



NEW HOME WARRANTY MANUAL

509-458-5860

WWW.GREENSTONEHOMES.COM

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INTRODUCTION

We are proud to be your builder of choice and look forward to providing you and your family with many years of lasting quality and comfort in your home.

Please take a minute to get familiar with our warranty policies throughout your one year warranty period.

During your pre-closing home walkthrough, you will be given a brief overview of the functions of your home. During that time, you and your Greenstone representative will document any cosmetic or operation defects that you experience. These items will be corrected before or soon after your closing; depending on the extent of the repair.

For any inquiries or general knowledge, please use this manual as well as the manufacturer manuals provided in your Greenstone binder for basic care, maintenance, and usage instructions.

We are more than happy to answer any questions you have along the way. Simply submit a Customer Service Request to our website at www.greenstonehomes.com/homeowners. We are constantly updating this page with useful links and documents to help our customers find the answers they need!

Thank you for choosing to make your home a Greenstone Home!

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EMERGENCY PROCEDURES

IN CASE OF AN EMERGENCY:

Please refer to the emergency contact list that we provided in your Greenstone walk binder. If you're unable to locate that sheet, please ask us or contact a licensed contractor to help you. Emergency calls are subject to service calls.

Any home outside the one year warranty period will be responsible for all service charges unless deemed a workmanship or installation issue. If you are within your one year period, please also submit a customer service request so your service representative can follow up with you.

ELECTRICAL EMERGENCIES

An emergency exists when there is malfunction in the electrical system, which renders the home unlivable (such as a loss of power to the heating system during the winter months) or any other situation which could pose an immediate danger to the home or homes occupants.

Please check:

- 1) All circuit breakers in the main electrical panel are in the "ON" position
- 2) All Ground Fault Circuit Interrupter (GFCI) outlets have been reset and are not on "TEST"
- 3) There are no power outages elsewhere, other than in your home.

PLUMBING EMERGENCIES

An emergency exists if your home is completely without water or if all toilets are stopped up. We only warranty against stoppage of drainage problems for a period of 15 days from occupancy of the home. If there is some water, and at least one working toilet, your service call will be handled during regular business hours. In the event of a sewage backup, please contact a roofer plumber or a restoration company to start mitigating the issue.

HEATING EMERGENCIES

An emergency exists if there is no heat anywhere in the home. Contact the licensed HVAC Contractor who is listed on the heating unit or in your Greenstone paperwork.



HOW TO SUBMIT A SERVICE REQUEST

SUBMITTING A REQUEST FOLLOWING AN EMERGENCY IN YOUR FIRST YEAR WARRANTY PERIOD

After contacting one of our subcontractors from the emergency list, we ask that you submit a customer service request to our website so we can follow up with you. Your Greenstone representative will contact you the following business day to gather information and make arrangements for any follow up appointments as a result of the emergency repair.

ROUTINE CUSTOMER SERVICE REQUESTS FOR ONE YEAR WARRANTY

In an effort to streamline your service, we first ask that you refer to this manual and your manufacturer's manuals first. Both documents may be able to provide you with helpful troubleshooting tips that may alleviate the issue you are having. These documents should also help you identify if a request is warrantable or if it's homeowner responsibility.

After referring to the provided documentation, if your issue still persists, please follow these steps:

1. Visit www.greenstonehomes.com/homeowners
2. View the helpful links, documents, and videos on our website that pertain to the issue you are having.
3. If none of those links help, scroll to the bottom of the page.
4. Fill out the request form with as much information as possible; including photos.
5. Once you're done filling it out, hit the SUBMIT button.
6. You will receive an automated email from our Greenstone system, acknowledging your submission.
7. In the next 1-2 business days, your Greenstone building representative will contact you regarding your request.
8. Once your request has been completed, you will receive an automated email for your records.

** Please note, homeowners are responsible for making themselves available for repair appointments during normal working hours. Homeowners are also responsible for ensuring all the items or areas involved are addressed at the repair appointment. Failure to do so could result in a return trip charge at the homeowner's expense. **

*** Greenstone's One Year Warranty period is from the date of closing; not occupancy. ***



SIX YEAR STRUCTURAL WARRANTY

UNDERSTANDING YOUR STRUCTURAL WARRANTY

As your builder, we stand by our product and our quality. For every home that we build, we purchase a Six Year Structural Warranty for your home through the Residential Warranty Company, LLC.

A structural warranty is a written agreement for an established length of time, between the builder and the homeowner. It clearly defines the builder's responsibility related to craftsmanship & quality. Homeowners are protected from unacceptable work or defects in materials & construction.

The Six Year Warranty period begins on the day of closing, by the original homeowner.

This warranty is transferable to other owners of the home for the remainder of the six year period. The six year period does not restart when the home is resold.

If you are the original homeowner, you will receive a physical copy of the RWC Structural Warranty at the time of closing.

The RWC Warranty explains warrantable and non-warrantable components of your home in the first year and after.

You can visit this website for more information: <https://www.rwcwarranty.com/>

Follow the instructions on the cover of the RWC Warranty Manual to confirm your home has been registered with RWC. If you are not the original owner of the home, visit this site and re-register your home with your information.

STRUCTURAL CUSTOMER SERVICE REQUESTS FOR ONE YEAR WARRANTY AND AFTER

In an effort to streamline your service, we first ask that you refer to this manual and your RWC manual. Both documents will provide you with helpful information and help you identify if a request is warrantable or if it's homeowner responsibility.

After referring to the provided documentation, if your issue remains unanswered, please submit a customer service request to the builder at www.greenstonehomes.com/homeowners. Refer to page 5 of this manual for further instruction on how to submit a request.

You may also inquire to RWC, LLC about a warranty question. If the issue meets warranty standards, they will notify the builder for corrective action.

**** Please note, homeowners are responsible for making themselves available for repair appointments during normal working hours. Homeowners are also responsible for ensuring all the items or areas involved are addressed at the repair appointment. Failure to do so could result in a return trip charge at the homeowner's expense. ****



MAINTENANCE TIPS

MAINTAINING YOUR NEW HOME

Regular maintenance to your home is imperative. Your Greenstone home has numerous components and equipment that require periodic maintenance. By implementing the following preventative maintenance guidelines, you can help keep the components of your home functioning properly with as few problems as possible. Keep in mind, these items are homeowner maintenance and not warrantable.

For additional information regarding the subjects presented here, please refer to the appropriate Manufacturer's Pamphlet.

OCCUPANCY CHECKLIST

ELECTRIC- Locate the main circuit breaker in the electrical panel box and show family members how to turn it off in case of emergency.

GAS- Locate the gas shut off valve adjacent to the meter and show all family members how to close it in case of an emergency.

PLUMBING - Locate the main water line shut-off valve and show all family members how to close it in case of a plumbing emergency.

FIRE EXTINGUISHER - Purchase a general purpose fire extinguisher for the home plus one small kitchen extinguisher for grease fires. Demonstrate proper usage to family members in case of an emergency.

FLOORING- Attach furniture protectors underneath furniture legs to protect hardwood, vinyl, carpet and ceramic tile floors.

MONTHLY CHECKLIST

HVAC SYSTEM - Check your air filter and replace or clean, as necessary or recommended by the manufacturer.

FIRE EXTINGUISHERS - Check fire extinguishers to ensure they are fully charged.

GARBAGE DISPOSAL - Clean disposal blades by grinding up ice cubes. Freshen it with baking soda and by grinding up citrus fruit rinds.

RANGE HOOD or MICROWAVE FILTER- Clean or replace dirty filter.

SMOKE DETECTOR- Test smoke detectors and replace batteries as necessary. Clean and/or vacuum the detector openings as necessary.



MAINTENANCE TIPS CONTINUED

YEARLY CHECKLIST

INTERIOR CAULKING- Check for cracks or separations in caulking. This is a homeowner maintenance issue, not a warranty item.

DOORS - Check screws on the door lockset and hardware and tighten as necessary. Lubricate bi-fold and bypass doors as necessary. Clean sliding glass door tracks and apply silicone spray as necessary. Oil moving parts of the overhead garage door.

ELECTRIC - Test and reset all Ground Fault Circuit Interrupter (GFCI) receptacles. Check electrical extension and appliance cords.

PLUMBING- Check water supply lines and valves to sinks and toilets. Tighten if loose or leaking. Clean out faucet aerators, spray nozzles and drains. Check pipes and drains for water leakage.

WINDOWS- Check sills for caulking cracks or separations and re-caulk as necessary. Check weather stripping around windows and repair or replace as necessary. Check windows for smooth opening and closing operations. Clean tracks and lubricate as necessary. Inspect window screens and repair or replace as necessary.

SPRING CHECKLIST

AIR CONDITIONING SYSTEM - Have your HVAC contractor perform seasonal maintenance prior to the summer season. Inspect your filter and replace as necessary.

