

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 by its distributor or door manufacturing customer (the “Direct Customer”) and installed in single-family residential properties with a reduced warranty period of five (5) years for installations in multi-family units. This warranty is issued solely to the Direct Customer and does not extend to, nor create any rights for, dealers, installers, builders, homeowners, or any other third party who did not purchase the product directly from MASTERGRAIN. This warranty is non-transferable and may not be assigned or conveyed to any other party.

This warranty is for door panels and components manufactured after January 1, 2026, for use in the USA or Canada, and becomes effective on the date of delivery to the Direct Customer and does not require product registration to activate. MASTERGRAIN provides its Product Information and Handling Guidelines for Entry Door Panels to Direct Customers at time of onboarding and as updated from time to time, and recommends that all products be stored, handled, finished, installed, and maintained in accordance with those guidelines to help ensure long-term quality and performance.

1. What is covered by this warranty? -

This warranty covers defects in the material and workmanship 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.

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Note: All doors must have all six (6) sides primed and painted or stained and top coated. MASTERGRAIN recommends that finishing methods and materials follow the Product Information and Handling Guidelines for Entry Door Panels.

For door panels exceeding eighty (80) inches in height, a multi-point locking system must be installed. Failure to install a multi-point locking system on panels over 80 inches will void this warranty with respect to claims related to warpage, bowing, twisting, deflection, or structural performance of the door panel.

2. Fabrication Responsibility and Post-Manufacture Liability

It is the responsibility of the Direct Customer to inspect all MASTERGRAIN slabs and components upon receipt and prior to fabrication or assembly into a complete door system to ensure that such products are free from defects, damage, or abnormalities that would result in an unacceptable finished product.

Once MASTERGRAIN slabs and/or components have been machined, modified, or incorporated into a door system or other finished product by the Direct Customer or any third party, MASTERGRAIN shall have no responsibility or liability for fabrication quality, system performance, design selection, hardware compatibility, installation, or field performance of the finished door system.

If, after installation, a defect is determined by MASTERGRAIN to be a manufacturing defect in the original MASTERGRAIN component, MASTERGRAIN's sole obligation, at its discretion, shall be to repair the defective component, replace the defective component, or issue a credit based on the original purchase value of the defective component, which credit shall be applied to a future purchase by the Direct Customer.

MASTERGRAIN shall not be responsible for labour, removal, reinstallation, refinishing, shipping, or any incidental or consequential costs associated with any warranty claim.

3. 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.

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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.
- 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 are void of warranty.
- k. Misuse, abuse, or unauthorized modifications.

MASTERGRAIN recommends that storage, handling, finishing, and installation practices follow the Product Information and Handling Guidelines for Entry Door Panels. While adherence to these guidelines is not a condition of warranty validity, MASTERGRAIN may consider such practices when evaluating the cause and responsibility of any claimed defect.

4. Warranty Limitations

MASTERGRAIN's liability under this warranty is limited to the repair or replacement of defective components, or issuance of a credit as described herein, at its discretion.

MASTERGRAIN will not be liable for:

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- 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.
- Any claims arising from fabrication, assembly, or system-level design or performance after the components have been incorporated into a finished door system.

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 Limited 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.

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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, 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.