



Warped doors are most common during season changes, when there is a rapid change in temperature and humidity. When the heat or air conditioner first come on. The most common time is during winter months. Warp is not a manufacturing defect; it is simply a product reacting to changing environmental conditions.

Moisture imbalance is the main cause of warp. This is when the atmosphere on the two sides is different. The stresses on one side of the door are not balanced in direction to the other side. If there is an increase of moisture content on one face but not the other, the side with the higher moisture content will tend to elongate and cause the door to bow. Newly- installed doors should be left open until plaster and cement are fully cured. It's very important to seal all six sides as soon as possible and seal only if the door is straight. When the door is straight the moisture is balanced inside the door. Don't seal warped doors, this will not allow the imbalance to correct itself.

In most cases a warped door will straighten out after it has acclimated to its surroundings. We recommend the door be allowed to hang through at least a heating and cooling season to allow it to straighten out. A replacement door installed in the same environment may experience the same problem. Again, the door must be sealed all six sides to prevent the moisture penetration into the product, which can cause warp.

In order to minimize the possibility of warp doors, we recommend the following.

1. Doors should be stored in a dry area, do not store in areas such as newly poured concrete or recently dry walled or plastered rooms.
2. Doors need to be allowed to acclimate to their surroundings. Allow adequate Circulation but do not expose to direct sources of heat or cold.
3. Doors must be sealed six sides or all warranties are void. This means that the top and bottom of the doors must be coated the same as the stiles and faces of the door. "Dust coating" or overspray is not adequate to properly seal the product. Primed doors such as molded panels must also be painted on top and bottom as well, the prime coat is not an adequate sealer.

All possible steps are taken at the manufacturing facility to minimize the possibility of warp occurring. Following the above recommendations should help reduce warp door complaints.

Interior Door Warranty

Masonite's Products are designed and built to high industry standards and are warranted pursuant to the terms of this document. This warranty applies to doors purchased after May 15, 2020 that are installed in residential homes in the United States and Canada.

THE RESIDENTIAL WARRANTY IS GRANTED ONLY TO THE ORIGINAL PURCHASER OF THE PRODUCT AND THE FIRST OWNER OF THE RESIDENTIAL HOME WHERE THE PRODUCT WAS ORIGINALLY INSTALLED. THE MULTI-RESIDENT WARRANTY IS GRANTED ONLY TO OWNER OF THE HOME OR BUILDING IN WHICH THE PRODUCT HAS BEEN INSTALLED AT THE TIME OF INSTALLATION (AND ITS BUILDER AND CONTRACTOR). Subject to the exclusions and terms and conditions stated herein, Masonite warrants that the products listed below ("Products") will be free from manufacturing defects in material and workmanship from the original date of shipment by Masonite until the end of the time periods outlined below.

Product	Door Slab	Masonite Applied Finishes	Non-Masonite Applied Finishes
Interior Solid Core Doors	7 Years	1 Year	None
Interior Hollow Core Doors	5 Years	1 Year	None

Masonite Prefinished Doors: Subject to the warranty exclusions listed below, Masonite warrants its factory applied finishes (paints and stains) against peeling, checking or cracking for one year from the date of shipment to the original purchaser. Primer coats are not considered a finish and are not warranted nor are any finishes warranted that are applied by other parties. Masonite does not warrant that any particular finish will adhere to its primer coat.

THIS WARRANTY IS NOT TRANSFERABLE.

WARRANTY EXCLUSIONS:

1. Improper installation, storage, care, handling or finishing including, without limitation, a failure to follow the instructions set forth below or as posted on Masonite's website from time to time.
2. Failure to properly maintain the door such as by using harsh chemicals on the surface.
3. Damage caused by sunlight, water, or extremes of heat and/or humidity.
4. Doors that are stored or installed in buildings that have wet plaster or cement or where HVAC systems are not operating and balanced. (conditions 25%-55%RH and 50°F to 90°F [10°C - 32°C])
5. Any damage to a door installed in any exterior application.
6. Any issue due to improper alteration of the door by other parties (such as hinge preparation or lock bores).
7. Damage caused by exposure to acid, chemicals or fumes.
8. Locksets, hardware or other components of a door system that are not provided by Masonite.
9. Any finishes not factory applied by Masonite (primer coating is not a finish).

