



## ENTRY DOORS

---



*open* **YOUR WORLD**

Craftsman Fibreglass 3-Lite Door



Contours Steel 2-Panel Arch Top Door



**04** Let Reason be your Guide

**07** Your Entry Door Story  
**12** Building Blocks for your  
Entry Door Configuration

**14** Choose from our Collection of  
Entry Door Lines  
**16** IWP® Custom Wood Doors  
**19** IWP® Aurora® Custom Fibreglass Doors  
**21** Architectural Fibreglass Doors  
**24** Contours Steel and Fibreglass Doors  
**26** Standard Entry Doors & Inserts  
**28** Additional Features & Options

# *inspired by* **REAL LIFE**

## **Life is a source of inspiration.**

Your personality is the sum of your tastes and preferences—the colours, textures and shapes that you find inspiring.

You channel this same inspiration when making decisions about your home. From décor and design to architectural style, your personality and your home are inseparable.

It's our philosophy that choosing an entry door for the home is a personal decision, one inspired by beauty, art and the people in our lives.

Choose an entry door that reflects the style of your home and mirrors your personality. Let real life inspire your surroundings.



- 30** Glossary
- 33** Our Warranty to You

# *let reason* **BE YOUR GUIDE**

At JELD-WEN, we craft entry doors from the highest quality materials. Our products are designed to inspire homeowners and add beauty to the world. When designing your home, weigh each decision carefully, and let reason guide you towards your inspired vision.

## 10 Reasons to Choose JELD-WEN

### Lasting Quality



#### Provides peace of mind for the home

Life is too busy to be spent worrying about if your entry doors are working properly. Our products are carefully built and thoughtfully designed, so you can enjoy years of quality and functionality, without the worry.

### Curb Appeal



#### Puts your home ahead of the curb

Curb appeal is all about increasing the perceived value of your home with aesthetic options like painting your entry door a bold colour, or adding an elegant glass insert. With the amount of options available through JELD-WEN, making your home stand out is easy.



#### Increase curb appeal through value engineering

Value engineering is the process of choosing attractive upgrade options for areas of your home most likely to be noticed. By prioritizing the areas on the front of your homes exterior, such as your entry door system, you contribute to your home's curb appeal. The "value" is created by improving the aesthetic function of your home while reducing the amount of money you would otherwise spend making improvements to less visible areas of your home. When drawing up your balanced home renos budget, consider painting your entry door or adding sidelites, transoms or a stunning decorative glass insert. Making upgrades to your entry door can make your home really stand out, so you get the most for your money by way of curb appeal.

## Performance Ready



### Entry doors that work for you

JELD-WEN entry doors not only enhance the look of your home, they actually make it work better. Enjoy the convenience of our easy-to-operate, easy to maintain, energy efficient line of products.

## Superior Craftsmanship



### Gives you strength you can count on

JELD-WEN entry doors are built to withstand the test of time. With our products, each component is masterfully crafted so you get quality and longevity you can count on.

## Sustainable Solutions



### Designed with the environment in mind

40 years ago, we began recycling wood waste to help reduce our impact on environmental resources, while maximizing our efficient use of materials. Today we are a leader in environmental sustainability. Choose JELD-WEN for a greener planet.

## Endless Selection



### Lets your imagination decide

Our wide selection of styles and custom options makes it easy to use your favourite colours, tastes and textures as inspiration when choosing entry doors. Our collections are designed to meet your vision.

## Styles Galore



### So you can find the right fit

The best part about JELD-WEN is you don't have to settle for just any product. Our vast selection allows you to choose doors that not only fit your home, but also satisfy your personal style.

## Inspired Beauty



### Enhances the appearance of your home

Our products are inspired by the beauty of the world to enhance the architectural profile of your home. Your home is more than just the place where you live, it is a work of art designed by you.

## Industry-Leading Warranty



### Because we believe in our products

JELD-WEN products come with an industry-leading warranty that protects against defects in material and workmanship. Enjoy years of reliability and home comfort, knowing our dedicated customer service team is just a phone call away.

## Decades of Experience



### Over 50 years of quality and craftsmanship

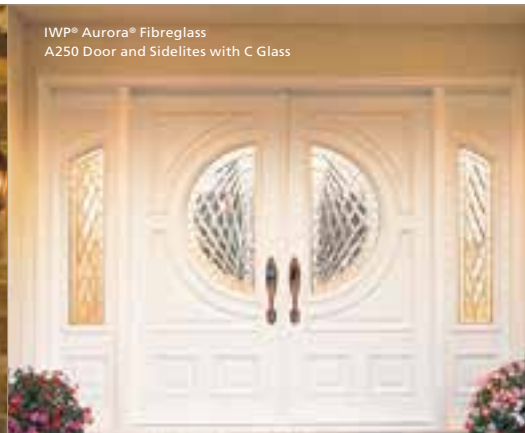
We can build just about anything, but experience is something that takes time. We have spent over 50 years helping homeowners choose products that suit their personality and their home. Let us put our experience to work for you.







IWP® Aurora® Fibreglass Mahogany  
Radius Door and Sidelites



IWP® Aurora® Fibreglass  
A250 Door and Sidelites with C Glass



Contours Steel 1/2 Lite Door with Tripoli Insert

# *your entry* DOOR STORY

An essential link between the inside and outside world, entry doors are the primary portals used by guests and inhabitants of the home. In addition, they offer a sense of security and privacy. The materials, configurations, styles and glass options you choose for your entry door help define the overall personality of your home. In this way, your entry door becomes an expression of your creative vision.

## Choose your Entry Door Configuration

There are many ways to configure your entry door system. Add an extra door panel, sidelites or transoms and turn your entry door into a grand entrance.

PAGE 12 

## Pick an Entry Door Line that Suits your Style

Choose from a variety of door panel and cutout options to give your entrance a personalized look and feel.