SPRINKLER SYSTEM- Hire a landscape company to turn on your system and make any repairs.

FALL CHECKLIST

HEATING SYSTEM- Have a licensed HVAC contractor perform seasonal maintenance prior to winter use. Inspect your filter and replace if necessary.

SPRINKLER SYSTEM - Hire a landscape or sprinkler company to winterize your system.



AIR CONDITIONING

Homeowner Responsibilities, Care, and Maintenance

The HVAC system is designed to provide your home with continuous comfort for many years. Operating the system according to the manufacturer's manual is imperative. Yearly maintenance is required. Refer to manufacturer recommendations for maintenance.

Inspect your filters monthly and replace as needed. Only use the filter size as recommended by the manufacturer. Deviating from this could cause harm to the HVAC system.

The cooled air from your outdoor cooling unit runs through the furnace exchange and through the furnace filter. Because of this, you will need to check and replace your furnace filter throughout the whole year.

Generally, the rule of thumb is to not set your thermostat more than 20 degrees cooler than the outside temperature. Doing so could cause damage or freezing of the whole unit.



During the warmer months, leave your air conditioner set to a standard temperature. Turning the unit off for long periods of time will cause the home to warm significantly and it will take hours for the home to cool to the desired cool temperature.

*Setting your thermostat to an excessively low temperature does not cool your home faster. Generally, it takes one hour to cool the home one degree. **

Thermostat readings can vary up to 5 degrees, plus or minus. Operating appliances, fireplaces, or opening doors and windows will affect the temperature reading.

Supply registers are located throughout the home and the airflow can be adjusted at each one. Simply open or close the damper to allow more or restrict airflow.

** Second floors and bonus rooms will naturally be warmer than the main floor of the home. Inversely, basements will naturally be cooler than the main floor. **

First Year Warranty Standards



Cooling issues caused by defective workmanship or equipment will be repaired to meet manufacturer's installation and product specifications.

Refrigerant leaks will be repaired and the unit will be recharged.

Workmanship defects to ducts, vents, and thermostats will be repaired to meet manufacturer's installation specifications.

Any modification to the HVAC system will void builder and possibly manufacturer warranties.

** HVAC systems are designed, submitted, and approved by the city building department. The kind, size, and quality of the equipment installed is approved by city building officials to ensure they meet local, state, and national HVAC and energy standards. **



APPLIANCES

Homeowner Responsibilities, Care, and Maintenance

Review the manufacturer's manuals for operation, maintenance instructions, and warranty information.

The appliances installed in your home are protected by the manufacturer's warranties and supersede the builder's and supplier's warranties.

For appliance repair protection that extends beyond the manufacturer's warranty period, you may consider a service contract available through an appropriate appliance dealer.



Before submitting a service request or contacting an appliance repair company, implement the following checklist:

1. Ensure the appliance is plugged in. If the appliance is plugged into a wall-switched electrical outlet, make sure the switch is ON.
2. The circuit breaker in the panel box controlling the appliance should be in the ON position.
3. Some appliances come with their own separate fuses or circuit breakers. Reset these.
4. Refer to the manual for instructions and use any tools that were provided with the appliance.

**** Note:** An appliance that draws too much power is not considered a wiring issue. Replacing the appliance to a more current model that meets electrical ratings may be required. ******

First Year Warranty Standards



An appliance problem caused by defective workmanship or faulty equipment will be inspected and corrected to meet the manufacturer's installation and product specifications.

Any issues with your appliances need to be submitted as soon as the issue is identified so the appliance dealer can schedule a repair.

Any electrical, HVAC, or plumbing addition, alteration, or modification to the original appliance installations, unless performed by a licensed contractor, may void all applicable warranties.

**** Appliance warranties with the builder are good for exactly one year from the date of closing, not occupancy. ****



ATTIC

Homeowner Responsibilities, Care, and Maintenance

The attic space, located immediately below the roof, is constructed with a truss system and/or hand cut framing members. Ventilation through the roof, siding, or soffits is required by building codes. A lack of ventilation can cause heat to build up.

Annually check the seals around vents, pipes, and fans. Contact a licensed roofing company if any resealing is required.



Verify the insulation in the attic is spread evenly throughout. Any gaps in insulation could result in temperature fluctuations inside the home.

Entry of rain through roof vents or pipes due to high winds and heavy showers may occur and are not warranted.

Inspect the attic for any insects or animals. Pest control is the homeowner's responsibility. Any damage caused by pest habitation is not covered under this warranty.

First Year Warranty Standards



Any roofing, attic, or insulation problems caused by defective workmanship or equipment will be inspected and corrected to meet the manufacturer's installation and product specifications.

Note: Builder cannot guarantee an exact match of replacement shingles as color variations of existing shingles may be prominent from natural weathering of outside conditions.

BATHROOMS

Homeowner Responsibilities, Care, and Maintenance

Moisture can cause water marks on the paint and caulking to crack overtime. Wiping water marks on the walls with a wet cloth will help remove any buildup of paint surfactants and are not necessarily a sign of poor ventilation.

Maintain proper ventilation in the bathroom when moisture is introduced. Operational windows are provided to help ventilate the area as well as bathroom fans. Ensure bathroom fans are cleaned regularly and operational.

Check the caulking around tubs, toilets, and windows; resealing when necessary.



Tiled walls are easy to maintain and most are impervious to water; however the grouted joints are not. Check the grout and silicone around all tile surfaces; reapplying when necessary.

Flooring is water resistant, however standing water on the floor's surface should be removed immediately to prevent damage to the products. Flooring damaged or coming loose due to excessive water damage are not warrantable.

Baseboard trim is water resistant, however, standing water around the trim should be cleaned up immediately to prevent water saturation. Any water damage to any baseboard trim is not warrantable.

First Year Warranty Standards

Cracked wall tiles will be replaced if caused by structural movement or defective workmanship. Tiles damaged by the homeowners are not warrantable.



Any loose wall tiles will be secured by removing and replacing the affected tile and repairing the surrounding grout.

Silicone and grout lines that crack greater than 1/8 inch will be reapplied by the builder one time only. It is the homeowner's responsibility to request this service near the end of their one year warranty period.

Note: Builder cannot guarantee an exact match due to manufacturer color variations or discontinued patterns.

CABINETS

Homeowner Responsibilities, Care, and Maintenance

Cabinets are constructed of wood and composite wood materials. There are natural variations in grain, texture, and color. Variations in stain color are expected as grains are emphasized differently.

Avoid contact with excess water, direct sunlight, grease, and extreme temperatures. Use microwave or hood vent fans to ventilate moisture while cooking.

Cabinets are affected by changes in temperature and moisture. Expansion and contraction in the wood are common and adjustments may be made for proper operation.



All hardware adjustments, alignments, and hardware tightening are the homeowner's responsibility.

Paint and putty repairs are the homeowner's responsibility. Touch up kits are provided by the builder and additional products can be purchased by the cabinet manufacturer.

The builder is not responsible for variations in color or stain, finishes, or fillers used for the original installation or repairs. Exact matches in wood grain or colors cannot be guaranteed as products vary from the manufacturer.

Cabinet scribe is installed between the cabinet and the wall. This area is not caulked. Some gaps due to settling or normal expansion/contraction should be expected.

First Year Warranty Standards

Cabinet doors and drawer fronts that warp in excess of 1/4 inch, as measured from the face frame to the inside edge of the door, will be repaired by adjusting the hinges or replacing the door if necessary.



Cabinet drawers that do not sit flush or close properly will be repaired by adjusting the drawer guides. Larger, deeper drawers may have more movement while closing than the smaller drawers. Drawers can be adjusted by grabbing the drawer front and manually squaring the drawer face with your hands.

A cabinet that becomes loose from the wall will be re-secured, unless determined that the weight limitation of 20 pounds per square foot has been exceeded.

Cabinet hinges or drawer guides that fail to operate will be replaced.

A cabinet door that cracks will be repaired unless replacement is required.

CAULKING

Homeowner Responsibilities, Care, and Maintenance

Caulking is used for aesthetic and functional purposes. Ensure you are using a paintable caulk when reapplying in areas that need painted. Latex based caulks are best for use at drywall and trim molding.

Silicone caulk works best in wet areas like showers, backsplashes, sinks, and toilets.



EXTERIOR CAULKING- Regularly check caulking around your home. Caulking is applied around windows, home penetrations, trim, and doors. Clean and recaulk as necessary.

INTERIOR CAULKING- Regularly check caulking around your home. Caulk is applied from the drywall to the vinyl windows, at all trim molding, and around plumbing fixtures like your tubs and toilets.

