



## **FIBERGLASS OR STEEL ENTRY DOOR SYSTEMS LIMITED LIFETIME WARRANTY**

**AND**

## **FINISH LIMITED WARRANTY**

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

### **I. PELLA® FIBERGLASS OR STEEL ENTRY DOOR SYSTEMS LIMITED LIFETIME WARRANTY**

This Limited Lifetime Warranty applies only to Pella fiberglass or steel entry door system doors, door frames with the Pella AdvantagePlus™ protection system, sidelights and transoms ("Covered Pella Products"). Pella makes the following exclusive express Limited Warranties for Pella fiberglass or steel entry door system products installed within the United States and Canada, subject to the stated conditions and limitations. This Limited Lifetime Warranty is not transferable.

#### **LIMITED LIFETIME WARRANTIES FOR PRODUCTS INSTALLED IN OWNER-OCCUPIED SINGLE-FAMILY HOMES**

##### **Nonglass Materials and Workmanship — Nontransferable Limited Lifetime Warranty.**

Pella warrants to the original homeowner purchaser, for as long as the original purchaser owns the Covered Pella Product as installed in its original door opening, that it 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 dealer) or 2) refund the original purchase price. The Covered Pella Products consist of the door and frame with the Pella AdvantagePlus protection system, sidelights and transom. The door consists of the fiberglass or steel panel and any applied glazing material used on the rims, bottom gasket and bottom sweep (and astragals and flush bolts where applicable). The Pella AdvantagePlus protection system frame consists of the jambs (top and side), aluminum cladding, sill, corner seals and aluminum brickmould. Grilles or any other alterations not installed by Pella Corporation may void this warranty. Factory prefinishing, paint, stain or any other finishes applied to the entry door material are covered under separate warranty (see Section II) and excluded from this Limited Lifetime Warranty. Nonfactory finishing is not warranted. This warranty is in force only when the above named parts are genuine Pella® parts and Pella-assembled. This Limited Lifetime Warranty on nonglass components does not apply to hardware finishes.

##### **Wood Frame Ten-Year (10-Year) Limited Warranty.**

All Pella fiberglass and steel entry door wood frames are covered by a Transferable Ten-Year (10-Year) Limited Warranty. Pella warrants that fiberglass or steel entry door wood frames shall be free of manufacturing defects in material or workmanship that significantly impair their proper

operation and function for ten (10) years from the date of sale by Pella or its authorized dealer. If Pella is given notice of a defect in materials or workmanship occurring within ten (10) years from the date of sale by Pella or its authorized dealer, Pella shall, at its sole option: 1) repair or replace the defective part(s) or product(s) (with 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.

**Removable Wood Grilles, Door Hinges, Hardware and Door-Frame Weatherstripping Ten-Year (10-Year) Limited Warranty.**

All Pella fiberglass and steel entry door removable wood grilles, door hinges, hardware handle sets, knobs, levers, deadbolts, multipoint lock and door-frame weatherstripping are covered by a Transferable Ten-Year (10-Year) Limited Warranty. Pella warrants that these items shall be free of manufacturing defects in material or workmanship that significantly impair their proper operation and function for ten (10) years from the date of sale by Pella or its authorized dealer. If Pella is given notice of a defect in materials or workmanship occurring within ten (10) years from the date of sale by Pella or its authorized dealer, Pella shall, at its sole option: 1) repair or replace the defective part(s) or product(s) (with 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.

**Nondecorative Glass Transferable Twenty-Year (20-Year) Limited Warranty.**

Pella warrants that the nondecorative glass in Pella fiberglass and steel entry door products shall be free from premature failure or permanent material obstruction of vision due to a failure of the glass seal for twenty (20) years from the date of sale by Pella or its authorized dealer. If Pella is given notice of a glass defect occurring within twenty (20) 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 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. Covered Pella Products installed in other than owner-occupied single-family homes are excluded from this Limited Warranty.

**Decorative Glass Transferable Ten-Year (10-Year) Limited Warranty.**

Pella warrants that the decorative glass in Covered Pella Products 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. Covered Pella® Products installed in other than owner-occupied single-family homes are excluded from this Limited Warranty.

**Blinds or Shades Sealed Between Insulating Glass — Transferable Five-Year (5-Year) Limited Warranty.**

Pella warrants that the insulating glass (with blinds or shades sealed inside) shall be free from premature failure or permanent material obstruction of vision due to a failure of the glass seal and that the between-the-glass blind or shade shall be free from manufacturing defects in material or workmanship that significantly impair their proper operation and function for five (5) years from the date of sale by Pella or its authorized dealer. If Pella is given notice of a defect occurring within five (5) 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 unit (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.

