

## Comprehensive Limited Lifetime Product Warranty

For MASTERGRAIN Complete Fiberglass Entry Door Systems

### Applicability

This warranty applies to all MASTERGRAIN fiberglass entry door systems (pre-hung and prefinished) sold in Ontario, Canada that are purchased directly from MASTERGRAIN or from one of MASTERGRAIN's authorized dealers on or after July 1, 2025.

This warranty is extended to the original purchaser for the residential structure in which the door was originally installed. The warranty period commences on the date of product delivery, contingent upon receipt of full payment for the product.

### Transfer of Warranty

This warranty is transferable **one time** by the original single-family homeowner to a successor owner of the same property. MASTERGRAIN must receive written notice of the transfer within thirty (30) days of property transfer, along with a certified cheque for \$150.00 to cover handling and administrative costs. Failure to provide such notice and payment will void warranty coverage for the new owner. [To complete the transfer, please click here.](#)

### Paint & Stain

Finishes Factory-applied paint and stain finishes on MASTERGRAIN fiberglass doors are warranted not to crack, fade excessively, or peel, and shall be free from manufacturing defects in material or workmanship for ten (10) years from the date of sale. If finish issues arise during this period, MASTERGRAIN will refinish or replace the affected component at no charge.

### Decorative Hardware Warranty

MASTERGRAIN offers a wide variety of hardware options from the industry's best and most reliable suppliers. The warranty coverage for **decorative hardware** (including handle-sets, locks, and accessories) used in MASTERGRAIN fiberglass entry door systems are provided directly by the hardware manufacturers. MASTERGRAIN does not independently warrant these components but will facilitate warranty service where applicable.

## Glass Warranty

The glass in your MASTERGRAIN door is thoughtfully selected to complement the beauty and performance of your entire entry system. While we design every door to the highest standards, the warranty for glass components is provided directly by our trusted glass manufacturers. MASTERGRAIN does not independently warrant these components but will facilitate warranty service where applicable.

Our glass suppliers follow industry-standard guidelines for quality and performance. However, their coverage does not include the following items:

- Minor scratches or imperfections not visible from over 3 feet away
- Slight variations in coming or decorative glass tones
- Cracks or breakage caused by impact or accidents
- Condensation due to excessive indoor humidity (ensure your HVAC system is balanced, and floor vents aren't directed at the glass)

## What's Not Covered (and why)

At MASTERGRAIN, we craft premium fiberglass door systems designed to last. To help maintain the beauty and performance of your investment, here's a transparent overview of what is not covered under the warranty – along with a few care reminders to keep your door looking and performing its best.

For detailed care and maintenance tips, visit our website at [mastergrain.com/care](https://mastergrain.com/care). A little maintenance goes a long way in preserving the lasting beauty of your door.

### Natural Aging & Everyday Wear

Surface weathering and normal use of components like weatherstripping, door sweeps, caulking, and hardware are considered part of regular homeownership. These items may require occasional upkeep as they naturally wear over time.

### Minor Surface Marks

Small scratches or minor visual imperfections that don't affect performance are considered normal and not covered. We take great care to ensure your door leaves our facility in excellent condition, but slight variations may occur.

### Finish Maintenance

To preserve the beauty of your painted or stained door, regular maintenance is required. Failing to refinish or clean your door according to MASTERGRAIN care instructions can lead to issues that aren't covered under warranty.

## Oversized Door Units and Locking System Requirements

For larger format door units with door panels that exceed the standard height-to-width ratio of 2:1, the use of a multi-point locking system may be required to ensure optimal performance and longevity of the panel. As warranty coverage may be contingent on appropriate hardware selection for the specific door system, Dealers, Installers and Builders are encouraged to consult with MASTERGRAIN's technical guidelines or support team to confirm requirements.

## Harsh Exposure Conditions (e.g., Waterfront Properties)

For installations in areas subject to high moisture, wind, or UV exposure—such as lakefront, oceanfront, or riverfront homes—additional protective measures are required to maintain warranty coverage. Failure to meet these protective requirements in harsh exposure environments may void specific portions of the warranty, including coverage on finish, glass seals, and structural integrity. For clarification on any warranty terms or conditions, please contact MASTERGRAIN directly.

- **Ground Level Installations:**

For entry systems installed at ground level in high-exposure environments, a covered overhang of at least 6 feet in depth is required for all configurations. This protection helps minimize direct exposure to wind-driven rain, salt spray, and excessive UV.

