



IMPORTANT NOTIFICATION: Please take the time to read this entire Limited Lifetime Warranty prior to purchasing a “Genuine Mastergrain” pre-hung door system from an authorized Mastergrain dealer. By installing a “Genuine Mastergrain” door system you are acknowledging that this warranty is part of the term of sale.

1. WHAT IS THE WARRANTY PERIOD?

Lifetime from the date the product was originally installed from an “authorized Mastergrain” dealer. This warranty is transferable with original proof of purchase and only applies to residential construction and/or renovations. This warranty does “not” cover installation of the “Genuine Mastergrain” pre-hung door system.

2. WHAT IS COVERED BY THIS WARRANTY

This warranty applies only to “Genuine Mastergrain” pre-hung door purchases from an authorized dealer after April 1, 2019 and the seller warrants the following:

- a) “Non-Glass Components” including door slabs, door jambs, brickmoulds and door lite frames will be free of any manufacturing defects as defined by Mastergrain.
- b) Sill weather stripping, caulking, hinges and hardware are covered for varying terms (see back of this warranty for further information).
- c) “Paint” or “Stain” factory applied by Mastergrain “only” shall be covered for fading, in accordance with SAEJ2527. Finish defects such as cracking, peeling, blistering, and fading will be covered, provided homeowner maintains cleaning and care instructions as provided by Mastergrain. Mastergrain warrants that all factory applied finishes will be free of above noted defects.
- d) Any glass used in a “Genuine Mastergrain” pre-hung door shall be covered for seal failure only, grilles and SDL bar shall also be covered for failure or movement within the unit.

3. WHAT IS NOT COVERED BY THIS WARRANTY

This Limited Lifetime Warranty does not include damages to the “Genuine Mastergrain” pre-hung door system arising from:

- a) Normal wear and tear to weather stripping, door sweeps and caulking.
 - b) Storing of the pre-hung door system prior to installation in a non-sheltered and/or in a non-heated facility.
 - c) “Genuine Mastergrain” pre-hung door systems installed in an improper rough opening that does not allow for proper shimming and is not square and plumb.
 - d) Minor scratches or minor visual imperfections.
 - e) Non maintenance by the homeowner of paint and stain finishes in accordance with Mastergrain instructions.
 - f) Re-installing the pre-hung system door into a secondary opening. This voids the entire warranty.
 - g) Double doors or any multi-panel door system which is installed in high winds and water exposure, such as lakefronts and riverfronts. An adequate overhang of six feet minimum must be present under these conditions.
- Note: All “Genuine Mastergrain” pre-hung doors must be finished if not purchased “pre-finished” from factory within six months of the installation date. Any unprotected surfaces such as door panel edges, sides and flat surfaces must be primed within two weeks of installation date. In highly exposed areas this must be done immediately.
- h) Damage from improper care and maintenance. Proper care and maintenance is the responsibility solely of the homeowner. After severe storms the door system should be inspected to ensure no damage occurred. The absolute proper maintenance and care is the responsibility of warranty holder. Failure to comply may void this warranty.

i) Glass

- Scratches or other imperfections unless they are apparent to the eye more than three feet away.
- Minor variations in glass colour that are visual and does not impede vision.
- Escape of gas-filled sealed units.
- Accidental glass breakage or foreign objects striking the glass area and causing cracks or breakage.
- Condensation that may occur due to excess level of humidity within the building. Floor vent must be properly located.

j) Environmental Conditions. This Limited Lifetime Warranty does not cover "Acts of God" such as hurricanes, tornadoes or hail. Mastergrain pre-hung doors are tested to meet rigid specifications in order to meet specifications set there-in. When our door systems are exposed to constant conditions such as very high winds and rain, the product will be subjected to what is defined as normal wear and abnormal wear and the capability may change. "Product Selection" is the sole responsibility of the warranty holder. Make sure you purchase the right "Genuine Mastergrain" pre-hung system for the right location. Mastergrain does not recommend double-doors or multiple panel doors in extensively exposed areas such as large bodies of water. Eight foot tall doors must have a multipoint lock.

4. WARRANTY'S EXCLUSIVE REMEDIES

Under this Limited Lifetime Warranty the Seller shall, if deemed product factory defective:

- a) Repair any sub-standard part
- b) Provide a replacement part to the warranty holder
- c) Offer a full refund (original price) not including installation

Seller maintains the right to change designs and offerings. Product will be replaced with an equal value. Existing locks shall be salvaged and re-used.

This is the warranty holder's sole and exclusive remedy.

This Limited Lifetime Warranty does not cover the following expenses and cost:

1. Indirect or consequential losses or damages of any kind whatsoever
2. Shipping and freight expenses to replace product
3. Labour for removing and re-installing or refinishing of the product or of the replaced product

5. LIABILITY LIMITATIONS

The seller's sole liability under this Limited Lifetime Warranty is for repair, replacement or refund as set forth in section 4 above. In no event will the seller be liable for consequential, indirect, incidental, special or punitive damages. These damages include but are not limited to:

1. Damages of any kind to the premises
2. Loss of product use
3. Labour, removal, refinishing
4. Temporary or permanent relocation of residents or property
5. Work stoppage or loss of profits/revenue, interest lost goodwill
6. Emotional distress claims
7. Increased operating expenses
8. Third party claims of any kind based on contract and warranty including strict liability or negligence

In no event will the seller's liability exceed the lesser of the "Pre-hung" system cost or the replacement parts required.

6. DISCLAIMER

This warranty supersedes any other implied warranties by an authorized Mastergrain dealer or representative. The seller does not authorize anyone to create their own obligation or warranty that supersedes the liability set herein this "Limited Lifetime Warranty".

CLAIMS PROCEDURE: To start a claim, please contact your "origin" of purchase (the authorized Mastergrain dealer). Proof of purchase must be supplied. Proof of home ownership and date of product purchase must also be supplied.