NOTE- Greenstone does NOT caulk MDF window sills to vinyl windows. Temperature fluctuations that cause expansion/contraction will result in cracking of the caulking. Gapping between the MDF window sill and the vinyl window are normal and should be expected.

Caulking maintenance is the homeowner's responsibility.

First Year Warranty Standards



Caulking should be inspected at the homeowner walkthrough. No caulking will be repaired after occupancy.

CONCRETE – Exterior Concrete

Homeowner Responsibilities, Care, and Maintenance

Builder is not responsible for damage or deterioration caused by factors beyond the builder's control; such as cleaning chemicals, curing chemicals, heavy vehicles or storage containers, deicer chemicals.

Concrete color variations are expected and considered normal. Climate and chemicals in the mix are all factors that can affect the cosmetic appearance and curing process.

EXTERIOR CONCRETE- Cracking is to be expected. Any cracks less than 1/4 inch in width are considered cosmetic and do not affect the structural integrity of the slab. Air gaps and surface cracking is expected on foundation walls, walkways, driveways, patios/porches, and sidewalks.



The use of deicer is **STRONGLY DISCOURAGED**. Deicer will cause the concrete to spall or chip and are not covered under the warranty guidelines.

Joint separation between porches and steps are normal as they are two different pours. This gap may widen as the ground around the home settles; but should not exceed 1/2 inch.

Ground settlement due to standing water or improper care of the ground around the concrete will not be covered under this warranty. It is the homeowner's responsibility to prevent pooling water around all concrete surfaces; including the foundation.

SIDEWALK PANELS are inspected by the local building inspectors and are repaired or replaced as required by the City. Any damages or cracks to the sidewalk panels after occupancy are homeowner responsibility.

First Year Warranty Standards

Cracks that exceed 1/4 inch in width will be filled with a concrete repair compound.



Vertical displacement that exceeds 1/4 inch will be repaired or the affected area will be replaced if necessary.

Steps that settle more than 1/2 inch will be repaired or replaced if necessary.

CONCRETE – Garage Slabs

Homeowner Responsibilities, Care, and Maintenance

Builder is not responsible for damage or deterioration caused by factors beyond the builder's control; such as cleaning chemicals, curing chemicals, heavy vehicles or storage containers, deicer chemicals.

Concrete color variations are expected and considered normal. Climate and chemicals in the mix are all factors that can affect the cosmetic appearance and curing process.



Cracking is to be expected. Any cracks less than 1/4 inch in width are considered cosmetic and do not affect the structural integrity of the slab. Relief joints are cut in the garage slab to help control cracking. However, cracking may occur in other areas.

The use of deicer is **STRONGLY DISCOURAGED**. Deicer will cause the concrete to spall or chip and are not covered under the warranty guidelines.

Efflorescence is a cosmetic reaction when salt deposits form on the surface of the concrete. As salt minerals move to the concrete's surface through water, the water evaporates, leaving behind a white powdery substance. Clean the substance off with a pressure washer and a wire brush. Allow the concrete to thoroughly dry, then apply a penetrating concrete sealer.

First Year Warranty Standards



Cracks that exceed 1/4 inch in width will be filled with a concrete repair compound.

Vertical displacement that exceeds 1/4 inch will be repaired or the affected area will be replaced if necessary.

CONCRETE – Basement Slabs

Homeowner Responsibilities, Care, and Maintenance

Builder is not responsible for damage or deterioration caused by factors beyond the builder's control; such as cleaning chemicals, curing chemicals, heavy vehicles or storage containers, deicer chemicals.

Concrete color variations are expected and considered normal. Climate and chemicals in the mix are all factors that can affect the cosmetic appearance and curing process.



Cracking is to be expected. Any cracks less than 1/4 inch in width are considered cosmetic and do not affect the structural integrity of the slab.

Basement slabs are designed to support floor loads and are allowed to move independently from the footings and foundation walls.

Efflorescence is a cosmetic reaction when salt deposits form on the surface of the concrete. As salt minerals move to the concrete's surface through water, the water evaporates, leaving behind a white powdery substance. Clean the substance off with a pressure washer and a wire brush. Allow the concrete to thoroughly dry, then apply a penetrating concrete sealer.

First Year Warranty Standards

Cracks in the basement slab that exceed 1/4 inch in width will be filled with a concrete repair compound.



Vertical displacement that exceeds 1/4 inch will be repaired by grinding down the affected area and applying a concrete repair compound.

Uneven concrete floors in unfinished basements that are designed for finished flooring will be corrected if those areas exceed 3/8 inch within a 32 inch measurement. Any holes or depressions will be filled with a repair product.

- Areas that are not finished as living areas (such as mechanical rooms) will not be corrected.

Cracks in the concrete walls that exceed 1/4 inch in width in conjunction with vertical or horizontal displacement will be repaired with a concrete repair material.

Leaks resulting in actual flow or trickling of water through the wall or floor, causing an accumulation will be corrected. A one-time occurrence may not indicate a defect. Dampness or condensation are normal occurrences. It is the homeowner's responsibility to maintain proper grading and prevent standing water around the foundation of the home.

COUNTERTOPS

Homeowner Responsibilities, Care, and Maintenance

Check and reapply caulking at the backsplash and around the sinks to prevent moisture from affecting the underlayment or cabinets underneath.

Excessive heat can cause charring, burning, lifting, or blistering. Do not place hot pans, coffee pots, baking dishes, or hot irons directly on the surface. Use hot pads on all surfaces.



LAMINATE-Laminate countertops are a thin layer of hard plastic laminate over a wood composite surface. Laminate is not heat or scratch proof.

Use a damp cloth or mild cleanser to clean the surface. Abrasive cleaners can damage or dull the countertop.

Allow time for the dishwasher to cool before opening the door as the moisture can cause swelling and/or delamination.

QUARTZ and GRANITE- These surfaces can stain easily. Use a damp cloth or non-abrasive cleanser. Acidic products like vinegar can etch the surface so wipe these spills immediately.

Granite needs to be resealed on a regular basis. Consult with a local distributor or the manufacturer for instructions.

Check countertops for chips and scratches at your homeowner walkthrough as cosmetic damages are not covered under the warranty.

First Year Warranty Standards

Laminate countertops that delaminate under normal conditions will be repaired or replaced if necessary. However, moisture or heat induced delamination caused by an outside source, will not be covered.



Countertops will have a visible seam. Any gaps wider than 1/16 inch or height difference of 1/16 inch will be repaired. Filler is an acceptable repair for seam gaps.

Cracking at the seam that's caused by faulty workmanship or natural settling will be repaired or replaced to meet manufacturer's specifications.

Note – Builder is not responsible for manufacturer dye lot variations or discontinued patterns. Builder cannot guarantee an exact match of new material to existing.

CRAWLSPACES

Homeowner Responsibilities, Care, and Maintenance

Ventilated crawlspaces allow air to circulate through the space under the home, preventing moisture build-up on the home and the ground below.

The vents on the side of your crawlspace are installed with a metal mesh material that prevents animals from accessing the crawlspace. Each vent also comes with plastic doors that can be opened and closed to restrict airflow under the home.

Crawlspace vents are recommended to stay open year-round. Air circulation through the crawl space is required to prevent mold or mildew.



** During subzero weather occurrences, you may close a few crawlspace vents nearest your plumbing lines to prevent direct contact with subzero winds. Ensuring still that you leave AT LEAST one crawlspace vent open on each side of the home to allow airflow to circulate. Once the subzero spell has passed, open the vents up again. **

Closing the crawlspace vents for an extended period of time can lead to excessive moisture levels in the crawlspace. Excess moisture can lead to mold growth, wood rot, and poor indoor air quality inside the home.

A poly plastic vapor barrier is installed on the pea gravel in your crawlspace to help prevent ground moisture from damaging the wood components of your home. The plastic can shift around as it's crawled on. Verify that all areas of the gravel are constantly covered before leaving the crawlspace.

Mold growth, wood rot, or other moisture damage in the crawlspace caused by closing the crawlspace vents or improper coverage of the poly plastic, is homeowner's responsibility.

Verify yearly that all water lines are insulated and there isn't an introduction of excess water into the crawlspace.

Maintain proper exterior grading to ensure water does not pool near the foundation walls. Pooling water can seep into the crawlspace, causing moisture damage. Ensure all downspouts are operable and directing the water away from the foundation.

First Year Warranty Standards



Crawlspace vents should be equipped with plastic louver doors that allow the vent to be closed off. Missing louver doors will be replaced one time.

** Crawlspace vents that are found to be closed void all mold/mildew warranties. It is recommended to leave crawlspace vents open year round to allow proper air circulation in the crawlspace.**

DOORS – Exterior Doors

Homeowner Responsibilities, Care, and Maintenance

EXTERIOR DOORS include entry, patio, sliding glass, overhead garage, and garage man doors. The finish depends on the material, such as, metal, fiberglass, composite, or solid wood.