**Decorative Metal Accents and Wrought Iron Options — Transferable Two-Year (2-Year) Limited Warranty.**

Pella warrants decorative metal accents and wrought iron shall be free from premature failure or manufacturing defects that significantly impair their recommended purpose for two (2) years from the date of sale by Pella or its authorized dealer. If Pella is given notice of a defect occurring within two (2) years from date of sale by Pella or its authorized dealer, Pella shall, at its sole

option: 1) repair or replace the defective part(s) or products(s) (with 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.

## **CHANGES TO WARRANTY CONDITIONS RESULTING FROM CHANGE OF OWNERSHIP OR OCCUPANCY**

If you transfer ownership of your single-family home or cease to occupy your home, a Transferable Ten-Year (10-Year) Limited Warranty on materials and workmanship replaces the Limited Lifetime Warranty on Pella entry doors and entry door frames with the Pella AdvantagePlus™ protection system. These transferable warranties run from the date the Covered Pella Products are sold, and therefore, depending upon when you sell or cease to occupy your home, some or all of these warranties may have already expired. For example, if you sell your home twelve (12) years after purchasing the Covered Pella Products, the two (2) ten-year (10-year) transferable warranties will have expired and there would be eight (8) years remaining on the twenty-year (20-year) nondecorative glass warranty. These Transferable Limited Warranties automatically replace the Nontransferable Limited Lifetime Warranty for Pella entry doors and entry door frames with the Pella AdvantagePlus protection system upon your transfer of ownership of your single-family home or at such time as you cease to occupy your home.

### **Nonglass Materials and Workmanship Transferable Ten-Year (10-Year) Limited Warranty.**

Pella warrants that all nonglass components of Covered Pella® Products shall be free of manufacturing defects in material or workmanship that significantly impair their proper operation and function for ten (10) years from the date of sale by Pella or its authorized dealer. If Pella is given notice of a defect in materials or workmanship occurring within ten (10) years from the date of sale by Pella or its authorized dealer, Pella shall, at its sole option: 1) repair or replace the defective part(s) or products (with 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. This Limited Ten-Year (10-Year) Warranty applies only to Covered Pella Products installed in owner-occupied single-family homes.

## **LIMITED WARRANTIES FOR PRODUCTS INSTALLED IN MULTIRESIDENTIAL AND/OR COMMERCIAL APPLICATIONS**

This Limited Warranty applies only to Pella entry door system door panels and Pella entry door system frames with the Pella AdvantagePlus™ protection system installed in other than owner-occupied single-family homes, subject to the stated conditions and limitations.

### **Nonglass Materials and Workmanship One-Year (1-Year) Limited Warranty.**

Pella warrants that all nonglass components of its Pella entry door system doors and all Pella entry door system frames installed in non-owner-occupied or non-single-family homes (including all commercial buildings) shall be free of manufacturing defects in nonglass material or workmanship that significantly impair their proper operation and function for one (1) year from the date of sale by Pella or its authorized dealer. If Pella is given notice of a defect in nonglass materials or workmanship of a Pella entry door product occurring within one (1) year from the date of sale by Pella or its authorized dealer, Pella shall, at its sole option: 1) repair or replace the defective part(s) or product(s) (with cost of labor included only within one [1] year of the date of sale by Pella or its authorized dealer) or 2) refund the original purchase price. This Limited Warranty may be transferred.

### **Decorative and Nondecorative Glass Five-Year (5-Year) Limited Warranty.**

Pella warrants the glass in Pella entry door system doors installed in non-owner-occupied or non-single-family homes (including all commercial structures) shall be free from premature failure or permanent material obstruction of vision due to a failure of the glass seal for five (5) years from

the date of sale by Pella or its authorized dealer. If Pella is given notice of a glass defect occurring within five (5) years from the date of sale by Pella or its authorized dealer, Pella shall, at its sole option: 1) repair or replace the defective glass (with cost of labor included only within one [1] year of the date of sale by Pella or its authorized dealer) or 2) refund the original purchase price. This Limited Warranty may be transferred.

