

Flush Door Warranty

Graham I Maiman



Masonite Architectural warrants all flush 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 for the lifetime of the door. This warranty is applicable for the life of original installation of the door, and covers the following:

Door Type	Interior Use	Exterior Use
Thermal Fused - Non-Rated	Life of original installation	Not Warranted
Thermal Fused - 20 Minute	Life of original installation	Not Warranted
Thermal Fused - 45,60,90 Minute	Life of original installation	Not Warranted
Thermal Fused - Acoustical and Lead Lined	Life of original installation	Not Warranted
Graham Supreme Door (GSD) Graham Premium Door (GPD) Graham Custom Door (GCD)	Life of original installation*	Not warranted
Graham CMM and CMD	1 year limited warranty	Not warranted
Integris	3 year limited warranty	1 year limited warranty

* Graham Supreme, Premium and Custom Doors with hollow cores are excluded. These products are 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 Architectural 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 Architectural sends a representative to the jobsite and the warranty issue is determined not to be a manufacturer's issue the original purchaser will 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 Architectural within thirty days of receipt. Failure to notify Masonite Architectural within thirty days shall fully and completely relieve Masonite Architectural from any obligation under this warranty.

Masonite Architectural 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 Architectural. Masonite Architectural's liability is expressly limited to the repair or replacement of nonconforming products or refund of the purchase price at Masonite Architectural's option.

If the defect was not reasonably discoverable until after installation, Masonite Architectural 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 Architectural. Masonite Architectural shall not be liable for any door repaired or replaced without its prior consent. If the defect was reasonably discoverable prior to installation, Masonite Architectural is not obligated to pay the cost of rehang.

Since Masonite Architectural 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 Architectural 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/>

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 Masonite Architectural , for a period of 12 months from the date of complaint to allow for acclimation to surroundings.

FAILURE TO COMPLY WITH THE FOLLOWING ITEMS WILL VOID THE WARRANTY FOR EXTERIOR INSTALLATIONS OF INTEGRIS DOORS:

- 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 aluminum of 4 feet out from the face of the door and a minimum of 4 feet protection on each side of the door.
- The warranty does not cover finish of exterior doors.
- 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.
- Any door machined for concealed hardware (vertical rods, closers, holders, stops or flush blots), pivots, or magnetic switches in the top rail will not be warranted.

ALLOWABLE TOLERANCES PER ANSI/WDMA STANDARDS

SPECIFIC MATTERS EXCLUDED FROM WARRANTY BUT NOT LIMITED TO:

1. Unsatisfactory door function or appearance caused by failure to follow the “Storage, Handling, Finishing, Installation and Maintenance Instructions”.
2. Appearance of field finished doors, or high gloss wood faced doors.
3. Natural variations in the color, texture, character, or cut of the wood.
4. Door with cutouts that 1] have an edge within 5 inches of door edge, 2] have an edge within 5 inches (3-5/16” on non-rated and 20 minute doors) of another cutout (including hardware cutouts), 3] have an area exceeding 40% of the door face area, or 4] have a height exceeding 50% of the door height (exception: Engineered Composite core door with cutout).
5. Door not meeting applicable fire door requirements.
6. 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.
7. Door used in an exterior application unless noted above, or an interior door with differing temperature and/or humidity on opposing side of door.
8. 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.
9. 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.
10. 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.
11. Cracking of Thermal Fused surfaces or warp resulting from:
 - a. Doors that are improperly hung or do not swing freely.
 - b. Doors that have lite and/or louver cutout areas exceeding 1,296 square inches of visible glass or one continuous dimension of 54” H or one continuous dimension of 36” W, unless the following minimum dimensions are maintained: 5” stiles, 7” top rail, and 10” bottom rail. Pairs of doors must also have a minimum of 3 point latching.
 - c. Doors with light openings not cut by Masonite Architectural .
12. Doors hung without a hinge and/or pivot for every 30” of door height.
13. Doors with machined pockets that leave less than 1/4” thick cavity walls.
14. Doors that have any form of facing grooving penetrating the veneer in excess of limitations set by the factory.
15. Doors altered by others for size by re-railing, re-stiling or refacing.
16. Lites not glazed by Masonite Architectural , including glass breakage and/or damage to the door.
17. Thermal Fused Doors exceeding 4’0” in width, or 9’0” in height are not warranted.
18. All other flush doors exceeding 4’0” in width or 10’0” in height are not warranted.

INSTRUCTIONS FOR STORAGE, HANDLING, FINISHING, USE AND INSTALLATION

Since methods and conditions of installation and use may affect product conditions and are beyond Masonite Architectural control, failure by the original and any subsequent purchaser to strictly comply with each of the following provisions shall void this warranty. This warranty shall be void and Masonite Architectural will have no obligation hereunder in the event the door(s) have not been stored, handled, or field finished in accordance with the WDMA field finish guidelines contained in the Masonite Architectural Field Solutions guide.

INSTALLATION

- 1.The utility or structural strength of the doors must not be impaired when fitting to the opening, applying hardware, or preparing for lites, louvers, plant-ons or other detailing.
- 2.Use two hinges for solid core doors up to 60 inches in height, three hinges up to 90 inches in height or portion there of. Interior hollow core doors weighing less than 50 lbs. and not over 90 inches in height may be hung on two hinges. 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.
- 3.The maximum clearance between the top, hinge edge and lock edge to the frame and meeting edge of pairs of doors, is 1/8 inch.
- 4.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.
- 5.Pilot holes must be drilled for all screws that act as hardware attachments. Full threaded screws are preferable for fastening hardware to nonrated doors and are required on fire-rated doors. Self-tapping or combination wood/metal screws are not to be used on wood doors.
- 6.In fitting non-rated doors for height, do not trim top or bottom edge by more than 3/4 inch unless accommodated by additional blocking. Trimming of fire-rated doors must be in accordance with NFPA 80
- 7.Doors and door frames should be installed plumb, square and level.
- 8.Installation of prefinished door shall constitute acceptance.

ADDITIONALLY, SPECIFIC TO FIRE DOORS:

- A fire door bearing Masonite Architectural certification label has been prepared for installation per the conformance authorities granted by Warnock Hersey International and under label service; it must be installed per label instructions, with the certification label on the hinge stile at approximately eye level.
- Removal or tampering with the fire label will void the fire rating of the door.
- Unless otherwise identified, certified labeled fire doors installed in pairs must have metal edges or metal meeting edges with an astragal.
- Job site modification of certified labeled fire doors is restricted to:
 1. Function holes for mortise locks, preparations for surface or applied hardware, and holes for labeled viewers, none of which shall exceed 1" in diameter.
 2. A maximum undercut of 3/4" from nominal height.
 3. Manufacturer's restrictions for protection plate type and surface area.

CLEANING AND TOUCH-UP

- 1.Inspect all wood doors prior to hanging them on the job. Repair noticeable marks or defects that may have occurred from impropo storage and handling.
- 2.Field repairs and touch-ups are the responsibility of the installing contractor upon completion of initial installation. Field touch-up 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.
- 3.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

- 1.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.
- 2.Review with the owner/owner's representative how to periodically inspect all doors for wear, damage and natural deterioration.
- 3.Review with the owner/owner's representative how to periodically inspect and adjust all hardware to insure that it continues to function as it was originally intended.

Customer: _____
 Door Type: _____
 PO#: _____

Order#: _____
 Job Name: _____
 Date: _____

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