Exterior doors are susceptible to moisture damage from the elements and must remain protected. Wood doors that are stained may fade and should be refinished as needed.



During high winds and rain, some air and water infiltration is expected. Check the weather stripping to ensure the seal is in place and replace it if it becomes loose, torn, or worn. If the bottom threshold is adjustable, adjust the screws to ensure the door is sealed properly at the sweep as the changing weather can affect the reveal.

Exterior wood doors may warp with changes in moisture and temperature.

Ensure hardware like door knobs, deadbolts, and hinges are tight and operational. Make adjustments as needed.

Use caution when opening exterior doors. Spring door stops and hinge stops that prevent the door from opening past a certain point can dent the door.

Door weather stripping and door sweeps should be checked seasonally and replaced as necessary.

Check for scratches, dents, cracks, or imperfections needing repair at your walkthrough. Door hardware like hinges, knobs, and locks should be checked for correct operation and any cosmetic imperfections should be noted at your walkthrough.

Cosmetic imperfections in the door after occupancy are not warrantable. Replacements or repairs will be the homeowner's responsibility.

Lubricate door locks with graphite or silicone regularly. Clean hinges with a damp cloth and lubricate as needed.

First Year Warranty Standards

A door that rubs, catches, or doesn't remain shut will be adjusted one time during the warranty period.



Door hardware should operate properly and will only be replaced or repaired if deemed a manufacturer defect.

Exterior doors that warp in excess of 1/4 inch diagonally, will be repaired or replaced.

Note: The builder cannot guarantee an exact match of wood grain, stain or paint finish if a repair is required.

DOORS – Interior Doors

Homeowner Responsibilities, Care, and Maintenance

INTERIOR DOORS include passage doors, bi-fold doors, bypass doors, barn doors, and pocket doors. These doors are made of a wood and wood composite material; normally hollow inside.

Interior doors are susceptible to moisture damage and must remain protected.

Swelling, sticking, and warping of interior doors can be caused by excessive moisture. Keep humidity levels in your home consistent by opening doors and windows and using fans.



Use caution when opening interior doors. Spring door stops and hinge stops that prevent the door from opening past a certain point can puncture the hollow door, causing a hole. These repairs are not covered under the warranty.

Bypass, bi-fold, pocket, and barn doors have mechanical functions that need to be regularly maintained. Clean and lubricate the mechanical portions to maintain proper function. Repairs to door mechanisms will only be adjusted one time during the warranty period.

Check for scratches, dents, cracks, or imperfections needing repair at your walkthrough. Door hardware like hinges, knobs, and locks should be checked for correct operation and any cosmetic imperfections should be noted at your walkthrough.

Lubricate door locks with graphite or silicone regularly. Clean hinges with a damp cloth and lubricate as needed. Ensure hardware like door knobs, locks, and hinges are tight and operational. Make adjustments as needed.

First Year Warranty Standards

Doors that rub, catch, or don't remain shut will be adjusted one time during the warranty period.

Door hardware should operate properly and will only be replaced or repaired if deemed a manufacturer defect.



Doors that warp in excess of 1/4 inch, as measured diagonally from corner to corner, will be repaired by adjusting the door back to normal operation or replaced if adjustment is impossible.

Doors with detached veneers will be repaired by gluing and clamping the veneer.

Doors with gaps that exceed 1-1/2 inches, as measured from the bottom of the door to the finished floor surface will be rehung or replaced. The size of the reveal will vary depending on flooring types.

Note: The builder cannot guarantee an exact match of wood grain, stain or paint finish if a repair is required.

DOORS – Fire Rated Doors

Homeowner Responsibilities, Care, and Maintenance

FIRE RATED STEEL CLAD DOOR is installed between the garage and the dwelling of the home. This door is designed to provide a fire barrier between the two areas.



This door is installed with self-closing hinges as required by local building codes.

Similar doors are also installed on mechanical rooms within the garage.

Ensure hardware like door knobs, locks, and hinges are tight and operational. Make adjustments as needed.

Door weather stripping and door sweeps should be checked seasonally and replaced as necessary.

Check for scratches, dents, cracks, or imperfections needing repair at your walkthrough. Door hardware like hinges, knobs, and locks should be checked for correct operation and any cosmetic imperfections should be noted at your walkthrough.

Cosmetic imperfections after occupancy are not covered under this warranty. Hardware will be repaired or replaced if deemed to be a manufacturer defect. Replacements or repairs will be the homeowner's responsibility.

Lubricate door locks with graphite or silicone regularly. Clean hinges with a damp cloth and lubricate as needed.

First Year Warranty Standards



A door that rubs, catches, or doesn't remain shut will be adjusted one time during the warranty period.

Door hardware should operate properly and will only be replaced or repaired if deemed a manufacturer defect.

Note: The builder cannot guarantee an exact match of wood grain, stain or paint finish if a repair is required.

DOORS – Overhead Garage Doors

Homeowner Responsibilities, Care, and Maintenance

OVERHEAD GARAGE DOOR is installed between the garage and the exterior of the home. This door is designed to provide a weather resistant barrier into your garage; allowing access for storage of vehicles and similar items.



Overhead garage doors are not weatherproof. High winds and rain can penetrate past the rubber weather stripping on the sides and the bottom of the door. Excessive heat on the weather stripping can also cause the product to shrink or warp over time. Adjustments and replacements are the homeowner's responsibility.

Ensure hardware like bolts, screws, chains, and springs are tight and lubricated to maintain proper function. Lubricating moving parts is the homeowner's responsibility.

Verify the ground sensors are clear of any obstructions (including sunlight) as this will cause an error code when closing the door.

High tension springs can be very dangerous. Contact a garage door company for spring repairs and adjustments.

Refer to the manufacturer instructions for maintenance recommendations and error codes.

Door weather stripping should be checked seasonally and replaced as necessary.

Maintain paint to help protect the door from the elements.

First Year Warranty Standards



A door that does not open or close will be repaired or replaced if due to faulty workmanship or equipment.

Note – Noisy garage doors indicate that the moving parts need lubricated. Refer to manufacturer specifications for instructions. This is considered normal maintenance and is homeowner responsibility.

DRYWALL

Homeowner Responsibilities, Care, and Maintenance

Drywall creates the finished walls and ceilings inside your home and garage. Sheetrock is screwed into the studs and trusses, then taped, coated, textured, and painted.



Cracks, screw pops, and seam lines can become visible and are common due to normal settling and drying of the components of your home.

Some drywall repairs may be visible with direct sunlight as the texture may vary slightly from the original installation.

First Year Warranty Standards

Drywall seams that exceed 1/8 inch in width will be repaired.

Walls that are greater than 1 inch out of plumb in any 8 foot vertical measurement will be repaired.



Bowing of walls or ceilings should not exceed 1/2 inch within a 36 inch horizontal or vertical measurement.

A screw pop, blister, or blemish that is visible from 6 feet under normal lighting conditions will be repaired.

NOTES FOR SERVICE

- 1) Repairs caused by the home settling will only be made one time, at the end of the one year warranty. Drywall repairs caused by the homeowner WILL NOT be repaired.
- 2) It is the homeowner's responsibility to request this service. Homeowners must also mark the affected areas that they want repaired. Any areas that are missed at the one-time repair will be homeowner responsibility.
- 3) Builder is only required to paint the affected area, not the entire wall or room.
- 4) Builder will not paint custom painted walls.
- 5) Builder cannot guarantee an exact paint patch and will not warranty any flashing or texture difference of the drywall patch and paint touch up.
- 6) Builder is not required to repair defects to any walls that have been modified with a wall covering like shiplap or wallpaper.

** Drywall repairs will be repaired one time, at the end of the one year warranty period per the homeowner's request. Any repairs after that time will be the homeowner's responsibility. Builder cannot guarantee an exact texture match of the drywall repair. **



ELECTRICAL SYSTEM – Meters and Wiring

Homeowner Responsibilities, Care, and Maintenance

EXTERIOR METERS are owned by the utility company. Utility companies experience a variety of situations that affect power supplies, including power surges and interruptions, peak overload periods, and even total shutdowns. These occurrences are not necessarily an indication of a problem with the home's electrical wiring. Contact your local power company with any questions or recommendations.

POWER FAILURE is an event in which your home has lost all electrical power. Check the neighboring homes and verify if it's an isolated incident or an area wide outage. If it's an area wide outage, check with your local power company for updates.



If the incident is isolated to your home only, check the main breaker in the circuit breaker panel located in the garage. If you are within your one year warranty, contact the builder for assistance or contact the number on the emergency contact list for the appropriate electrician. If you are outside your one year warranty, please contact an electrical company directly as this is homeowner responsibility.

