

Door Masters of Texas

Covered Accoya Limited Lifetime Door Warranty

Subject to the conditions and exclusions stated below, Door Masters of Texas (Door Masters) warrants that each Accoya stile and rail wood door or door system it sells will be free from defects in material and workmanship which would render the product unfit for normal and recommended use and service when stained and finished on all 6 sides within 24 hours of installation. Door Masters warrants this product only to the first purchaser of the product for purposes other than resale, or to the purchaser of the residence into which such door is installed. This warranty covers only defects which become evident during the warranty period, provided that the owner gives written notice of such defects to Door Masters of Texas, 7203 Cockrum Blvd., Houston, Texas 77066, within the warranty period. This warranty constitutes the sole and exclusive warranty offered by Door Masters of Texas.

Millwork

Door Masters offers a limited warranty for as long as the first purchaser owns and lives in the home for all models of its wood doors having solid Accoya stiles and rails as specified by Door Masters, from the date of first purchase of the door, this warranty assuring that each such door is of good material and workmanship and free from defects that would render the door unserviceable or unfit for the ordinary recommended use. This warranty shall be void if the door has not been maintained in good working condition by the first purchaser, or if persons other than authorized personnel of Door Masters worked on the door or door unit, or if the width of the door was reduced more than ½” from either side edge or if the height of the door was reduced more than 1” from the bottom and/or ½” from the top of the door. This warranty does not cover doors that extend over 96” in height or 36” in width.

The following shall not be considered defects in Material or Workmanship, and are not covered by this warranty.

1. Warp for any 6’8” high door one-fourth inch or less in any plane of the door. Warp for any 8’ high door three-eighth’s inch or less in any plane of the door. Warp is any distortion in the door itself, and does not refer to the frame or jamb in which it is hung. The term “warp” shall include the related terms of bow, cup, and twist. If the claimed nonconformity is warp, Door Masters may defer repairing or replacing the product for a period of twelve (12) months from the date of the claim or the date when the product was installed, as it is not uncommon for a temporary warp condition to occur as the door adjusts to local humidity and temperature conditions.
2. Bow or nonalignment in the frame or jamb in which the door is hung.
3. Variations or unsatisfactory results in the finish, texture, or appearance resulting from the application of paint or other finishing materials. The physical appearance of the door, including the stain and finish, are not covered by this warranty.
4. Natural variation in the wood color or texture, and grain.
5. Damage caused beyond the control of Door Masters, including but not limited to damage caused by misuse, abuse, accident, or mishandling, or by fire, flood, earthquake, storm, hurricane, tornado, or other acts of nature.
6. Damage caused by failure to adequately maintain a protective sealer/stain, and topcoat finish on the door on all 6 sides within 24 hours of installation, which protects the door from moisture, the sun, and the elements.
7. Damage resulting from exposure due to installation in an unprotected opening, such as an installation without sufficient roof overhang protection, and without a protective gutter system, which causes the door to be exposed to an unusual amount of direct sunlight and/or precipitation. Sufficient roof overhang is defined as an overhang over the door extending outwards from the door for a distance of one-half the height elevation measured from the bottom of the door to the bottom of the overhang, and extending sideways from the door unit a distance not less than 20” on either side of the door. A protective gutter system is defined as preventative watershed system which effectively prevents water from splashing onto the door and door jams. If door application does not meet this standard, the door warranty will default to uncovered.
8. Surface checks or blemishes in the door that are less than 1/32” in width or less than 6” in length.
9. Panel movement or shrinkage of 1/8” or less. Temperature, humidity, and direct sunlight may cause the wood panels in your door to shrink slightly, leaving an unstained line along the edge of the panel. This movement is normal.
10. Damage caused by installation of a storm door over the Door Masters door, which causes excessive heat.
11. Damage from sprinkler systems which expose the door to excessive moisture.
12. Damage caused by painting the door dark colors, which causes excessive heat and heat retention.

Glass Panels

Door Masters does not warrant any product against glass breakage or glass damage for any reason. Door Masters warrants the glass panels it sells for a period of five (5) years from date of purchase to be free from the accumulation of dust or moisture on the internal surface of the unit caused by failure of the unit’s edge seal. This glass panel warranty shall be void if the unit was not installed by Door Masters, or installed in an unprotected opening as defined above, or damaged from a sprinkler system, or installed in a high moisture environment such as a greenhouse or swimming pool enclosure, or if blinds, film, shades, or any foreign materials are used near or on the surface of the unit.

Claims Procedure and Limit on Remedies

All warranty claims must be presented as outlined above, within the warranty period as specified. Door Masters will not honor warranty claims made prior to payment in full for the warranted product. Upon validation by Door Masters of any warranty claim, Door Masters will, at its option: 1) repair the product, 2) furnish a comparable replacement product (or if a product is not available, a replacement which, in the sole opinion of Door Masters, constitutes a comparable replacement), 3) refund the purchase price of the door paid by the original purchaser of the product from Door Masters less the cost of the glass components if any. Door Masters reserves the right to inspect, in the field or on its premises, any door claimed as defective. THIS CONSTITUTES THE PURCHASER’S SOLE AND EXCLUSIVE REMEDY UNDER ANY CLAIM OR THEORY OF LIABILITY. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. ALL IMPLIED WARRANTIES, INCLUDING MERCHANTABILITY, ARE EXCLUDED. DOOR MASTERS SHALL NOT BE LIABLE FOR CONSEQUENTIAL, INDIRECT, OR INCIDENTAL DAMAGES OF ANY NATURE INCLUDING, WITHOUT LIMITATION, LABOR COSTS OF ANY KIND ARISING FROM OR IN CONNECTION WITH AN ALLEGED BREACH OF ANY WARRANTY OR NEGLIGENCE ON THE PART OF DOOR MASTERS. IN NO EVENT SHALL DOOR MASTERS PAY FOR THE COST OF LABOR, INSTALLATION OR FINISHING OF A REPLACEMENT OR ORIGINAL DOOR OR FOR ANY OTHER COST RELATING TO THE REPLACEMENT OF A DOOR, ALL OF WHICH SHALL BE THE SOLE RESPONSIBILITY OF THE PERSON MAKING THE WARRANTY CLAIM.

This warranty is effective for all products sold after August 31, 2026.