Water Infiltration
Service Instruction

These instructions apply to:
Entry Door Model 1: 2000
Entry Door Model 2: 2001-Current

Tools Required:
- Caulk gun

Supplies Needed:
- Urethane Sealant

For the door to perform properly, it MUST be installed per installation instructions being plumb, level and square.

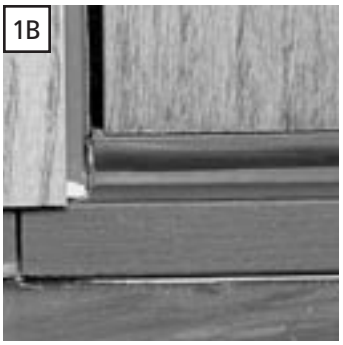
Note: Pella will not guarantee seal of lock hardware manufactured and installed by others.

The seal around the perimeter of the door panel consists of weather strip (bulb and leaf for 2000-2003 vintages & vinyl wrapped foam for 2004-current) on the door frame and one corner pad on each jamb (mohair pad for 2003-3/2007 vintages & foam corner pad for 4/2007-current).

1 Water Enters Over the Sill - Cause Identification and Remedy:

A. Check all weather strips to make certain they are in good condition. Replace any weather strips that are cracked or damaged. See Supporting Document--*Replacing Jamb and Head Weather Strips*--in web browser.

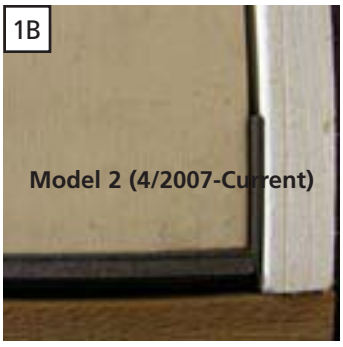
B. Make certain that the bottom weather strip contacts the mohair dust or corner foam pads on the jambs. If not, replace it with the correct length weather strip. Replace all head, lock jamb and astragal weather strip with long reach weather strip. The hinge jamb requires standard weather strip. See Supporting Document--*Replacing Bottom Weather Strips*--in web browser.



Model 1 (2000)



Model 2 (2001-3/2007)



Model 2 (4/2007-Current)

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Rev. 05/30/07 **Part Number: NA**

1 Water Enters Over the Sill - Cause Identification and Remedy (Continued):

C. Make certain the mohair dust or corner foam pads are in the correct position. Model 1 (2000) doors require replacement mohair pads. Replace all model 2 (2001-current) pads with the foam corner pads. Foam corner pads must be installed with the thicker end of the pad behind the jamb weather strip and the pad bottom edge between the threshold and the jamb. See Supporting Document--*Replacing A Threshold*--in web browser.



Model 1 (2000)



Model 2 (2001-3/2007)



Model 2 (4/2007-Current)

D. Check for sufficient weather strip contact between the bottom weather strip and the threshold:

Close the door on a dollar bill or sheet of paper, light friction should be felt when pulling the paper out indicating a seal is being made.

If there is not:

- Check threshold adjustments. See Supporting Document--*Replacing A Threshold*--in web browser.
- Check for out-of-square frame. See Supporting Document--*Adjusting for an Out-of-Square Frame*--in web browser.
- Check for and replace an out-of-square door panel. See Supporting Document--*Replacing Door Panel*--in web browser.



E. Panel does not contact jamb or head weather strips. If the door panel does not contact one or both of the weather strip sections:

- Check for a twisted frame (one jamb not plumb). If this situation exists, the door frame must be removed from the opening and reinstalled with both jambs plumb.
- Check for a bowed door panel. See Supporting Document--*Adjusting a Bowed Door Panel*--in web browser.



1 Water Enters Over the Sill - Cause Identification and Remedy (Continued):

F. The threshold gasket prevents water from entering under the adjustable threshold. Under normal usage this gasket will not become damaged. Removing the threshold may damage this gasket. Check this gasket only if there is good cause to do so.

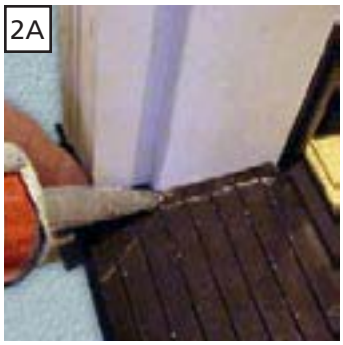
See Supporting Document--*Replacing A Threshold*--in web browser.

2 Water entering over the sill of sidelights:

A. The sidelight panel is sealed to the frame at the factory. Water entering between the panel and the sill would indicate a loss of adhesion somewhere in the seal. Apply a "toe-bead" of urethane sealant to the joint between the panel and the frame.



Model 1



Model 2

3 Water Entering Under the Sill of Sidelights:

A. Check the perimeter sealant for proper location and for adhesion to both the facing material and the frame. If necessary, apply sealant, as shown.

Model 1 Only:

B. Make certain the sill mounting screws are installed in the sill. If the screws are missing or are not seated properly, water will enter room side through these holes; remove these screws and reinstall them using silicone sealant on the screw to ensure that there is a seal.



Model 1



Model 2

