




COMMITMENTS AND GUARANTEES


We offer the following guarantees on products. These will become void when surface finishes or faults are caused by wilful or neglectful damage or by excessive wear and tear. Shattering glass due to the thermal stress and other non product related issues are not covered under these guarantees. All relevant guarantees have been added to individual product pages.

WINDOWS AND DOOR FRAMES

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40 year guarantee against rot and fungal attack on all softwood timber components.
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30 year guarantee against rot and fungal attack on all oak and hardwood timber components.
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10 years guarantee against manufacturing defects. JELD-WEN will accept no responsibility for products cut down to size after receipt, or which use or structural strength is impaired following improper fitting of windows or hardware.
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10 years guarantee against double or triple glazed unit failure on factory glazed windows.

PATIO DOORSETS

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40 years guarantee against rot and fungal attack on softwood patios – Fenton, DreamVu™ and Farndale.
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30 years guarantee against rot and fungal attack on hardwood and solid oak patios – Canberra, and Darwin ranges.
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10 years guarantee against manufacturing defects, hardware and glazing – Canberra, Darwin, Fenton, DreamVu™ and Farndale. JELD-WEN will accept no responsibility for products cut down to size after receipt, or which use or structural strength is impaired following improper fitting of doors or hardware.
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2 years guarantee against rot and fungal attack, manufacturing defects, hardware and glazing – Oakfold and Wellington ranges. JELD-WEN will accept no responsibility for products cut down to size after receipt, or which use or structural strength is impaired following improper fitting of doors or hardware.

DOORS AND DOORSETS

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10 years guarantee against manufacturing defects. JELD-WEN will accept no responsibility for products cut down to size after receipt, or which use or structural strength is impaired following improper fitting of doors or hardware.
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1 year guarantee against manufacturing defects. JELD-WEN will accept no responsibility for products cut down to size after receipt, or where structural strength is impaired following improper fitting of hardware.
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10 years guarantee against double or triple glazed unit failure on factory glazed exterior doors and doorsets.

PAINT AND STAIN

For details of guarantees on our standard colour palette please see pages 73, 103 and 149. All our factory finishes are guaranteed in accordance with EN927. See Technical Specification Guide for more detailed information.

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2 years guarantee on Wellington patio doorsets under normal exposure.
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6 years guarantee on factory finished Hi-Build dark painted colours, under normal exposure.
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8 years guarantee on factory finished Hi-Build Cream White, Light Ivory and Pastel Green under normal exposure.
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10 years guarantee on factory finished Hi-Build White Gardenia and Buttermilk colours under normal exposure.
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6 years guarantee on factory finished Hi-Build stained products under normal exposure.

STAIRS

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10 year guarantee on all products against manufacturing defects. JELD-WEN will not accept responsibility for product that has been poorly installed or modified where the structural strength of the stairs is impaired.

Suggested redecoration cycles:

For pigmented coating system (e.g. white or pastel colours) applied on timber windows:

Construction	Moderate climate	Hard climate	Extreme climate
Sheltered	10 Years	10 Years	7 Years
Partly sheltered	10 Years	7 Years	5 Years
Unsheltered	7 Years	5 Years	5 Years

For stain and lacquer coating system applied on timber windows:

Construction	Moderate climate	Hard climate	Extreme climate
Sheltered	6 Years	5 Years	3 Years
Partly sheltered	5 Years	3 Years	2 Years*
Unsheltered	3 Years	2 Years*	2 Years*

*Only dark stain allowed.

Golden oak stain 2 years maximum.

Moderate climate: includes non coastal areas at low altitude

Hard climate: includes an area within 5km of coastline

Extreme climate: any area of high altitude or exposed coastal areas

This guide is based on EN927

For maintenance advice after the guarantee period see the External Joinery Technical Specification Guide on our website.