## **CONDITIONS APPLICABLE TO ALL SALES OF COVERED PELLA® PRODUCTS AND LIMITED WARRANTIES**

### **Limitation of Warranty.**

**FAILURE TO COMPLY WITH PELLA 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.** This Limited Warranty does not extend to the use of Covered Pella 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 the Covered Pella Products. **NEITHER PELLA NOR SELLER MAKE ANY OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY 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 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 products in accordance with Pella Installation Instructions; or the use of Pella products in barrier wall systems, which do not allow for proper management of moisture within the wall system (see the following). The determination of the suitability of all building components, including the use of Pella 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 risks related to building design and construction, or the maintenance, installation, and use of Pella products, shall be assumed by Buyer and/or User.

**IMPORTANT NOTICE** — Pella 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® 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 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**

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

**1) Product failure, loss or damage due to:**

- Normal wear from product usage or age, including normal wear and tear of weatherstrip.
- Improper storage, handling, installation, finishing, use, modification or maintenance.
- Mechanical abrasion to finishes.
- Non-factory-applied finishes, applied sealants or caulking. Finishes applied by your local dealer/contractor are not covered by this warranty.
- Structural settlement, movement or vibration.
- Products or finishes exposed to excessive localized heat, high-moisture environments (including pools, hot tubs and greenhouses) or water leakage.
- Normal wear, fading 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.
- Damage and/or discoloration, not the fault of Pella, to blinds or shades sealed between glass associated with wear and tear through product use, sun exposure, abuse or age.
- Glass breakage, not the fault of Pella, that 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 and mold).
- Accident, misuse, abuse, alterations, improper handling, operation or cleaning.

- Products subjected to conditions outside their design limitations.
- Improperly installed security systems.
- Products with modifications that are not approved by Pella Corporation.
- Hardware finishes, including decorative metal accent options (clavos, hinge straps, etc.) and wrought iron.
- 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.**

- Minor imperfections in glass that do not affect the product's structural integrity or significantly obscure vision (including textures, swirls and air bubbles in decorative glass).
- Minor variations in glass color.
- Minor imperfections in the panel and/or frame graining or color.

**3) Installation inconsistent with Pella Installation Instructions.**

- 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 [WDMA.com](http://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 [NFRC.org](http://NFRC.org).

**Argon.**

For Pella products labeled as having Low-E insulating glass with argon, 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 Statement of Useful Life.**

This Limited Warranty is not a statement of the useful life of any Pella products.

**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, is 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 that 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.

**II. PELLA® FIBERGLASS OR STEEL ENTRY DOOR SYSTEMS FACTORY- FINISH LIMITED WARRANTY**

**Two-Year (2-year) Limited Warranty**

Pella warrants that all factory-applied **paint** finishes to fiberglass or steel door panels, or interior door frames by Pella Corporation will be free of any "Finish Defect" for a period of two (2) years from the date of sale by Pella or a Pella-authorized dealer. A Finish Defect includes cracking, peeling, blistering, flaking, chalking, blotchiness, surface contaminant and smudges that occur during the factory finish process. Fading/change in color shall not be in excess of five "E" units (NBS), calculated in accordance with ASTM 2244. If Pella is given notice of such Finish Defect within two (2) years from the date of sale, Pella shall, at its sole option: 1) refinish the product (the finish may not necessarily be the same finish as originally applied to the product), 2) furnish labor to replace or repair any defective finish workmanship (and provide replacement materials if Pella determines such materials are necessary to make the repairs) or 3) refund the original purchase price of the defective item in question. This Finish Warranty is provided to the original Buyer and may not be assigned or transferred, although the limitations of liability set forth herein apply to all sales and persons.

Pella warrants that all factory-applied **stain** finishes to door panels, or door frames by Pella Corporation will be free of any "Finish Defect" for a period of two (2) years from the date of sale by Pella or a Pella-authorized dealer. A Finish Defect includes cracking, peeling, blistering, chalking, surface contaminant and smudges that occur during the factory finish process. A Finish Defect does not include - Fading due to UV or sun light exposure, variation in stain absorption due to grain, color and texture differences in the wood. If Pella is given notice of such Finish Defect within two (2) years from the date of sale, Pella shall, at its sole option: 1) refinish the product (the finish may not necessarily be the same finish as originally applied to the product), 2) furnish labor to replace or repair any defective finish workmanship (and provide replacement materials if Pella determines such materials are necessary to make the repairs) or 3) refund the original purchase price of the defective item in question. This Finish Warranty is provided to the original Buyer and may not be assigned or transferred, although the limitations of liability set forth herein apply to all sales and persons.

