

Wood Door Limited Warranty



Masonite's products are designed and built to high industry standards and are warranted pursuant to the terms of this document. This warranty applies to products shipped by Masonite after March 2021 that are installed in residential homes in the United States and Canada.

THIS WARRANTY IS NOT TRANSFERABLE.

WARRANTY HOLDER CLASSIFICATIONS

NON-MULTI - RESIDENTIAL WARRANTY HOLDERS:

If the Product is installed in (i) a new residential Home, the warranty holder is the first occupant who purchases the home so long as the owner is also responsible for replacing the door or (ii) the warranty holder for an existing owner-occupied residential home, and in each case, at the time of installation such owner is also responsible for Product replacement, then that owner is a Residential Warranty Holder. For example, assume the Product is installed in a condominium unit (a "home") in a multi-resident building. If the first occupant of the condominium unit is the first owner of that unit and is also responsible for Product replacement, then that owner is a Residential Warranty Holder; however, if the owner is not the first occupant or if someone else other than the owner (for example, the condominium association) is responsible for Product replacement, then the owner is not a Residential Warranty Holder.

MULTI-RESIDENT WARRANTY HOLDERS:

If the Product is installed under conditions in which no one qualifies as a Non-Multi Resident Warranty Holder as described above, then the warranty holder is the owner of the home or building in which the Product has been installed at the time of installation (and its builder and contractor). That owner is classified as a Multi-Resident Warranty Holder. For example, this includes owners of multi-resident premises in which the occupant is not responsible (other than through periodic fees/other assessments) for Product replacement whether or not the occupant owns the residential home unit in the premises (including by example, certain condominiums, townhomes, duplexes, apartments, cooperatives).

THE NON-MULTI RESIDENT WARRANTY IS GRANTED ONLY TO THE ORIGINAL PURCHASER OF THE PRODUCT AND THE FIRST OWNER OF THE RESIDENTIAL HOME WHERE THE PRODUCT WAS ORIGINALLY INSTALLED. THE MULTI-RESIDENT WARRANTY IS GRANTED ONLY TO OWNER OF THE HOME OR THE BUILDING IN WHICH THE PRODUCT HAS BEEN INSTALLED AT THE TIME OF INSTALLATION (AND ITS BUILDER AND CONTRACTOR).

Subject to the terms stated herein, Masonite warrants that the products listed below ("Products") will be free from manufacturing defects in material and workmanship from the original date of shipment by Masonite until the end of the time periods outlined below. The warranty time frame is reduced if the Product is installed within 5 miles of any body of salt water by 50% (i.e. a 20 year warranty will change to 10 years).

NON-MULTI RESIDENT PRODUCT WARRANTY (TABLE 1)

	Interior Doors	Exterior Doors+ - General	DuraStyle Exterior Wood Doors with AquaSeal™ Technology	DuraStyle Exterior Wood Doors with AquaSeal™ Technology in Torrefied Species
Warp	1 Year	1 Year	5 Years	20 Years
Panel Splits & Stile and Rail Separations	1 Year	1 Year	5 Years	20 Years
Delaminations of Stiles / Rails	1 Year	1 Year	5 Years	20 Years
Rotting	NONE	NONE	NONE	20 Years
Non-Insulated Glass	1 Year	1 Year	NONE	NONE
Insulated Glass Units	NONE	1 Year	20 Years	20 Years
Masonite Applied Coatings	1 Year	1 Year	1 Year	1 Year

+Dutch doors are not warranted.

The warranty term is from the date of Masonite's shipment to its customer until the end of the time period listed above.

Masonite Pre-Hung Door Units are subject to this warranty for the relevant components (door, glass, frame and finish) and may be subject to additional warranty terms if provided in writing with the pre-hung units. Masonite does not warrant the hardware or the frame of a pre-hung unit unless specified in the warranty materials that accompany the unit.

Masonite Prefinished Products: Subject to the terms of this warranty, Masonite warrants that its Masonite factory applied finishes (paints and stains) will not peel, chip or crack due to a manufacturing defect for a period of 1 year (or six months if within 5 miles of any body of salt water). A primer coat is not considered a finish for purposes of this warranty and the primer coat is not warranted by Masonite. Masonite does not warrant any finishes that are applied by other parties nor does Masonite warrant that a particular finish will adhere to its primer coat.

