





Extraordinary  
artistry



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The clothes you wear. The car you drive. The films you see. All these elements are facets of your personality. Reflections of who you are. JELD-WEN knows your home is no exception. That's why all our Custom Wood windows and patio doors are made-to-order. These distinctive products are ideal for both new and renovated homes and are crafted by master artisans from solid western pine AuraLast® wood for lasting beauty. We also offer an extensive array of options to meet your unique preferences. Whatever you select, you can rely on our windows and patio doors to be distinctive, durable and worry-free.



# Enchanting elements: *materials & components*

Custom Wood windows and patio doors are available with either wood or clad-wood exteriors. Whichever you choose, be sure to request a care and maintenance guide after your purchase. It will help you keep your windows and patio doors as beautiful as they were the day they were installed.

## Clad-Wood exteriors

For steadfast protection from the elements, select our low-maintenance metal-clad-wood windows and patio doors. They feature durable metal cladding, so they're appropriate for almost every climate and never need painting. In addition, clad-wood exteriors offer plenty of design flexibility. They're available in a range of colors to complement any home, as well as three copper finishes.

## Wood exteriors

With wood exteriors, you gain greater design freedom, because they can be painted any color you want. They feature factory-applied primer, which helps paint adhere to the wood. This prime coat does not act as a sealant, so it's crucial to seal and paint the exterior immediately after installation. AuraLast® wood promotes increased durability and decreased maintenance; however, it's still important to consistently maintain primed wood windows and patio doors (even after they're painted). This option is best suited for moderate climates.



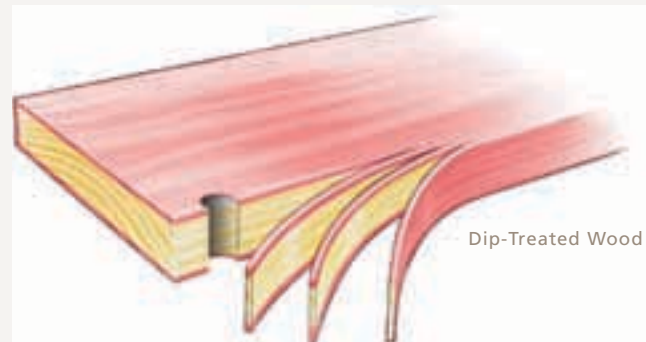
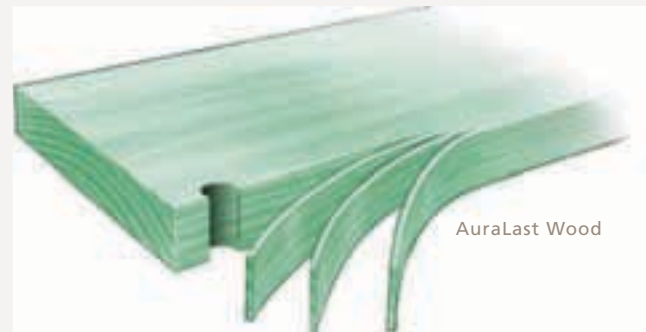


### AuraLast® wood *(patent pending)*

Only JELD-WEN® pine wood windows and patio doors are built from AuraLast wood for superior protection from wood decay, water saturation and termites. This protection is supported by our exclusive 20-year warranty.

**AuraLast wood** (shown in green) provides virtually 100 percent penetration of the protective ingredients—from the surface to the core. This means nail and screw holes or installation methods cannot compromise the integrity of AuraLast wood.

In contrast, other manufacturers use **dip-treated wood** (shown in red), which is protected on the surface only. This means the treatment's effectiveness will be compromised when the surface is broken.



*NOTE: Colors are used for illustration purposes only; AuraLast wood has a clear pine color.*



Refined designs: *product styles*



### Awning window

Versatile awning windows are compatible with many architectural styles. They're hinged at the top and open out from the bottom in an upward swing. They can also be opened to varying degrees.

### Casement window

These stylish windows deliver the most unobstructed viewing areas, structural integrity and ventilation of any operating window. Each one is hinged so the sash opens outward, to the right or left, in a swinging motion. We also offer push out casement windows that operate simply with friction hinges and have an especially clean look.

### Double-Hung window

Double-hung windows perfectly reflect traditional American design. These windows have upper and lower sash that slide vertically past each other in a single frame. The sash also tilt in for convenient cleaning.

### French casement window

Enchanting French casement windows feature two hinged sash that open outward from the center of the window frame. This creates an unobstructed opening that spans nearly the complete width of the frame.