CABLE AND ETHERNET wiring is available. Should you experience any issues with your service, please contact your service provider. If your service provider has any trouble with the original set up of your service to the existing wiring, please contact the builder if you are within your one year warranty. After the one year warranty, please contact a licensed electrical company.

Utility companies are responsible for all wiring into the community and into your home. If a specific service is not available in your location, please contact the utility company.

Orange coax runs the wiring from the home to the utility boxes near your driveway. Only the utility company can cut the excess orange coax. The builder will not be responsible for these.

First Year Warranty Standards



Cable or Ethernet wiring that is damaged from the installation within the envelope of the home will be repaired.

Note- Any modifications to the original electrical system installation, unless at the direction of the builder by the builder's electrical contractor, will void all applicable warranties.

For any electrical questions or modifications, please contact a licensed electrical company.



ELECTRICAL SYSTEM – Circuit Breakers

Homeowner Responsibilities, Care, and Maintenance

Circuit breakers are installed in the main electrical panel in the garage. The main breaker cuts off electricity to the entire home. Individual breakers cut off electricity to certain circuits in the home.

Circuit breakers can trip on their own if the breaker detects that the circuit is overloaded or if there's an issue with the wiring.



If a circuit breaker continually trips try: Unplugging everything from the outlets on that specific circuit. Reset the breaker and see if it trips again.

- If the breaker immediately trips, then the circuit breaker is bad and needs replaced.
- If the breaker stays on, then it's likely a bad appliance or an overloaded circuit. Pinpoint the appliance that's causing the issue and plug it into a different circuit.

If an outlet isn't working, try:

- Ensure the outlet isn't operated by a switch.
- Locate the GFCI outlet for that circuit and RESET it if it's tripped. A red light will be illuminated if it's tripped. After pressing the RESET, if the GFCI trips again, the GFCI is bad and needs replaced or the circuit is overloaded. If you're unsure where the GFCI is located, refer to the circuit panel for help; for example all bathrooms may be on the same circuit, so the GFCI for the bathroom circuit could be located in a guest bathroom.
- Some outlets for larger appliances are on their own circuit and do not have a GFCI. Instead they are protected by an ARC Fault breaker. If this outlet doesn't have power, check the circuit breaker and replace if needed.

Note- Plugging large appliances like freezers directly into a GFCI outlet can cause it to trip as it's more susceptible to electrical fluctuations. For this reason, it is recommended to plug these items into a regular outlet with an ARC Fault breaker.

First Year Warranty Standards



Circuit breakers that are deemed faulty will be replaced.

Note- Any modifications to the original electrical system installation, unless at the direction of the builder by the builder's electrical contractor, will void all applicable warranties.

For any electrical questions or modifications, please contact a licensed electrical company.



ELECTRICAL SYSTEM – Light Fixtures

Homeowner Responsibilities, Care, and Maintenance

Light fixtures are installed on the interior and exterior of the home. Fixtures vary in style, including surface mount, semi-flush mounts, can lights, disc lights, under-cabinet lights, bar lights, ceiling fans, bathroom fan/lights, and coach lights.

If a fixture starts to flicker, it's likely that the bulb needs to be replaced. Do not exceed the wattage. For LED fixtures that don't have bulbs, the whole fixture might need to be replaced.



Flickering or dimming lights are expected when large electrical fluctuations happen; like the furnace or air conditioner turns on. Make note of when you see these occurrences. If flickering or dimming happens constantly, without the HVAC system turning on, try replacing the bulbs in the affected fixture. If that doesn't help, contact your local power company for further assistance. If they don't find anything, you may need to replace the affected fixture.

Light fixtures should be checked for proper operation at the walkthrough. Any cosmetic blemishes should be noted at the walkthrough for repair or replacement. Cosmetic repairs or replacements will not be made after occupancy.

First Year Warranty Standards

Fixtures that fail to operate properly due to manufacturer or installer error will be repaired or replaced.



Fixtures that fail to operate due to faulty equipment or faulty wiring will be repaired or replaced.

Blemishes or damage to any fixtures will be repaired or replaced only if noted prior to occupancy.

Note- Any modifications to the original electrical system installation, unless at the direction of the builder by the builder's electrical contractor, will void all applicable warranties.

For any electrical questions or modifications, please contact a licensed electrical company.

FIREPLACE

Homeowner Responsibilities, Care, and Maintenance

Fireplaces not only create an ambiance in your home, they also supply supplemental heat.

Gas burning inserts have an air intake that supplies fresh air to the fire for combustion.

An exterior metal vent will get very hot and should not be touched while the fireplace is used or until the vent has cooled fully after use.



Refer to the manufacturer's recommendations for cleaning and maintenance recommendations.

Indications of black "soot" near the fireplace is an indication that the unit may not be fully burning the gas particles. Usage should be stopped and a licensed repair contractor should be contacted.

Some newer fireplaces have a switch under the unit that allows the pilot light to turn off when the unit is off. Flipping the ignition switch will first, light the pilot light, then ignite the flame. Refer to your manufacturer's manual for instructions.

A quarter turn shut off valve is located under the fireplace unit.

First Year Warranty Standards



A fireplace that doesn't work or stay lit will be repaired to meet manufacturer specifications.

** The initial smell of gas is common when the fireplace first ignites. However, the smell should dissipate within minutes. If the smell of gas persists, immediately turn off the fireplace. Locate the shut off valve under the unit and turn it off. Open windows and doors to flush the gas from the home. Avoid igniting any other appliances until you're sure the home has been properly ventilated. Contact a certified repair contractor for repairs. **

FLOORING - Carpet

Homeowner Responsibilities, Care, and Maintenance

Carpet is durable but may require some maintenance and care. Color variations or carpet seams may be noticeable in a given light and are expected given the texture or fiber of the carpet.



Buckling, untucking, and separation at the tack strip of the carpet as a result of moving furniture is homeowner responsibility. Use caution when moving furniture by completely lifting the items or using sliders when necessary.

Frequent vacuuming and immediate stain removal is necessary.

Remove any tufts or snags in the carpet by trimming with scissors. Do not pull on them.

Inspect the carpeted areas at your walkthrough. Any imperfections are subject to being homeowner responsibility after occupancy.

First Year Warranty Standards

Carpet seams with visible gaps that exceed 1/16 inch at the seam joint will be repaired by re-seaming the carpet.



Carpet that buckles or stretches as a direct result of faulty workmanship will be repaired by stretching the carpet.

Carpet problems caused by defective material, including mismatched dye lots or staining, fading or discoloration, not caused by the homeowner, will be repaired by removing and replacing the affected area. An independent carpet testing agency will inspect and test the carpet to verify unjustified staining and discoloration. Their decision and recommendations are considered binding.

Note- Builder is not responsible for manufacturer dye lot variations or discontinued carpet patterns. Builder cannot guarantee an exact match of new material to existing.

FLOORING – LVP/ SPC Planks

Homeowner Responsibilities, Care, and Maintenance

LVP and SPC are durable materials that are water and scratch resistant. Some products are glued down while others are interlocking and free floating.



Refer to manufacturer specifications for care instructions. Do not use steam cleaners or equipment that could scratch or ruin the finish.

Consider cleaning up all spills or standing water immediately.

Use furniture pads on all hard surfaces to prevent scratching.

When vacuuming, turn off the beater bar.

Inspect flooring surface for any scratches, nicks, dents, or manufacturer imperfections at the walkthrough. Any damages will not be repaired after occupancy.

First Year Warranty Standards

Seams/joints that exceed 1/16 inch between planks will be repaired to meet the manufacturer's recommendations.



Planks that lift, bubble, or become unglued, a result of a workmanship or material issue, will be repaired or replaced as necessary.

Raised nail heads or staples in the subfloor or underlayment that can be felt will be hammered down or removed completely. If the flooring material has been damaged by this protrusion, the affected flooring will be replaced.

Note- Builder is not responsible for manufacturer dye lot variations or discontinued vinyl flooring patterns. Builder cannot guarantee an exact match of new material to existing.

FLOORING - Tile

Homeowner Responsibilities, Care, and Maintenance

Tile floors are decorative and durable. Tile is scratch and water resistant but caution should still be used.

Clean up spills immediately as the grout lines are permeable to water.



Color and texture variations are common and to be expected.

Grout between the tiles can crack due to normal settling and drying of the flooring system in your home. This is normal and will not be repaired unless it exceeds the warranty standards.

Sudden impact of falling items can cause the tile to chip or crack and are not warrantable.

Inspect all tile surfaces at your walkthrough. Any imperfections are subject to being considered homeowner responsibility after occupancy.

First Year Warranty Standards



Tiles that become loose will be replaced and the surrounding grout will be repaired.

Grout cracks that exceed 1/8 inch will be repaired one time.

