

Pella® Wood Entry Door Limited Warranty

IMPORTANT NOTICE: Read this entire Pella Limited Warranty and Limitation of Liability ("Limited Warranty") before purchasing or installing this product. By installing this product, you are acknowledging that this Limited Warranty is part of the terms of sale.

This Limited Warranty applies only to Pella wood entry doors, door frames, sidelights and transoms ("Covered Products"). Pella makes the following exclusive express Limited Warranties for Pella Wood Entry Door System products installed within the United States and Canada, subject to the stated limitations. This Limited Warranty is not transferable.

Nonglass Materials and Workmanship — Nontransferable Limited Warranty.

Pella warrants that the nonglass components of its Pella Wood Entry Doors shall be free of manufacturing defects in material or workmanship that significantly impair their proper operation and function for two (2) years from the date of sale by Pella or its authorized dealer. Should the warranted wood entry door be found to contain defects in materials or workmanship as installed in its original door opening occurring within two (2) years from the date of sale by Pella or its authorized dealer, Pella shall, and at its sole option: 1) repair or replace defects, material or workmanship that significantly impairs the proper operation and function (with cost of labor being included within two [2] years of the date of sale by Pella or its authorized dealers) or 2) refund the original purchase price. Grilles or any other alterations not installed by Pella Corporation may void this warranty. This Limited Warranty on Nonglass Components does not apply to hardware finishes.

Since many minor flaws can be repaired or corrected, all items should be inspected thoroughly for such defects upon receipt and **before** machining. Please be aware that the machining of a door, sidelight or transom constitutes acceptance of the product as it was received by our customer. Any minor flaws or defects that may exist at the time of machining will not be considered as defective product or claimable once machining has been completed. So, please inspect all items thoroughly before the machining process takes place.

These doors are shipped to you unsealed and unfinished, so we do not warrant against the natural characteristics of the wood which may occur in the various conditions encountered from our plant to your finished opening. Because the wood can respond in different ways to the variety of atmospheric and environmental conditions, it is imperative that special attention is given to the door and the necessary care and effort taken to protect the door in the unfinished state to minimize the potential for problems.

Non-Decorative and Decorative Glass Ten-Year (10-Year) Limited Warranty.

Pella warrants that all the glass (clear insulated and decorative insulated) shall be free from premature failure or permanent material obstruction of vision due to a failure of the glass seal for ten (10) years from the date of sale by Pella or its authorized dealer. If Pella is given notice of a glass defect occurring within ten (10) years of the date of sale by Pella or its authorized dealer, Pella shall, at its sole option: 1) repair or replace the defective glass (with the cost of labor included only within two [2] years of the date of sale by Pella or its authorized dealer) or 2) refund the original purchase price.

IMPORTANT REQUIREMENTS FOR YOUR WARRANTY:

1. Doors must be installed providing protection from exposure, typically with a standard overhang extending outward a distance equal to one-half its height from the bottom of the door up to the overhang to be covered by this warranty.
2. Any deterioration caused by failure to protect and seal all exposed surfaces and edges of the door either prior to or immediately after hanging are not covered by this warranty. For continued protection, the finish needs to be maintained yearly.
3. Please comply with all of the handling and finishing instructions completely to validate the Warranty. The product must be hand sanded before finishing.