PAGE 14 

## Decide on the Perfect Door

Once you have finished picking your configurations, select a style that feels right, from our wide assortment of inspiring door designs.

PAGES 16 – 29 



Contours Steel Full Lite Door and Sidelites with Bistol Insert



Contours Steel Full Lite Door with Simplicity Insert



Fibreglass 3/4 Lite Door and Full Sidelites with Bellflower Inserts





## YOUR ENTRY DOOR STORY

### Natural light is a source of comfort and clarity within the home.

Achieve perfect ambience by picking from a variety of decorative glass styles and configurations. Add sidelites and a transom for increased visibility then choose a glass insert with a privacy rating to your desire. Imagine the sparkle of sunlight on an intricately glass pattern, weaving shapes and phosphorescent textures on your foyer or living space.

IWP® Aurora® Fibreglass Full Lite Door and Sidelites with Q Glass Inserts



#### Did you Know?

Glass inserts are available in a variety of privacy configurations — from translucent to opaque.





## YOUR ENTRY DOOR STORY

---

### Strike the perfect balance between style, light transmittance and privacy.

Configure your entrance to be exactly what you need. If privacy is your priority, choose a solid panel entry door with a beveled transom and enjoy the sense of security along with a traditional aesthetic. Whether you are looking for torrents of light, total privacy, or a thoughtful array of medium-privacy decorative glass, JELD-WEN gives you the tools to create an entry door system that matches the architectural style of your home while remaining sensitive to your personal requirements.







Fibreglass Full Lite Double Door with Entropy glass inserts



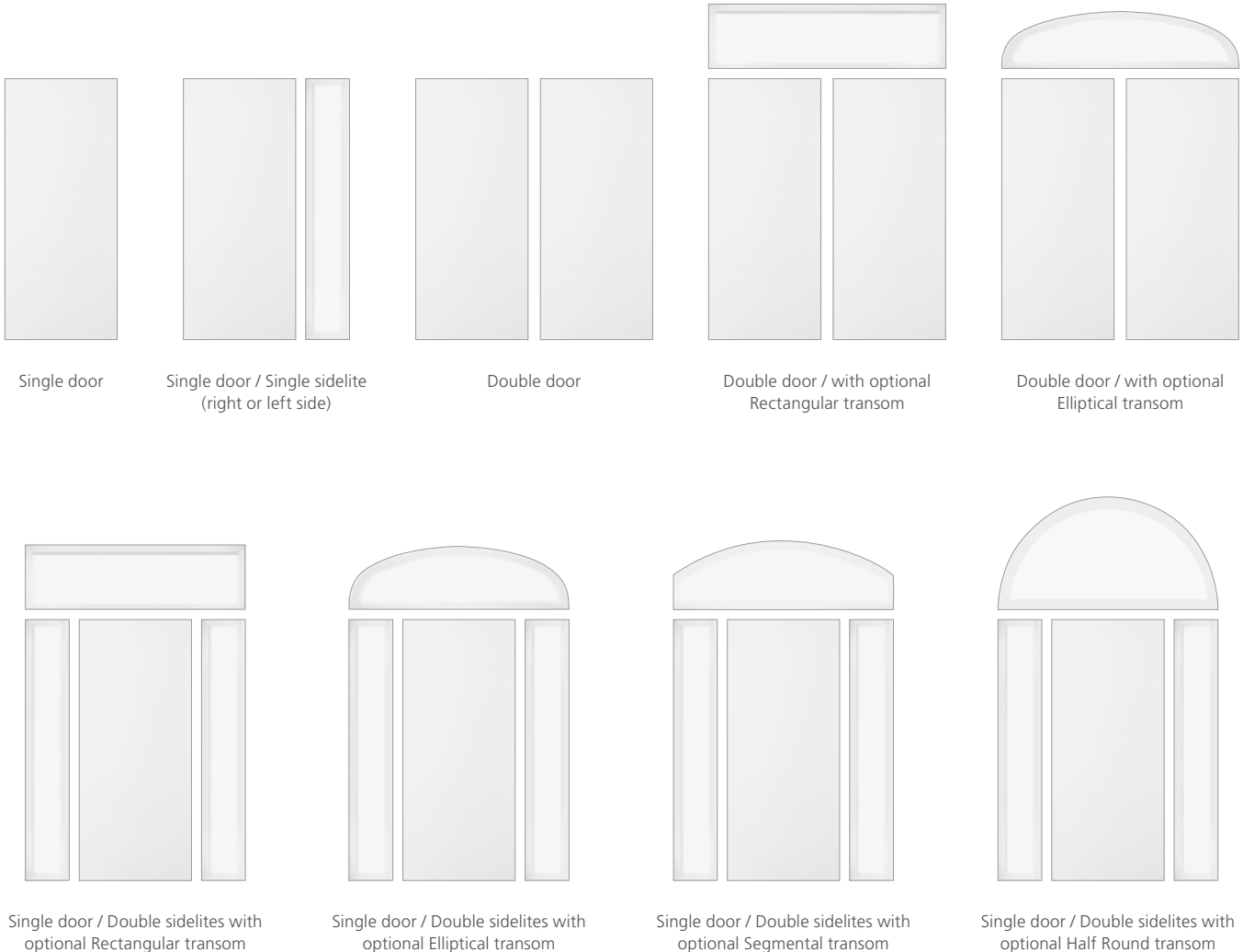
Fibreglass 8 Panel Centre Arch Door



Contours Steel 15 Lite Door

# *building blocks for your entry* **DOOR CONFIGURATION**

It's time to configure your entry door. Choose one panel or two, sidelites or transoms, including eye-catching custom shapes like Peak heads and Rake heads; the options are truly limitless. In this way your exterior door is not just an entrance, but a creation of your own, engineered to your exact preference.

