

Pella Insynctive Products Recall

Pella is conducting a product recall of a limited date range of Insynctive remotes, as well as Sliding Patio Doors that were sold with or prepped for Insynctive Integrated Sensors.

Pella learned that the affected products (Insynctive Remotes and Sliding Patio Doors) do not comply with the federal regulations related to child accessibility of batteries for consumer products containing button cell or coin batteries. This poses an ingestion hazard. In addition, the recalled products do not have the required warnings. When button cell batteries are swallowed, the ingested batteries can cause serious injuries, internal chemical burns, and death.

For this reason, Pella is voluntarily recalling the affected Insynctive remotes and Sliding Patio Doors that were ordered between March 1, 2024 and June 5, 2024.

What does this mean to you?

- Pella will replace the affected Insynctive remotes with new remotes at no cost to you
- Pella will repair the affected Sliding Patio Doors at no cost to you. The repair will not require removal or full replacement of the door.
- Please contact your local Pella Window and Door Store to schedule your inspection and replacement/repair, or call the number below
- Please remove the batteries from affected Insynctive remotes and sliding patio doors, and keep them away from children until the repairs have been completed. The battery in the sliding door is located in the sensor inserted into the edge of panel near the handle (see the image below).

If you would like additional information or have questions, please contact us by phone at 844-807-2219, Monday-Friday from 8 AM ET to 5 PM ET.

Name of Product: Pella Reserve and Lifestyle Sliding Patio Doors and Lifestyle Windows

Hazard: The recalled products (Insynctive Remotes and Sliding Patio Doors) do not comply with the federal regulations related to child accessibility of batteries for consumer products containing button cell or coin batteries. This poses an ingestion hazard. In addition, the recalled products do not have the required warnings. When button cell batteries are swallowed, the ingested batteries can cause serious injuries, internal chemical burns, and death.

Remedy: Repair, Replace

Consumers should immediately remove the battery in the sensor from the sliding door panels and in the windows' remote control and place them in an area that children cannot access. Contact Pella for instructions on how to receive a free replacement remote, including shipping, or to schedule a door repair by a qualified technician, free of cost. Pella is contacting all known purchasers directly.

Note: Button cell batteries are hazardous. Batteries should be disposed of or recycled by following local hazardous waste procedures.

Consumer Contact: Pella toll-free at 844-807-2219 between 8 a.m. and 5 p.m. ET Monday through Friday, or online at www.pella.com and click on “Recall Notice” for more information, or at <https://www.pella.com/recall-notice> for more information.

Recall Details

Customers: About 350

Description: This recall involves the following Pella’s sliding patio doors and windows with automated shades:

- The Pella Reserve and Pella Lifestyle sliding doors with Insynctive technology, models: 2-panel, 3-panel, and 4-panel sliding doors. These doors have a sensor housing where the cell battery is located. Date codes for doors range from 031924 to 060524. The date code is etched on the lower corner of the glass.
- The Pella Lifestyle windows and sliding doors with Insynctive remote control, models: 206A0000 (Generation 2) and 206A0001 (Generation 3). The Pella logo is printed on the lower 1/3 of the front panel of the remote. The UPC code on the packaging is 748171618722.
- The battery-operated remote controls were also sold individually.

Incidents/Injuries: None reported

Sold At: Pella branches, Lowe’s and Builders FirstSource stores nationwide and online from March 2024 through June 2024 for between \$5,000 and \$20,000 for the doors, depending on the model, about \$1,900 for the uninstalled windows, and between \$60 and \$110, for the remote when sold individually.

Distributor: Pella Corporation, of Pella, Iowa

Manufactured in: United States

Photos



Recalled Pella Reserve and Pella Lifestyle sliding door



Doors' locking panel sensor location – Location of battery powered sensor



Front and back of the remote control for the recalled Pella Lifestyle Series products with motorized integrated blinds and shades model 206A0000 (Gen 2)



Front and back of the remote control for the recalled Pella Lifestyle Series products with motorized integrated blinds and shades model 206A0001 (Gen 3)



Motorized shades on Pella Lifestyle sliding door



Motorized blinds on Pella Lifestyle windows