



## **Pella® Vista Series Window & Patio Door Limited Warranty**

**IMPORTANT NOTICE: Read this entire Pella® Limited Warranty, including the Agreement to Arbitrate and Class Action Waiver; Limitations of Warranty, Liability, Remedy and Allocation of Risks; Disclaimers, Exclusions, and Other (“Limited Warranty”), before purchasing or using Your<sup>1</sup> Pella Vista Window or Pella Vista Patio Door (“Vista Product”). By purchasing or using Your Vista Product, you acknowledge that this Limited Warranty is part of the terms of sale. Para obtener esta Garantía Limitada en español, visite [pella.com/warranty](http://pella.com/warranty).**

This Limited Warranty applies to Vista Products purchased on or after January 1, 2026. The benefits provided to You by this Limited Warranty vary depending on your status (original purchaser, subsequent owner) and whether Your Vista Product is installed in a single family residence or other structure, as explained below. Pella makes the following express Limited Warranties for Vista Product installed within the United States and Canada.

### **A. Agreement to Arbitrate and Class Action Waiver (“Agreement and Waiver”)**

**YOU** and Pella Corporation (“Pella”) **AGREE TO ARBITRATE DISPUTES ARISING OUT OF OR RELATING TO YOUR VISTA PRODUCTS (AND OTHER PELLA GOODS AND PELLA SERVICES) AND WAIVE THE RIGHT TO HAVE A COURT OR JURY DECIDE DISPUTES.** In the United States, these disputes shall be settled by arbitration administered by National Arbitration and Mediation (“NAM”) and judgment on the award rendered by the arbitrator may be entered in a court with jurisdiction. For purchases directly or indirectly from a Pella Distributor and other authorized seller (“Seller”) with whom You have an arbitration agreement, You agree to arbitrate disputes arising out of or relating to Your Vista Products and waive the right to have a court or jury decide disputes. However, this Agreement and Waiver preserves the right to bring a small claims action in Your municipal or state court. For complete information and full terms and conditions of this Agreement and Waiver, incorporated herein by reference, visit [pella.com/arbitration](http://pella.com/arbitration) or email to [pellawebsupport@pella.com](mailto:pellawebsupport@pella.com) with the subject line: “Arbitration and Waiver Details.”

**YOU WAIVE ALL RIGHTS TO PROCEED AS A MEMBER OR REPRESENTATIVE OF A CLASS ACTION, INCLUDING CLASS ARBITRATION, REGARDING DISPUTES ARISING OUT OF OR RELATING TO YOUR PELLA PRODUCTS AND OTHER PELLA GOODS AND PELLA SERVICES.**

You may opt out of the Arbitration portion of this Agreement and Waiver by providing notice to Pella no later than ninety (90) calendar days from the date You purchased or otherwise took ownership of Your Vista Product by sending notice via email to [pellawebsupport@pella.com](mailto:pellawebsupport@pella.com), with the subject line “Arbitration Opt Out” or by calling 877-473-5527. Opting out will not affect Limited Warranty coverage. Lien and/or collection actions by Pella or a Pella Branded Distributor to collect unpaid invoices or debts not involving product defect or performance claims are exempt from this Agreement and Waiver. The waiver of the right to participate in a class action is not subject to opt out.

PARA ARBITRAJE Y RENUNCIA COLECTIVA (“acuerdo de arbitraje”) EN ESPAÑOL VER [PELLA.COM/ARBITRATION](http://PELLA.COM/ARBITRATION).  
POUR ARBITRAGE ET RENONCIATION AU RECOURS COLLECTIF (“convention d’arbitrage”) EN FRANÇAIS VOIR [PELLA.COM/ARBITRATION](http://PELLA.COM/ARBITRATION).

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<sup>1</sup> “You” and “Your” shall mean any purchaser of Vista Product, including multiple purchasers such as spouses, and anyone taking ownership or other interest in the Pella Vista Product, including subsequent owners of the Structure to the extent covered by this warranty.