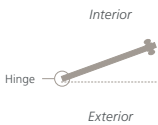




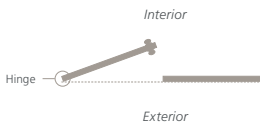
## Door Swing Configurations

The function of your entry door should accommodate the layout of your home. That is why we offer entry doors in a variety of single and double door swing configurations. Need additional space in your foyer or on your front porch? Customize your entry door to swing inwards or outwards, whichever meets your requirement. For a wider entry system, install inward or outward swinging double doors.

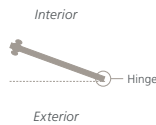
**Left Hand In-Swing**



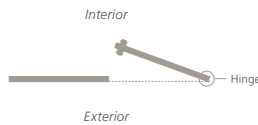
**Left Hand In-Swing (Double Door)**



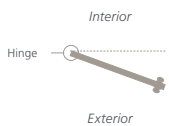
**Right Hand In-Swing**



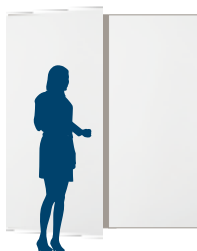
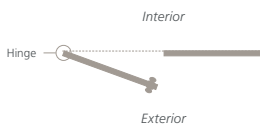
**Right Hand In-Swing (Double Door)**



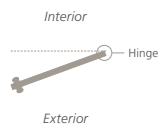
**Left Hand Out-Swing**



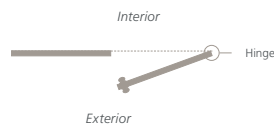
**Left Hand Out-Swing (Double Door)**



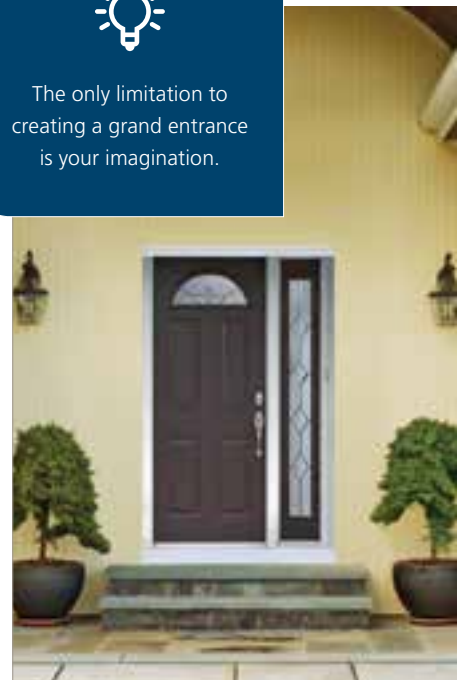
**Right Hand Out-Swing**



**Right Hand Out-Swing (Double Door)**



The only limitation to creating a grand entrance is your imagination.



# *choose from our collection of* **ENTRY DOOR LINES**

Your entry door is the crowning feature and focal point of your home. Personalize your door by choosing a material that reflects the architecture you find inspiring. Whether you decide on the classic look of custom wood or fibreglass, the modern-day durability of premium fibreglass, or the practicality of steel, your entry door system will play an integral role in defining the character of your home's facade.



## **IWP® Custom Wood**

Add old-world charm to your home with our IWP® Custom Wood doors. Design the wood entry door of your dreams, and let one of our skilled craftsman bring your vision to life. Choose from a rich variety of wood species and hand-hewn distressed or brushed textures to give your entry door a luxurious finish and personal touch.

Above: IWP® Custom Wood Radius Door



## **IWP® Aurora® Custom Fibreglass**

Our IWP® Aurora® Custom Fibreglass doors offer architectural authenticity in a durable, low-maintenance entry system. Design every detail with fully customizable fibreglass that conjures the timeless character of real wood. If you are looking for elegance, sophistication and low-maintenance, look no further than the Custom Fibreglass Collection from JELD-WEN.

Above: IWP® Aurora® Custom Fibreglass Classic A225 Door, Honey Finish with Q Glass Insert



Contours Steel 6-Panel Door with Full Sidelites



## Architectural Fibreglass

Architectural Fibreglass doors give you the classic character and warmth of wood in a low-maintenance fibreglass unit. These doors are visually indistinguishable from our most popular wood species and sure to add a unique style to your home's facade. If you are looking for an entry door that adds curb appeal, while satisfying your urge for elegance, Architectural Fibreglass entry doors are a classy choice.

Above: Craftsman Fibreglass Door and Sidelites with Dentil Shelf and Riverton Inserts

## Contours Steel & Fibreglass

Whatever you need your front door to be, JELD-WEN can fulfill your requirement. We make the greatest range of reliable exterior doors to suit a variety of styles, climates and budgets. JELD-WEN steel and fibreglass entry doors are low-maintenance choices with beautiful details and designs to increase curb appeal.

Above: Contours Steel 6-Panel Door with 1/2 Sidelites



## IWP® Custom Wood Doors

---

# *enjoy the charm and character of* **CUSTOM WOOD**

---

There is something sentimental about the look and texture of real, natural wood in the home. Enjoy the exquisite charm of old-world design while enjoying a lifetime of durability and weather resistance in your entry door. Customize an extravagant wooden entry door system, or choose from our catalogue of standard designs and configurations. As well, select from a rich variety of wood species and hand-hewn distressed or brushed textures to give your entry door a flare of individuality.

IWP® Custom Wood and IWP® Aurora® Custom Fibreglass doors offer many of the same designs and options. Be sure to choose the type of door that best suits the performance and function for your specific installation location.







