

LIMITED WARRANTY

Effective February 1, 2016 to Current

EXTIRA®
by JELD-WEN



EXTIRA® TREATED EXTERIOR PANEL LIMITED WARRANTY

This warranty is effective for all Extira Products¹ manufactured on or after February 1, 2016 for use in the United States and Canada. Any previous warranties will continue to apply to products sold under the Extira name prior to this date. For additional information, including care and maintenance information refer to www.miratecextira.com.

WHAT THIS WARRANTY COVERS...

We warrant to the original owner² that if your Extira Product exhibits a defect in material or workmanship within ten (10) years of the date of original purchase, we will pay for the replacement of the Product, limited to the original purchase price of the failed Product according to the following schedule:

Up to and including the 1st anniversary of the purchase date (Year 1)	100%
Years 2	90%
Years 3	80%
Years 4	70%
Years 5	60%
Years 6	50%
Years 7	40%
Years 8	30%
Years 9	20%
Years 10	10%
After the 10th anniversary of the purchase date	0%

TRANSFERABILITY: This warranty is not transferable.

HOW TO GET ASSISTANCE...

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

Mail: Extira Limited Warranty
909 Pinder Avenue
Grinnell, IA 50112

Phone: 888-594-3578

We can respond quickly and efficiently if you provide the following: a) date and location of purchase, 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 acknowledgment, usually within three business days of receipt to the contact identified. 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 on-site 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.

WHAT THIS WARRANTY DOES NOT COVER...

We are not liable for damage, product failure or poor product performance due to:

- Normal wear and tear, and natural weathering of surfaces or variations in the color or texture of field-finished coating; surface cracks that are less than 1/32" in width and/or 1" in length.
- Exposure to chemicals (e.g. brick wash), a harsh environment (e.g., airborne pollutants, or prolonged contact with or immersion in liquid water), or direct contact with soil.
- Misuse, abuse or failure to properly store, handle, finish and provide maintenance for the Product.
- Alteration or modification of the Product.
- 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 exposed surfaces and edges of the panel (See our Finishing Instructions at www.miratecextira.com); variation or unsatisfactory results in sheen or texture resulting from the field application of paint or any other coating material.
- Warp which does not exceed our manufacturing specifications.
- Warp or bowing on any true operational shutters (those fastened to a structure with hinges on only one side).
- Warp or bowing on decorative shutters when mechanically fastened at greater than 24" on center around the perimeter of each side.
- Flaws in structure design and construction; installation into a condition that exceeds product design standards and/or is not in compliance with building codes.
- Hardware or accessories that are not provided by us.