## B. LIMITATIONS OF WARRANTY, LIABILITY, AND ALLOCATION OF RISK

**Limitation and Disclaimer of Warranty.** This Limited Warranty is the sole, exclusive warranty for Vista Product. **PELLA MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR OTHERWISE AND PELLA AND SELLER DISCLAIM OR EXCLUDE ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.** This disclaimer of implied warranties may be limited or ineffective if You are a consumer as defined by the Magnuson Moss Act, 15 U.S.C § 2301, in which case the duration of any implied warranty is limited to the earlier of the applicable statute of limitations or repose and in no case extends beyond the terms of the Limited Warranty. This Limited Warranty is not a statement of the useful life of any Pella products, but a warranty to repair, replace or refund.

Full payment for Your Vista Product is an express precondition to obtaining any warranty benefits. Failure to comply with Pella installation and Maintenance Instructions will impact your warranty rights, as explained in the Allocations of Risk and Exclusion sections, unless You establish that the defect or failure of the Vista Product is unrelated to such noncompliance.

**Limitation of Liability.** **IN NO EVENT (INCLUDING WHERE THIS LIMITED WARRANTY IS DEEMED NOT TO APPLY) SHALL PELLA OR SELLER BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES RESULTING FROM THE SALE, INSTALLATION OR USE OF ANY VISTA PRODUCT.** 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.

**Limitation of Remedy.** **THE EXCLUSIVE REMEDY OF THE PURCHASER OR USER, AND THE SOLE LIABILITY OF PELLA FOR ALL CLAIMS, LOSSES, INJURIES OR DAMAGES (INCLUDING CLAIMS BASED ON BREACH OF WARRANTY, CONTRACT, NEGLIGENCE, TORT, STRICT LIABILITY OR OTHERWISE) RESULTING FROM THE MARKETING, SALE, OR USE OF VISTA PRODUCT SHALL BE AT THE SOLE OPTION OF PELLA, THE REPAIR OR REPLACEMENT OF THE PRODUCT OR COMPONENT OR THE RETURN OF THE ORIGINAL PURCHASE PRICE. IN NO EVENT SHALL LIABILITY EXCEED THE PRICE PAID FOR THE PRODUCT.** Repairs or replacements will be the closest equivalent current product or component and may not match the original. Warranty coverage never includes any labor or material costs associated with finishing space surrounding or adjacent to the repaired or replaced product, including trim or carpentry work. Replacement product provided under this Limited Warranty is subject to the Pella Limited Warranty only for the remainder of the original warranty period on the product being replaced. If You are provided any of the remedies identified in this Limited Warranty, You agree that this limitation of remedy has not failed of its essential purpose.

**Allocation of Risks of Performance.** This Limited Warranty does not extend to Vista Products used under abnormal conditions, conditions that exceed the performance parameters of the product as provided on the label and in the Pella Architectural Design Manual, available at Pella.com, or under conditions not reasonably foreseeable to Pella.

Damages, including water intrusion, caused by deficiencies in building design, construction and maintenance; failure to install Vista Products in accordance with Pella's installation instructions; or failure to design and construct wall systems in accordance with applicable building code requirements (including weather protection, moisture management, structural, and wind load requirements) are not the responsibility of Pella. The determination of the suitability of the use of Vista Products, as well as the design and installation of flashing and sealing systems and anchorage methods, are not the responsibility of Pella.

Vista Product should not be used in barrier wall systems which do not allow for proper management of moisture within the wall systems or rough opening cavity. Pella makes no warranty of any kind and assumes no responsibility for Vista Product installed in barrier wall systems unless installed in accordance with Pella's Installation Instructions applicable for that wall construction or in accordance with project-specific installation design provided by Pella Architectural Solutions.

**C. COVERAGE, NOTICE, TRASFERABILITY, SHIPPING COSTS**

Notice of a defect in Your Vista Product must be provided within the timeframe specified in the tables below and no more than one (1) year from discovery of the defect. Pella, at its sole option, shall refund the original purchase price or repair or replace the defective part or product. Replacements will be the closest equivalent to the current product or component and may not match the original.

**Table 1 . Owner-Occupied Single-Family Residence Coverage (See limitations in Table 3, 4 & 5)**

Covered Item	Warranty Coverage for Original Purchaser	Transferability
Frame & Sash	Limited Lifetime <sup>1</sup> Warranty	Nontransferable; converts to 10-years.
Nonlaminated Glass (IG) Under 70 sq ft	Limited Lifetime <sup>1</sup> Warranty	Nontransferable; converts to 10 years.
Labor Coverage (repair or replacement)	Two-Year (2-year) Limited Warranty	Transferable

<sup>1</sup>Limited Lifetime is for as long as the original purchaser both owns and occupies the residence, whether ownership is held directly or through a trust.

