

## **Pella Pledge**

### **A legacy of quality ...**

Since 1925, Pella Corporation has been committed to providing people with innovations that help make their lives better. Our very first product — the Rolscreen® retractable insect screen — gave homeowners an insect screen they didn't have to store every winter. Today, the employees at Pella are as committed as ever before to continuing the company's proud heritage of innovation. It's a companywide dedication to providing our customers with innovations that truly make their lives better. This heritage is our pledge of assurance to you.

### **... Built into every product ...**

We believe that the best guarantee is the one you never have to use, and our priority has always been the enduring quality that is designed and built into every product we sell.

### **... With our pledge to you ...**

While Pella® products are built to provide years of satisfaction, the following warranty represents our commitment to address and fairly resolve any problems you may have with your products. Our warranty provides specific information about our products and your rights as our customer.

### **This pledge applies to Pella® wood windows, patio doors, and entry systems.**

Other warranties may apply to other products, such as Pella® storm doors.

### **... For years of comfortable ownership.**

The comfort, security and satisfaction you'll experience with Pella products are our greatest rewards. Thank you for making Pella a part of your project. We sincerely appreciate your trust.

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### **Your satisfaction is important to us ...**

In the event that you need Pella's help, please contact the store where your Pella product was purchased or contact the contractor who installed it. If you do not know this information, visit our store finder on our Web site at [www.pella.com](http://www.pella.com), call The Pella Window & Door Store™ nearest you, or if you wish, write us at:

Pella Corporation  
Customer Service Department  
102 Main Street  
Pella, Iowa 50219

### **To help us provide you with the best service possible, please provide the following information when writing:**

- Your name, address, phone number and installation address (if different)
- A description of the product, the purchase price, the date and location of purchase, and copies of invoices
- The Pella Unit ID (see page 7.6)
- A description of the product concerns (photos are particularly helpful)
- A brief summary of any attempts made to address the concerns

We will do our best to contact you within seven (7) days after your inquiry reaches us and, if necessary, arrange for a service representative to visit as soon as possible. Pella may charge a fee for on-site product inspections.

## Limited Warranty Certificate

### *Pella Quality For Years To Come*

**For The First 20 Years ...** The glass in Pella® windows, patio doors, entry doors and skylights is guaranteed for 20 years after the date of sale. If a premature failure of the glass or a permanent material obstruction of vision due to a failure of the glass seal is brought to our attention during this period, Pella will ship replacement glass and/or sash or door panels to the retailer where the product was purchased.\*

\* Impact-resistant glazing and some specialty glass is warranted for five years. Decorative glass is warranted for 10 years. Check with your local Pella retailer for more details.

**For The First 10 Years ...** If a defect in materials or workmanship of your Pella product not covered by the glass warranty is brought to our attention during the first 10 years from the date of sale, Pella Corporation will, at its option: 1) Repair the product (After the first two years, there will be a charge for labor, but any repair parts will be provided free of charge during the entire warranty period.); 2) Provide replacement part(s) or product(s) (If replacement is elected, the replacement part(s) or product(s) will be shipped to the retailer where the product was purchased.); or 3) If we determine that repair or replacement is not practicable, we may elect to refund the original purchase price.

**For Years To Come ...** Proper care can help extend the performance and enjoyment of your Pella products. This booklet, The Pella Owners Manual, is designed to guide you through the benefits, operation, and maintenance of your products so that the Pella quality, performance and beauty that you enjoy today are yours for years to come.

### **Pella® EnduraBrass® Hardware Finish**

This 10-year limited warranty applies to all Pella window and door hardware that has the optional EnduraBrass® hardware finish. This warranty is in addition to the standard Pella Window, Patio Door & Entry Door Limited Warranty provided on Pella windows, patio doors and entry doors. All terms, conditions and limitations of the standard warranty apply to this EnduraBrass hardware finish warranty, except as otherwise stated.