IMPORTANT Handling, Finishing and Installation Instructions

1. Most finishes on exterior doors deteriorate relatively quickly. To insure exterior doors receive the

- protection required, inspect the condition of exterior finish at least once a year and refinish as often as needed to maintain the protective stability of the finish.
2. Entrance doors shall always be shipped and stored vertical (not leaning).
 3. Doors shall not be exposed to excessive heat, dryness, humidity or direct sunlight prior to finishing.
 4. Handle door with clean gloves and do not drag doors across each other or other surfaces.
 5. If doors are stored on the jobsite for more than one week, all edges must be sealed even if stored out of the elements.
 6. All hardware locations, preparations and methods of installation must be appropriate for the specific door.
 7. All doors 7' and under must have 3 hinges. Doors over 7' must have 4 hinges. (*Exception: 8' Round Top will have 3 hinges*)
 8. Prior to finishing, remove all handling marks with 150 grit or finer sandpaper and remove all sanding dust.
 9. Apply sealer, primer or first coat of required finish immediately after fitting, cutting for hardware, , etc. and before the installation of hardware..
 10. **ALL EXPOSED SURFACES OF THE DOOR MUST BE SEALED, INCLUDING THE TOP, BOTTOM, SIDE EDGES AND THE HARDWARE CUTOUTS.**
 11. **NOTE: An Interior grade Lacquer is NOT a satisfactory product for Exterior Use.**
 12. All exterior surfaces, including the top, bottom and sides of the door must be finish coated with a good quality exterior grade paint or top coat. **(AT LEAST 3 (THREE) COATS OF EXTERIOR GRADE TOP COAT WITH A UV INHIBITOR MUST BE APPLIED.)**
 13. In order not to induce warpage or excessive deterioration of your door, avoid using dark stains or paints on the door surfaces exposed to direct sunlight.

CONDITIONS APPLICABLE TO ALL SALES AND LIMITED WARRANTIES

Limitation of Warranty. FAILURE TO COMPLY WITH PELLA'S HANDLING, FINISHING, INSTALLATION AND MAINTENANCE INSTRUCTIONS VOIDS ALL WARRANTIES UNLESS IT IS CLEARLY ESTABLISHED BY THE BUYER OR USER OF THE PRODUCT THAT THE DEFECT OR FAILURE IS UNRELATED TO SUCH NONCOMPLIANCE. These warranties do not extend to the use of Covered Products under abnormal conditions, conditions that exceed the stated performance parameters of the product as provided on the product labeling and in the Pella Architectural Design Manual, or under conditions not reasonably foreseeable to, or beyond the control of Pella. Buyer and User assume the risk of any such use. This Limited Warranty is the exclusive warranty for Pella wood entry door products. **NEITHER PELLA NOR SELLER MAKE ANY OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR OTHERWISE. NO IMPLIED WARRANTY SHALL EXTEND BEYOND THE PERIODS COVERED BY THIS EXPRESS LIMITED WARRANTY.** This disclaimer of implied warranties may be limited or ineffective if you are a consumer, as that term is defined by the Magnuson Moss Act, 15 U.S.C. § 2301, in which case the duration of any implied warranties shall be two (2) years from the date of sale by Pella or its authorized dealer. Some states do not allow limitations on how long an implied warranty lasts for consumers, so the above limitation may not apply to you, in which event the manner of presenting any claim thereon shall be the same as provided in the express warranties stated herein. This Limited Warranty gives you specific legal rights, and you may have additional rights which vary from state to state.

Allocation of Risks of Pella Wood Entry Door Systems Performance.

Because all construction must anticipate some water infiltration, it is important that the wall system be designed and constructed to properly manage moisture. Pella Corporation is not responsible for claims or damages caused by anticipated or unanticipated water infiltration; deficiencies in building design, construction and maintenance; failure to install Pella wood entry door products in accordance with Pella installation instructions; or the use of Pella wood entry door products in barrier wall systems which do not allow for proper management of moisture within the wall system (see below). The determination of the suitability of all building components, including the use of Pella entry door products, as well as the design and installation of flashing and sealing systems, is the responsibility of Buyer or User, the architect, contractor, installer, or other construction professional and is not the responsibility of Pella. All such risks related to building design and

construction, or the maintenance, installation, and use of Pella wood entry door products shall be assumed by Buyer and/or User.

IMPORTANT NOTICE — Pella wood entry door products **should not** be used in barrier wall systems which do not allow for proper management of moisture within the wall systems, such as Exterior Insulation Finish Systems, (EIFS) (also known as synthetic stucco) or similar systems. Except in the states of California, New Mexico, Arizona, Nevada, Utah and Colorado, **Pella makes no warranty of any kind on and assumes no responsibility for Pella wood entry doors installed in barrier wall systems. In the states listed above, the installation of Pella products in EIFS or similar barrier systems must be in accordance with Pella's instructions for that type of construction.**

Limitation of Liability.

