



See Reverse Side for
More Information

Limited Warranty for Residential Garage Doors

Pella warrants to the original purchaser that Pella will, at Pella's option, repair, repaint, replace, refund at original purchase price or pay the original purchaser to repair, repaint, replace items of a Pella Residential Garage Door that are defective in material or workmanship and at the home of original installation for the warranty periods stated in the Limited Warranty Table on the reverse of this form, pursuant to the terms of this Limited Warranty which includes more specific Limited Warranties on the reverse side.

This Limited Warranty is for installations of complete Pella garage doors (sections and hardware) for single-family residential, residential condominium or similar residential multi-family housing. This Limited Warranty does not apply to commercial, industrial, rental property or non-residential uses. This Limited Warranty is not transferable or assignable in whole or part.

This Limited Warranty extends to normal usage when the door has been installed and maintained in accordance with manufacturer's instructions. The warranty period begins at the time of purchase. This Limited Warranty is extended to the original purchaser only. **Warranty does not apply to any damage or deterioration caused by:** abuse or misuse, failure to provide reasonable and necessary maintenance as defined by manufacturer's maintenance and installation instructions, use of a pressure washer to clean the areas surrounding the garage door or the door itself, improper installation of garage door or electric garage door opener, improper handling of garage door or electric garage door opener, fire, hail, hurricanes, tornadoes, flood, wind or any other acts of God or nature, normal wear and tear, product misuse, repair, alteration and/or additions to door, any puncture or hole drilled into the door not shown on Pella's garage door installation instructions and the results of such puncture or hole, failure of paint applied after manufacture and distribution, atmospheric and other local conditions, including, but not limited to: areas subject to fallout or exposure to corrosive chemicals, fumes, salt spray, ash, cement dust, animal waste or foreign substances and areas subject to abrasive cleaners, vandalism, accident, neglect radiation, or water runoff from lead, copper or galvanic metal flashing, or any cause beyond the reasonable control of Pella.

To make a claim under this warranty, contact us promptly after discovery and within the applicable warranty period, in writing at the address listed below or visit www.pellagaragedoors.com. Send a complete description and photographs of the issue and proof of purchase. Upon receiving the claim, Pella may, at its discretion, send its agents or personnel to inspect the product before repair, repaint, replacement, refund or payment. Pella may also instruct the purchaser to return the specified item(s) to the nearest Pella distributor, shipping prepaid. As a condition of payment to the original purchaser, original purchaser must sign a legal waiver for any warranty payment, product provided or work performed. Response may take up to two weeks from receipt of warranty claim.

KEEP THIS DOCUMENT FOR YOUR RECORDS – DO NOT REMIT

Pella Service Center
ASK@PELLAGARAGEDOORS.COM
3800 Greenway Circle
Lawrence, KS 66046

Name of Installation Company _____

Address _____ City _____ State _____ Zip _____

Date of Purchase _____

If Pella determines the item(s) to be defective within the applicable limited warranty period, Pella agrees, at Pella's option, to repair, repaint, replace, refund at the original purchase price, or pay the original purchaser to repair, repaint or replace the defective item(s). Any charges for freight, removal, installation, painting or labor shall be the responsibility of the original purchaser. REPAIR, REPAINT, REPLACEMENT, REFUND OF ORIGINAL PURCHASE PRICE OF SPECIFIED PARTS OR PAYMENT TO REPAIR, REPAINT OR REPLACE IS THE SOLE REMEDY OFFERED BY THIS WARRANTY. IN NO EVENT, SHALL PELLA BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES CAUSED BY OR RESULTING FROM DEFECTIVE GARAGE DOOR ITEM(S).

Some states do not allow the exclusion or limitations of incidental or consequential damages or on how long an implied warranty lasts, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other rights, which vary from state to state or province to province.

ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY EXPRESSLY EXCLUDED AND DISCLAIMED. TO THE EXTENT THAT ANY IMPLIED WARRANTIES ARE NOT DISCLAIMED, THE DURATION OF ANY IMPLIED WARRANTIES, INCLUDING ANY WARRANTY OF MERCHANTABILITY, IS LIMITED TO THE DURATION OF THE EXPRESS LIMITED WARRANTIES HEREIN.