Learn more  
about custom  
wood entry doors  
at [jeld-wen.ca](http://jeld-wen.ca)

IWP® Custom Wood Estate 1202 Double Radius Door System with Round Clavos





Learn more about  
custom fibreglass  
entry doors  
at [jeld-wen.ca](http://jeld-wen.ca)

## IWP® Aurora® Custom Fibreglass Doors

# *accentuate your individuality with* **CUSTOM FIBREGLASS**

Our IWP® Aurora® Custom Fibreglass doors offer architectural authenticity in a durable, low-maintenance entry system. Design every detail with fully customizable fibreglass that conjures the timeless character of real wood. If you are looking for elegance, sophistication and low-maintenance, look no further than custom fibreglass from JELD-WEN.

IWP® Custom Wood and IWP® Aurora® Custom Fibreglass doors offer many of the same designs and options. Be sure to choose the type of door that best suits the performance and function for your specific installation location.



## Architectural Fibreglass Doors

# *get flexibility with* **FIBREGLASS**

Choose from a wide selection of door slabs, cut-outs and decorative glass designs. We offer a variety of durable and affordable, fibreglass entry doors to meet the basic requirements of your home while still letting you choose the look you want. Whether you are seeking beauty, practicality or both, there is a fibreglass door to meet your needs.

### Craftsman Oak Grained Fibreglass Doors\*



2515

6 Panel

3-2515

4-2515

1 Lite SDL†

3 Lite SDL†

6 Lite SDL†

Minimum width: 3'0"

\*Slabs are provided as primed fibreglass. Images shown are finished for demonstration purposes only.

†Dentil Shelf shown is available as an option.



## Premium Mahogany Grained Fibreglass Doors\*



2-Panel  
Square Top



2-Panel  
Arch Top



1-Panel Square  
Top Planked



2-Panel Arch  
Top Planked



1-Panel Square  
Top Planked  
(8'0")



2-Panel Arch  
Top Planked  
(8'0")



2-Panel Square  
Top Planked  
(8'0")



1-Panel Arch  
Top Planked  
(8'0")

Minimum size: 3'0" x 6'8"

Maximum size: 3'6" x 8'0"

\*Slabs are provided as primed fibreglass. Images shown are finished for demonstration purposes only.



Premium Mahogany Fibreglass 1-Panel Square Top Planked Door



Contours Steel True 4-Panel Door

## Contours Steel and Fibreglass Doors

# *trust the strength of* **STEEL & FIBREGLASS**



### Contours Steel Doors

Are you looking for a strong, sturdy door with the ability to fit the architecture of your home? Our Contours Steel Doors come in a variety of panel styles and design options. For a door that is as durable as it is architecturally sound, trust the strength of Contours Steel.



### Woodgrain and Smooth Fibreglass Doors

Our Fibreglass entry doors feature greater detailing for a more genuine wood appearance. Woodgrain fibreglass doors are available in an Oak rugged texture. Or, choose a smooth Fibreglass door that is sleek and fluid to the touch. Available in a wide variety of sizes and styles to work with the look of any home.



Oak  
Woodgrain  
Texture

## Contours Steel and Fibreglass Door Styles

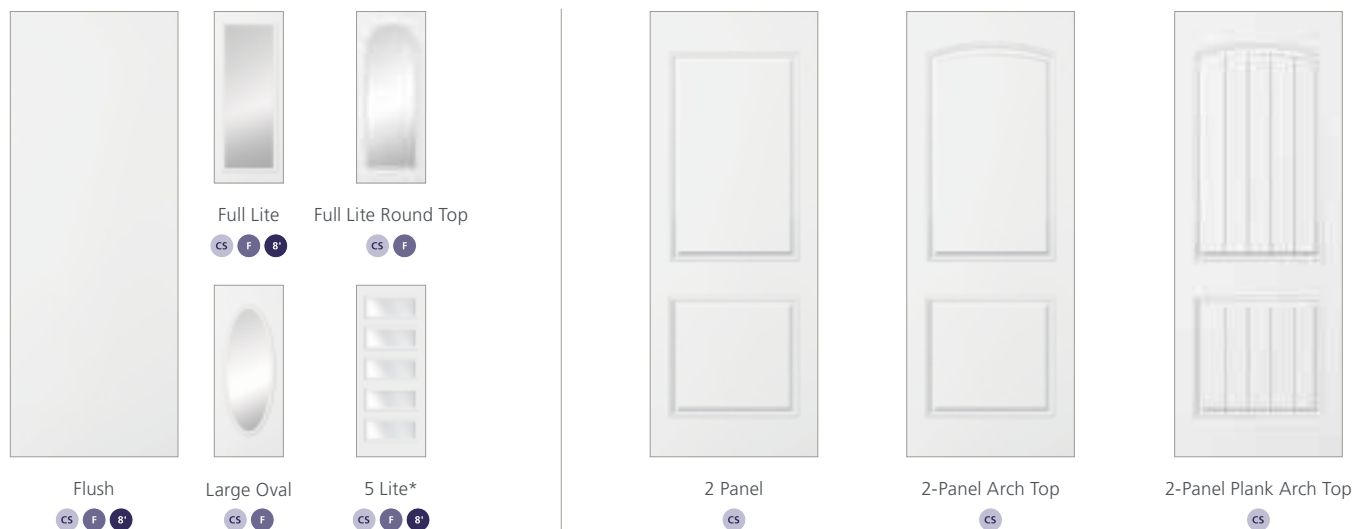
When you select a door slab and cut-out you aren't just configuring your front door, you are making a bold statement about your personality. Choose from a variety of embossed patterns and glass insert shapes to create an entry door system that really stands out.

### Legend

- CS** Available in Contours™ Steel
- F** Available in fibreglass (woodgrain or smooth finish)
- 8'** Available in 8'0" heights



Woodgrain is available in Oak textured fibreglass



\* 5 Lite: available in steel or smooth fibreglass only; 8'0" has additional lite.