This Limited Warranty sets forth the maximum liability for our products. IN NO EVENT (INCLUDING WHERE THIS LIMITED WARRANTY IS DEEMED NOT TO APPLY TO THE SALE OR PRODUCT IN QUESTION) SHALL PELLA OR SELLER BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES RESULTING FROM THE SALE, INSTALLATION OR USE OF ANY PELLA PRODUCTS. Some states do not allow the exclusion or limitation of incidental or consequential damages for consumers, so the above limitation or exclusion may not apply to you.

Limitation of Remedy.

THE EXCLUSIVE REMEDY OF THE BUYER OR USER, AND THE SOLE LIABILITY OF PELLA AND SELLER FOR ANY AND ALL CLAIMS, LOSSES, INJURIES OR DAMAGES (INCLUDING CLAIMS BASED ON BREACH OF WARRANTY, CONTRACT, NEGLIGENCE, TORT, STRICT LIABILITY OR OTHERWISE) RESULTING FROM THE SALE, INSTALLATION OR USE OF THESE PRODUCTS, SHALL BE, AT THE OPTION OF PELLA, THE REPAIR OR REPLACEMENT OF THE PRODUCT OR THE RETURN OF THE ORIGINAL PURCHASE PRICE OF THE PRODUCT, AS PROVIDED HEREIN. IN NO EVENT SHALL THE LIABILITY OF PELLA OR SELLER EXCEED THE PRICE PAID FOR THE PRODUCT.

Replacement products shall be a reasonably similar current product and may not exactly match the original. Even where Pella chooses to repair or replace the product within two (2) years of the date of sale, the costs covered by this warranty do not include any labor or material costs associated with finishing space surrounding or adjacent to the repaired or replaced product including furnishing any trim or other carpentry work. Replacement product provided pursuant to this Limited Warranty shall be subject to the applicable Pella product Limited Warranty only for the remainder of the original warranty period on the product being replaced. If Pella or Seller provides any of the remedies identified in the Limited Warranties above (i.e., repair, replacement of product, or refund of the purchase price), then Buyer and/or User agree that this limitation of remedy shall not have failed of its essential purpose.

DISCLAIMER — WHAT THIS LIMITED WARRANTY DOES NOT COVER

1) Pella is not responsible for or makes no warranty as to:

- Normal wear from product usage or age, including normal wear and tear of weatherstrip.
- Warpage not exceeding one-fourth inch (1/4") in the plane of the door. ALL 8/0 height doors are NOT warranted against warpage.
- Warranty is null and void if deterioration occurs due to the failure to protect and seal all exposed surfaces and edges of the door either prior to or immediately after install.
- Damages caused by failure of Homeowner to annually (or sooner) re-finish all doors, sidelights and frames, if necessary, by lightly sanding and re-coating with clear exterior grade top coat that contains a UV protection.
- Pella wood entry door used with any storm door.
- Doors finished or painted Black (or any Dark Color) with any sun exposure.
- Improper storage, handling, installation, finishing, use, modification or maintenance.
- Mechanical abrasion to finishes.
- Structural settlement or movement, vibration.

- Product or finishes exposed to excessive localized heat, high-moisture environments (including pools, hot tubs and greenhouses) or water leakage.
- Normal wear or discoloration of finish from product usage, age or exposure to direct sunlight.
- Products (panel, moldings, light rims and frame) not properly finished within 30 days of installation.
- Acts of God.
- Acid rain or other corrosive elements.
- Salt spray, including exposure to coastal weather conditions.
- Accidents, including accidental glass breakage.
- Application of after-market window films to glass surfaces.
- Damage caused by inappropriate finishes, solvents, brickwash or cleaning chemicals.
- Discoloration or fading caused by product's exposure to direct sunlight.
- Glass breakage, not the fault of Pella, which results in seal failure.
- Damage to glass as a result of installation at elevations above 4,000 feet.
- Damage caused by high in-home humidity (condensation, frost, mold).
- Accident, misuse, abuse, alterations, improper handling, operation or cleaning.
- Products subjected to conditions outside product design limitations.
- Improperly installed security systems.
- Products with modifications that are not approved by Pella Corporation.
- Hardware finishes.
- Pella® doors, transoms and sidelights installed in non-Pella frames; the purchase, damage, repair or replacement of non-Pella products.
- Finishing or modifying the structure containing repaired or replaced product.
- The purchase, damage, repair or replacement of non-Pella products.
- Products that have not been paid for in full.