- **Elevated Installations:**

For doors installed on second levels or elevated decks where they are more directly exposed to the elements, greater overhang protection or additional shielding measures may be necessary. In these cases, MASTERGRAIN reserves the right to assess the installation on a case-by-case basis to determine warranty eligibility.

## Routine Inspections After Severe Weather

It's a good habit to inspect your door after significant storms. Homeowners are responsible for ensuring their door system is not damaged by wind-driven rain or debris. Lack of proper care may void warranty coverage.

## Extreme Environmental Conditions

Events like hurricanes, tornadoes, and hailstorms are beyond any manufacturer's control. While MASTERGRAIN doors meet stringent standards, it's important to choose a system appropriate for your location.

## Storm Doors

While MASTERGRAIN doors can be built to accept a storm door, installing one will void the warranty. Storm doors trap heat and moisture, which can damage the door's finish, core, or seals over time.

## Natural Characteristics of Fiberglass Doors

Minor bowing or warping of the door panel is a normal characteristic of an entry door and does not constitute a defect. This typically happens in composite materials due to temperature fluctuations, humidity or moisture gradients or can happen with dark finishes exposed to direct sun where more heat is absorbed. However, if the result of this movement affects the door's ability to operate normally, MASTERGRAIN will evaluate the issue and take corrective action as warranted.

## Alarm System Installation

Damage caused by drilling or improper installation of alarm hardware is not covered. Always use a certified installer when integrating security systems.

## Improper Use or Alterations

Modifying your door, using it in unintended ways, or damage from accidents, negligence, or abuse will void the warranty. Use only authorized parts and installers to protect your investment.

## **Suitability & Compliance**

The purchaser is responsible for ensuring that the selected door system complies with all applicable local building codes. MASTERGRAIN is not liable for damages or defects arising from improper use, installation, or failure to comply with local regulations.

## **Product Revisions**

MASTERGRAIN reserves the right to discontinue or modify any fiberglass entry door or component it manufactures. If a part or component originally installed is no longer available and a replacement is required under warranty, MASTERGRAIN may substitute a part of equal or superior quality and value, as determined at its sole discretion. If a suitable replacement is not available, MASTERGRAIN reserves the right to refund the original purchase price of the door (excluding installation and related labour costs) to the original single-family homeowner.

## **Final Terms**

This limited warranty sets forth the maximum liability for all MASTERGRAIN fiberglass front entry door systems and is the only warranty—written, oral, expressed, or implied—provided by MASTERGRAIN. No employee, representative, or third party is authorized to make any modifications or assume any responsibility, obligation, or liability on behalf of MASTERGRAIN beyond what is stated in this warranty.

This warranty and the terms contained herein constitute the entire agreement between MASTERGRAIN and the purchaser. The purchaser's sole and exclusive remedy for any loss or damage arising from any cause whatsoever shall be limited to the remedies specifically described in this document.

Any implied warranties that cannot be disclaimed under applicable law are limited in duration to the shortest period permitted by law and shall not exceed the coverage provided by this limited warranty. Any product or component not explicitly covered by this warranty is provided "as is" and without warranty.

This warranty provides specific legal rights, and you may also have other rights that vary by jurisdiction. In no event shall MASTERGRAIN be liable for incidental, special, or consequential damages. MASTERGRAIN's total liability under this warranty shall not exceed the original purchase price of the affected door system or component. This warranty also requires that MASTERGRAIN or its authorized representatives be given access to any nonconforming product for inspection and evaluation.

## Warranty Claims

To initiate a warranty claim, please contact MASTERGRAIN within sixty (60) days of noticing the issue. Include:

- Claimant's name, address, and contact information
- Product information such Dealer and location of purchase, MASTERGRAIN SO# (if applicable)
- Description and photographs of the issue MASTERGRAIN may charge a fee for on-site inspection.

**You may submit warranty claims through our website or by mail:**

<https://mastergrain.com/warranty-and-services/>

**MASTERGRAIN**

16566 ON-12, Midland, ON, Canada L4R 4L1

## Contact Information:

### Headquarters/Billing

**Address:**

16566 ON-12, Midland, ON,  
L4R 4L1, Canada

### MASTERGRAIN Door Gallery

**Address:**

6260-13 Hwy 7, Woodbridge, ON,  
L4H 4G3, Canada



matergrain.com