6 Panel  
CS F B'



1/2 Lite  
CS F B'



2-836 Lites  
CS F B'



8 Panel  
CS B'



Centre Arch  
CS



9 Panel  
CS F B'



718 Lite  
CS F B'



Craftsman  
CS



3-Panel  
F



3-Panel Arch  
CS B'



3/4 Lite  
CS F B'



Small Oval  
CS B'



2-848 Lites  
F



True 4 Panel  
CS F



4 Panel  
CS F



Sunburst  
CS F B'




Top Lite  
CS F




Segmental  
CS F B'


Transoms




Half Round




Segmental




Rectangular



Extended Segmental



Peakhead\*



Rakehead\*

\*Also available in custom shapes.  
Options wil vary depending on size of door.

Sidelites



Full Glass  
Panel Sidelite



Half Glass  
Panel Sidelite



3/4 Lite  
Panel



Direct Set  
Sidelite

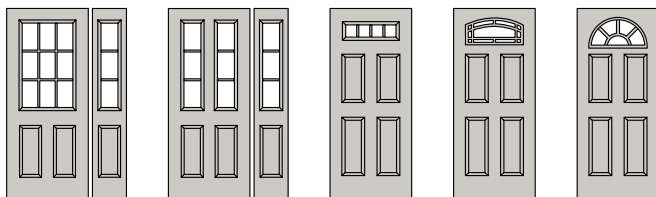
Venting sidelites available. Minimum glass size required.

# *standard entry* DOORS & INSERTS

Our standard entry door lineup offers a wide selection of panel and cutout styles, inserts and grille and glass alternatives. This way, when you are remodeling your home, you can choose an entry door that meets both the functional and architectural requirements you have in mind. Choose from our wide selection of artfully crafted entry doors, and give your home a curb appeal upgrade that counts.

## 6'8" External Grille Doors & Sidelites

Available in 2'8" or 3'0" widths.



2236 Lite  
(3 x 3)

2-836 Lites  
(1 x 3)

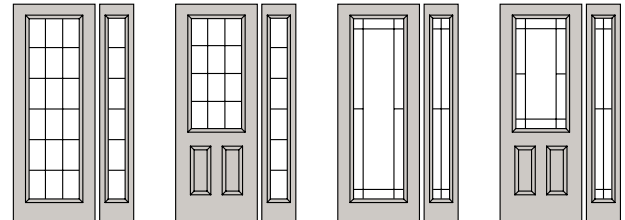
2206 Lite  
(4 x 1)

Segmental  
Prairie

Sunburst

## 8'0" Doors & Sidelites with Grilles Between Glass (GBG)

Available in 2'8" or 3'0" widths.



Full Lite  
Rectangular  
(3 x 6)

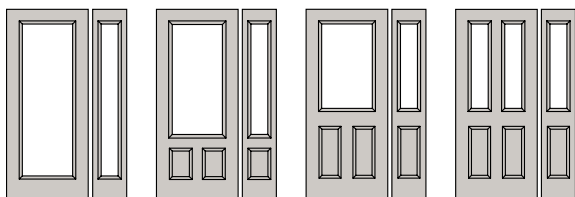
1/2 Lite  
Rectangular  
(3 x 4)

Full Lite  
Prairie

1/2 Lite  
Prairie

## 6'8" & 8'0" Clear Glass Doors & Sidelites

Available in 2'8" or 3'0" widths:



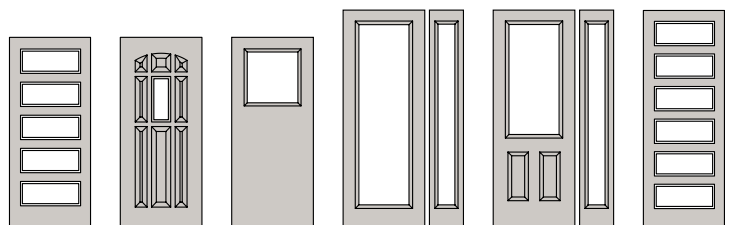
Full Lite

3/4 Lite

1/2 Lite

2-836 Lites

Available in 3'0" width only:



5 Lite

718 Lite

2020 Lite

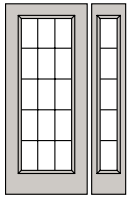
Full Lite

1/2 Lite

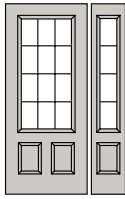
6 Lite

## 6'8" Doors & Sidelites with Grilles Between Glass (GBG)

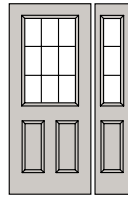
Available in 2'8" or 3'0" widths.



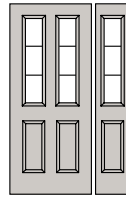
Full Lite  
Rectangular  
(3 x 5)



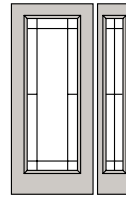
3/4 Lite  
Rectangular  
(3 x 4)



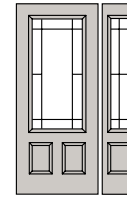
1/2 Lite  
Rectangular  
(3 x 3)



2-836 Lites  
Rectangular  
(1 x 3)



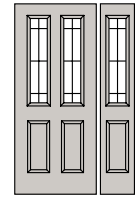
Full Lite  
Prairie



3/4 Lite  
Prairie



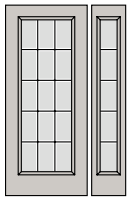
1/2 Lite  
Prairie



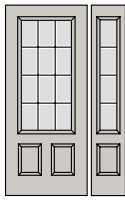
2-836 Lites  
Prairie

## 6'8" Sandblasted\* Doors & Sidelites with Grilles Between Glass (GBG)

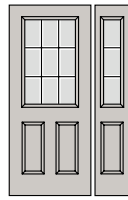
Available in 2'8" or 3'0" widths.