### Horizontal gliding window

Streamlined horizontal gliding windows allow for ventilation without taking up additional space when open. Each one has a stationary sash and a sash that glides to the right or left in grooves or tracks.

### Radius and Geometric window

Our radius and geometric windows are a distinctive choice that can emphasize architectural details or a stunning vista. They're available with fixed or operating sash in a wide range of standard shapes and sizes or custom designs.

*See the following page for additional styles.*



1. Casement  
2. Transom (half-round)  
3. Awning  
4. Horizontal Gliding  
5. Double-Hung  
6. Push Out Casement



## *product styles*



### **French swinging patio door**

Our French swinging patio doors increase the sense of elegance and light in any space. Both doors open in the middle with no center mullion.

### **Gliding patio door**

Our gliding patio doors unite contemporary styling and the traditional warmth of wood. They open by gliding along horizontal tracks at the head and sill.

### **Swinging patio door**

Add charm to any home with swinging patio doors. These doors swing either out or in on side hinges. We also offer clad raised-panel patio doors with either single horizontal or dual vertical panels, as well as radius patio doors with half-round or sector tops.

### **Sidelights and transoms**

Sidelights and transoms can increase the sense of elegance or drama in any home. A sidelight is a window installed on one or both sides of a patio door. A transom is a window set above another window or a door.

1. French Swinging Patio Doors with Radius Tops
2. Radius-Top Operating Casement
3. Geometric In-Sash Picture
4. Raised-Panel Patio Door
5. Gliding Patio Doors



