

ASPIRO™ & CENDURA™

Warranty

SERIES	PRODUCT CATEGORY	INTERIOR	EXTERIOR
Aspiro™	Authentic Stile & Rail	Lifetime*	3-year
Aspiro™	Select Wood Veneer	Lifetime*	Not Warranted
Aspiro™	Premium Painted	Lifetime*	Not Warranted
Aspiro™	Choice Laminates/Impact	Lifetime*	Not Warranted
Cendura™	Stile & Rail	Limited Lifetime*	Not Warranted
Cendura™	Standard Wood Veneer	Limited Lifetime*	Not Warranted
Cendura™	Everyday Laminates	Limited Lifetime*	Not Warranted
Cendura™	Standard Painted	Limited Lifetime*	Not Warranted
Cendura™	Hollow Core or Bifold	1-year	Not Warranted

*Lifetime of original installation

Subject to the terms, conditions, tolerances and exclusions contained in this Warranty, Masonite Architectural warrants its Aspiro™ & Cendura™ branded door slabs as follows:

Lifetime & Limited Lifetime Coverage. Masonite Architectural interior doors are covered under this warranty beginning on the date that the doors are originally purchased and continuing for as long as the doors remain in use at the commercial structure where, and as, originally installed.

Limited One-Year Coverage. Cendura Hollow Core and Bifold doors are covered under this limited warranty for one year from the date that the doors are originally purchased.

The Masonite Architectural finish on the door and any accessories installed by Masonite Architectural at its manufacturing facility are warranted for a period of only one (1) year. Any glass lites are not warranted hereunder and may have a separate warranty.

Masonite Architectural warrants for the applicable time period that its doors will be free from defects in design, material and manufacture at the time of shipment that would render them unserviceable or unfit for the ordinary purposes for which the door is recommended.

This warranty is valid for products sold and installed only in the United States, Canada and Mexico.

The “Tolerances” set forth below are acceptable and not deemed defective under this warranty. In addition, if any condition described in the “Exclusions” set forth below is applicable, the door will not be warranted.

This warranty covers only the original installation of the door and only if installed in accordance with the written instructions contain in the Masonite Architectural Care & Handling Guide.

REMEDIES:

If a claim is asserted during the warranty period, Masonite Architectural, at its option will: (1) repair the defect; (2) replace the door; or (3) refund the purchase price of the door that was actually paid to Masonite Architectural. If replaced or repaired, the door will only be warranted for the remainder of the original warranty period. Masonite Architectural will assess each situation and determine on a case by case basis whether it will pay all or any amount to remove, refinish and rehang a defective door. In the instance of Cendura limited lifetime doors and Aspiro Exterior Stile & Rail doors, such consideration will only be given if the defect is detected in the first three years. For Cendura Hollow Core or bifold doors the warranty will not cover any labor or other costs associated with rehangng or refinishing. Masonite Architectural does not cover any expense relating to the removal or rehangng of a door when any defect for which the door is being rejected was apparent prior to installation. All concealed damage must be reported within 5 business days of delivery.

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1. Size tolerances: nominal length, width and thickness $\pm 1/16"$; prefit sizes $\pm 1/32"$
2. Squareness tolerance: diagonal measurement difference will not exceed $1/8"$
3. Factory hardware preparation: a plus $1/32"$ minus $0"$ tolerance will be allowed on hinge and lock front preparation cutouts
A $\pm 1/32"$ tolerance will be allowed on hinge and lock front locations
4. Stile, rail and core show-through (telegraphing) will not be considered a defect unless the face of the door varies from a true plane in excess of $1/100"$ in any three-inch-span
5. Humidity on both sides of an interior door must be at a consistent level and not be less than 25%, nor greater than 55%.
Temperature must not be less than 50°F , nor greater than 90°F
6. Warp shall not be considered a defect unless it exceeds $1/4"$ in the plane of the concave side of the door itself. The following warp allowances are for $1-3/4"$ or thicker doors. For doors wider than $3'6"$ and less than $7'$ in height, the warp shall not exceed $1/4"$ in a section $3'6"$ by the height of the door. For doors wider than $3'6"$ and higher than $7'$, the warp shall not exceed $1/4"$ in any $3'6"$ by $7'$ section. For doors up to and including $3'6"$ wide and over $7'$ in height, the warp shall not exceed $1/4"$ in any $7'$ length of door section. "Warp" is any distortion in the door itself and does not refer to the relationship of the door to the frame in jamb in which it is hung. The term "warp" shall include bow, cup and twist. In measuring the amount of warp present in a door, the following method shall be used: bow, cup, and twist shall be measured by placing a straight edge, taut wire or string on the suspect concave face of the door at any angle (i.e., horizontally, vertically, diagonally), with the door in its installed position. The measurement of bow, cup and twist shall be made at the point of maximum distance between the straight-edge, taut wire or string and the face of the door.

