

Flush Door Warranty

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Masonite Architecture warrants all stile and rail wood doors sold under this warranty to be of good material and workmanship at the time of shipment, and to be free of defects which would render said door unserviceable or unfit for the ordinary recommended use of the door. This warranty is applicable for the door, and covers the following:

Door Type	Interior Use	Exterior Use
Stile & Rail - Non-Rated	Life of original installation	One year from date of shipment
Stile & Rail - 20 Minute	Life of original installation	One year from date of shipment
Stile & Rail - 45,60,90 Minute	Life of original installation	Not Warranted

THE WARRANTY SET FORTH HEREIN IS IN LIEU OF ALL OTHER WARRANTIES, WHETHER EXPRESSED, IMPLIED OR STATUTORY, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. (This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.)

The original purchaser shall notify Masonite Architecture in writing promptly upon discovery of facts giving rise to any claim under this warranty, stating specifically the nature of the claim, the date of discovery of same, identifying the product involved, and providing photographic evidence of the condition of the doors. If Masonite Architecture sends a representative to the jobsite and the warranty issue is determined not to be a manufacturer's issue the original purchaser may be charged for all applicable expenses incurred in the jobsite visit.

Inspection of goods must be made upon receipt and any claim must be received by Masonite Architecture within thirty days of receipt. Failure to notify Masonite Architecture within thirty days shall fully and completely relieve Masonite Architecture from any obligation under this warranty.

Masonite Architecture shall not be liable for any consequential, indirect or incidental damages of any kind. The limitation on damages is intended to have the broadest possible application and is intended to apply to all disputes that are directly or indirectly related to the products supplied by Masonite Architecture. Masonite Architecture's liability is expressly limited to the repair or replacement of nonconforming products or refund of the purchase price at Masonite Architecture's option.

If the defect was not reasonably discoverable until after installation, Masonite Architecture agrees to bear the reasonable cost of repairs, machining, and rehang of the product. Rework and rehang of defective goods shall be performed only after the cost of such work has been determined, and approval has been obtained from Masonite Architecture. Masonite Architecture shall not be liable for any door repaired or replaced without its prior consent. If the defect was reasonably discoverable prior to installation, Masonite Architecture is not obligated to pay the cost of rehang.

Since Masonite Architecture cannot control the handling or exposure of doors after shipment, the purchaser must inspect the doors when received. Written notice of any claim must be given by the purchaser or installer to the supplier and Masonite Architecture within 30 days of delivery. Forwarding of doors prior to inspection for damage will waive all opportunity to file a freight claim. All parties must be given a reasonable opportunity to investigate the reported problem. National Motor Freight Class guidelines apply for LTL deliveries (Item 300135 - Reporting Concealed Damage). Follow this link for details:

<http://onesrc.com/nmfc-national-motor-freight-class-guidelines-effective-april-18-2015-concealed-damages-must-be-reported-to-carriers-within-5-days-after-delivery/>

An exterior door is defined as one that cannot be controlled for temperature and humidity on both sides. All exterior doors must be finished by Masonite Architecture Springfield in order to carry any exterior warranty. Available species warranted by Masonite Architecture for exterior applications are Mahogany, Vertical Grain Douglas Fir, White Pine and White Oak. Exterior doors must be built according to manufacturer's standard construction.

Failure to comply with the following items will void the warranty for exterior installations:

- Failure to double seal all machined surface including openings and hardware cutouts with exterior sealer.
- Failure to provide adequate overhead protection. This includes a maximum of 4 feet between the top of the door and the bottom of the overhang, a minimum of 4 feet out from the face of the door and a minimum of 4 feet protection on each side of the door.
- A complete and continuous finish must be maintained at all times on all surfaces of the door, and the door must be refinished annually with a good quality paint, varnish or lacquer.
- The warranty does not cover telegraphing and checking of exterior doors.
- This warranty does not cover louvers in exterior doors.
- This warranty does not cover doors installed outside the continental 48 states.
- Failure to properly protect lite cutouts in exterior doors to prevent moisture from seeping into the core. Lip mouldings and exterior caulk are required. The top of an exterior door must be properly protected by flashing.
- 45, 60 and 90 minute doors installed in exterior locations will not be warranted.
- Any door machined for concealed hardware (vertical rods, closers, holders, stops or flush bolts), pivots, or magnetic switches in the top rail will not be warranted.
- V groove panels
- Applied moldings

It should be noted that the WDMA and AWI Standards Institute indicate wood doors are not recommended for exterior use.

Since methods and conditions of installation and use may affect product conditions and are beyond Masonite Architecture's control, failure by the original and any subsequent purchaser to strictly comply with each of the following provisions shall void this warranty.