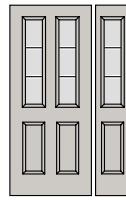
Full Lite  
Rectangular  
(3 x 5)



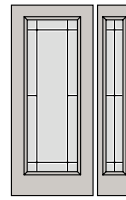
3/4 Lite  
Rectangular  
(3 x 4)



1/2 Lite  
Rectangular  
(3 x 3)



2-836 Lites  
Rectangular  
(1 x 3)



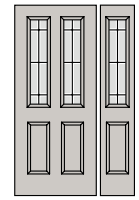
Full Lite  
Prairie



3/4 Lite  
Prairie



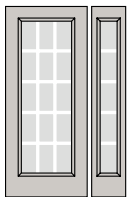
1/2 Lite  
Prairie



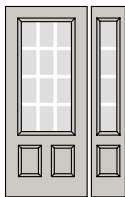
2-836 Lites  
Prairie

## 6'8" Sandblasted Pattern Doors & Sidelites

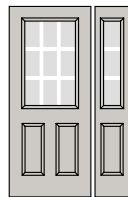
Available in 2'8" or 3'0" widths. Sandblast is 3/4" wide.



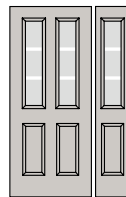
Full Lite  
Rectangular



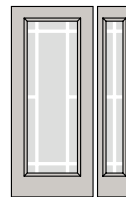
3/4 Lite  
Rectangular



1/2 Lite  
Rectangular



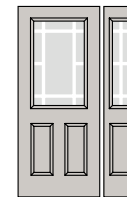
2-836 Lites  
Rectangular



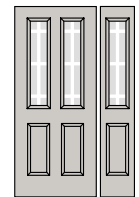
Full Lite  
Prairie



3/4 Lite  
Prairie



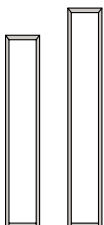
1/2 Lite  
Prairie



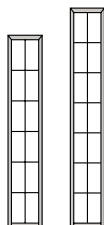
2-836 Lites  
Prairie

## 6'8" & 8'0" Direct Set (Full Lite) Sidelites

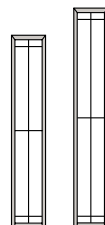
Available in 1'0" or 1'2" widths.



Clear



Rectangular  
GBG



Prairie  
GBG



## Additional Features & Options

Luxury starts with a vision, with wanting a little bit more. We offer a variety of additional features to offer complete personalization over your entry door. This way you aren't just picking a door for your home, you are customizing an entry system that inspires you.

### Entry Door Systems

Our dramatic entryways deliver a clean look and pleasing aesthetic appeal for your home. Designed with an adjustable and continuous sill and centre-post construction to resist wear and provide a tight seal, our single-door and sidelite systems feature a low-profile design and drip edge to ensure that water is kept away from your home.



Continuous sill with common mullion post construction



Concealed door sweep



Adjustable sill

#### Features

- Clean look with continuous sill and common mullion post construction
- Low-profile sill design for a more manageable threshold
- Adjustable sill ensures year-round tight seal
- Pleasing aesthetic appeal with black co-extruded cap to resist wear
- A concealed door sweep, with bubbles and fin feature, provides a clean look and a tight seal for reliable performance
- Equipped with compression weatherstripping for superior insulation and draft protection
- Integral drip edge sheds water to sloped sill
- Frame options for entry doors are available in wood and metal clad

### Double Door System

Both panels swing providing a clear, unobstructed opening to the outdoors. One panel opens as an entryway, while the second panel is secured in place with an astragal featuring top and bottom locking hardware.



## Garden Door System

Garden doors feature two door panels with one used as an entryway.

In-swing doors offer one operable and one fixed door and include a fixed screen.

Out-swing doors offer one operable and one venting panel door and include a fixed screen. The venting panel opens using a crank handle similar to a window, allowing as little or as much air flow as you wish.



## Textured Glass

Our non-decorative doors and sidelites are available with textured glass inserts to let light in while maintaining privacy.



Narrow Reed

Rain

Pinhead

Sandblasted

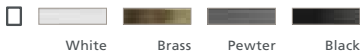
## Grille Options

### Grilles Between Glass (GBG)

Grilles Between Glass (GBG) are an aesthetic feature that provides a luxury appearance through various design patterns placed within the glass, making them an attractive and low maintenance decorative option.



5/8" Flat



5/16" Square

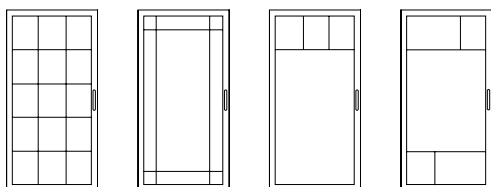
### Simulated Divided Lites (SDL)

Available in 10 full exterior colours.



\*Also available as a false mullion.

### Standard Grille Patterns



Rectangular

Prairie

Transom

Custom Pattern

## Door Frame Colours

### Standard Clad Colours



### Optional Clad Colours



\*Gentek Colour Match

Variances in photography and printing may cause colours shown in this catalogue to vary from the actual finish.

## Glossary

### Aesthetics

The appreciation of beauty or good taste.

### Bore

The machining on a door panel to accommodate a lockset or deadbolt.

### Caming

The rolled formed metal banding that joins individual pieces of glass together in a decorative glass panel.

### Cross Rail

Centre-most horizontal member.

### Door skin

The outer facing of a door's surface.

### Dutch door

A door panel that is split in two, allowing the option of having the bottom half of the door closed with the top half open and vice-versa.

