

Frequently Asked Questions

We're glad you're considering Pella® windows and doors for your home. Below are answers to commonly asked questions about our products. Please work with your local Lowe's associate for additional information.



GENERAL Q&A

What does left hand opening vs. right hand opening mean?

- This refers to how the unit opens from the exterior of the home.
- **Casement windows:** For casement windows, handing is determined by which side the lock is on. A left-hand opening casement has the lock on the left side, is hinged on the right side and opens on the left side. A right-hand opening casement has the lock on the right side, is hinged on the left side and opens on the right side.
- **Sliding windows:** For sliding windows, a right-hand sliding window means it will slide open from left to right, and a left-hand sliding window means it will slide open from right to left.
- **Sliding patio doors:** For sliding patio doors, handing is determined by which panel slides when viewed from outside your home. A left-hand opening door has an operable panel on the left side, and a right-hand opening door has an operable panel on the right side.

Are mullions available to put multiple windows together?

Yes, Pella offers a variety of factory and field mulls, including mull kits. Mullions are used to join windows together to create unique combinations or as a decorative element.

What is jamb depth and how is it measured?

Jamb depth is the distance between the finished drywall on the interior of a home and the edge of the wall sheathing on the exterior of a home. When measuring jamb depth, measure across the jamb and include the nailing fin.

What is design pressure?

Design pressure (DP) is a value that represents the load a home can handle and is measured in pounds per square foot. In some regions, windows and doors must meet specific design pressure codes to be used in a home.

Are grilles available?

Yes, grilles are available for windows and patio doors in a variety of patterns and types. They are permanently attached to your window or patio door – either on the interior and exterior pane of glass or sealed between two panes of glass. Location and availability of the grilles varies by product line and grille type.

Are touch up paint and service parts available?

Yes. You can order touch-up paint and other service parts by talking to a Lowe's associate or calling our customer service team at 877-473-5527.

Is tempered glass available?

Yes, tempered glass, an incredibly strong glass that shatters into pebbles rather than jagged pieces when broken, is available via special order. Tempered glass is used where safety glass is required by code or to increase the strength of the glass.

Can single-hung or double-hung windows be installed on their side to simulate a sliding window?

No, if you would like the look of a horizontal window, we recommend purchasing a sliding window.

What is an egress window?

Egress windows are large openings that offer a secondary exit in case of an emergency. They can also add more natural light and make your basement feel more inviting. Basement bedrooms and living spaces are required to have egress windows.

How do I know if a window meets egress requirements?

Egress compliance is based on the unit's clear opening width, clear opening height and square footage. Reference the information section for these values and compare to your local egress codes to determine if the unit meets egress in your area.

Frequently Asked Questions

PELLA® 150 SERIES VINYL WINDOWS AND PATIO DOORS Q&A

What does 'universal handing' on a patio door mean?

Universal handing means that the patio door can be installed to slide open either from the left or the right. It is available on select Pella 150 Series patio doors.

Do Pella 150 Series patio doors come fully assembled with the frame?

Yes, Pella 150 Series patio doors are available in a nail fin frame type and come factory assembled with the panels installed in the frame.

Can Pella 150 Series products be installed in new construction and replacement applications?

Yes, we offer frame types that can be used in new construction and replacement applications. Block and nail fin frames can be used in new construction, full frame replacement and renovation applications, and pocket replacement construction applications. Nail fin frames allow for easy installation and integration with the water resistive barrier. Nail Fin with J-Channel and integral 5/8" flange installation types are also available in the East Region and the flush flange is available in the West Region.

What color options are available for Pella 150 Series products?

Pella 150 Series windows are available in White, Almond and Fossil. Extruded exterior frames are available and make dings and scratches virtually invisible.

Are blinds included on sliding patio doors?

Blinds-between-the-glass are available on Pella 150 Series sliding patio doors. Sealed between two panes of glass, blinds-between-the-glass are available in White and tilt and go up and down to provide privacy for your home.

PELLA LIFESTYLE SERIES WOOD WINDOWS AND PATIO DOORS Q&A

What are the options to finish an Unfinished Pine window or patio door?

Unfinished pine products can be painted or stained to match other finishes in your home. We recommend finishing products immediately after purchasing. More information regarding care and maintenance is available at <https://www.pella.com/support/warranties/owners-manuals/>.

Can Pella Lifestyle Series sliding patio door panels be removed for staining?

The venting panel can be removed; however, the fixed panel cannot. The fixed panel can be stained in place. The non-wood areas should be masked off to avoid contact with weather stripping and glass.

Are blinds and shades available?

Yes, blinds-between-the-glass and shades-between-the-glass are available on both windows and patio doors with triple-pane glass. Pella offers accessible, integrated blinds and shades. Blinds tilt and go up and down, while shades can be raised or lowered for more privacy.

What color options are available for the interior of my window?

Pella Lifestyle Series windows are available in an Unfinished or White interior with a White exterior online. Other interior and exterior color options are available via special order.

What is the difference between dual- and triple-pane Pella Lifestyle Series products?

Dual-pane products are made with two panes of insulating glass while triple-pane products are made with two panes of insulating glass and a third hinged glass panel, which allows for access to integrated blinds and shades. As you add more panes of glass, windows generally become more energy efficient.

What type of attachment methods are available for Pella Lifestyle Series products?

Pella Lifestyle Series products can be installed with a nail fin, exterior brickmould or screwing through the jamb. These attachment methods allow Pella Lifestyle Series products to be installed in a variety of new construction and replacement applications.