



# LIMITED WARRANTY

This warranty is effective for all MiraTEC<sup>®</sup> Products<sup>1</sup> manufactured on or after **January 1, 2014** for use in the United States and Canada. Any previous warranties will continue to apply to products sold under the MiraTEC name prior to this date. For additional information, including care and maintenance information refer to [www.miratectrim.com](http://www.miratectrim.com).

## What This Warranty COVERS

### Fifty Year Warranty for MiraTEC Products

We warrant to the original owner<sup>2</sup>, and to **two subsequent owners**, that if your MiraTEC Product exhibits hail damage, delamination, decomposition of the substrate due to fungal growth, termite damage causing failure of the Product, splitting or cracking of the substrate face, buckling, excessive warping or swelling of the Product, caused by a defect in material or workmanship within **fifty (50) years** of the date of original purchase, we will pay for the replacement of the Product, limited to **twice the original purchase price** of the failed Product according to the following schedule:

Up to and including the 5th anniversary of the purchase date (Years 0-5)	200%
Years 6-10	180%
Years 11-15	160%
Years 16-20	140%
Years 21-30	120%
Years 31-40	80%
Years 41-50	40%
After the 50th anniversary of the purchase date	0%

**Transferability:** This warranty is transferable up to two times to subsequent owners of the structure in which the Product is installed.

## How to Get Assistance

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

Mail:	MiraTEC Warranty Claims P.O. Box 1329 Klamath Falls, OR 97601
Phone:	800-535-3936
Fax:	800-436-5954
Email:	CustomerServiceAgents@jeld-wen.com
Web:	<a href="http://www.jeld-wen.com/contact-us">www.jeld-wen.com/contact-us</a>

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 acknowledgement, 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 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.

## 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 finish coating; surface cracks that are less than 1/32" in width and/or 2" in length.

- Exposure to chemicals (e.g. brick wash), a harsh environment (e.g., salt spray, 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 surfaces (front and back) and edges (top, bottom, and sides) of the Product (See our instructions at [www.miratectrim.com](http://www.miratectrim.com)); variation or unsatisfactory results in sheen or texture resulting from the field application of paint or any other coating material.
- Warp or buckling less than ¼" per liner foot; warp due to movement of any underlying materials or structures to which the Product is attached.
- 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.

We are also not liable for:

- Cost for labor, removal or disposal of defective product(s), freight, taxes or any other charge related to a failed product, installation or finishing of replacement panels.
- 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 MiraTEC Products 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 "MiraTEC Products" shall refer to treated exterior composite trim and mouldings manufactured and marketed by JELD-WEN under the MiraTEC brand name for use in the United States and/or Canada.  
2 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 transferable to two subsequent structure owners. 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

# IMPORTANT HOMEOWNER MAINTENANCE AND WARRANTY INFORMATION

JELD-WEN manufactures premium, long lasting, exterior wood composite MiraTEC Trim and Mouldings. The products have been engineered to provide years of satisfaction and performance when properly maintained. To ensure compliance with the provisions of the MiraTEC Limited Warranty the following Homeowner Maintenance must be performed.

## AN ANNUAL INSPECTION OF THE TRIM AND MOULDINGS TO INCLUDE THE FOLLOWING:

- 1) Condition of Caulk and Sealant: Loose and cracked caulk or sealant must be removed and replaced with a good quality, polyurethane sealant. Do not use hard-setting caulk.
- 2) Presence of Mildew: Mildew is a living organism (fungus) that grows on the surface of finishes giving the paint a darkened, dirty appearance. Do not paint over mildew without cleaning the MiraTEC Trim or Moulding with a mildew cleaning solution. Mildew cleaning solutions, available at local paint, lumber and hardware stores, will help retard and control this growth. The control of mildew on the surface of MiraTEC Trim and Mouldings is a homeowner responsibility. JELD-WEN, inc. will assume no responsibility for the treatment or prevention of mildew.
- 3) Condition of Painted Trim and Mouldings: MiraTEC Trim and Mouldings are manufactured from wood and are primed. MiraTEC Trim and Mouldings must be painted with an exterior coating designed for use on wood trim and mouldings. Periodic washing of factory-finished or field painted MiraTEC Trim and Mouldings with water and mild detergent will remove accumulated dirt. Condition of the paint must be inspected and maintained as noted in the following table.

CONDITION OF PAINT	ACTION REQUIRED
Good condition/unbroken	Clean and remove dirt
Thin, but unbroken finish	Clean and apply two topcoats
Badly eroded, substrate showing	Clean, prime, apply two topcoats
Crack, flaking, substrate exposed	Remove loose paint film, clean, prime, and apply two topcoats

### FINISH SELECTION:

**PRIMER** – Use an exterior oil or water based primer formulated for use on wood composite products which will seal the surface and is compatible with the topcoat finish to be applied.

**TOPCOATS** – Use low or non-chalking exterior acrylic latex paint, low chalking acrylic or acrylic heavy bodied latex stain, or gloss or semi-gloss oil base paint. All exposed MiraTEC Trim and Mouldings surfaces, including the bottom edges, must be well coated.

Do not use shake and shingle paints, flat oil or flat alkyd paints, vinyl acetate (PVA) vinyl acrylic, or vinyl acetate-acrylic copolymer paints, oil base transparent or opaque stains.

Due to variables involved in field application of finishes, JELD-WEN cannot be responsible for the performance of field-applied coatings.

- 4) Water Drainage/Diversion: Allowing water from roofs and sprinklers to run down the surface of the MiraTEC Trim and Mouldings can cause discoloration and accelerated erosion of the paint. Locate landscape sprinklers so that water will not hit the MiraTEC Trim and Mouldings.

**Appropriate action(s) must be taken to remedy any of the above noted conditions or the warranty will be void.**