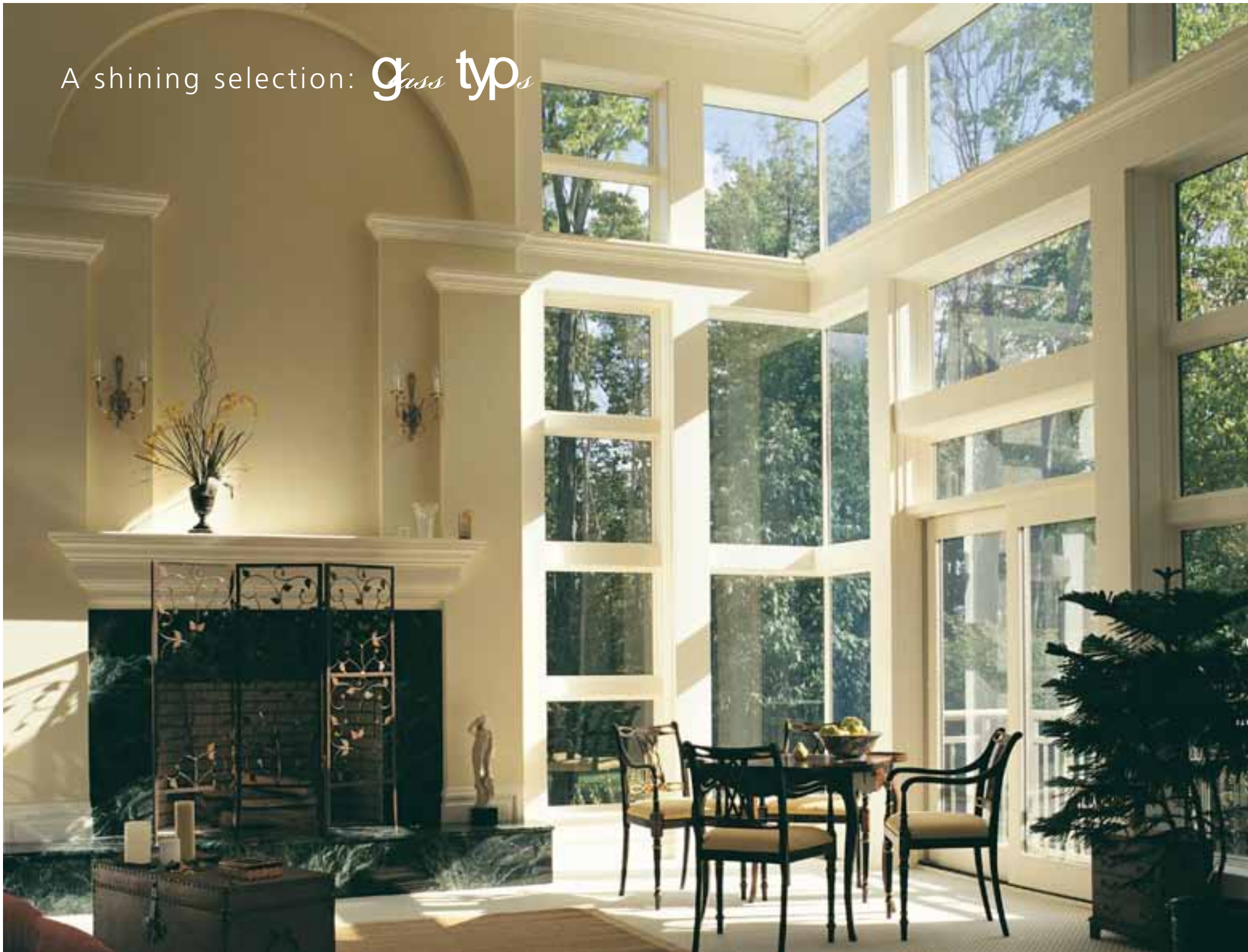


*The union of form and function inspires me.*





A shining selection: *glass types*



## LoE<sup>3</sup>-366 insulating glass

High-performance LoE<sup>3</sup>-366 insulating glass lowers energy costs, helps homes stay cooler in the summer and warmer in the winter, prevents fading of interior furnishings, and reduces condensation. It also delivers greater visible light transmittance than tinted glass. LoE<sup>3</sup>-366 glass now comes standard on our windows and patio doors.



In warm weather, LoE<sup>3</sup>-366 reflects the sun's energy and reduces heat gain in the home.



In cold weather, LoE<sup>3</sup>-366 glass reduces the amount of heat lost by reflecting it back inside.



## Tinted glass

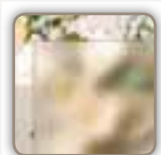
This glass is ideal for climates with intense sunlight. It reduces glare and visible light transmittance and keeps homes more comfortable in warm weather.



Grey Tinted



Bronze Tinted



Obscure



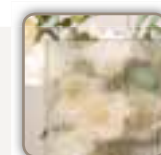
Spectrum Seedy



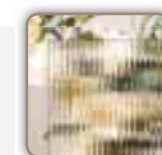
Sandblasted



Glue Chip



Rain



Narrow Reed

## Textured glass

Add a distinctive touch to our wood windows and patio doors with textured glass. We offer a range of options, such as narrow reed and glue chip. For complete information, please contact your dealer.

## ImpactGard<sup>®</sup> protection

Our windows and patio doors are available with ImpactGard protection, which features glass that's engineered and tested to stand up to the strong impacts of windborne debris, as well as the harsh conditions inherent to coastal areas. With the industry's leading laminated glass technology, products with ImpactGard protection can withstand a nine-pound piece of lumber striking the glass head-on at approximately 34 miles per hour. Additionally, it significantly reduces sound transmission; blocks up to 95 percent of harmful UV rays; and offers superior forced-entry resistance.

## Preserve<sup>®</sup> protective film

Preserve protective film is factory-applied to the interior and exterior surfaces of our window and patio door glass. This means the glass surfaces are protected from scratches and debris that can be generated from shipping and handling or home construction. So you won't need to spend extra time cleaning your new windows.



## Patterns of radiance: *divided lites*

Custom Wood windows and patio doors are available with a range of divided lite options that create sparkling visual interest. We offer an array of standard lite breaks, or you may choose a custom lite pattern.

### Simulated divided lites (SDL)

For the most authentic divided lite appearance, select our SDL option. It includes detailed interior wood bars, metal shadow bars placed between the panes of insulating glass, and exterior metal bars that are permanently attached to the exterior glass. Bars are available in two profiles and four widths: 7/8", 1-1/8", 1-3/8" and 2-5/16". Exterior metal bars come in our 41 clad colors (for clad-wood exteriors), or you may choose primed metal bars, which may be painted any color you choose (available for wood exteriors only).

### Full-Surround wood grilles (FS)

Our full-surround wood grilles are a convenient way to achieve the look of divided lites. These grilles are positioned on the interior glass and can be removed for easy cleaning. They come in three widths: 7/8", 1-1/8" and 1-3/8".

### Grilles between the glass (GBG)

Enjoy decreased maintenance with our grilles between the glass. This option consists of a spacer bar placed between the panes of insulating glass. Grilles between the glass are available with contour grilles or flat grilles.



PDL

### Precise simulated divided lites (PDL)

This option is designed for wood exteriors only. It features wood exterior bars, wood interior bars and an internal metal shadow bar. Both interior and exterior bars are designed with identical widths and are permanently attached to the glass. Bars are available in two widths: 3/4" and 1-1/2".



*When I have plenty of choices, I'm free to be creative.*

### Divided lites



### Divided lite profiles (SDL)





Establishing individuality: *exterior options*





## 41 exterior metal clad colors with a 70% Kynar 500 finish

Actual colors may vary from the samples displayed.



