



F.A.Q – Warranty

1. Who is responsible for providing and maintaining the air filters in my home? *The builder is responsible for installing one filter at each filter location and will, at the walk through, demonstrate proper filter installation, cleaning and replacement procedures. **After that, the regular cleaning, replacement and maintenance of air filters is the homeowner's responsibility. (HMM - 3.1)***
2. Who is responsible for maintaining the ceramic wall tile in my bathrooms? *The ceramic wall tile and grout in your bathrooms or kitchen back splash are easy to maintain and, if properly maintained, will be impervious to water. The seams, joints, and sealers are not waterproof and require proper maintenance to prevent water seepage and damage to materials adjacent to and underneath the tile. **Re-grouting and re-caulking is a homeowner maintenance responsibility for the life of the home.(HMM – 3.9)***
3. Should I expect to see cracks in the stucco? ***Expansion and contraction cracks occur in stucco and, as part of homeowner maintenance, should be filled with a flexible masonry caulk. The cracks should then be painted with a good acrylic or elastic acrylic paint.** Stucco vertical or horizontal cracks, caused by temperature changes and home settlement, are usually cosmetic and very unlikely to be structural defects. (HMM – 3.23, 3.24)*
4. Should I expect to see cracks in drywall? *Slight imperfections such as nail pops, seam lines, and cracks not exceeding 1/8 inch are common in gypsum wall board installations. (HMM – 3.34) Builder will repair only cracks exceeding 1/8 inch in width, one time only, during the first year of the Limited Warranty period. Builder is not responsible for color variation in the paint or differences in finished texture. (BW – section 7 - Finishes)*
5. Is it normal for concrete to crack? *One thing to understand about concrete is that it will crack! Concrete is a porous material that will expand, contract, and crack as a result of temperature changes, shrinkage, stress, and settlement. Long hairline cracks in slabs, patios, garage floors, sidewalks and driveways are common and require no additional attention. They are cosmetic in nature and do not affect the integrity of the concrete. Any attempt to repair chips or cracks in concrete will result in product and color variation. (HMM – 3.12) *Driveways are not designed to handle the extreme weight of dual-axle and dual-wheel vehicles. Keep excessive weight, such as sand, lumber, moving vans, etc. off the driveway to prevent cracking. (HMM – 3.13)*
6. Who is responsible for “caulking” in the house? *Caulking is a building joint sealant where two dissimilar materials are joined. In time, caulking hardens and cracks and should be renewed prior to painting. Caulking is a homeowner's responsibility. **Caulking around windows and doors should be checked and re-caulked at least once a year.** Exterior caulking will eventually shrink, separate, and deteriorate. This will cause the caulking to pull away from surfaces and create areas for water and air to infiltrate. Pay particular attention to doors and windows; if separation occurs, it can result in leaks. **Maintaining of caulking is homeowner's responsibility. (HMM – 3.40)***
7. Who is responsible for maintaining my roof and the exterior of my house? *The roof (and the entire exterior of the house) should be inspected and maintenance every 6 months. This includes roof sealant and caulking (sealant). The builder is not responsible for roof leaks or window leaks caused by a lack of homeowner maintenance. Additionally, the builder is not responsible for damages caused by circumstances beyond our control (for example hail, wind, snow, storm damage). This includes blown or damaged shingles.*

- 8. How do I care for my kitchen and bathroom cabinets? *With proper maintenance, the cabinets will remain serviceable and attractive for many years. The wood cabinet tone, grain, and color are normal and reflect the natural characteristics of wood. Hardware stores offer color matching putty, stains, and polymer fillers to cover and repair nicks and scratches. **The homeowner is responsible for repairing nicks, and scratches, fading damage, delamination caused by heat, steam, or water intrusion. (HMM – 3.11)***
- 9. No electricity at kitchen, baths, or exterior – *All electrical outlets at the kitchen, bathrooms, garage, and exterior are on a GFCI circuit. They are sensitive to power surges and interrupt power under certain conditions to prevent injury. If a GFCI receptacle is not working, press the RESET button on the wall plate to restore proper operation. If this does not work, check and reset the circuit breaker in the panel box first and then press the GFCI button again. (HMM -3.22)*
- 10. Who is responsible for the weather strip on the exterior doors? *The builder will adjust or correct improperly fitted doors, windows and weather stripping one time in the first year of the limited warranty. **The homeowner may need to have storm doors and windows installed to provide satisfactory solutions in high wind areas. (BW – section 6 – Doors and Windows)***

Homebuyer/s

Date

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Date

Address

**HMM – Homeowners Maintenance Manual*

**BW – Builders Warranty Documents*