

# Masonite® Performance Door System 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 that are installed in residential homes in the United States and Canada.

The Masonite Performance Door System consists of (a) Masonite Vistagrande, Heritage Series, Barrington or Belleville fiberglass door panel(s)/slab(s) and (b) the following Masonite specified door components: sidelites, insulated glass (both lip lite inserts and flush-glazed), lite frames, simulated divided lite (SDL) bars, sills, sill pans, rot resistant frames and brickmould, composite frames and brickmould, weather-strip, corner pads, door bottom/sweep, hinges, multi-point lock system, door top seal (for outswing systems), astragal and dentil shelf (the "System"). This limited warranty applies only when the System is entirely composed of Masonite specified fiberglass door panels/slabs and components.

**THIS WARRANTY IS NOT TRANSFERABLE.**

**THE RESIDENTIAL 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 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 comprising the System 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.

**RESIDENTIAL PRODUCT WARRANTY (Table 1)**

MASONITE PRODUCT	COVERAGE
<b>Fiberglass Door Panels/Slabs</b> Vistagrande, Heritage Series, Barrington and Belleville	<b>Limited Lifetime*</b>
<b>Insulated Glass</b> Clear or LowE, Textured, Decorative, Miniblinds	<b>20 Years</b>
<b>Lite Frame</b>	<b>20 Years</b>
<b>Simulated Divided Lite (SDL) Bars</b>	<b>5 Years</b>
<b>Sills and Sill Pans</b>	<b>Limited Lifetime*</b>
<b>Rot Resistant and Composite Frames</b> includes brickmould of same materials if selected	<b>Limited Lifetime*</b>
<b>Weather-strip, Corner Pads, Door Bottom/Sweep</b>	<b>Limited Lifetime*</b>
<b>Hinges and Multi-point Lock System***</b> mechanical only - does not include installation within 5 miles of a body of salt water and the hinge finish	<b>Limited Lifetime*</b>
<b>Door Top Seal</b> for outswing door systems	<b>Limited Lifetime*</b>
<b>Astragals</b>	<b>Limited Lifetime*</b>
<b>Dentil Shelf</b>	<b>5 Years</b>
<b>Factory Finish</b>	<b>2 Years</b>
<b>Water Resistance**</b>	<b>10 Years</b>

**Masonite Prefinished Products:**

Subject to the terms of this warranty, Masonite warrants its Masonite factory applied finishes (paints and stains) will not peel, chip, bubble, or crack due to a manufacturing defect. The warranty term is from the date of Masonite's shipment until the end of the time period listed in Tables 1 and 2. A primer coat is not a finish and 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)**

MASONITE PRODUCT	COVERAGE
<b>Fiberglass Door Panels/Slabs</b> Vistagrande, Heritage Series, Barrington and Belleville	<b>5 Years</b>
<b>Insulated Glass</b> Clear or LowE, Textured, Decorative, Miniblinds	<b>5 Years</b>
<b>Lite Frames</b>	<b>5 Years</b>
<b>Simulated Divided Lite (SDL) Bars</b>	<b>2 Years</b>
<b>Sills and Sill Pans</b>	<b>5 Years</b>
<b>Rot Resistant and Composite Frames</b> includes brickmould of same materials if selected	<b>5 Years</b>
<b>Weather-strip, Corner Pads, Door Bottom/Sweep</b>	<b>5 Years</b>
<b>Hinges and Multi-point Lock System***</b> mechanical only - does not include installation within 5 miles of a body of salt water and the hinge finish	<b>5 Years</b>
<b>Door Top Seal</b> for outswing door systems	<b>5 Years</b>
<b>Astragals</b>	<b>5 Years</b>
<b>Dentil Shelf</b>	<b>5 Years</b>
<b>Factory Finish</b>	<b>2 Years</b>
<b>Water Resistance**</b>	<b>3 years</b>

\* **"Limited Lifetime"** means as long as the original owner occupies the residential home where the Product was installed.

\*\* **"Water resistance"** means that water infiltration should not occur when Product is used under normal conditions and maintained as set forth herein.

\*\*\* **"Multi-Point Lock System"** the M-Protect Multi-Point Security Lock or the Trilennium Lock must be used for doors that are 8-0 in height.

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## WARRANTY HOLDER CLASSIFICATIONS:

**Residential Warranty Holders:** If the Product is installed in (i) a new residential home and the first occupant owns the home or (ii) 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. is not a finish).

