

MasterBrand Warped Door Disclaimer and Guidelines

Because wood is a natural product, each piece of wood exhibits its own unique color and grain variations. These differences give wood its genuine beauty. The wood's natural properties also determine how each individual piece will react to changing weather conditions. Therefore, eliminating warped doors completely is virtually impossible.

MasterBrand cabinetry is constructed to strict specifications, including the moisture content present in wood. When the moisture content is maintained at a constant level, MasterBrand is able to minimize the amount of expansion and contraction associated with natural wood. When an increased amount of expansion and contraction occurs, the result can be a warped door. By strictly controlling the amount of moisture (i.e. humidity) present during manufacturing, MasterBrand is working to ensure you receive a quality product.

Maintaining proper temperature and humidity levels within the home where MasterBrand product is installed provides the environmental for optimal cabinet performance. Not only can controlled conditions reduce the risk of warped doors, but also issues such as open joints, splits, shrinking center panels and others. See the [MasterBrand Cabinetry & Humidification Guide](#) for guidance regarding temperature and humidity conditions within the home. Maintaining these parameters may require the use of humidifiers and/or dehumidifiers depending upon geographic locations and changing environmental conditions.

If you feel that you have a warped door, you should perform the following initial testing to determine the extent of the problem.

❖ Adjust the 6-Way Adjustment Hinge

MasterBrand has incorporated 6-way adjustable hinges across many of its cabinetry brand platforms as an often-effective countermeasure to bowed/warped doors, or doors under stress due to improper cabinet installation. The first course of action is to perform these adjustments, in conjunction with the spacers/shims if needed, to avoid unnecessary part replacement. Please refer MasterBrand's 6-Way Adjustable Hinge Instructions found here ([link to MasterBrand website adjustment instructions](#)).

* Note that cabinet brand hinge adjustment instructions may vary.

❖ Measure Gap to Determine Warpage

A door must be warped at least 1/4" before it can be considered for replacement. If the door is warped less than 1/4", we recommend allowing an acclimation period of a complete heating and cooling cycle, through an entire seasonal period, to allow the door to reach moisture equilibrium. Adding magnetic catches or roller catches will often correct minor problems. To check for warpage and determine the amount:

1. Remove the door from the cabinet and remove all decorative surface knobs or pulls, hinges and bumpers.
2. Place the door on a completely flat surface, as determined by using a level, and alternately press on the opposite corners to observe if the door "rocks" or pulls away from the flat surface.
3. If you observe a gap between the door and flat surface, measure the distance to determine the amount of warpage.
4. If the door does not pull away from the flat surface, it is not warped. Most likely, there is an issue with the cabinet installation.

❖ Check for Improper Installation

When cabinets are not properly installed in a level or plumb position, they will become racked and cause the door to appear warped. To check for a racked cabinet:

1. Place a level on one end rail. The bubble in the level will appear centered if the cabinet was properly installed in a level position.
2. Place the level on the other end rail. Again, if the bubble appears centered the cabinet is properly installed in a level position.
3. Any variations in the location of the bubble will indicate the cabinet was not properly installed. (A plumb bob will reveal the same information).

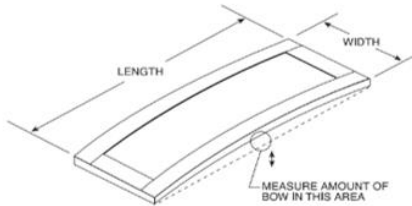
Another proper installation check is to place the level in the top, and then bottom of the installed cabinet's face frame. Identify the bubble's position in both, top and bottom, locations of the face frame. The bubble's position will indicate if the cabinet was not properly installed. See attached link ([Link to MasterBrand website install instructions](#)) for proper cabinet installation to prevent the appearance of a bowed/warped door (*Please reference the cabinet brand's installation instructions for details on proper cabinet installation.)

Exclusions

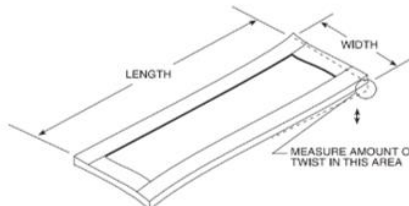
Certain conditions, including but not limited to the following, are **not covered** under the MasterBrand warranty:

1. Parts not bowed/warped in excess of 1/4".
2. Product not placed into the controlled environmental conditions referenced in the "Cabinetry Humidification" link above.
3. Parts which have been installed for a period exceeding 12 months.
4. Parts which "appear" bowed due to improper installation of cabinets (*Please reference the cabinet brand's installation instructions for details on proper cabinet installation).

Classification of Warping



BOW – VERTICAL DEVIATION (UP OR DOWN) FROM A TRUE FLAT PLANE. A BOW IS USUALLY ASSOCIATED WITH THE LENGTH.



TWIST – VERTICAL DEVIATION (UP AND DOWN) FROM A TRUE FLAT PLANE. TWIST USUALLY OCCURS TO JUST THE CORNER(S) OR END.