Instructions for Storage, Handling, Finishing, Use and Installation: Since methods and conditions of installation and use are beyond Seller's control, Seller's warranty is not effective unless the doors are stored, handled, finished, used and installed in strict accordance with the following provisions:

STORAGE AND HANDLING

1. Store doors flat on a level surface in a dry, well-ventilated building. Doors must not come in contact with water. Doors should be kept at least 4 in. off the floor and must have protective coverings under the bottom door and over the top. Covering must protect doors from dirt, water and abuse but allow for air circulation under and around the stack.
2. Doors must not be subjected to direct sunlight. Certain species (e.g., cherry, mahogany, walnut, and teak) are more susceptible to discoloration if exposed to sunlight or some forms of artificial light. To protect doors from light damage after delivery, opaque wrapping of individual doors may be specified.
3. Do not subject interior doors to extremes of heat and/or humidity. Do not allow doors to come in contact with water. Prolonged exposure may cause damage. Buildings where humidity and temperature are controlled provide the best storage facilities (conditions must be maintained between 25%-55% RH and 50°F-90°F).
4. Do not install doors in buildings that have wet plaster or cement. Do not store doors in buildings with excessive moisture content - HVAC systems must be operating and balanced.
5. Doors must always be handled with clean dry hands or while wearing clean dry gloves.
6. Doors must be lifted and carried when being moved, not dragged across one another.
7. Doors must be finished within 14 days of receipt.

FINISHING

1. Wood is hygroscopic and dimensionally influenced by changes in moisture content caused by changes within its surrounding environment. To assure uniform moisture exposure and dimensional control, all surfaces must be finished equally.
2. Doors must not be considered ready for finishing when initially received. Before finishing, remove all handling marks, raised grain, scuffs, burnishes and other undesirable blemishes by block sanding all surfaces in a horizontal position with 120, 150 or 180 grit sandpaper. All architectural flush and stile & rail doors, due to their weight, naturally compress the face veneer grain while in the stack. Therefore, sanding of the overall surface will be required to open the veneer grain to receive a field applied finish evenly. To avoid cross grain scratches, sand with the grain.
3. Certain species of wood, particularly oak, may contain extractives which react unfavorably with foreign materials in the finishing system. Do not use steel wool on bare wood, rusty containers or any other contaminate in the finishing system.
4. A thinned coat of sanding sealer should be applied prior to staining to promote a uniform appearance and avoid sharp contrasts in color or a blotchy appearance. Door manufacturers are not responsible for the final appearance of field-finished doors. It is expected that the painting contractor will make adjustments as needed to achieve desired results.

- All exposed, unfinished wood surfaces must be finished and the top and bottom rails sealed. Cutouts for hardware must be sealed prior to installation of hardware.
- Dark colored finishes should be avoided on all surfaces if the door is exposed to direct sunlight, in order to reduce the chance of warping or veneer checking.
- Water-based coatings on unfinished wood will cause delamination, veneer splits, highlight joints and raise wood grain. If used on exterior doors, the coating must be an exterior grade product. When installed in exterior applications, doors must be properly sealed and adequately protected from the elements. Please follow the finish and door manufacturer's recommendations regarding the correct application and use of these products.
- Be sure the door surface being finished is satisfactory in both smoothness and color after each coat. Allow adequate drying time between coats. Desired results are best achieved by following the finish manufacturer's recommendations. Do not finish doors until a sample of the finish has been approved
- Certain wood fire doors have fire retardant salts impregnated into various wood components that make the components more hygroscopic than normal wood. When exposed to high moisture conditions, these salts will concentrate on exposed surfaces and interfere with the finish. Before finishing the treated wood, reduce moisture content below 11% and remove the salt crystals with a damp cloth followed by drying and light sanding.

TELEGRAPH AND WARP

- Warp is any distortion in the door itself and does not refer to the relationship of the door to the frame or jamb in which it is hung; it includes bow (curvature along the length of the door), cup (curvature along the width of the door), and twist (one or two corners are out of plane with the other corners of the door).
- Warp shall not be considered a defect unless it exceeds 1/4 inch in the plane of the door itself. For doors 1-3/4 inch or thicker, warp shall not exceed 1/4 inch in doors 3/6 x 7/0 or smaller, nor shall it exceed 1/4 inch in doors 3/6 x 7/0 section of larger doors. For doors less than 1-3/4 inch thick, warp shall not exceed 1/4 inch in doors 3/0 x 7/0 or smaller.
- Warp shall be measured by placing a straight-edge, taut wire, or string on the suspected concave face of the door (vertically, horizontally, or diagonally), with the door in its installed position. The measurement of the warp shall be made at the point of maximum distance between the bottom of the straight-edge, taut wire, or sting and the face of the door.
- Warp and telegraph shall not be warranted in any event if the door is not treated in a manner consistent with the "storage, handling, finishing, installation and maintenance instruction".
- Action on any claim for warp or telegraph after installation may be deferred, at the option of ASSA ABLOY, for a period of 12 months from the date of complaint to allow for acclimation to surroundings.