MULTI-RESIDENT PRODUCT WARRANTY (TABLE 2)

	Interior Doors	Exterior Doors+ - General	DuraStyle Exterior Wood Doors with AquaSeal™ Technology	DuraStyle Exterior Wood Doors with AquaSeal™ Technology in Torrefied Species
Warp	1 Year	NONE	1 Year	5 Years
Panel Splits & Stile and Rail Separations	1 Year	NONE	1 Year	5 Years
Delaminations of Stiles / Rails	1 Year	NONE	1 Year	5 Years
Rotting	NONE	NONE	NONE	5 Years
Non-Insulated Glass	1 Year	NONE	NONE	NONE
Insulated Glass Units	NONE	NONE	5 Years	5 Years
Masonite Applied Coatings	1 Year	NONE	1 Year	1 Year

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WARRANTY EXCLUSIONS:

1. Improper installation, storage, care, handling or finishing, including, without limitation, a failure to follow the instructions set forth below, that accompany the Product, or as posted on Masonite's website from time to time.
2. Failure to properly maintain the Product.
3. Exposure of the Product to chemicals, acid or fumes, air pollutants, such as acid rain.
4. Damage caused by improper handling, storage, abuse, vandalism, misuse, impact by foreign objects, acts of God, fire, explosions or other casualty.
5. Any damage resulting from air and water infiltration during severe weather conditions.
6. Any failure or movement of the structure/building/foundation into which the Product is installed.
7. Any issue due to alteration of the Product by other parties (such as cut downs or cutouts).
8. Damage caused by not properly finishing the Product or not finishing it in a timely manner in accordance with Masonite's finishing instructions.
9. Masonite does not warrant hardware such as locksets or other hardware. A separate written warranty may be provided from the manufacturer and included in the materials that accompany a Pre-Hung Door Unit.
10. The finish on any Masonite supplied hardware is not warranted and is purchased "as is".
11. Variations in color or texture in any wood, primer or pre-finished Product coating, including, without limitation, any color variations between sealant and wood for all Masonite DuraStyle Exterior Wood Doors with AquaSeal™ Technology.
12. Normal wear and tear or natural weathering of surfaces including weather-strip and sweep.
13. Damage or defect arising from or related to improper field finishing of all sides, front, back and all edges of the Product.
14. Slight expansion or contraction of door panels, jambs and slabs due to varying environmental conditions (as discussed in the Permitted Door Tolerances set forth below).
15. Structural integrity issues caused by improper installation of hardware or improper machining of the Product.
16. Damage or poor Product performance resulting from the installation of Product in a condition that exceeds Product design standards or certified specs and/or does not conform to applicable building standards.
17. Any warp, size, or squareness within the permitted tolerances including those listed below.
18. Damage resulting from or related to a Product being installed behind a non-vented storm door or excessive heat due to being finished a dark color.
19. Bubbles, lines, slight surfaced imperfections and slight discoloration are normal characteristics of fine hand-crafted glass and are not warranted.
20. Acts of third parties.
21. Non-uniformed fade or color change after installation.
22. Any alteration to a fire door which is not permitted unless expressly authorized by ANSI standards such as under NFPA 80 including, without limitation, any trimming or machining. Any permitted machining, other than function holes, has to be performed "under label service" which means by a person licensed by the rating agency and the construction of the door slab must expressly allow for the machinability.

23. Masonite does not provide any warranty for exterior dutch doors.
24. Use of the Product in a manner that is not intended or authorized by Masonite.
25. Installation of a general exterior wood door or a Masonite DuraStyle with AquaSeal™ Technology Exterior Wood Door in a home not meeting the overhang requirements as specified in the Masonite's Care and Handling Instructions.

PERMITTED DOOR TOLERANCES

1. **Size:** Width, height and Thickness +/- 1/16" of a door
2. **Squareness:** +/- 1/8" measured corner to corner across the door's diagonal plane.
3. **Warp:** No more than 1/4" of warp as measured across the plane of the door in a section no greater than 3-6 x 7-0 in 1-3/4" or 3-0 x 7-0 in a 1-3/8" door. For doors that are larger than 3-6 x 7-0 but no greater than 8-0 in height and 4-0 in width, the warp shall not exceed 1/4" in a 3' by 7' section.
4. **Panel Checks:** 1/16" measured at the widest point of any gap on a panel.
5. **Stile and Rail Separations:** 1/16" measured at the widest point of any separation between the stile and rail.

Masonite may defer action on any claims for warping or panel checks for a period of up to 12 months from date of the claim to allow the door slab to adjust to local humidity and temperature conditions. This often remedies the issue.

INSTALLATION INSTRUCTIONS

Refer to the installation instructions that are provided with the Product or that are found on the Masonite website. Depending on the region, some areas require additional fasteners to install the unit. Please check with local building codes for additional installation information.

FINISHING INSTRUCTIONS

Refer to the care and handling instructions on the Masonite website. Also, follow the coating manufacturer's instructions carefully. Primer does not function as a sealer or moisture barrier and is not a coating.