10. Variations in color or texture in any pre-finish coating.
11. Normal wear and tear or natural weathering of surfaces.
12. Problems resulting from misuse and or abuse.
13. Slight expansion or contraction of door panels, jambs and slabs due to varying environmental conditions changes is considered normal and not a defect.
14. Structural integrity issues caused by improper installation of hardware or improper sizing of door slab.
15. Damage or poor product performance resulting from the installation of product in a condition that exceeds product design standard or certified specs and or does not conform to applicable building standards.
16. Any alteration to a fire or other rated door is not permitted unless expressly authorized by ANSI standards such as under NFPA 80 including, without limitation, any trimming or machining. Any permitted machining, other than function holes, has to be performed "under label service" which means by a person licensed by the rating agency and the construction of the door slab must expressly allow for the machinability.
17. Any warp, size or squareness within the tolerances specified below.

PERMITTED TOLERANCES

1. **Size:** Width, height and thickness +/- 1/16".
2. **Squareness:** +/- 1/8" measured corner to corner across the diagonal plane.
3. **Warp:** No more than 1/4" of warp as measured across the plane of the door in a section no greater than 42" x 78" in a 1-3/4" or 36" x 78" in a 1-3/8" door. For doors that are larger than 3-6 x 7-0 but no greater than 8-0 in height and 4-0 in width, the warp shall not exceed 1/4" in a 36" x 78" section.

INSTALLATION INSTRUCTIONS FOR NON-RATED DOORS:

The instructions below are highlights of some of the instructions for door installation. Other installation may accompany the doors or be posted on Masonite's website and should also be followed:

- ▶ Do not impair the structural strength of the door during installation, the application of hardware, or the cutting of the door for lights, louvers, panels, or any other details.
- ▶ In fitting for width trim equally from both sides, the maximum on each side is 1/8th of an inch for 1/4 inch overall trim. If the door has already been machined then trim from the hinge side and re-machine the hinge pockets.
- ▶ In fitting for height do not trim the top of the door. Do not trim more than 1/4" off the bottom of the door unless accommodated by additional blocking.
- ▶ Masonite suggests using two hinges on doors up to 60" in height, three hinges on doors up to 90" in height and 4 hinges up to a maximum of 120" in height. Thread-to-head wood screws are recommended for fastening all hardware. Pilot holes are strongly recommended prior to inserting screws to avoid splitting.

Interior Door Warranty

STORAGE, CARE AND HANDLING INSTRUCTIONS:

The instructions below are highlights of certain storage, care and handling instructions. Other instructions may accompany the doors or be posted on Masonite's website and should also be followed:

- ▶ When doors are received they must be inspected immediately for quality, including correct size, machining, species of veneer and finish (if factory finished).
- ▶ Buildings where humidity and temperature are controlled provide the best storage facilities (recommended conditions 25%-55%RH and 50°F to 90°F [10°C - 32°C])
- ▶ Warping and oil-canning may occur, depending on the season and relative humidity, until the doors become conditioned to the humidity and temperature of the building.
- ▶ Deliver doors to the site after plaster, drywall or cement is dry to avoid excess moisture.
- ▶ Keep the doors away from direct sunlight and sources of extreme heat, cold or humidity.
- ▶ When storing door slabs, keep the doors stacked horizontal and fully supported on a level surface, do not lean the doors vertically against a wall or other structure. When stacking doors, keep the top door covered at all times with a cover sheet, plywood or cardboard.
- ▶ Masonite ships certain doors with spacers between the doors. In order to prevent door distortion it is required that the packaging spacers remain until the door is hung.

