

Limited Warranty

| Side Hinge Door Units | Duration | | | |
|-----------------------------|----------------------|---|---|--|
| | Door | Factory Installed Glass | Factory Finish | Factory Installed Wood |
| Basic / Primary Steel Doors | 5 years | 5 yrs - clear glass | 45 days | 5 yrs; 1 year brickmould |
| Endurance 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 brickmould |
| Fiberglass Doors | *Limited Lifetime | 10 yrs - decorative glass; 5 yrs - clear glass | 45 days on wood frame & 2 years on fiberglass | 10 yrs decorative glass units; 5 yrs clear glass units; 1 yr brickmould |

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 doors 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 Basic/Primary Steel Doors which are warranted for up to 5 years from the date of purchase.

THIS LIMITED 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 limited warranty (a) is not transferable; (b) does not apply to purchases made for resale or for use outside of the United States or Canada 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 limited warranty. The purchase price is the consideration for the limited warranty.

***Exceptions: LIMITED WARRANTY:**

- Limited Lifetime Doors installed within 5 miles (8 kilometres) from any body of saltwater are warranted up to 10 years from the date of purchase or manufacture.
- Components supplied by manufacturers other than Masonite are not covered by this LIMITED WARRANTY.

Exclusions: All warranties including LIMITED WARRANTY does not cover:

- Condensation on the interior surface of the door or glass.
- **For Steel & Smooth Fiberglass Doors:** To maintain product warranty, paint the door, frame, header and brickmould within 45 days of installation. Be sure to follow the paint manufacturer's detailed application instructions on the product label. Repainting every 1 to 7 years will be required, depending upon weather exposure.
- **For Textured Fiberglass Doors:** To maintain the product, use a high quality, opaque (non-transparent), heavily pigmented oil based stain (recommended) along with a high quality, exterior grade, UV stabilized polyurethane sealer (satin or low gloss) on the door and a paint or stain on the frame, header and brickmould within 45 days of installation. Be sure to follow the stain or paint manufacturer's detailed application instructions on the product label. The door system should be resealed annually to ensure lasting protection on the finish.
- 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 or settling 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.

LIMITED WARRANTY exclusive remedies:

- If within the applicable LIMITED 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 or a portion thereof, the terms of this LIMITED 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.**
- **All costs incurred for repair or replacement must be previously authorized in writing by Masonite.**
- **To file a claim, contact our warranty department at (866) 550-8923. Please have the following information when filing a warranty claim: Purchase order number, store number and address, product description and a description of the problem.**