Bronze

Sill Colors



☐ Standard



☐ Optional

**Actual colors may vary from the samples displayed.*

***PVD finish optional*

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 **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 Labor² 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 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 color change ³ .	Clad products and products finished with factory applied Select Finish™ installed within one mile of a salt-water source (for example, an ocean or salt lake) or other corrosive environment require additional and specific maintenance requirements. Refer to our full care and maintenance instructions.
Factory applied Select Finish™ exterior finish on Wood Products	10 years; 5 years at 100%, 50% thereafter	Coverage is for failure of adhesion, peeling, checking, flaking, cracking, or blistering.	
	5 years	Coverage is for exhibiting excessive chalk, fade or color change 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.	
Colored Exterior and Laminated Interior on Vinyl 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.	

Other Special Coverages	Coverage	Notes
AuraLast Protection for Wood Products	Owner-Occupied Single-Family Residence: as long as you own and occupy your residence	Coverage is for wood decay and/or termite damage in pine wood components. Warranty coverage outside Canada, the contiguous 48 states and Alaska is contingent upon approval from the JELD-WEN Customer Care Department. Please contact us.
	Commercial: 20 years	
Custom Fiberglass Door Slabs	As long as you own and occupy your residence	
Factory Prefinish on Custom Fiberglass Doors	5 years	Should the factory prefinish be proven defective, we will at our option refinish the door or pay up to \$350.00 per opening to the current owner.
Electric Operators	1 year	Coverage includes replacement parts and skilled labor necessary to replace the operator for one year.
Retractable Roll Screens	5 years	
Accidental Screen Damage	Same as the Basic Product Coverage above (Owner-Occupied or Commercial	Applies to Bravo, Primo and Ipex Replacement window and patio door product lines. Not covered: damage attributable to acts of nature (e.g. fire, hurricane, etc.), civil disorder, building settling, structural failures of walls or foundations or improper installation, construction job-site mishaps, storage, or handling.

How To Get Assistance

If you have a problem with your JELD-WEN Product, contact the dealer/distributor or contractor from whom you purchased your product or contact us directly:

	In the United States:	In Eastern Canada:	In Western Canada:	In Ontario Canada
Mail:	JELD-WEN Customer Care Attn: Warranty Claims P.O. Box 1329 Klamath Falls, OR 97601	JELD-WEN Service Department 90, rue Industrielle Saint-Appollinaire, Quebec Canada GOS 2EO	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	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			

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 accepted, and we choose to repair or replace the product or a component of the product, the replacement product/component will be provided in the same specification as the original product. Replacement components/products are warranted for the balance of the original product warranty or 90 days, whichever is longer.

If the claimed nonconformity is warp of a door slab, we may defer repairing or replacing the door slab for a period up to twelve (12) months from the date of claim. It is not uncommon for a temporary warp condition to occur as the door slab adjusts to local humidity and temperature conditions. This deferral will not be counted against the warranty period.

What This Warranty Does NOT Cover

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

- Normal wear and tear, including normal wear and tear of weatherstrip; natural weathering of surfaces. Variance in color or texture of natural wood parts, and natural tarnishing of copper cladding are not considered defects.
- Normal wear and tear to hardware and naturally occurring changes to hardware finishes (e.g., corrosion or tarnishing).
- Exposure to chemicals (e.g. brick wash) or a harsh environment (e.g. salt spray or airborne pollutants) unless otherwise stated above.
- Misuse, abuse or failure to properly finish and provide maintenance.
- Alteration or modification 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.
- 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 (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 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.
- 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 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.

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.

