

UNITED STATES OF AMERICA  
FEDERAL TRADE COMMISSION

COMMISSIONERS: Jon Leibowitz, Chairman  
J. Thomas Rosb  
Edith Ramirez  
Julie Brill  
Maureen K. Ohlhausen

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In the Matter of )  
)  
GORELL ENTERPRISES, INC., ) Docket No. C-4360  
a corporation. )  
)  
\_\_\_\_\_)

COMPLAINT

The Federal Trade Commissi

A. Gorell Energy Savings Pledge:

# 40% ENERGY SAVINGS PLEDGE!!!

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## 40% Energy Savings Pledge

Gorell Windows & Doors pledges that you will save at least 40% on home fuel consumption for both heating and cooling at your residence . . . during the 12-month period beginning with the date of this pledge (after installation and final payment).

If your energy savings during the first year after the installation of your new windows are less than 40% of your previous 12-month energy consumption – with all things being equal except for your new Gorell windows – you will be reimbursed the difference between the actual savings and 40% of your energy costs for the previous 12 months, up to \$500.

If the sum of heating and cooling degree days after installation is within 5% of the same data from the 12 months prior to installation, Gorell will honor the full request, up to \$500. However, if the sum of heating and cooling degree days after the installation of Gorell products is between 5% and 20% more, Gorell will honor 75% of the pledge claim, up to \$375. If the heating and cooling degree days are more than 20% greater after the installation, Gorell will honor 50% of the pledge claim, up to \$250.

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### Exhibit A.

5. Many factors determine the savings homeowners can realize by replacing their windows, including the home's geographic location, size, insulation package, and existing windows. Consumers who replace single or double-pane wood or vinyl-framed windows – common residential window types in the United States – with Gorell replacement windows are not likely to achieve a 40% reduction in residential energy consumption or heating and cooling costs.

6. Through the means described in Paragraph 4, respondent has represented, expressly or by implication, that:

- A. Consumers who replace windows with respondent's Thermal Master III® glass system windows are likely to achieve residential energy savings of 40%; or

B. Consumers who replace windows with respondent's Thermal Master III® glass system windows are likely to save 40% on residential heating and cooling costs.

7. Through the means described in Paragraph 4, respondent has represented, expressly or by implication, that it possessed and relied upon a