

## Limited Lifetime Warranty for Parts & Components

MASTERGRAIN is proud to offer its “Peace of Mind” Limited Lifetime Warranty on parts and components. This warranty applies to all eligible parts and components purchased directly from MASTERGRAIN and installed in single-family residential properties with a reduced warranty period of 5 years for installations in multi-family units. It is extended to the original purchaser and is fully transferable once to a subsequent homeowner, subject to the exclusions, limitations, and conditions outlined below.

This warranty is for doors manufactured after January 1, 2025, for use in the USA or Canada, and becomes effective on the date of the initial purchase and does not require product registration to activate. However, registration is recommended for easier service in the future.

### 1. What is covered by this warranty?

This warranty covers defects in the material of the following components of the MASTERGRAIN door system:

- Door Panels
- Glass Surrounds
- SDL and Molded Brickmould
- Dentil Shelf
- Rot-Resistant Door Frame Components

MASTERGRAIN warrants that these components will be free from manufacturing defects, including rot, delamination, or denting.

Note: Product must be finished within 30 days from the installation date for continued warranty coverage. All doors must have all 6 sides primed and painted or stained and top coated.

### 2. What is not covered by this warranty?

- Doors and Sidelights that are not covered by an overhang; projection of overhang must be equal to half the height from the bottom of the door system to the lowest point on the overhang.

This warranty excludes damage caused by:

- a. Natural weathering, normal wear and tear, or failure to maintain the product as per instructions.
- b. Damage caused by exposure to corrosive substances such as acids, chemicals, or fumes or
- c. Use of the product in coastal or high-humidity environments without proper treatment or overhanging protection (minimum six feet).
- d. Acts of God, including storms, floods, and other natural disasters.
- e. Damage caused by improper installation, including failure to follow MASTERGRAIN's installation guidelines or the improper installation of door hardware, sweep, weatherstripping or hinges.
- f. The installation of a non-venting storm door on any entry door system will render this warranty null and void.
- g. Minor imperfections that do not materially affect functionality or aesthetics, such as scratches visible only from less than three feet away.
- h. Damage caused by improper pre-installation storage or shipment handling.
- i. Warping that does not exceed 3/16" in the plane of the door panel over a 6'-0" distance, any bowing or misalignment in the door frame in which the door panel is installed.
- j. The purchaser is responsible for ensuring that all unfinished products are finished using appropriate materials and methods. Damage to products that remain unfinished and not painted or stained on all six sides within 30 days of the delivery or installation date.
- k. Misuse, abuse, or unauthorized modifications.

### 3. Transfer of Ownership

This warranty is transferable once by the original purchaser to a subsequent homeowner, provided MASTERGRAIN is notified in writing within 30 days of the property transfer, and a \$250 transfer fee is paid. The warranty will not apply if notification and payment are not received within the specified timeframe.

[To complete the transfer, please click here.](#)

## 4. Warranty Limitations

MASTERGRAIN's liability under this warranty is limited to the repair or replacement of defective components, at its discretion. MASTERGRAIN will not be liable for:

- Incidental or consequential damages, such as labor costs, refinishing expenses, or loss of use.
- Any claims arising from improper maintenance, installation, or use beyond the intended purpose of the product.

## 5. Disclaimer

This warranty supersedes any other implied warranties made by an authorized MASTERGRAIN representative, except those implied by law. The seller does not authorize anyone to create their own obligation or warranty that supersedes the liability set here in this Lifetime Warranty, except as required by applicable consumer protection laws.

In the event of any dispute arising out of or relating to this warranty, each party shall be responsible for their own legal fees and costs, regardless of the outcome of the dispute resolution process.

## 6. Force Majeure Events

Notwithstanding any other provision in this warranty, MASTERGRAIN shall not be liable for any loss, damage, or defects in the parts and components arising directly or indirectly from Acts of God, or any causes beyond our control, including but not limited to fire, flood, earthquakes, and other acts of nature, as well as acts of a third party outside of our control. This limitation applies irrespective of the nature of the damage or defect and notwithstanding any other provision of this warranty to the contrary.

## 7. Claims Procedure

Claims Procedure: To start a claim, please contact your MASTERGRAIN Representative or Customer Service Rep. Claims can be submitted via email to [service@mastergrain.com](mailto:service@mastergrain.com), by postal mail to MASTERGRAIN Claims Department, 16566 ON-12, Midland, ON, L4R 4L1, or by phone at 1.800.782.0559. Proof of purchase and date of product purchase must be supplied.

## 8. Warranty Claims Through Distributors

The purchaser should keep this MASTERGRAIN Warranty on file, as the information is needed for processing any Warranty claims for parts and components. Warranty claims must be made

through the original MASTERGRAIN distributor or manufacturer from whom the parts were purchased. MASTERGRAIN is not responsible for claims made directly by end users of finished products purchased through distributors. All warranty claims must include the original reference number, purchase date, and the specific part details.

## 9. Governing Law

This Limited Lifetime Warranty and the rights and obligations of the parties hereunder shall be governed by and construed in accordance with the laws of the Province of Ontario and the laws of Canada.

## 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