STORAGE, CARE AND HANDLING INSTRUCTIONS:

The instructions below are highlights of certain storage, care and handling instructions. Other instructions may accompany the Product or be posted on Masonite's website and should also be followed:

1. Do not walk on or drag doors and handle with clean gloves.
2. When Products are received, they must be inspected immediately for quality, including correct size, machining, and finish (if factory finished).
3. Unfinished doors and frames must be finished within 3 days of delivery to job site with a national brand interior (for interior doors only) or exterior grade paint or stain that are formulated for wood doors.
4. Prior to installation, the door/unit shall be stored so that it is not exposed to the elements or allowed to sit in a damp area or standing water (must be between 25% - 55% relative

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humidity and 50 degrees F (10 degrees C) – 90 degrees F (32 degrees C)).

- When storing door slabs, keep the doors stacked horizontally and fully supported on a level surface, do not lean the doors vertically against a wall or other structure. When stacking doors, keep the top door covered at all times with a cover sheet, plywood or cardboard.
- Masonite ships certain Products with spacers. In order to prevent Product distortion, it is required that the packaging spacers remain until the Product is removed to be hung.
- Pre-hung door units should be stored vertically and secured to avoid accidentally falling over.
- Resident should clean the Product a couple times a year using mild detergent and warm water.
- Excluding Interior Door Product, Resident should re-apply topcoat every 1 to 2 years and more frequently if necessary depending on the weather exposure.

HOW TO MAKE A CLAIM:

If you detect a warranty issue, please promptly notify the person or company from whom you purchased the door or the home where the door was installed and provide the following information:

- Description of the door and a photo of the defect;
- Name and Address of the location of the door and, if installed, the builder and/or the installer;
- Proof of Sale if you bought the door and, if not, the date you purchased the home or date it was installed;
- Detailed explanation of the defect; and
- Statement that the defect was not caused by any of the exceptions listed below.

At Masonite's discretion, a warranty claim may be subject to site inspection.

Remedy and Liability Limitation:

If a warranty issue is detected during the applicable warranty term, Masonite, in its sole discretion, will either a) repair or provide a replacement Product or component or b) will refund the original purchase price paid to Masonite for the Product (Prorated price for glass see Table 2). The remaining warranty term for any replaced or repaired product will run from the date of the original door warranty. Masonite will not be liable for any labor, rehanging charges, painting/staining, installation, incidental, special or consequential damages or other costs under this warranty.

INSULATED GLASS PRO-RATED WARRANTY (TABLE 3)

Period (years)	Charge to Customer	Refund to Customer
0-5	None	100%
6	20%	80%
7	30%	70%
8	40%	60%
9	50%	50%
10	60%	40%
11-15	70%	30%
16-20	80%	20%

MASONITE MAXIMUM LIABILITY IS LIMITED TO THE AMOUNT OF THE ORIGINAL PURCHASE PRICE PAID TO MASONITE. MASONITE IS NOT OBLIGATED AND THIS WARRANTY DOES NOT COVER THE COSTS OF LABOR, INSTALLATION OR FINISHING FOR ANY REPLACEMENT DOOR. THIS IS THE SOLE WARRANTY GRANTED TO ANY PARTY AND THERE ARE NO OTHER WARRANTIES GRANTED, EXPRESSED OR IMPLIED, INCLUDING IMPLIED WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE AND MERCHANTABILITY. MOREOVER, IN NO EVENT WILL MASONITE BE LIABLE FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES. Your rights may vary based on the laws in your state or province. If your state or province does not allow the exclusion of implied warranties, the length of any implied warranty shall be one year or the shortest time in excess of one year permitted under the applicable law. Similarly, if your state or province does not allow the exclusion of consequential, incidental or special damages, this limitation will not apply.

Unless Masonite agrees in writing to an alternative, any dispute under this warranty or related to the warranted product, shall be resolved by mandatory arbitration administered by the American Arbitration Association ("AAA") and governed by the Federal Arbitration Act, 9 U.S.C. section 1 et seq. as interpreted by the U.S. Supreme Court and the U.S. Court of Appeals for the Eleventh Circuit. Such an arbitration shall be before a single arbitrator and conducted under the AAA Consumer Arbitration Rules in effect at the time of the arbitration. These parties agree not to exercise any small-claims court and waive any such right. Any in-person arbitral proceedings shall occur in Tampa, Florida. If the arbitrator decides, based on evidence submitted, that the specified venue would result in undue hardship to the person making the claim ("claimant"), then the arbitration will occur in a location more convenient for the claimant as specified by the arbitrator. Neither you nor Masonite will be entitled to join or consolidate claims in arbitration.

No representative of Masonite or any of its dealers or distributors has authority to modify this warranty or assume for Masonite any additional liability or responsibility in connection with this warranty. Only an officer of Masonite may vary the terms.