FINISHING INSTRUCTIONS

(not applicable to Masonite's pre-finished doors):

- ▶ Test several doors for compatibility with your finishing system. If you encounter a problem DO NOT PROCEED but contact your paint manufacturer for assistance. Masonite is not responsible for compatibility issues.
- ▶ Within 7 days of delivery to a job site, all six (6) edges (top, bottom, sides) and other unfinished surfaces must be sealed with at least two (2) coats of paint, varnish or lacquer, if local code permits, to prevent warping, twisting and checking. Follow the coating manufacturer's instructions carefully, including guidelines on reduction of water based paints. Primer does not function as a sealer or moisture barrier.

HOW TO MAKE A CLAIM:

If you detect a warranty issue, please promptly notify the person or company from whom you purchased the door or the home where the door was installed and provide the following information:

1. Description of the door and a photo of the defect;
2. Name and Address of the location of the door and, if installed, the builder and/or the installer;
3. Proof of Sale if you bought the door and, if not, the date you purchased the home or date it was installed;
4. Detailed explanation of the defect; and
5. Statement that the defect was not caused by any of the exceptions listed below.

Masonite may defer action on any claims for warping for a period of up to 12 months from date of the claim to allow the door slab to adjust to local humidity and temperature conditions. This often remedies the issue.

REMEDY AND LIABILITY LIMITATION:

If a warranty issue is detected during the applicable warranty term, Masonite, in its sole discretion, will repair the door or provide a replacement door or will refund the original purchase price paid to Masonite for the door. The remaining warranty term for any replaced or repaired door will run from the date of the original door warranty. Masonite will not be liable for any labor, rehanging charges, painting/staining, any consequential damages or other costs under this warranty.

MASONITE MAXIMUM LIABILITY IS LIMITED TO THE AMOUNT OF THE ORIGINAL PURCHASE PRICE PAID TO MASONITE. MASONITE IS NOT OBLIGATED AND THIS WARRANTY DOES NOT COVER THE COSTS OF LABOR, INSTALLATION OR FINISHING FOR ANY REPLACEMENT DOOR. THIS IS THE SOLE WARRANTY GRANTED TO ANY PARTY AND THERE ARE NO OTHER WARRANTIES GRANTED, EXPRESSED OR IMPLIED, INCLUDING IMPLIED WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE AND MERCHANTABILITY.

MOREOVER, IN NO EVENT WILL MASONITE BE LIABLE FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES. Your rights may vary based on the laws in your state or province. If your state or province does not allow the exclusion of implied warranties, the length of any implied warranty shall be one year or the shortest time in excess of one year permitted under the applicable law. Similarly, if your state or province does not allow the exclusion of consequential, incidental or special damages, this limitation will not apply.

Unless Masonite agrees in writing to an alternative, any dispute under this warranty or related to the warranted product, shall be resolved by mandatory arbitration administered by the American Arbitration Association (AAA) and governed by the Federal Arbitration Act, 9 U.S.C. section 1 et seq. as interpreted by the U.S. Supreme Court and the U.S. Court of Appeals for the Eleventh Circuit. Such an arbitration shall be before a single arbitrator and conducted under the AAA Consumer Arbitration Rules in effect at the time of the arbitration, except that the parties agree not to exercise any option to proceed in any small-claims court and waive any such right. Any in-person arbitral proceedings shall occur in Tampa, Florida, If, however, the arbitrator decides, based on evidence submitted, that the specified venue would result in undue hardship to the person making the claim ("claimant"), in which event the arbitration will occur in the location more convenient for the claimant as specified by the arbitrator. Neither you nor Masonite will be entitled to join or consolidate claims in arbitration.

No representative of Masonite or any of its dealers or distributors has authority to modify this warranty or assume for Masonite any additional liability or responsibility in connection with this warranty. Only an officer of Masonite may vary the terms.