Pella products with factory-applied interior primer only are excluded from the interior finish limited warranty.

**CONDITIONS APPLICABLE TO PELLA ENTRY SYSTEMS FACTORY-FINISHED PRODUCTS AND THIS FINISH WARRANTY**

**Limitation of Factory-Finish Warranty.**

**FAILURE TO COMPLY WITH PELLA 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.** This warranty does not extend to finished products subjected to conditions not reasonably foreseeable by Pella that exceed the stated performance parameters of the finish and/or product as provided on the product labeling or in the *Pella Architectural Design Manual*. Buyer and User assume all risk of any such use. This Finish Warranty is the exclusive warranty for finishing of a Pella entry door systems factory-finished product. **NEITHER PELLA NOR**

**SELLER MAKE ANY OTHER WARRANTIES WITH RESPECT TO THE PRODUCT FINISH, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR OTHERWISE. NO IMPLIED WARRANTY SHALL EXTEND BEYOND THE PERIODS COVERED BY THIS EXPRESS FINISH 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 such 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.

**Limitation of Factory-Finish Liability.**

This Finish Warranty sets forth the maximum liability of Pella or Seller for the finish of the products. **IN NO EVENT (INCLUDING WHERE THIS FINISH 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, FINISHING 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 Factory-Finish Remedy.**

**THE EXCLUSIVE REMEDY OF THE BUYER OR USER, AND THE SOLE LIABILITY OF PELLA AND SELLER TO ALL PERSONS 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 FINISHING OF (OR THE APPLICATION OF A FINISHING PRODUCT TO) A PELLA PRODUCT, SHALL BE, AT THE OPTION OF PELLA, THE LABOR AND/OR MATERIALS TO REPAIR ANY DEFECTIVE FINISH OR THE RETURN OF THE ORIGINAL PURCHASE PRICE OF THE PRODUCT WITH THE DEFECTIVE FINISH, AS PROVIDED HEREIN. IN NO EVENT SHALL THE LIABILITY OF PELLA OR SELLER EXCEED THE PRICE PAID FOR THE PRODUCT.** When applicable, replacement products shall be a reasonably similar current product and may not exactly match the original or original finish. Even where Pella chooses to repair or replace the product, the costs covered by this Finish 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 carpentry work). Replacement product provided pursuant to this Finish 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 Finish Warranty above (i.e., refinishing, 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**

**Pella Is Not Responsible for or Makes No Warranty as to:**

1. Nonfactory finishing, repairs or modifications performed by anyone other than Seller (or one of its subcontractors).
2. Finishes of non-Pella® products.
3. The buyer's choice of finish, or whether the chosen finish is a match to other or existing finishes.
4. Finish failure due to:
  - Improper storage, handling, installation, finishing, use, modification or maintenance.
  - Normal wear from product usage or age.
  - Non-factory-applied finishes, applied sealants or caulking. Finishes applied by your local dealer/contractor are not covered by this warranty.
  - Products or finishes exposed to excessive localized heat, high-moisture environments

- (including pools, hot tubs and greenhouses) or water leakage.
- Acts of God.
  - Acid rain or other corrosive elements.
  - Damage caused by high in-home humidity (condensation, frost and mold).
  - Accident, misuse, abuse, alterations, improper handling, operation or cleaning.
  - Conditions outside product or finish design limitations.
  - Salt spray, including exposure to coastal weather conditions.
  - Damage caused by inappropriate finishes, solvents, brickwash or cleaning chemicals.
  - Normal wear, fading or discoloration of finish from product usage, age or exposure to direct sunlight.
  - Products that have not been paid for in full.
  - Finish failure or any other losses arising from defects in the existing structure.

**No Statement of Useful Life.**

This Finish Warranty is not a statement of the useful life of any Pella 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, is 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 that 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 Finish Warranty, which may be modified only by written agreement signed by a duly authorized representative of Pella.

**CLAIMS UNDER THESE WARRANTIES  
(Limited Lifetime; Factory Finish)**

**Prompt Notice of Claim.**

Within the warranty period, Buyer or User shall notify Pella immediately, and in no case more than one (1) year after any defect or other basis of a claim covered by these Limited Warranties 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 these Limited Warranties 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. 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, date and location of purchase, and copies of invoices;
3. The Pella serial number located on the insulating glass spacer;
4. A description of the product concerns (photos may be included); and
5. A brief summary of attempts made to address the concerns.

Pella may charge a fee for on-site product inspections.