### Metal clad colors

We've created a wide array of enduring metal clad color finishes for our windows and patio doors. This vast assortment includes 41 clad colors, as well as custom color matching that provides a truly personalized look.

All our metal clad color finishes feature a commercial-grade 70% Kynar 500® resin system, which allows them to stay truer and brighter than other finish options. Our warranty guarantees the finish won't chalk or fade for 20 years, even in coastal environments.\*

\*Clad products installed within one mile of a saltwater source (or other corrosive environment) have specific maintenance requirements. Refer to our full care and maintenance instructions in the resources section of our website, at [www.jeld-wen.com](http://www.jeld-wen.com).

### Copper cladding

Enjoy a dynamic look with our copper cladding. Over time, copper develops a protective film and changes its appearance, due to a natural weathering process. In some arid climates, it will mature to a nut-brown or ebony-like color, while in moist climates, the color will become a greyish blue-green. The rate of change is affected by exposure to moisture, salt and atmospheric pollutants. We offer copper cladding on the window sash or patio door panel only, so you can select a contrasting or complementary metal clad color for the frame.

### Exterior trim

Our factory-applied exterior trim is a beautiful way to frame our windows and patio doors. We offer flat and Adams casings and brickmould for either clad-wood or primed wood exteriors. Classical ogee, ovolo, bullnose, Manchester and Williamsburg trims are also available for clad-wood exteriors.

#### Copper cladding:

1. Bright Copper
2. Speckled Patina
3. Hand-Rubbed Patina



#### Wood exterior trim

1. Adams
2. Brickmould
3. Flat (3-1/2", 4-1/2", 5-1/2")

#### Clad exterior trim

4. Adams
5. Brickmould
6. Flat (3-1/2")
7. Manchester



*Character comes from all the details that set my home apart.*

Choices that captivate: *interior options*





## Hardware

We offer a variety of hardware finishes for our windows and patio doors (see right) to coordinate with any home. You may also choose E-Gard® hardware for superior corrosion protection (casement and awning windows only) or optional coastal hardware, which stands up to saltwater and other harsh coastal conditions. Additionally, we offer electric operators to operate single awning windows or entire groups of awning windows.

## Optional wood species

Increase the sense of visual harmony within an interior space by choosing a wood species to coordinate with cabinetry or furnishings. These options include knotty alder, mahogany and vertical-grain Douglas fir. Our optional wood species are available for the interior of any of our clad-wood windows and patio doors.

## Interior trim

We offer interior trim for the radius (rounded) portion of our radius and geometric windows and patio doors. This trim is available in five standard patterns.

### Available finishes for windows

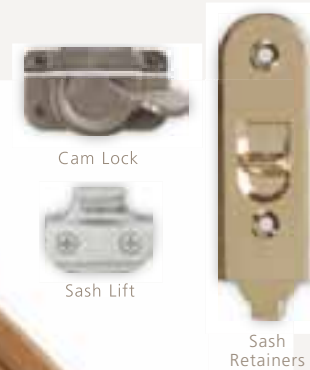


### Available finishes for patio doors



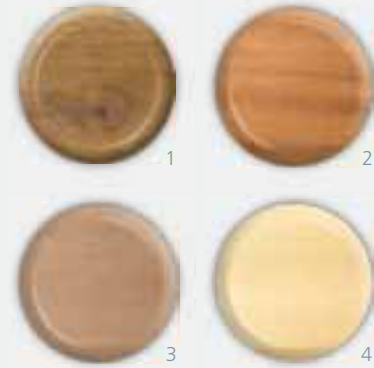
*\*Oil-Rubbed Bronze will change in appearance over time.*

*Actual colors may vary from the samples displayed.*



### Wood species:

1. Knotty Alder
2. Mahogany
3. Vertical-Grain Douglas Fir
4. Pine AuraLast® Wood standard



### Interior trim:

1. WM316
2. WM346
3. WM356
4. WM366
5. WM445





After I've made  
a good selection,  
I feel at peace.

## JELD-WEN: *Limited warranty*

### JELD-WEN® WOOD and METAL-CLAD-WOOD Window & Patio Door 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 all JELD-WEN wood and metal clad wood products manufactured on or after **January 1, 2008** 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, maintenance and installation instructions, refer to [www.jeld-wen.com](http://www.jeld-wen.com).

#### What This Warranty Covers

We warrant that JELD-WEN products will be free from defects in material or workman-ship as identified below from the date of manufacture for the time periods described below. This warranty includes **free** replacement parts to replace components of the window or patio door. Skilled labor<sup>2</sup> (where deemed necessary by us) to repair or replace components is provided for **two (2)** years (unless specified otherwise).