Note- Builder is not responsible for manufacturer dye lot variations or discontinued tile patterns. Builder cannot guarantee an exact match of new material to existing.

FRAMING

Homeowner Responsibilities, Care, and Maintenance

The structure of your home consists of multiple wood components, like floor joists, subfloor, wall plates, walls, and trusses.

Your Greenstone home has a Six Year Structural Warranty from the time the home was completed. This warranty IS transferable to other homeowners through the six year period. Please refer to the RWC Warranty Manual for warranty guidelines. If you do not have access to the manual, we can provide you with a copy.



Walls are made up of 2x4 and 2x6 studs and are held in place with nails/screws and glue.

Settling is a common occurrence in a home. Particularly in the first year as the wood components dry out. Some minor framing imperfections should be expected.

A squeak-proof floor cannot be guaranteed as lumber shrinkage and humidity changes can cause squeaks. A large area of floor squeaks that is loud, noticeable, or repetitive is considered a defect and the builder will make an effort to repair until the noise becomes reasonably less noticeable or non-existent. Squeaks that occur randomly and cannot be repeated are considered normal and are not warranted.

A wall that is out of square is not a defect unless it exceeds the exceptions listed below. Any imperfections that do not meet the requirements below are not warrantable.

First Year Warranty Standards

Builder will correct an uneven ceiling if it exceeds 1/4 inch within a 32 inch measurement.

Builder will correct high or low spots in the flooring if the areas exceed 1/4 inch within a 32 inch measurement.



Builder will correct floor squeaks ONLY if caused by a defective joist or improperly installed subfloor. Builder will take corrective action to reduce squeaking to the extent possible within reasonable repair capability, without removing flooring or ceiling finishes.

Builder will correct a bow in the wall that exceeds 1/2 inch within a 32 inch horizontal or vertical measurement.

Builder will correct a wall that exceeds 3/4 inch out-of-plumb within an 8 foot vertical measurement.

FURNACE

Homeowner Responsibilities, Care, and Maintenance

The HVAC system is designed to provide your home with continuous comfort for many years. Operating the system according to the manufacturer's manual is imperative. Yearly maintenance is required and should be followed as the manufacturer recommends.

Refer to manufacturer recommendations for maintenance and cleaning tips.

Inspect your filters monthly and replace as needed. Only use the filter size as recommended by the manufacturer. Deviating from this could cause harm to the HVAC system.

Turning the unit off and on completely at the thermostat, can shorten the lifespan of the unit and also compromise your indoor comfort. During the cooler months, leave your furnace set to a standard temperature so the home never gets too cool and your unit doesn't have to work as hard.



*Setting your thermostat to an excessively high temperature does not warm your home faster. Generally, it takes 1 hour to warm the home 1 degree. **

Keeping windows, doors, and blinds shut during the colder months will also help maintain a comfortable temperature.

Thermostat readings can vary up to 5 degrees, plus or minus. Operating appliances or fireplaces may cause the thermostat to read warmer in that location than other locations in the home.

Fireplaces can and should be used as supplemental heat if the furnace cannot maintain the called temperature.

Supply registers are located throughout the home and the airflow can be adjusted at each one. Simply open or close the damper to allow more or restrict airflow.

** Second floors and bonus rooms will naturally be warmer than the main floor of the home. Inversely, basements will naturally be cooler than the main floor. **

First Year Warranty Standards



Warming issues caused by defective workmanship or equipment will be repaired to meet manufacturer's installation and product specifications.

Workmanship defects to ducts, vents, and thermostats will be repaired to meet manufacturer's installation specifications.

Any modification to the HVAC system will void builder and possibly manufacturer warranties.

*** HVAC systems are designed, submitted, and approved by the city building department. The kind, size, and quality of the equipment installed is approved by city building officials to ensure they meet local, state, and national HVAC and energy standards.***



HEAT PUMP

Homeowner Responsibilities, Care, and Maintenance

The HVAC system is designed to provide your home with continuous comfort for many years. Operating the system according to the manufacturer's manual is imperative. Yearly maintenance is required and should be followed as the manufacturer recommends.

Refer to manufacturer recommendations for maintenance and cleaning tips.

Inspect your filters monthly and replace as needed. Only use the filter size as recommended by the manufacturer. Deviating from this could cause harm to the HVAC system.

Turning the unit off and on can shorten the lifespan of the unit and also compromise your indoor comfort. During the cooler months, leave your furnace set to a standard temperature so the home never gets too cool and your unit doesn't have to work as hard.



*Setting your thermostat to an excessively high temperature does not warm your home faster. Generally, it takes 1 hour to warm the home 1 degree. **

Thermostat readings can vary up to 5 degrees, plus or minus. Operating appliances or fireplaces may cause the thermostat to read warmer in that location than other locations in the home.

Fireplaces can and should be used as supplemental heat if the heat pump cannot maintain the called temperature. Specifically in colder temperatures where the outside intake air is below freezing.

Supply registers are located throughout the home and the airflow can be adjusted at each one. Simply open or close the damper to allow more or restrict airflow.

** Second floors and bonus rooms will naturally be warmer than the main floor of the home. Inversely, basements will naturally be cooler than the main floor. **

First Year Warranty Standards



Warming issues caused by defective workmanship or equipment will be repaired to meet manufacturer's installation and product specifications.

Workmanship defects to ducts, vents, and thermostats will be repaired to meet manufacturer's installation specifications.

Any modification to the HVAC system will void builder and possibly manufacturer warranties.

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INSULATION

Homeowner Responsibilities, Care, and Maintenance

Your attic and your crawlspace are insulated to create a positive air flow that allows your house to breathe and prevent moisture build up.



Check your attic and crawlspace annually to make sure the insulation has remained in place and is not smashed.

Batts that fall down from the floor joists should be re-secured with twine.

Water lines in the crawlspace should be inspected for proper insulation.

Duct work in the crawlspace and attic should be properly insulated and covered with a black plastic material.

First Year Warranty Standards



Voids in the insulation as a result of faulty workmanship will be repaired or replaced as necessary to meet the local code requirements.

Insulation that is lacking around the water lines or duct work as a result of faulty workmanship will be repaired to meet the local code requirements.

Note- Insulation does not mean the wall's surface will not be cooler or warmer to the touch. Insulation does not prevent all temperature fluctuations from occurring.

IRRIGATION

Homeowner Responsibilities, Care, and Maintenance

The irrigation system consists of a water shut off, a backflow device, valves, heads, drip line, and a timer.

Locate your sprinkler shut off for seasonal access and in case of emergency.

Read the manufacturer instructions on how to set your timer. Adjust settings as the weather changes and if local jurisdictions set watering restrictions.



Winterize your system every fall; making sure all water has been removed and the timer is turned off. Failure to do so could result in excessive damage to the system.

Check water coverage and make any repairs as they occur. Leaks or damages that occur from anything other than the original installation are homeowner responsibility.

Many local water purveyors require a yearly backflow test of your irrigation system. This is the homeowner's responsibility.

First Year Warranty Standards



Leaks that occur from faulty workmanship or manufacturer defect will be repaired or replaced. This includes valves, water lines, and sprinkler heads.

Note- Builder is not responsible for standing water or mushy areas in the grass that are a direct result of over watering. It is the homeowner's responsibility to properly set their watering schedules and make any necessary adjustments. Some instances may require adjusting your sprinklers to water at different times than your neighbors to avoid this occurrence.

LANDSCAPING

Homeowner Responsibilities, Care, and Maintenance

The landscaping around your home consists of sod, rock or bark, edging (poly or concrete), and plants/trees.

Watering times are set by the landscaper at the time the landscape materials are installed. Homeowners should adjust watering times as the landscaping becomes established.

Maintaining the landscaped area around your property is homeowner responsibility. Verifying that all plants and sod are getting adequately watered is homeowner responsibility. Any dead spots or dead plants that result from lack of watering are the homeowner's responsibility to replace.



Final grading is completed at the time of occupancy and is accepted by the homeowner unless otherwise documented at the walkthrough. Grading is sloped to keep water away from the home's foundation.

Non-landscaped areas of the property are the sole responsibility of the homeowner. Water containment is an essential factor to consider when completing the landscape. You must contain your own property's water within your property.

The use of drywells, French drains, and extendable gutter downspouts may be required to keep watering from pooling in naturally occurring low spots.

Runoff swales are expected to hold water, especially after a heavy rain occurrence. Standing water in the swale is expected and may remain for up to 48 hours. Additional sprinkler watering that occurs cohesively during this occurrence will be considered and is homeowner responsibility.

Street trees are the homeowner's responsibility. Support stakes should be removed after one year.

Fencing and structural additions to the property are regulated by the HOA and need pre-approval to avoid possible fines.