PELLA LIMITED WARRANTY TABLE

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The applicable limited warranty periods from the date of purchase by the original owner are as follows:

		Paint for Single-Family Residential Homes	Paint for Residential Condominium or similar Multi-Family Housing	Section/ Hardware/ Springs	Labor
GARAGE DOOR MODELS	Sutherland & Onslow (1-Layer)	15 Years	5 Years	2 Years	1 Year
	Sutherland & Onslow (2-Layer)	25 Years	7 Years	4 Years	1 Year
	Sutherland & Onslow (3-Layer)	Lifetime	10 Years	6 Years	1 Year
	Ladora & Hamilton	Lifetime	10 Years	6 Years	1 Year
	Hillsboro (1-Layer)	Lifetime	10 Years	6 Years	1 Year
	Hillsboro (2-Layer)	Lifetime	10 Years	10 Years	1 Year
	Hillsboro (3-Layer)	Lifetime	10 Years	Lifetime	1 Year
	Otteson & Danbury	Lifetime	10 Years	Lifetime	1 Year
	Colesburg (1-Layer)	Lifetime	10 Years	6 Years	1 Year
	Colesburg (2-Layer)	Lifetime	10 Years	10 Years	1 Year
	Colesburg (3-Layer)	Lifetime	10 Years	Lifetime	1 Year
	Coralville	Lifetime	10 Years	6 Years	1 Year
	Ventura	5 Years	1 Years	5 Years	1 Year
	Architect Series® Wood	n/a	n/a	1 Year	1 Year

Limited Warranty for Pella Steel and Aluminum Garage Doors

Paint System Limited Warranty

If your Pella steel or aluminum garage door sections rust through because of the paint finish cracking or peeling, Pella warrants to the original purchaser that Pella will, at Pella's option, repair, repaint, replace, refund the original purchase price or pay the original purchaser to repair, repaint or replace the defective section for the warranty period listed in the Limited Warranty table above. Surface rust, chips or scratches in the paint, which result in cosmetic or surface corrosion, are not covered in this warranty. Painting an Pella steel or aluminum door voids the Paint System Limited Warranty.

Section, Parts, Hardware & Springs Limited Warranty

For all Pella steel and aluminum garage door models, if any section, part, spring or hardware, excluding perimeter seal, is defective in material or workmanship, Pella warrants to the original purchaser that Pella will, at Pella's option, repair, repaint, replace, refund the original purchase price or pay the original purchaser to repair, repaint or replace the defective item for the warranty period listed in the Limited Warranty table above. This section, parts, hardware and springs warranty applies to standard lift and low headroom applications only (not to hi-lift or vertical lift).

Window, Window Frames & Inserts Limited Warranty

For all Pella steel garage door models, if any decorative glass, insulated glass, window insert or frame is defective in material or workmanship, Pella warrants to the original purchaser that Pella will, at Pella's option, repair, repaint, replace, refund the original purchase price or pay the original purchaser to repair, repaint or replace the defective item for ten (10) years from the date of purchase. For any laminated glass that is defective in material or workmanship, Pella warrants to the original purchaser that Pella will, at Pella's option, repair, repaint, replace, refund the original purchase price or pay the original purchaser to repair, repaint or replace the defective item for five (5) years from the date of purchase. This warranty excludes single pane glass and decorative hardware. This warranty shall be void when insulated glass is installed in high-moisture environments (swimming pool enclosure, sauna, Jacuzzi, hot tub, sky light, refrigeration unit or greenhouse).

Limited Warranty for Wood Garage Doors

If your Pella wood sections are defective in materials or workmanship, Pella warrants to the original purchaser that Pella will, at Pella's option, repair, replace, refund the original purchase price or pay the original purchaser to repair, repaint, or replace the defective section for the warranty period listed in the Limited Warranty table above. This warranty excludes the glass and the decorative hardware.

Pella wood doors are specialty wood products that have natural wood variations that enhance its natural beauty. Due to the differences in natural wood characteristics, the uniformity of wood section color and grain is not warranted. Some splitting and cracking may occur as a natural characteristic of wood. This is not a factory defect and is not covered under warranty. Wood doors require special finishing and care, both prior to installation and during service. Failure to follow the finishing and care instructions will void the warranty. Damage caused by failure to refinish wood door is excluded from this warranty. Detailed information for finishing and care is available on www.Pellagaragedoors.com. No warranty of paint or stain compatibility is made or implied.