**Twenty Year Limited Warranty for Window & Patio Door Products (insulating glass, metal clad and wood parts, and hardware unless specified otherwise):** We warrant your window, patio door and component parts (e.g. exterior casing provided by JELD-WEN) thereof for **twenty (20)** years. This includes coverage for twenty (20) years for wood cellular structure failure (often referred to as "wood cellular breakdown") caused by decay and/or termites in JELD-WEN manufactured **pine** wood products. Warranty coverage outside Canada, the contiguous 48 states and Alaska is contingent upon approval from the JELD-WEN Customer Care Department. Please contact us.

**Clad Finish\*:** Under normal atmospheric conditions, the clad finish on your metal-clad window or patio door manufactured by us will be free from defects as follows:

- Custom Collection Kynar® finishes are warranted for **twenty (20)** years and will not peel, check, crack, or exhibit excessive chalk, fade or color change.<sup>3</sup>
- All other products that include polyester finishes are warranted for **ten (10)** years and will not peel, check, crack, or exhibit excessive chalk, fade or color change.<sup>3</sup>

\*The term "clad finish" means the painted finish on metal cladding. Clad products installed within one mile of a saltwater source (or other corrosive environment) require additional and specific maintenance requirements. Refer to our full care and maintenance instructions.

#### Special Coverages

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

**Special Glazings** (including laminate glass units other than ImpactGard): We warrant special glazings (including glass options not listed in our product literature, e.g., leaded or decorative glass) for **five (5)** years.

**Electric Operators:** We warrant electric operators provided by us for **one (1)** year (to include free replacement parts and skilled labor necessary to replace the operator for **one (1)** year).

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

**Transferability:** In the event you sell your residence/building, this warranty is transferable to subsequent owners. In the event you sell your residence/building or it becomes occupied by other than the original owner, the warranty is **ten (10)** years from the date of manufacture (except as indicated under Special Coverages above).

#### 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:

**Mail:** JELD-WEN Customer Care

**Attn:** Wood/Metal Clad Wood Warranty Claims  
P.O. Box 1329, Klamath Falls, OR 97601

**Email:** [jwoodwarranty@jeld-wen.com](mailto:jwoodwarranty@jeld-wen.com)

**Fax:** 800.436.5954

**Phone:** 888.JWHelpU (888.594.3578)

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. We will investigate your claim and will begin to take appropriate action within 30 days after notification. If it is determined that the product does not have a defect covered by the labor warranty, we may charge an inspection fee for any onsite inspection that is required or requested by you. 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 determine we are unable to provide replacement parts and repair is not practicable or cannot be made timely, then we will refund the unit/component purchase price. This guarantee gives you specific legal rights, and you may have other rights that vary from state/province to state/province.

#### What This Warranty Does Not Cover

**JELD-WEN is not liable for:**

- Normal wear and tear; 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).
- Damage caused by chemicals (e.g. brick wash) or a harsh environment (e.g. salt spray or airborne pollutants) unless otherwise stated above.
- Product failure due to misuse or abuse; damage caused by failure to properly finish and provide maintenance, by alteration or modification to the window (e.g. customer applied tints or films, paint finishes, security systems), or as a result of any cause beyond the control of JELD-WEN (e.g. fire, flood, earthquake, other acts of nature, and acts of third parties outside of our control).
- Glass breakage (except spontaneous breakage as covered above).
- 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.

- Improper installation not in conformance with JELD-WEN installation instructions (Note: see [www.jeld-wen.com](http://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.
- Damage or poor product performance resulting from installation into a condition that exceeds product design standards and/or certified performance specifications and/or is not in compliance with building codes.
- Damage caused by extreme artificial temperature buildup or exposure (e.g., where storm doors/windows are present).
- 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.
- 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).
- Labor and materials for repainting or refinishing activities, or the removal or disposal of defective product(s); labor exceeding the time periods specified above.
- Wood cellular structure failure for 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 cellular structure failure.)
- 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.**

<sup>1</sup> "JELD-WEN products" shall refer to wood and metal clad wood window and patio door products 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> "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.

<sup>3</sup> "Chalking" of the clad 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 "clad finish" is not a defect unless it exceeds five (5) E units (NBS), calculated in accordance with ASTM D2244, paragraph 6.3. Color change shall be measured on an exposed "clad finish" that has been cleaned of surface soils and chalk, and the corresponding values measured on the original or unexposed "clad 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.

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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 [www.jeld-wen.com](http://www.jeld-wen.com) today.

**RELIABILITY** *for real life*®



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

**JELD-WEN**  
WINDOWS & DOORS



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