The EnduraBrass hardware finish on your Pella products is guaranteed not to tarnish or corrode for a period of 10 years following the date of sale. If a defect covered by this warranty is brought to our attention during the warranty period, Pella Corporation will, at its option:

- 1) Repair the product (After the first two years, there will be a charge for labor, but any repair parts will be provided free of charge during the entire warranty period.);
- 2) Provide replacement part(s) or product(s) (If replacement is elected, the replacement part(s) or product(s) will be shipped to the retailer where the product was purchased.); or
- 3) If we determine that repair or replacement is not practicable, we may elect to refund the original purchase price of the EnduraBrass hardware.

### **Pella® Seacoast Exterior Paint Finish**

This 10-year limited warranty applies to all aluminum-clad Pella Windows and Doors that have the optional seacoast exterior paint finish applied to the aluminum cladding. This warranty is in addition to the standard **Pella Window, Patio Door & Entry Door Limited Warranty** provided on Pella windows, patio doors and entry doors. All terms, conditions and limitations of the standard warranty apply to this seacoast exterior paint finish warranty, except as otherwise stated.

Pella® seacoast EnduraClad® or seacoast EnduraClad® Plus paint finish is guaranteed to protect the underlying aluminum cladding on your Pella Windows and Doors from corrosion due to salt spray in seacoast areas for a period of 10 years following the date of sale of the Pella product. If a defect covered by this warranty is brought to our attention during the warranty period, Pella Corporation will, at its option: 1) Refinish the product (The finishing will be done with standard commercial refinishing techniques and will not necessarily be the same finish as originally applied to the product.); 2) Repair the product (After the first two years, there will be a charge for labor, but any repair parts will be provided free of charge during the entire warranty period.); 3) Provide replacement part(s) or product(s) (If replacement is elected, the replacement part(s) or product(s) will be shipped to the retailer where the product was purchased.); or 4) If we determine that repair or replacement is not practicable, we may elect to refund the original purchase price. Problems resulting from mechanical damage to the finish or cladding, including abrasion of the paint finish, are excluded from this warranty.

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### **Pella® EnduraClad® Plus Exterior Paint Finish**

This 20-year limited warranty applies to all aluminum-clad Pella Windows and Doors that have the optional EnduraClad Plus exterior paint finish applied to the aluminum cladding. This warranty is in addition to the standard Pella Window, Patio Door & Entry Door Limited Warranty provided on Pella windows, patio doors and entry doors. All terms, conditions and limitations of the standard warranty apply to this EnduraClad Plus exterior paint finish warranty, except as otherwise stated.

For a period of 20 years following the date of sale, your EnduraClad Plus paint finish is guaranteed not to: 1) Chalk in excess of a numerical rating of six when measured in accordance with the standard procedures specified in ASTM D659; or 2) Fade or change in color in excess of five "E" units (NBS), calculated in accordance with ASTM 2244. Color change will be measured on the exposed painted surface, which has been cleaned of surface soils and chalk, and the corresponding values will be measured on the original or unexposed painted surface. It should be understood that fading or color changes may not be uniform if the surfaces are not equally exposed to the sun and elements.


If a defect covered by this warranty is brought to our attention during the warranty period, Pella Corporation will, at its option: 1) Refinish the product (The finishing will be done with standard commercial refinishing techniques and will not necessarily be the same finish as originally applied to the product.); 2) Repair the product (After the first two years, there will be a charge for labor, but any repair parts will be provided free of charge during the entire warranty period.); 3) Provide replacement part(s) or product(s) (If replacement is elected, the replacement part(s) or product(s) will be shipped to the retailer where the product was purchased.); or 4) If we determine that the repair or replacement is not practicable, we may elect to refund the original purchase price. Problems resulting from mechanical damage to the finish or cladding, including abrasion of the paint finish, are excluded from this warranty.

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### **Pella® Double Glazing Panel**

This 30-year limited warranty applies to all Pella® window and door products that have Pella's exclusive removable Double Glazing Panel. This warranty is in addition to the standard Pella Window, Patio Door & Entry Door Limited Warranty provided on Pella windows, patio doors and entry doors. All terms, conditions and limitations of the standard warranty apply to this Double Glazing Panel warranty, except as otherwise stated.

