

Recall Alert

U.S. Consumer Product Safety Commission

Office of Information and Public Affairs

Washington, DC 20207

August 25, 2009
Alert #09-765

Pella Recalls Casement Windows Due to Impact Hazard

The following product safety recall was voluntarily conducted by the firm in cooperation with the CPSC. Consumers should stop using the product immediately unless otherwise instructed.

Name of Product: Architect Series® and 850 Series® Casement Windows

Units: About 6,500

Manufacturer: Pella Corp., of Pella, Iowa

Hazard: The hinge can break, causing the window sash to fall out, posing a risk of injury to persons beneath the window.

Incidents/Injuries: The firm is aware of one report of the hinge breaking, causing the sash to fall. No injuries have been reported.

Description: This recall involves the Architect Series® and 850 Series® casement windows. The windows were sold in a variety of sizes and typically contain a heavier window glaze such as the HurricaneShield® Impact-Resistant glass.

Sold by: Authorized distributors nationwide and Home Improvement Stores in Florida from September 2007 through April 2009 for between \$500 and \$2000.

Manufactured in: United States

Remedy: Consumers should immediately stop using the window and contact Pella to schedule a free repair. Owners have received direct mail notification of this recall.

Consumer Contact: For additional information, contact Pella at (800) 374-4758 between 8 a.m. and 8 p.m. ET Monday through Friday, or visit the firm's Web site at www.pella.com



CPSC is still interested in receiving incident or injury reports that are either directly related to this product recall or involve a different hazard with the same product. Please tell us about it by visiting <https://www.cpsc.gov/cgibin/incident.aspx>

[Send the link for this page to a friend!](#) The U.S. Consumer Product Safety Commission is charged with protecting the public from unreasonable risks of serious injury or death from thousands of types of consumer products under the agency's jurisdiction. The CPSC is committed to protecting consumers and families from products that pose a fire, electrical, chemical, or mechanical hazard. The CPSC's work to ensure the safety of consumer products - such as toys, cribs, power tools, cigarette lighters, and household chemicals - contributed significantly to the decline in the rate of deaths and injuries associated with consumer products over the past 30 years.

To report a dangerous product or a product-related injury, call CPSC's Hotline at (800) 638-2772 or CPSC's teletypewriter at (800) 638-8270. To join a CPSC e-mail subscription list, please go to <https://www.cpsc.gov/cpsclist.aspx>. Consumers can obtain recall and general safety information by logging on to CPSC's Web site at www.cpsc.gov.