2) Minor imperfections in the Product.

Pella is not responsible for or makes no warranty as to:

- Minor imperfections in the panel and/or frame graining or color.
- Variations in wood grain, color, texture or natural characteristics.
- Variations or unsatisfactory results in gloss levels, texture or appearance resulting from the field application of paint or other finishing material.
- Minor imperfections in glass that do not affect the product's structural integrity or significantly obscure vision (such as textures, swirls and air bubbles).
- Minor variations in glass color.

3) Installation inconsistent with Pella installation instructions.

Pella is not responsible for or makes no warranty as to:

- Damage resulting in whole or in part from installation inconsistent with Pella's installation instructions.
- Altered or reinstalled products.
- Products used in nonvertical glazing applications.
- Combinations not built by Pella or not built in accordance with Pella's recommendations for mulling and combining Pella® products.

WDMA Hallmark Certification.

Pella products labeled with the Window & Door Manufacturers Association (WDMA) Hallmark Certification are tested in accordance with applicable WDMA performance standards, which require products to be tested for air infiltration, water infiltration and structural performance. The WDMA certification standards measure

the performance of a single sample of the product at the time of manufacture. Performance of Pella products, as measured by the WDMA standards, will change over time depending upon the conditions of use. For details on Hallmark Certification, go to www.WDMA.com. All Hallmark Certification performance ratings apply to individual products only. Pella makes no claims as to the overall performance of mulled and/or product combinations.

NFRC Standards.

Pella products labeled with the National Fenestration Rating Council (NFRC) energy performance label are tested in accordance with NFRC standards. NFRC ratings are based on a combination of computer simulations and physical testing of product samples. For details on NFRC energy performance ratings, go to www.NFRC.org.

Argon.

For Pella wood entry door products labeled as having Low-E argon-filled insulating-glass, Pella injects argon at the time of manufacture. No warranty is made as to the amount or percentage of argon present in the insulating-glass. It is known that argon within insulating-glass dissipates over time. The manner of use and conditions of installation of the product will affect the rate of dissipation of argon out of the insulating-glass. Pella makes no warranty regarding the rate of dissipation of argon or the amount of argon remaining in the window at any time after manufacture.

No Amendment Except in Writing.

Pella and Seller offer this product, and Buyer and User accept it, subject to the foregoing Limited Warranty, which may be modified only by written agreement signed by a duly authorized representative of Pella.

Prompt Notice of Claim.

Within the warranty period, Buyer or User shall promptly notify Pella and, in no case more than one (1) year after any defect or other basis of a claim covered by this Limited Warranty is discovered or should have been discovered. Any claims otherwise covered by the foregoing warranties, but for which Pella did not receive notice within one (1) year from the time the problem first became known, shall be barred.

Limited Warranty Claim Procedure.

Claims under this Limited Warranty may be made in writing to **Pella Corporation, Customer Service Department, 102 Main Street, Pella, Iowa, 50219**, or by calling for service at 800-374-4758 or go to <http://warranty.pella.com>. Claims to Pella should include the following information:

1. Claimant's name, address, and phone number and the installation address (if different);
2. A description of the product, purchase price, and the date and location of purchase, copies of invoices;
3. The Pella serial number located on the insulating-glass spacer or the unit identification number located on the lower lefthand corner of the glass (as seen from the inside);
4. A description of the product concerns (photos may be included); and
5. A brief summary of attempts made to address the concerns.
6. Pella may charge a fee for on-site product inspections.

No Statement of Useful Life. This Limited Warranty is not a statement of the useful life of any Pella Wood entry door product.

Entire Agreement.

With the exception of a written statement signed by an authorized Pella representative, this Limited Warranty and all the terms contained herein constitutes the entire agreement between Pella/Seller and Buyer/User. This Limited Warranty, including all Limitations of Liability contained herein, are made a part of any such written agreement, unless expressly excluded therein. By purchasing or using the product covered by this Limited Warranty, Buyer and User agree that they are not relying on any oral statements made by anyone which are in any way contrary to this Limited Warranty.

No Amendment Except in Writing.

Pella and Seller offer this product, and Buyer and User accept it, subject to the foregoing Limited Warranty, which may be modified only by written agreement signed by a duly authorized representative of Pella.