First Year Warranty Standards



If settling occurs in a way that interferes with drainage either due to natural occurrences or faulty workmanship, the builder will correct one time by filling with dirt and rock/sod.

Note- Builder is not responsible for standing water or mushy areas in the grass that are a direct result of over watering. It is the homeowner's responsibility to properly set their watering schedules and make any necessary adjustments. Some instances may require adjusting your sprinklers to water at different times than your neighbors to avoid this occurrence.



PAINT

Homeowner Responsibilities, Care, and Maintenance

INTERIOR PAINT inside the home consists of semi-gloss, gloss, or eggshell based paints.

Only areas that are identified at your walkthrough will be addressed prior to occupancy.

Paint touch ups after occupancy are not warranted and are solely the homeowner's responsibility. Paint touch up kits are provided with the paint names and sku numbers for future ordering.



Only the one-time drywall settling repairs will be painted towards the end of the warranty period. This does not include other areas in the home that are unrelated to drywall settling repairs.

Use caution when cleaning painted surfaces. Do not scrub walls with a cleanser. For best practices, consult the paint company.

Water marks on the painted surfaces of the wall are a common occurrence called surfactant leaching and should be cleaned with a wet rag.

EXTERIOR PAINT is susceptible to cracking, chipping, or peeling over a period of time. This does not indicate a defect in the paint or the application. Environmental factors can cause paint to fade and should be considered.

Hairline separation or peeling in painted woodwork is normal and expected. It is the homeowner's responsibility to maintain exterior caulking and paint.

Follow manufacturer directions when touching up any paint or stain.

Paint touch up kits are provided with paint names and sku numbers for future ordering.

MILLWORK PAINT is a latex based paint that provides a smoother, glossier finish. Caution should be used when setting items on window sills, mantles, or any finished top. Use doilies or coasters to prevent items from sticking to the paint.

First Year Warranty Standards



Only the repaired drywall areas at the one time settling crack touch up will be painted. Builder is not required to paint the whole wall or room to ensure an exact match.

Painting areas that are deemed to be a result of faulty workmanship or a manufacturer defect will be addressed by repairing the affected areas.

Note- Builder cannot guarantee an exact sheen or color match when touching up certain areas. Factors like application, product, lighting, and aging of the existing product can all cause the new paint to flash. This is a natural occurrence and should be expected. Builder is not required to paint the entire wall or room.



PLUMBING – Water Supply

Homeowner Responsibilities, Care, and Maintenance

The **water supply** is the supply line that connects to the outside water meter. The water meter is provided and installed by your local water purveyor. Any issues with the water meter or billing need to be directed to the water purveyor and not the builder.

The **main water shut off valve** is located inside the home, typically in a bedroom closet near the front of the home. Make sure you locate this valve at occupancy and ensure that your entire family knows how to shut this valve off. In the case of an emergency leak, you will need to shut this water valve off.

A **secondary shut off valve** is located in the yard, near the water meter box. This shut off is typically used by the water purveyor as they have a specialty tool that allows them to turn the valve.



A **pressure regulator** valve may also be installed to ensure that the house pressure meets local code and plumbing fixture requirements. Any adjustments made to the pressure regulator will void any warranty.

Exterior hose bibs are frost free, meaning the shut off valve is located inside the interior wall. When shutting the hose bib off, water will drain out for a few seconds before shutting off completely. Hose bibs are live year round; you cannot winterize them. It is imperative that hoses are removed in the fall, throughout the winter to avoid water from freezing inside the hose bib stem. Damage caused by frozen hose bibs is not warranted and all repairs are solely the homeowner's responsibility.

Shut off valves are installed under every sink and behind every toilet if a localized leak is found.

Noise that is caused by water moving through the supply and drain lines is common.

At occupancy, verify that there are no leaks and verify the plumbing fixtures are plumbed correctly; hot water on the hot setting, cold water on the cold setting.

First Year Warranty Standards



Leaks that are identified 15 days after occupancy are subject to being homeowner responsibility; unless deemed a manufacturer defect or direct result of faulty workmanship.

Water hammer noises will be inspected and corrected to reduce the noise level.

Note- Depending on the size of the home and how the supply lines run, it is common to experience longer wait times for the delivery of hot water in some locations. This is expected and not warranted.



PLUMBING - Fixtures

Homeowner Responsibilities, Care, and Maintenance

Fixtures inside the home consist of bathroom sink faucets, kitchen sink faucets, shower heads, and tub spouts.

Cosmetic blemishes on the finish will only be repaired or replaced if documented at your walkthrough. Cosmetic repairs after occupancy are homeowner responsibility.

Ensure fixtures are regularly cleaned to prevent water deposit build up.



Aerators in the faucets are screens that collect sand, grit, or debris overtime. If your water is flowing slowly, remove the aerator and clean it. Refer to the manufacturer manual for directions and cleaning tips.

Some fixtures come with flow restrictors as required by code. Removing these restrictors will void all warranty with the builder and the manufacturer.

Dripping water from a shower head is normal after use. Excessive or continuous dripping could indicate a bad cartridge or debris in the cartridge.

Handles or fixtures that become loose overtime can be tightened and are not warranted.

First Year Warranty Standards



Leaking fixtures caused by a manufacturer defect or debris in the cartridge or fixture will be repaired or replaced.

Modifications to the fixtures or the water supplies to the fixtures will void any builder warranty.

PLUMBING- Toilets, Tubs, and Shower Pans

Homeowner Responsibilities, Care, and Maintenance

Toilets are installed with a cold water supply line with a shut off valve.

Toilets are installed on the finished floor with caulking around the base and bolts to hold it firmly to the subfloor.

Leaking at the base of the toilet could indicate a wax seal that has worn and needs to be replaced.

Refer to manufacturer directions for maintenance and troubleshooting tips; like constant running water, not flushing, and how to tighten the toilet seat.

Tubs are installed in a variety of styles; full tub/shower enclosure, a slide in tub, or an oval drop in tub.



Drain lines are connected to the tubs with the water supply fixtures attached and caulked to the tub.

To ensure proper draining, regularly clean the drain lines and use debris catchers to prevent buildup of hair in the drain lines. Cleaning drain lines is the homeowner's responsibility.

Shower pans are installed in some standalone showers with tiled wall surround.

Shower pans are set in place and leveled. The shower curb should have an inward slope to ensure water drains back into the pan.

Shower doors that are installed on the shower pan are silicone caulked onto the curb to prevent water from leaking onto the floor. Some water may get out of the shower from gaps in the shower glass or from shower doors, this is expected and not warranted. Prevent spraying water directly onto the shower doors to avoid water from leaking out.

Shower pans have weep holes on the perimeter edges of the pan. These holes should be free of any debris or silicone as they act as a drain for any water that gets behind the tile walls and into the tub flange surround.

First Year Warranty Standards



Leaking fixtures caused by a manufacturer defect or debris in the cartridge or fixture will be repaired or replaced.

Hairline cracks that develop from settling in tubs or shower pans will be repaired or replaced.

Modifications to any toilets, tubs, shower enclosures, or shower pans will void all warranties.



PLUMBING- Sewer System

Homeowner Responsibilities, Care, and Maintenance

Sewer drain line is the main line that takes all outgoing water and sewage to the public sewer line. Drain lines from every fixture, tub, shower, toilet, and hot water tank connect to this main sewer line.

Drains at these fixtures have p-traps which hold water, preventing the sewer gasses from filling your home. Ensure drains are cleaned regularly to prevent any fumes from escaping.

Sewer line access panels installed under some sinks or on the drywall are required by local codes. This allows access to the drain line for scoping, should there be a blockage.

The front landscaping will have a sewage drain cleanout pipe with a cap on it for access to scope the line to the public sewer line.



In the event of a backup, first pinpoint if it's an isolated incident at one fixture or one toilet. If the backup seems to affect the whole home and you have water backing up into a tub, shower, or drain, then it's likely a blockage on the outgoing line. Contact a plumbing company who can scope the line and clear any blockages. Service charges may apply.

Condensation on sewer pipes does not constitute a leak and is not warranted.

Sump pumps are required in homes that have a basement bathroom that is below the height of the main sewer line.

A sump pump consists of a canister with a pump in the floor. Toilet, tub/shower, and sink drains are connected to this canister. A pump in the canister operates with a float switch to pump the effluent up into the home's sewer system. Ensure that this pump remains plugged in and the discharge valve is open.

Refer to manufacturer instructions for care and maintenance tips.

First Year Warranty Standards



Leaks or backups must be identified within the first 15 days of occupancy without being subject to homeowner responsibility. After the 15 days, the homeowner must contact a roofer plumbing service and may also notify the builder. If the backup is caused by homeowner usage, the homeowner will be responsible for the bill.

Leaks or backups that are caused by faulty workmanship or damage during the building process will be covered by the builder.