ALLOWABLE TOLERANCES PER ANSI/WDMA STANDARDS Specific matters excluded from warranty but not limited to:

- Unsatisfactory door function or appearance caused by failure to follow the "Storage, Handling, Finishing, Installation and Maintenance Instructions".
- Appearance of field finished doors, or high gloss wood faced doors.
- Natural variations in the color, texture, character, or cut of the wood.
- Door not meeting applicable fire door requirements.
- Warp, if it occurs when 1] 1 3/8" thick door is larger than 3070, 2] face veneers are of differing species, or 3] door is finished/painted differently on each face of the door. This may create an unbalanced condition not warranted against warpage. This also includes doors with different plastic colors or patterns on each face.
- Door used in an exterior application unless noted above, or an interior door with differing temperature and/or humidity on opposing side of door.
- Door improperly installed or hung in a frame that is not plumb, square, and level, and/or doesn't allow the door to swing freely.
- Normal wear and tear, including wear-through of finish or deterioration for reasons other than material and workmanship of the door itself or fading due to exposure to ultra-violet light sources.
- Door with hardware that is not compatible for the particular door construction. This includes concealed closers deeper than 2 inches or wider than 1-1/4", and concealed vertical rod devices.
- Doors hung without a hinge and/or pivot for every 30" of door height.
- Doors with machined pockets that leave less than 1/4" thick cavity walls.
- Doors that have any form of facing grooving penetrating the veneer in excess of limitations set by the factory.
- Doors altered by others for size by re-railing, re-stiling or refacing.
- Lites not glazed by Masonite Architecture including glass breakage and/or damage to the door.
- Interior doors exceeding 4'0" in width or 10'0" in height, and exterior doors exceeding 3'6" in width or 8'0" in height, are not warranted.

INSTALLATION

- The utility or structural strength of the doors must not be impaired when fitting to the opening, applying hardware, preparing for lites, louvers, plant-ons or other detailing.
- Use two hinges for solid core doors up to 60 in. in height, three hinges up to 90 in. in height or portion thereof. Use heavy weight hinges on doors over 175 lbs. Pivot hardware may be used in lieu of hinges. Consult hinge or pivot hardware manufacturer with regard to weight and size of hinges or pivots required.
- The maximum clearance between the top, hinge edge and lock edge to the frame and meeting edge of pairs of doors, is 1/8 in.
- All hardware locations, preparations and methods of attachment must be appropriate for the specific door construction. Templates for specific hardware preparation are available from hardware manufacturers or their distributors.
- When lite or louver cutouts are made for exterior doors, they must be protected in order to prevent water from entering the door core.
- Pilot holes must be drilled for all screws that act as hardware attachments. Full threaded screws are preferable for fastening hardware to non-rated doors and are required on fire-rated doors. Self-tapping or combination wood/metal screws are not to be used on wood doors.
- If a full threaded screw is installed, then subsequently removed from a non-combustible fire door core, a new fastener with a larger root diameter and 1/2" longer shank than the original MUST BE SUBSTITUTED. This non-combustible material has considerably less "memory" than wood products do, and, therefore, must follow different guidelines for fasteners than wood-based cores.
- In fitting non-rated doors for height, do not trim top or bottom edge by more than 3/4 in. unless accommodated by additional blocking. Trimming of fire-rated doors must be in accordance with NFPA 80.
- Doors and door frames must be installed plumb, square and level.
- Installation of doors constitutes acceptance .

CLEANING AND TOUCH-UP

- Inspect all wood doors prior to hanging them on the job. Repair noticeable marks or defects that may have occurred from improper storage and handling.
- Field repairs and touch-ups are the responsibility of the installing contractor upon completion of initial installation. Field touchup shall include the filling of exposed nail or screw holes, re-finishing of raw surfaces resulting from job fitting, repair of job inflicted scratches and mars and final cleaning of finished surfaces.
- When cleaning door surfaces, use a non-abrasive commercial cleaner designed for cleaning wood door or paneling surfaces, that does not leave a film residue that would build up or affect the surface gloss of the door finish.

ADJUSTMENT AND MAINTENANCE

- Ensure that all doors swing freely and do not bind in their frame. Adjust the finish hardware for proper alignment, smooth operation and proper latching without unnecessary force or excessive clearance.
- Review with the owner/owner's representative how to periodically inspect all doors for wear, damage and natural deterioration.
- Review with the owner/owner's representative how to periodically inspect and adjust all hardware to ensure that it continues to function as it was originally intended.
- Finishes on exterior doors may deteriorate due to exposure to the environment. In order to protect the door it is recommended that the condition of the exterior finish be inspected at least once a year and re-finished as needed. Both exterior and interior finishes will change color over time.

Customer: _____ Order#: _____

Door Type: _____ JobName: _____

PO#: _____ Date: _____

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