GENERAL EXCLUSIONS: This warranty does not cover:

1. Any condition or appearance caused by failure to follow Care & Handling instructions
2. The appearance of field finished or factory primed doors
3. Doors altered by others (excluding machining by Masonite Architectural authorized dealers)
4. Interior doors subjected to different temperature or humidity conditions on each side of the door or stored or used in conditions outside the care and handling guidelines
5. Doors that are improperly hung or do not swing freely
6. Fading or darkening due to exposure to ultra-violet light sources
7. Incompatibility of hardware with a particular door construction
8. Natural variations in color or texture of wood
9. The natural characteristic of the "barber pole" effect
10. Normal wear and tear or deterioration for reasons other than material and workmanship of the door itself
11. Doors shipped outside of the United States, Canada or Mexico will not be warranted
12. If an interior door is installed or used for any exterior applications
13. Doors where self-tapping or combination metal/wood screws are used to attach surface applied hardware
14. Repairs, rework or replacements made without prior written consent from manufacturer
15. Any delamination caused by failure to protect and seal exposed hardwood rails or veneer surfaces of the door and failure to maintain these surfaces

FLUSH DOOR EXCLUSIONS in addition to the general exclusion: This warranty does not cover:

1. The appearance of high gloss plastic as defined by the laminate manufacturer, or factory finished doors with a gloss higher than 40° (based on 60° gloss meter)
2. The warranty against warp does not apply to the following:
 - a. Doors that are wider than $3'0"$ or longer than $7'0"$ and less than $1-3/4"$
 - b. Doors hung without a hinge every $30"$ of door height. This exclusion is waived on non-rated SCL core doors up to $9'0"$ for warp not to exceed allowable warp per WDMA I.S. 1A. Top and Bottom offset pivots require one intermediate pivot up to $7'0"$ and an additional pivot for every $30"$ of door height. Center hung pivots are warranted on Particlecore, EHD Particlecore, and SCL core up to $7'0"$. Center Hung pivots are warranted up to $9'$ on SCL core only.
 - c. Doors with unbalanced construction
 - d. Doors wider than $4'0"$ and longer than $10'0"$
 - e. Note: Action on any claim for warp may be deferred, at the option of Masonite Architectural, for a period not to exceed one year from date of claim to permit conditioning of the doors to temperature and/or humidity
3. Particlecore Doors with wood beading
 - a. With cutout areas exceeding 40 percent of the door area
 - b. With individual cutouts exceeding $54"$ in height or $36"$ wide
 - c. With less than $3-1/4"$ between lock and lite cutouts
 - d. With less than $5"$ between lite cutout and door edge or other cutouts
 - e. With less than $10"$ bottom rail for full lite cutouts
4. Particlecore Doors with metal vision frame
 - a. With lite and/or louver cutout areas exceeding 2,835 square inches of visible glass
 - b. With individual cutouts exceeding $81"$ long or $36"$ wide
 - c. With less than $3-1/4"$ between lock and lite cutouts
 - d. With less than $5"$ between lite cutout and door edge or other cutouts
 - e. With less than $10"$ bottom rail for full lite cutouts