**Multi-resident Warranty Holders:** If the Product is installed under conditions in which no one qualifies as a Residential 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).

## WARRANTY EXCLUSIONS:

1. Improper installation, storage, care, handling or finishing, including, without limitation, a failure to follow the instructions set forth herein, 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, fumes, or 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 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 light cutouts).
8. Damage or failure resulting from or related to use or application of any paint or finish over a Factory applied finish.
9. Lite Frames and SDL bars need to be finished to be covered under warranty.
10. Masonite does not warrant hardware except as set forth herein.
11. Variations in color or texture in any primed or pre-finished Product coating.
12. Normal wear and tear or natural weathering of components including weather-strip, corner pads, door bottom/sweep, door top seal (for outswing doors), hinges and multi-point lock systems.
13. Damage or defect arising from or related to improper field finishing of the Product.
14. Slight expansion or contraction of door panels/slabs and jambs due to varying environmental conditions.
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 storm door.
19. Any damage resulting from pressure cleaning or pressure washing the Product.
20. Bubbles, lines, slight surface imperfections and slight discoloration are normal characteristics of fine hand-crafted glass and are not warranted.
21. Acts of third parties.
22. Non-uniform fade or color change after installation.
23. For any Product installed within 5 miles of a body of salt water: Limited Lifetime\* and warranties of 15 years or greater will be reduced to 10 years; hardware and metal items will not be warranted; and the length of other warranties will be reduced by 50%.
24. Improper assembly by third parties that are inconsistent with Masonite's assembly recommendations and instructions
25. The use of any other door components not specified by Masonite.
26. The use of any multi-point lock other than the M-Protect Multi-Point Security Lock or the Trilennium Lock on doors that are 8-0 in height.
27. Damage caused by not properly finishing the Product or not finishing it in a timely manner (45 days from date of Masonite's original shipment unless prefinished by Masonite)

## 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. Masonite may defer action on any claims for warping 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.

Installation of a Product within 5 miles of any body of salt water will reduce the warranty period as noted in Warranty Exclusions.

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## FINISHING INSTRUCTIONS:

(not applicable to Masonite's pre-finished doors):

Refer to the installation instructions and finishing 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. Masonite recommends cleaning the Product a few times a year using mild detergent and warm water. Repainting or re-applying topcoat every 1 to 7 years will be required depending upon the weather exposure.

## STORAGE, CARE & 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. When Products are received they must be inspected immediately for quality, including correct size, machining, and finish (if factory finished).
2. 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 or humid area or standing water.
3. 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.
4. Pre-hung door units should be stored vertically and secured to avoid accidentally falling over.
5. The Product should be cleaned by hand using a mild detergent and warm water. Do not pressure clean or pressure wash the Product.

## HOW TO MAKE A CLAIM:

If you detect a warranty issue, please promptly scan the QR code located on the hinge side of your door. This will take you to the Masonite support page (<https://residential.masonite.com/support/>) where you will be able to submit a warranty inquiry.

1. If you have already registered your Product, you will need to resubmit contact information, email, serial number and a description of the Product and photo(s) of the defect.
2. If you have not registered your Product, you will be asked to submit contact information, address of the installed Product, the builder and/or the installer; place of purchase and date of installation (or date you purchased the residence), the serial number, and a description and photo(s) of the defect.
3. You will also need to provide a statement that the defect was not caused by any of the exclusions listed in this warranty.

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

### 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%

## 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 3). The remaining warranty term for any replaced or repaired Product will run from the date of the original warranty. Except with respect to a breach of the Water Resistance\*\* warranty (see Tables 1 and 2), Masonite will not be liable for any labor, refinishing, or rehanging charges, or costs or charges for painting/staining or installation of a replacement Product. In no event will Masonite be liable for any incidental, special or consequential damages or other costs under this warranty.

**MASONITE'S MAXIMUM LIABILITY IS LIMITED TO THE AMOUNT OF THE ORIGINAL PURCHASE PRICE PAID TO MASONITE. UNLESS OTHERWISE SPECIFICALLY STATED HEREIN, MASONITE IS NOT OBLIGATED AND THIS WARRANTY DOES NOT COVER THE COSTS OF LABOR, INSTALLATION OR FINISHING FOR ANY REPLACEMENT PRODUCT. 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. The parties agree not to exercise any option to proceed in 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 these terms.