**Table 2. Commercial, Condominiums, Rental (See limitations in Table 3, 4 & 5)**

Covered Item	Warranty Coverage for Original Purchaser	Transferability
Frame & Sash	Ten-Year (10-year) Limited Warranty	Transferable
Nonlaminated Glass (IG) Coverage Under 70 Ss ft	Ten-Year (10-year) Limited Warranty	Transferable
Labor Coverage (repair or replacement)	Two-Year (2-year) Limited Warranty	Transferable

**Table 3. Coverage Limitations – Applies to all Structures**

Features	Warranty Coverage	Notes
Hardware	Ten-Year (10-year) Limited Warranty	Defect that significantly impairs the operation and function.
Laminated Glass (includes Impact)	Ten-Year (10-year) Limited Warranty	Defect that significantly impairs the operation and function.
Insulated Glass Over 70 sq ft	Ten-Year (10-year) Limited Warranty	Defect that significantly impairs the operation and function.
Screens	Ten-Year (10-year) Limited Warranty	Defect that significantly impairs the operation and function.
Insulated Fused Corner Glass	Five-Year (5-year) Limited Warranty	Defect that significantly impairs the operation and function. Applies only when factory-glazed.
Electronic Hardware	Two-Year (2-year) Limited Warranty	Defect that significantly impairs the operation and function.

**Table 4. Switchable Privacy Glass Coverage – Applies to all Structures**

Features	Coverage	Notes
Seal Failure for Insulated Glass (IG)	Twenty-Year (20-year) Limited Warranty, NonTransferable, converts to 10-years.	Defect must significantly impair operation or function.
Glass Delamination	Five-Year (5-year) Limited Warranty, transferable.	Applies to loss of bond between glass layers.
Glass Transition Performance (Clear to Opaque)	Five-Year (5-year) Limited Warranty, transferable.	Includes excessive spots, pinholes, variations, and blemishes.
Electronic Components (components such as controllers, power terminals, and switches)	Two-Year (2-year) Limited Warranty, transferable.	Covers electronic functionality of components only.

**Table 5. Finish Coverage – Applies to all Structures**

Location of Installation	Finish	Description	Coverage
Nonseacoast (Over two miles from coastal seashore or other corrosive environment)	AAMA 2605	Coverage is for excessive levels of chalk <sup>2</sup> , fade <sup>3</sup> corrosion, <sup>4</sup> Crack or Peel.	Twenty Years (20-year); nontransferable converts to Ten Years (10 years)
	Anodized		Twenty Years (20-years); nontransferable converts to Ten Years (10 years)
Seacoast or other corrosive environment	AAMA 2605		Ten Years (10-years), transferable.
	Anodized		Five years (5-years), transferable.

<sup>2</sup> Chalking in excess of the six (6) when measured in accordance with the standard procedures specified in ASTM D4214 Method A.

<sup>3</sup> Fading in excess of five (5) "delta E" units (CIE) calculated in accordance with ASTM D2244 on the exposed painted surface which is cleaned of surface soil, as compared to the original or unexposed painted surface. Fading or color changes may not be uniform

between surfaces not equally exposed to the sun and elements. Pella makes no warranty with respect to the uniformity of fading under such circumstances.

<sup>4</sup>Corrosion that is greater than 0.25" from a cut edge and greater than 0.25" in diameter.

**Transferability to Subsequent Owners.** For subsequent owners, the Transferable Ten-Year (10-Year) Limited Warranty automatically replaces the Nontransferable Limited Lifetime Warranty and the Nontransferable Twenty-Year (20-Year) Limited Warranty. The Ten-Year Limited Warranty period and all coverage periods explained in the above Tables start from the date of sale of Your Vista Product to the original purchaser.

**Shipping Charges.** For the first two (2) years of Limited Warranty coverage there is no shipping charges for replacement product or components. After two (2) years delivery will be to the closest Pella service location for pick up by You at no charge. If You request shipment to any other location, standard shipping and handling charges apply.