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5. EHD
 - a. With lite and/or louver cutout areas exceeding 2,835 square inches of visible glass
 - b. With individual cutouts exceeding 81" long or 36" wide
 - c. With less than 3-1/4" between lock and lite cutouts
 - d. With less than 5" between lite cutout and door edge or other cutouts
 - e. With less than 10" bottom rail for full lite cutouts
6. SCL Doors:
 - a. With lite and/or louver cutout areas exceeding 2,835 square inches of visible glass
 - b. With individual cutouts exceeding 81" long or 36" wide
 - c. With less than 1-1/16" between lock and lite cutouts
 - d. With less than 5" between lite cutout and door edge or other cutouts
 - e. With less than 10" bottom rail for full lite cutouts
7. Louvers, lites and any other cutouts in hollow core construction
8. Doors with concealed closers deeper than 2" or wider than 1-1/4"
9. Doors with reveals that are greater than 1/4" in depth both faces or not the same pattern each face
10. No hardware is to be mortised into or attached to a transom that does not include a metal transom bar in the door frame
11. MDF Routed doors wider than 3'6" x 8'
12. Door accessories installed by others
13. Cracking of high pressure decorative laminate faced doors with openings cut by parties other than the manufacturer or its authorized representative
14. Variation between exterior and interior stain finish appearance
15. Machined pockets that leave less than 1/4" thick cavity walls
16. Mortise door bottom preps that exceed 2-1/4" in depth

INTERIOR STILE & RAIL EXCLUSIONS in addition to the general exclusion: This warranty does not cover:

1. The warranty against warp does not apply to the following:
 - a. Doors that are more than the maximum size per stated qualifications
 - b. Doors with unbalanced construction
 - c. Note: Action on any claim for warp may be deferred, at the option of Masonite Architectural, for a period not to exceed one year from date of claim to permit conditioning of the doors to temperature and/or humidity
2. Doors with reveals that are greater than 1/8" in depth both faces or not the same pattern each face
3. Field painting of stain grade wood veneer surfaces
4. Natural movement of floating panels

INTERIOR STILE & RAIL QUALIFICATIONS

1. Maximum door size - 48" x 108" with 14" bottom rail (applies to over 43"w & 100"h)
2. Maximum door size - 42" x 99" with 12" bottom rail (applies to over 36"w)
3. Maximum door size - 36" x 98" with 10" bottom rail
4. Minimum size for stiles & top rail - 4 1/8"
5. Doors may be finished or unfinished
6. NOTE: fixed units may have 2-1/2" stiles at minimum

EXTERIOR STILE & RAIL EXCLUSIONS in addition to the general exclusions: This warranty does not cover:

1. Doors that are not factory finished
2. Dual wood species at exterior applications
3. Job site fitting will not be permitted
4. Prolonged exposure to extreme atmospheric conditions [heat-sunlight-moisture etc.] may limit the warranty
5. Concealed Vertical Rod exit devices
6. Plank doors at exterior locations
7. Red Oak doors at exterior locations
8. Utilizing solid lumber stiles
9. Variation between exterior and interior stain finish appearance

EXTERIOR STILE & RAIL QUALIFICATIONS

1. Haring Doors must factory finish [pre-finish or prime] the product
2. Maximum door size = 42" x 96"
3. Minimum size for stiles and top rail = 5" door over 36" wide = 5-1/2"
4. Minimum size for bottom rail = 10" door over 36" wide = 12"
5. Outswing doors require metal flashing at top of door
6. Exterior caulk must be used on lights and hardware
7. An overhang of four feet [4'] must be maintained from the exterior face and edge of the door[s]
8. Recommended Exterior Application Species: White Oak, Mahogany, Cherry, Pine, Walnut

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9. An owner maintenance [regarding the finish] program is required. See below
10. Minimum 2 coats of topcoat must be applied to all of the six sides of the door. Recommended to use a clear coat or sealer with a high UV blocker

Exterior Stile & Rail Maintenance Program:

The owner maintenance program must begin no more than six [6] months after installation. Keep the maintenance program simple, and stick to a schedule. Early May and mid-October should be periods of time with moderate temperatures and low humidity. If the finish deteriorates, the wood will be exposed to atmospheric conditions that will cause moisture levels within the wood to vary and cause the wood to move. Warp, twist, joint separation, and operational issues will be inevitable. Properly maintaining the topcoat will help prevent these issues. The stain grade maintenance program should exist as follows: Doors should be lightly and evenly sanded from P180 and progressed through finer sanding grits P200, P220, and finer (if needed) to the desired surface smoothness of the face. After sanding, one should wipe the door down to remove dust. Use of a mechanical sander is not recommended as it may be too aggressive. Wood door finishes must be appropriately maintained to prevent degradation of the coated surface and to extend the service life of the door. To produce the best, most durable results, use good quality Exterior grade finishing materials and apply according to the manufacturer's directions. Make sure to seal and inspect all 6-surfaces (top, bottom, hinge side, lock side, exterior face and interior face) of the active door panel(s). Finishing must be completed within 3-days from the time the protective packaging was removed and/or the installation was performed. The sanding of the door is designed to prepare the door to take an additional topcoat (promotes adhesion of coats), not to repair scratches, gouges, or other cosmetic issues that may exist from everyday use. When purchasing the topcoat material, please inform the seller of the wood species of the doors. Compatibility may or may not be an issue. Minimum 2 coats of topcoat must be applied to all of the six sides of the door. Recommended to use a clear coat or sealer with a high UV blocker. Masonite Architectural suggests an annual or biannual inspection of exterior top-coats. If inspection shows wear, reapply top-coat as required.

Claims Procedure

The purchaser shall inspect ALL doors for damage and defects at the time of delivery. A written notice of any apparent and visual defects must be submitted by the purchaser / installer to the supplier and to Masonite Architectural within 30 days of delivery if the defect is apparent or within 30 days of detection if the defect is latent. Any freight related damage shall be recorded on the receiving shipment paperwork and reported to Masonite Architectural within 5 days of delivery. Failure to so notify Masonite Architectural within the specified time frames shall fully and completely relieve Masonite Architectural from any obligation under this warranty for such defects. All parties must be given a reasonable opportunity to investigate the reported problem and Masonite Architectural must be given reasonable opportunity to implement corrective action. Claims shall be processed through the supplier from whom the door was acquired unless the door was purchased directly from Masonite Architectural. If purchased directly from Masonite Architectural, please submit a Customer Incident Report (CIR) form within the requisite period. The claim form is located on Masonite Architectural's website: <https://www.masonite.com/architectural/technical-resources/warranty>.

Remedy and Liability Limitation: If an issue is detected during the applicable warranty term, Masonite Architectural, in its sole discretion, will repair or replace the door or will refund the original purchase price paid to Masonite Architectural subject to reduction based on the proration. The remaining warranty term for any replaced or repaired door will run from the date of the original door warranty.

MASONITE ARCHITECTURAL'S MAXIMUM LIABILITY IS LIMITED TO THE AMOUNT OF THE ORIGINAL PURCHASE PRICE PAID TO MASONITE ARCHITECTURAL SUBJECT TO FURTHER REDUCTION BASED ON THE PRORATION SCHEDULE. MASONITE ARCHITECTURAL IS NOT OBLIGATED UNDER THIS WARRANTY TO COVER THE COSTS OF LABOR, INSTALLATION, REHANGING OR FINISHING 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 ARCHITECTURAL 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 exclusions or limitation of consequential damages, this limitation will not apply. Any dispute under this warranty must be resolved by mandatory arbitration under the commercial rules of the American Arbitration Association. If you disagree with this remedy, you must notify Masonite Architectural in writing within thirty days of the purchase of the door. Contractors and distributors agree to provide a copy of this warranty to the purchaser of the building where the door is installed.

Unless Masonite Architectural 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 a the location specified by the arbitrator. Neither you nor Masonite Architectural will be entitled to join or consolidate claims in arbitration.

Masonite Architectural
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