

## Professional Installation Warranty

### For MASTERGRAIN Manufactured Fiberglass Entry Door Systems

MASTERGRAIN is committed to delivering superior performance and long-term peace of mind. That commitment includes not only exceptional products but also the assurance of professional installation. When a MASTERGRAIN fiberglass entry door system is purchased directly from MASTERGRAIN and is installed by an authorized MASTERGRAIN installer, it is backed by the following installation warranty.

#### Coverage

MASTERGRAIN warrants that the installation of your fiberglass entry door system will be free from defects in workmanship that materially affect the performance, fit, and structural integrity of the door system for a period of two (2) years from the original date of installation. The warranty period begins on the date of the installation of the product, provided that full payment for the product has been made.

This installation warranty applies only to door systems:

- Installed by MASTERGRAIN, and
- Installed in **owner-occupied, single-family residential homes** within Ontario, Canada.

During the warranty period, MASTERGRAIN will correct any installation-related issue that affect the operation or proper weather-sealing of the door at no cost to the homeowner, including adjustments, realignments, and resealing—provided the issue is not due to misuse or structural settlement.

#### Limitations

This Installation Warranty does not cover:

- Installations performed by non-authorized or third-party contractors
- Issues arising from settling, shifting, or structural movement of the building
- Installation of storm doors or aftermarket components
- Damage caused by improper use, abuse, or lack of maintenance
- Caulking and weatherstripping after the first year (these are considered homeowner maintenance items)
- Water infiltration or performance issues due to inadequate overhangs or exposure to

extreme elements

- Any removal and reinstallation costs for alarm systems, moldings, flooring, or other surrounding finishes

If the product is removed, reinstalled, or altered by anyone other than MASTERGRAIN or its authorized agents, this Installation warranty is void.

## Hardware-Specific Clause

This warranty covers adjustments or service only on hardware that is supplied and installed by MASTERGRAIN. For hardware supplied but not installed by MASTERGRAIN, service may still be available; however, additional charges will apply.

## Transferability

This Installation Warranty is non-transferable and applies only to the original purchaser and installation address. Any transfer of ownership or relocation of the door system will void this installation warranty.

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

## Claims Process

To file an installation-related claim, please contact:

### MASTERGRAIN Customer Service

[claims@mastergrain.com](mailto:claims@mastergrain.com)

16566 ON-12, Midland, ON, L4R 4L1 1-800-782-0559

Please include proof of purchase, installation date, and a detailed description (with photos if possible) of the issue. Claims must be submitted within **30 days** of discovering the issue.

## Legal Notice

This Installation Warranty is in addition to and separate from MASTERGRAIN's Product Warranty. It is governed by the laws of the Province of Ontario and the laws of Canada applicable therein. MASTERGRAIN's liability under this warranty is strictly limited to repair or replacement of the defective installation workmanship and shall not exceed the original cost of installation. No incidental or consequential damages are covered.

## 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