### Glazing

The insertion of glass into a window sash or door panel. The purpose of glazing is to provide effective weather sealing, prevent glass-to-metal contact and minimize glass breakage from mechanical or thermal stress.

### Handing

The direction in which a door opens. To check the handing, determine which side the unit is hinged on when viewed from outdoors.

### Hinge

Metal component that attaches the slab to the jamb and allows the slab to swing open and closed.

### Hinge Jamb

The side jamb the hinges are mounted on.

### Hinge Leaves

The flat parts of the hinge that mount to the jamb and slab.

### Hinge Pin

The pin that holds the hinge leaves together and allows them to pivot.

### Jamb Size

The depth of the door frame which most often matches the thickness of the wall in which the door is installed.

### Jambs

The framework attached to the structure that the slab is mounted to, or hung in.

### Lite (Light)

A pane of glass within a door, often simulated by adding grilles or Simulated Divided Lites.

### OSM Frame Measurement

The outside measurement of the door frame.

### Panel

The component of the slab filling the spaces between the stiles and rails.

### Pre-Hung

A factory assembled door panel, frame and hinges.

### Rabbet

A step-shaped recess cut along the edge or in the face of a piece of wood, typically forming a match to the edge or tongue of another piece.

### Rails

The cross or horizontal members of the framework of a sash, door or other panel assembly.

### Rough Opening

The opening in the wall frame that the door fits into.

### Shims

Wedges, usually about 2" wide used to position the window or door into the opening to ensure it is level, square and plumb.

### Sill

The horizontal frame member at the bottom of a window or door assembly.

### Slab

The operating part of the door assembly that swings open and closed inside a frame.

### Solid Core

The term used to refer to a door panel that is not hollow.

### Sticking

The architectural profile or detail of door panel or embossment.

### Stiles

The upright or vertical outside pieces of the framework of a sash, door or other panel assembly.

### Stop

The component fixed to the inside of the jamb that the slab closes against.

### Strike Jamb

The side jamb that contains the latch strike to hold the slab closed.

### Strike Plate

A metal plate inset into the door frame that protects the frame from the backset of a lockset as the door is opened and closed.



### Swing

The direction in which the door swings (as viewed from outdoors). A door that swings into the home or room would be considered an "inswing" door, and a door that swings outwards from the home or room would be considered an "outswing" door.

### Tempered Glass

Glass that has been treated with heat so it can withstand greater force or pressure on its surface. Tempered glass will not break into sharp pieces.

### Textured Glass

Glass that has repeating and often opaque patterns to add interest and style to door.

### Tinted Glass

Glass with slight or significant addition of grey, green, or bronze colour to reduce glare in windows that get a lot of direct sunlight.

### Transom

A stationary window above a window or door.



Expand your window  
and door vocabulary  
at [jeld-wen.ca](http://jeld-wen.ca)

IWP® Aurora® Custom Fibreglass  
Old World 1322 Mahogany Door, Caramel





## Interior and Exterior Door Slab and System Limited Warranty

### OUR WARRANTY TO YOU...

JELD-WEN® Products<sup>1</sup> are designed to create lasting value for your home. This warranty is effective for JELD-WEN products manufactured on or after **May 1, 2012** for use in the United States and Canada. Any previous warranties will continue to apply to door products manufactured by JELD-WEN prior to this date. For additional information, including care and maintenance, information, refer to [www.jeld-wen.com](http://www.jeld-wen.com) or [www.jeld-wen.ca](http://www.jeld-wen.ca).

#### WHAT THIS WARRANTY COVERS

We warrant to the original owner<sup>2</sup> if your JELD-WEN Product exhibits a defect in material or workmanship within the time periods from the date of purchase as specified below, we will, at our option, repair, replace or refund the purchase price of the Product or component part. Skilled labor<sup>3</sup> (where deemed necessary by us) to repair or replace any component is provided for **one (1)** year from the date of purchase.

#### Owner-Occupied Single-Family Residence Limited Warranty

Door Slabs: Except as set forth below, we warrant our door slabs, including any glass inserts, miscellaneous hardware, and accessories provided and installed by us, as follows:

Door Slab	Coverage
Fiberglass Exterior Doors	As long as you own and occupy your residence
FiberLast® Engineered Composite Exterior Doors	As long as you own and occupy your residence
Steel Exterior Doors	Ten (10) years
Wood Exterior Doors	Five (5) years
Interior Doors	Five (5) years

**Factory Prefinish:** We warrant the factory-applied prefinish on our doors against peeling, checking, or cracking for periods listed below. Should the factory prefinish be proven defective, we will at our option, replace or refinish the door or pay up to credit per opening to the current owner. (Note: this coverage applies to factory-applied finish coat options only; standard factory-applied primer is not a finish coat.)

Product	Coverage	Refinish Credit
Aurora® Fiberglass Doors	5 years	\$350 per opening
Custom Exterior Wood Doors	1 year	\$250 per opening
Custom Interior Wood Doors	1 year	\$150 per opening
All other Doors	1 year	\$100 per opening

**Door Frames:** We warrant our door frames for **one (1)** year from the date of purchase.

**AuraLast® Protection for Door Slabs and Frames:** Our AuraLast pine wood door slabs will be free from wood decay and/or termite damage for **twenty (20) years** from the date of initial purchase. Our AuraLast pine door frame components will be free from wood decay and/or termite damage **for as long as the original consumer owns the home** in which the AuraLast wood frames are originally installed. Warranty coverage outside Canada, the contiguous 48 states and Alaska is contingent upon approval from the JELD-WEN Customer Care Department. Please contact us.