Modifications to any sewer drains or sump pumps will void any warranty.

ROOFING

Homeowner Responsibilities, Care, and Maintenance

The roofing system consists of flashing, roofing felt, shingles, vents, louvers, gutters, and downspouts.

Damage to shingles from walking on, product installations, and weather events is not warranted. Repairs and replacements are the homeowner's responsibility.

Shingles installed during colder weather may not lie down completely. This is normal. Warmer weather will normally set the shingles.

Wind driven rain may enter through roof vents or louvers. This is normal and not warranted.



Metal flashing prevents water intrusion where shingles meet vertical surfaces or siding and will be visible.

Rubber roof boots surrounding vents may crack overtime and are not warranted.

Gutters may collect asphalt from shingles and other debris. Clean your gutters regularly to prevent debris build up and water overflow.

Gutter downspouts are designed to expel rainwater away from the home's foundation. Extended downspouts or tying the downspouts to a drain may be required in some cases. This is homeowner responsibility and not warranted.

Gutter brackets and downspout straps may become loose overtime; tighten or replace as needed.

First Year Warranty Standards



Shingle damages will be inspected. If deemed from faulty workmanship or builder subcontractor damage, the affected areas will be replaced. Damage from homeowners or hired subcontractors are not warranted.

Gutters that overflow due to improper installation will be repaired.

Downspouts that chatter in high wind events will have additional straps installed to reduce the noise level. A perfectly quiet downspout cannot be guaranteed or warranted.

Modifications to any roofing materials, gutters, or downspouts will void any warranty.



SIDING

Homeowner Responsibilities, Care, and Maintenance

Siding is installed to protect the home's interior wood from the outside elements.

A weather resistant barrier is installed over the wood elements to create a watertight barrier underneath the siding planks.

Siding is installed per manufacturer specifications.



Gaps in between siding planks are required. Planks should never be tight as they may expand and contract as the weather changes.

Siding material will have varying patterns to give a “wood” like appearance. Replacement pieces may not match the existing grain perfectly.

Caulking around all exterior penetrations should be maintained and painted as needed.

Windows and doors will have a metal flashing installed above them. This flashing will not be caulked to the trim board, some gaps are normal and are not warranted.

First Year Warranty Standards



Siding gaps should be visible and within manufacturer specifications. Any gaps that are deemed extreme by the manufacturer specifications, will be repaired by replacing the affected panels.

Siding pieces should be free of any workmanship defects like cut marks or holes and will be replaced as noted.

Any modifications to the siding by the homeowner will void any warranty.

THERMOSTAT

Homeowner Responsibilities, Care, and Maintenance



There are a variety of thermostats available that work with your HVAC system. Refer to the manufacturer user's manual for your specific thermostat for usage instructions.

Thermostats tell the HVAC system when to turn on and off, based on the mode and temperature setting.

Thermostat readings can vary up to 5 degrees, plus or minus. Operating appliances or fireplaces may cause the thermostat to read warmer in that location than other locations in the home.

First Year Warranty Standards



A thermostat that does not work due to faulty workmanship or equipment will be repaired or replaced.

A thermostat that needs calibration will be done so by a licensed HVAC contractor.

Any modification to the HVAC system will void builder and possibly manufacturer warranties.

WALL ACCESSORIES

Homeowner Responsibilities, Care, and Maintenance

Towel bars, hooks, and toilet paper holders are installed to meet manufacturer settings and heights. Accessories are installed into studs when available. If no studs are available, these products are installed with the provided anchors and screws.

Towel bars, hooks, and toilet paper holders may come loose over time. Locate the set screw on the underside of the fixture to tighten it to the wall bracket.

If the wall bracket comes loose from the wall, you may need to reinforce it with a new anchor and screw set. Refer to the manufacturer for troubleshooting ideas.



Mirrors are provided in all bathroom locations.

A metal channel holds the bottom of the mirror while clear screw clamps are used at the top of the mirror. The mirror is not glued to the wall.

If the mirror becomes loose from the wall, remove the mirror and ensure the metal channel and the clear clamps are securely into the wall. Add anchor reinforcements if necessary.

Closet shelving, either wire or wood, are secured into the wall with screws. Screws are installed into studs when possible and into the drywall with anchors where studs are not available.

If shelving becomes loose from the wall, tighten the screws and install reinforcements where needed.

Refer to the manufacturer specifications for weight restrictions of each product.

First Year Warranty Standards



Accessories that are loose or unlevel due to faulty workmanship will be repaired or replaced.

Damage from excessive weight or external force on these accessories is not warranted. Replacements and repairs are the homeowner's responsibility.

Cosmetic blemishes on any accessory must be documented prior to occupancy. Any damages after occupancy are the homeowner's responsibility.

WATER HEATER

Homeowner Responsibilities, Care, and Maintenance

Water heaters are installed in your home to meet manufacturer and local code requirements.

Most manufacturers and local jurisdictions require that hot water tanks be set at 120 degrees Fahrenheit. Increasing the temperature can cause severe burns or scalding. Exceeding 120 degrees can also cause extensive damage to the hot water tank. Damages that result from exceeding the 120 degree limit are not warranted and will void all manufacturer warranties.



Refer to the manufacturer's manual to familiarize yourself with the unit and its components. The manual will also provide care and maintenance tips as well as error code troubleshooting.

It is not uncommon for hot water to take longer to arrive in some locations of the home.

If you've lost all hot water in the home, check the tank for error codes, and follow the manual for step by step guidelines. If you're unable to troubleshoot the problem, contact a licensed HVAC repair company. You may also check with the manufacturer.

It's important to follow the maintenance guidelines of the manufacturer to ensure the longevity of your water heater.

First Year Warranty Standards



A hot water tank that has an error code related to a manufacturer defect or workmanship defect will be repaired or replaced if necessary.

A leak at the hot water tank will be inspected and repaired to meet manufacturer recommendations.

Modifications to the hot water tank, like the addition of a soft water tank, will void any builder warranty from the original installation.

*** HVAC systems are designed, submitted, and approved by the city building department. The kind, size, and quality of the equipment installed is approved by city building officials to ensure they meet local, state, and national HVAC and energy standards.***

WINDOWS

Homeowner Responsibilities, Care, and Maintenance

Windows that open and close come with a screen. The screen has two plastic tabs that assist in removing the screen for cleaning. These tabs can become brittle overtime and can break; this is expected and not warranted.

Windows may show condensation on the inside of the window. This is a result of temperature variances from inside the home to outside. This is expected and does not indicate an issue with the seal.

Moisture that appears between the two panes of glass is a sign of a seal going bad and should be repaired or replaced.



Ensure window and slider tracks remain clean and free of debris. Spray wax is an excellent lubricant for window operation as it does not collect dirt like silicone sprays can.

Windows that open upward have springs on the sides. If the window starts to fall downward on its own, consider having the springs replaced.

Keep locks clean to ensure proper operation.

Weather stripping is installed on the moving sash of the window and helps create an airtight seal when the window is closed. However, some air penetration is normal and is not considered a defect.

Window and slider tracks contain weep holes that allow any water in the track to drain out. It is common to see water in these tracks during or after heavy rain occurrences. Do not block or fill these weep holes as you could cause water damage inside the home.

First Year Warranty Standards

Windows should operate open and close with no defects. Any windows that stick or hit the frame will be adjusted, repaired, or replaced if necessary.



A window seal that has gone bad due to manufacturer defects or faulty workmanship will be repaired or replaced if necessary.

Screens should be snug in the window frame with no noticeable gaps at the frames. Screen mesh material should be taught and not loose, frayed, or damaged. Any screens that do not fit snug into the frame or have damaged mesh will be replaced.

Verify all windows operate properly and that all screens are free from damage. After occupancy, damages are subject to being homeowner responsibility.

WINDOW BLINDS

Homeowner Responsibilities, Care, and Maintenance

Window blinds are installed per manufacturer specifications.

Blinds consist of moving parts that are mounted inside the window frame.

Basic blind operations consist of up and down and tilt. Caution should be used when lifting and lowering blinds; failure to do so could result in the blind falling down or damage to the strings attached.



Tilting louvered blinds in the upward direction may result in a gap between the bottom slat and the metal base piece. This is considered normal and will not be warranted.

Gaps that appear between slider roller shades are unavoidable due to the mounting hardware. This is considered normal and will not be warranted.

Refer to the manufacturer specifications for care and maintenance instructions.

First Year Warranty Standards



Window blinds should operate per manufacturer specifications. Any manufacturer defect or damage from faulty workmanship will be repaired or replaced if necessary.

Verify all window blinds operate properly and are free from damage. After occupancy, damages are subject to being homeowner responsibility. All repairs and replacements will meet manufacturer recommendations.