**D. EXCLUSIONS – WHAT THIS LIMITED WARRANTY DOES NOT COVER**

A defect in material or workmanship that does not significantly impair the operations of Vista Product is not considered a defect covered by this Limited Warranty. The following are not considered defects in materials or workmanship under this Limited Warranty, and Pella is not responsible for and makes no warranty as to:

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

- Normal wear and tear, normal fading or discoloration from product usage, age, or exposure to sunlight.
- Improper storage, handling, installation, finishing, or maintenance After-market products not manufactured by Pella, including security systems, accessories, window films or other treatments to glass surfaces.
- Improper cleaning including the use of razor blades, solvents, brickwash or cleaning chemicals.
- Accidental or intentional damage including glass breakage and resulting seal failure.
- Extreme weather events or unusual atmospheric conditions. Hurricanes, earthquakes, tornadoes, floods, derechos, extremely high wind and driving rain, or other Acts of God.
- Temporary thermal expansion or bowing caused by significant temperature differentials between interior and exterior temperatures.
- Structural settlement, movement, vibration or any other defect in the structure.
- Altered or reinstalled products.
- Damage caused by high in-home humidity (interior/roomside condensation, frost and mold). Please see the *Pella Service & maintenance* information on condensation, available at Pella.com.
- Repairs or modifications performed by anyone other than Pella approved service providers.
- 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.
- Mechanical abrasion to finishes.
- Nonfactory applied finishes, applied sealants or caulking which are not part of approved warranty service. Finishes applied by the Seller/contractor are not covered by this warranty.
- Your chosen finish is not a match to other or existing finishes.
- Product or finishes exposed to excessive localized heat, high moisture environments (including pools, hot tubs and greenhouses), sprinklers or water leakage.
- Movement of grills, or the resulting noise caused by the movement, which does not affect proper alignment.
- Salt spray and other abrasive materials that have been allowed to build up on the exterior surface.
- Ripping, tearing or other damage to screens associated with wear and tear through product use.
- Insects, birds or animals.

**Minor imperfections in the product including:**

- Minor imperfections in glass do not affect the product's structural integrity or significantly obscure vision.
- Minor variations in glass color.
- Variations in anodized finish color and microcracking

**Argon and Inert Gas.** For Vista Products sold with Low-E insulating glass with argon or other Inert gas, the argon or inert gas is injected when manufactured. Gas within insulating glass dissipates over time and there is no warranty regarding the rate of dissipation or amount of argon remaining in the window.

**Replacement Components on Vista Products without Warranty Coverage.**

For components and parts provided for Vista Products that are not covered by a Limited Warranty, the warranty coverage is two (2) years from the date of sale of those components and parts.

**E. OTHER TERMS AND ADDITIONAL INFORMATION**

**Reported Performance.**

Performance ratings of Vista Products reflect the performance of at least one product of the product line tested or computer simulated in accordance with the applicable performance standard. Results do not apply to mulled and/or product combinations unless specifically noted. Actual product results will vary and change the product's life.

**Screens**

Screens are not designed to and will not prevent falls.

**Warranty Claim Procedure.**

Claims may be made in to writing to Pella Corporation, Customer Experience, 102 Main Street, Pella, Iowa 50219, by phone at 877-473-5527, or by going to [pella.com](http://pella.com). Go to [Pella.com](http://pella.com) for the initial information needed to file a claim; additional information may be requested to verify your claim. You may be charged a fee for on-site product inspections after the first two years of warranty coverage.

**No Waiver.**

A decision by Pella to extend benefits beyond what is covered under this Limited Warranty shall apply only to the specific instance and is not a waiver of Pella's right to strictly enforce this Limited Warranty.

**No Modifications or Amendments Except in Writing.**

This Limited Warranty may only be modified or amended by written agreement signed in writing by a corporate officer of Pella; an electronic signature will not satisfy this provision. To request a written modification to the Limited Warranty, contact the Customer Experience team, Subject: Request for Limited Warrant Modification. Modification may impact the price of Your Vista Product. No Seller, dealer, or distributor is authorized to modify or amend this Limited Warranty or create any obligation on Pella's behalf.

For the most up-to-date warranty information, see the warranties for Pella products on [pella.com](http://pella.com). Read the *Pella Windows and Patio Doors Owner's Manual* for the required care and maintenance of Your Vista Product. Pella Owner's Manuals are available on [pella.com](http://pella.com).

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