**Severe Weather® Glass:** We warrant each Severe Weather glass unit for **ten (10)** years.

**Retractable Screens:** We warrant retractable roll screens for **five (5)** years.

**Spontaneous Glass Breakage:** We warrant sealed glass units installed in exterior doors (excluding laminated glass, and special glazings) for spontaneous breakage for **one (1)** year (including free replacement glass and skilled labor<sup>3</sup> necessary to replace the glass for one (1) year. Spontaneous breakage occurs when the glass develops a crack without sign of impact.

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

**Fiberglass, FiberLast, Steel, Wood and Interior Door Slabs:** We warrant our door slabs for **five (5)** years from the date of initial purchase.

**All Other Products, Components, Prefinishes, and Options as Listed Above:** Coverage is the same as for Owner-Occupied Single-Family Residences as listed above.

#### Transferability

This warranty is not transferable.

*Continued on next page*

RELIABILITY for real life®





## HOW TO GET ASSISTANCE

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

<b>In the United States:</b>	
Mail:	JELD-WEN Customer Care Attn: Door Warranty Claims P.O. Box 1329, Klamath Falls, OR 97601
Phone:	800-JELD-WEN (800-535-3936)
Fax:	800-436-5954
Email:	CustomerServiceAgents@jeld-wen.com
Web:	www.jeld-wen.com/contact-us
<b>In Eastern Canada:</b>	
Mail:	JELD-WEN Service Department 90, rue Industrielle Saint-Appollinaire, Quebec, Canada G0S 2E0
Phone:	800-463-1930
Fax:	888-998-1599
<b>In Western Canada:</b>	
Mail:	JELD-WEN Service Department 550 Munroe Avenue Winnipeg, Manitoba, Canada R2K 4H3
Phone:	888-945-5627 204-668-8230
Fax:	204-663-1072
Email:	wpgservice@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 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 products, components and services are warranted for the balance of the original product or service 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 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.

Product Purchase Date: \_\_\_\_\_

Order Number: \_\_\_\_\_

## 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 checks that are less than 1/8" in width and/or 5" in length, and knot placement, quantity, or size.
- Problems due to misuse or 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 field finishing of all surfaces (front and back) and edges (top, bottom, and sides) of the door slab and frame (See our Finishing Instructions at [www.jeld-wen.com/resources](http://www.jeld-wen.com/resources)); 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 for exterior doors; damage caused by extreme temperature buildup where storm doors are present. For general guidelines, see our "Appropriate Protection for Exterior Doors" in our product literature or at [www.jeld-wen.com/resources](http://www.jeld-wen.com/resources); for specific information pertaining to your structure, consult your contractor or other building professional.
- 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.
- Bow or misalignment in the frame or jamb in which the door slab is hung (if such is purchased from JELD-WEN unmachined and not prehung).
- 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 our Care & Maintenance documents on how to work with this natural movement.
- Wood decay for wood components other than of AuraLast pine; and wood decay for any wood components (including pine) that come in direct contact with soil. Note: superficial mold/mildew does not indicate wood decay.

*Continued on next page*

- Problems related to water and/or air infiltration due to improper assembly; installation errors or flaws in building design and construction; installation must be in strict conformance with the installation instructions provided by the manufacturer of the door entry system.
- Structural integrity issues or other problems caused by improper field fitting of the hardware, improper sizing of the door slab, or other assembly problems.
- 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.
- Screen damage due to normal wear and tear, misuse, abuse, or insect or animal activity.
- 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).
- 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, accessories or inserts that are not provided by us.
- 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.
- Incidental or consequential damage. Some states/provinces do not allow the exclusion or limitation of incidental or consequential damages, so this may not apply to you.

**Important Legal Information -- Please read this carefully. It affects your rights.**

**This Limited Warranty document sets forth our maximum liability for our products. We shall not be liable for special, indirect, consequential, or incidental damages. Your sole and exclusive remedy with respect to any and all losses or damages resulting from any cause whatsoever shall be as specified above. We make no other warranty or guarantee, either express or implied, including implied warranties of merchantability and fitness for a particular purpose to the original purchaser or to any subsequent user of the Product, except as expressly contained herein. In the event state or provincial law precludes exclusion or limitation of implied warranties, the duration of any such warranties shall be no longer than, and the time and manner of presenting any claim thereon shall be the same as, that provided in the express warranty stated herein. This Limited Warranty document gives you specific legal rights, and you may have other rights that vary from state/province to state/province.**

**Any dispute, controversy or claim arising out of or relating to this warranty, any alleged breach thereof, or the use or sale of the products to which this warranty applies shall be resolved by mandatory and binding arbitration administered by the American Arbitration Association in accordance with its commercial arbitration rules. Original purchaser agrees that they may assert claims against JELD-WEN in their individual capacity only, and not as a plaintiff or class member in any purported class action proceeding. Rejection of these dispute resolution provisions must be sent to JELD-WEN at the address provided herein within thirty (30) days of original purchaser's receipt of the Products to which this warranty applies.**

No distributor, dealer or representative of JELD-WEN has the authority to change, modify or expand this warranty. The original purchaser of this Product acknowledges that they have read this warranty, understand it and are bound by its terms and agrees to provide this warranty to the original owner of the structure into which the Product is installed.

<sup>1</sup>"JELD-WEN Products" shall refer to interior and exterior door slabs and systems manufactured in the United States and marketed under the JELD-WEN brand name for use in the United States and Canada. See our separate Export Warranty for applicable coverage on products used outside the United States and Canada.

<sup>2</sup>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 as applicable up to **five (5)** years from the date of initial purchase for door slabs and systems and **one (1)** year from the date of manufacture for the factory pre-finish.

<sup>3</sup>"Skilled labor" refers to tasks where specialized technical knowledge, experience, methods or tools are required to properly identify, diagnose and/or correct product-related problems.



**jeld-wen.ca**

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.

JELD-WEN reserves the right to change product specifications without notice. Please check our website for current information: [www.jeld-wen.ca](http://www.jeld-wen.ca)