Your Pella Double Glazing Panel is guaranteed against a premature failure of the glass or a permanent obstruction of vision due to a failure of the glass seal\* for a period of 30 years following the date of sale. If a defect covered by this warranty is brought to our attention during the warranty period, Pella Corporation will, at its option: 1) Repair the product (After the first two years, there will be a charge for labor, but any repair parts will be provided free of charge during the entire warranty period.); 2) Provide replacement part(s) or product(s) (If replacement is elected, the replacement part(s) or product(s) will be shipped to the retailer where the product was purchased.); or 3) If we determine that repair or replacement is not practicable, we may elect to refund the original purchase price.

 **NOTE:** Condensation between the outer glass and the Double Glazing Panel may not be caused by seal failure. Consult your Pella representative for assistance in controlling condensation. Often, removing the panel, cleaning the glass surface and the breather holes, then reinstalling the panel is all that is needed.

**IMPORTANT INFORMATION FOR ALL WARRANTY ELEMENTS**

The warranties detailed in this document are the only statements of the legal responsibility of Pella Corporation and any seller of Pella® products with respect to covered Pella products manufactured on or after October 1, 1996 (revised March 1, 2000), sold by an authorized Pella reseller and installed in the United States or Canada. No one is authorized to make any different or additional warranties. In no event shall the liability of Pella Corporation or any seller of Pella products arising out of a product defect exceed the price paid for the product.

**NOTHING IN THIS DOCUMENT SHALL GIVE RISE TO OR EXTEND THE PERIOD OF ANY WARRANTIES IMPLIED UNDER STATE OR PROVINCIAL LAW, AND NO IMPLIED WARRANTY SHALL EXTEND BEYOND THE PERIODS COVERED BY THIS WRITTEN WARRANTY.**

Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

**LIMITATIONS FOR ALL WARRANTY ELEMENTS**

Unless modified by the EnduraBrass® hardware finish warranty, the seacoast exterior paint finish warranty, or the EnduraClad® Plus exterior paint finish warranty, this warranty does not cover: non-Pella products; products that have not been paid for in full; problems caused by improper storage, handling, installation, finishing, use, modification, or maintenance; Acts of God; accidents, including accidental glass breakage; products subjected to conditions outside their design limitations; minor imperfections in glass that do not affect the product's structural integrity or obscure vision; minor variations in glass color; any interior wood finish; normal wear or discoloration of finish; finish problems caused by mechanical damage or abrasion; damage caused by acid rain, salt spray, or other corrosive elements; brass hardware finishes; problems caused by high humidity (condensation and frost); variations in wood grain or color; discoloration of nonvisible parts; wood rot due to improper maintenance or installation; or problems due to water leakage that is not the fault of the Pella product. All glass warranties are void if any film is applied to the glass surface. Labor connected with insulating glass replacement (including replacement of sash or door panels), or labor in any other case where Pella elects replacement, is not covered by the warranty and is the responsibility of the owner. In no case does this warranty cover the costs of finishing any repaired or replacement product or component or any trim or other carpentry work that may be required. Replacement products will be the closest equivalent current product and may not exactly match the original. The warranty on any replacement product will extend for the balance of the original warranty period. Pella Corporation will not be responsible for problems or damages caused by deficiencies in building design, construction, maintenance, failure to install our products in accordance with approved methods, or the use of our products in systems, such as barrier wall systems, which do not allow for the proper management of moisture within the wall system.

**NEITHER PELLA CORPORATION NOR ANY SELLER OF PELLA PRODUCTS WILL BE RESPONSIBLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES (WHETHER UNDER THEORIES OF TORT, STRICT LIABILITY, CONTRACT, WARRANTY OR OTHERWISE) WHICH MAY RESULT FROM A PRODUCT DEFECT OR MALFUNCTION. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.**

This warranty gives you specific legal rights, and you may have additional rights that vary from state to state.