



## WARRANTY FOR EXTERIOR STEEL AND FIBERGLASS

Side Hinge Door Units	Duration			
	Masonite Door Slab	Masonite Installed Glass	Masonite Applied Finish	Masonite Installed Wood & Hardware
Utility Steel Doors	5 years	5 yrs - clear glass	45 days	5 yrs; 1 year brickmold & screens
High-Definition Steel Doors	Limited Lifetime	10 yrs - decorative glass; 5 yrs - clear glass	45 days	10 yrs decorative glass units; 5 yrs clear glass units; 1 yr brickmold & screens
Fiberglass Doors – Belleville®	Limited Lifetime	10 yrs - decorative glass; 5 yrs - clear glass	45 days	10 yrs decorative glass units; 5 yrs clear glass units; 1 yr brickmold & screens

Subject to the limitations, exceptions and exclusions contained in this document, Masonite warrants to the original purchaser of its entry door systems that, from the date of purchase through the durations specified above, the various part of the system will be free of deficiencies in materials and workmanship; however, glass is only warranted against any material obstructions of vision or material discoloration resulting from manufacturing defects or as a result of premature failure of the organic seal. Glass breakage occurring after sale is not warranted. All door slabs installed in non-single family owner occupied dwellings (e.g. apartments, duplexes, etc.) are warranted only for up to 10 years from the date of purchase with the exception of Utility Steel Doors which are warranted for up to 5 years from the date of purchase. Separate glass warranties may apply.

**This warranty is in lieu of all other warranties, express or implied, including the implied warranties of merchantability and fitness for a particular purpose. If State law does not allow exclusion of implied warranties, the consumer agrees that the statute of limitations for any such claim will be reduced to one year or the least amount of time permitted under the State law. Moreover, in no event will Masonite be liable for special, consequential or incidental damages. This warranty gives the purchaser specific legal rights. You may have other rights, which vary by state.**

**Limitations:** This warranty (a) is not transferable; (b) does not apply to purchases made for resale or for use outside of the United States and (c) applies only to doors installed in single family, owner occupied dwellings. If the purchase date cannot be established through written documentation, the date of manufacture shall be the commencement date for the durations of the warranty. The purchase price is the consideration for the warranty.

### Exceptions: WARRANTY:

- Limited Lifetime Doors installed within 5 miles from any body of saltwater are warranted up to 10 years from the date of purchase or manufacture.
- Components including but not limited to hinges, sills, handle sets, etc., supplied by manufacturers other than Masonite are not covered by this WARRANTY.

### Exclusions: WARRANTY does not cover:

- Condensation on the interior surface of the door or glass.
- The purchaser must paint, stain or otherwise finish the entry door. This must be complete within: 45 days for ALL wood frame and trim.
- Any deficiencies that result from:
  - installations or maintenance not conducted in strict adherence with Masonite's written instructions; improper handling and storage;
  - modification or alteration of the door system by anyone who is not an authorized Masonite representative; vandalism, misuse, neglect, impact by foreign objects, acts of god, fire, explosion or other casualty;
  - air pollutants, including acid rain, and exposure to harmful chemicals or normal weathering caused by exposure to the elements;
  - air and water infiltration during severe weather conditions;
  - any failure of the structure/building/foundation into which the door is installed;
  - any other causes beyond the manufacturer's control and not related to the manufacturing process.
- Slight curvature (up to 1/4") or minor scratches or other minor visual imperfections shall not be considered defects.

- Any defects or damages arising out of and/or caused during shipment by common carriers, private transportation, or any other means of transportation.
- Any defects or damages arising out of improper maintenance, installation, handling, cleaning, finishing, glazing, misuses, abuse, acts of God, accidents, and/or any other circumstances beyond the control of Masonite.
- Any products installed in, or submitted to high heat conditions, high moisture condition, high vibration, and/or extreme temperature changes, or painted a dark colour without a UV inhibitor or installed behind a screen door or non-vented storm door. Products with Centurion frames can be: submitted to high heat conditions, painted a dark color, installed behind screen door.
- Labour, shipping, or other charges incurred or claimed by the customer.
- Glass frames up to 1/8" off square.
- Glass bubbles.

### WARRANTY exclusive remedies:

- If within the applicable WARRANTY duration a door system or component is determined by Masonite to be deficient in materials or workmanship, then in **Masonite's sole discretion, Masonite will REPLACE or REPAIR the entry door system or defective components OR will REFUND** a percentage of the original amount paid for the entry. Masonite's repair or replacement options do not include any labor charges in connection with repair, removal, or installation of either the original or a replacement product. Any labor cost will be the responsibility of the customer. Masonite may substitute replacement or repair products or components of comparable quality or price for discontinued or modified products.
- If Masonite elects to refund the purchase price, the terms of this WARRANTY will be prorated from the date of purchase in the following manner: 0-5 years, 100% of the original purchase price; 6-10 years, prorated at 75% of original purchase price; 11-20 years, prorated at 50% of original purchase price; and 21 years on up, prorated at 25% of original purchase price.
- In no event will Masonite be responsible for any repair or replacement costs in excess of the original purchase price of the door.**

### Claim Procedure:

- To make a claim, promptly notify Masonite via phone at **1-866-736-7322**.
- Send Masonite a copy of the purchase receipt or invoice and photographs or a description of the claimed defect.

All costs incurred for repair or replacement must be previously authorized in writing by Masonite.



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LWS-141205