



## WARRANTY OVERVIEW

To request a warranty for non-urgent issues, please use CareFree Homes website. From the home page, choose warranty request link at the top of the page, and follow the provided instructions.

**Abuse, neglect, poor maintenance, or any alternation of any of the above items will void the warranty.**

Understanding the details of home repairs, which items qualify for warranty coverage, and what is included after orientation. Be sure to consult the CareFree Home Care Guide given at orientation for specifics on coverage and exclusions.

Some items won't be repaired after orientation:

- Hard surface top damage or flaws
- Window scratches
- Torn screens, carpet stains
- Hard surface flooring damage or flaws
- Paint touch-ups
- Tub or sink cracks/scratches
- Damage caused by homeowners or homeowners' pet(s)
- Drip System/Irrigation Valves and/or lines

### Homeowner Maintenance

Your new home has specific aspects that need consistent care. Failing to address them could impact your warranty. Below are some critical areas to focus on:

- Paint your front door regularly; the finish may deteriorate within six months, depending on exposure.
- Paint and caulk fascia, soffit and siding
- Re-grout or re-caulk tile and countertop areas as needed, since cracks can form.
- Caulk exterior windows, door sills, and door jambs yearly to prevent moisture entry. Door jamb maintenance involves cleaning, sealing, and repairing to prevent rot, drafts, and structural issues. Key tasks include checking for, and fixing, worn weather stripping, and lubricating hinges.
- Replace heating and air conditioning filters every month. Do not use pleated filters.
- Maintain grading around your foundation for proper drainage and soil stability. Failure to maintain grading will void your warranty.
- Seal all roof penetration and vents

## **Non-Warrantable Items**

This list is not comprehensive. See "**CareFree Home Care Warranty Guide**" for a list of what is covered by your warranty.

- Moldings will shrink and expand depending on our weather. The caulking that is around these moldings will crack.
- Landscaping and shrubs
- Frozen water pipes and hose bibs.
- Cracking and movement of exterior flatwork (sidewalks, patios and driveways) will occur and is to be expected.
- Rock walls
- Clogged toilets
- Drip System/Irrigation Valves and/or lines

## **30-Day Warranty Adjustment Period**

- Valid Warranty items (non-cosmetic items)
- Items left pending from the Home Orientation will be addressed at the 30-day Warranty Adjustment Period.

## **WHAT IS COVERED IN THE FIRST YEAR?**

### **APPLIANCES**

It's crucial to register your appliances with the manufacturer promptly so you can benefit from the manufacturer's warranty. Be sure to complete your registration within 30 days of your closing date. Appliances to register include your range, dishwasher, microwave, refrigerator, tankless water heater (if installed), and water softener (if installed).

### **CERAMIC TILE**

Ceramic tile should not crack or become loose. The home builder will re-secure any loose tiles within the first year. The home builder will replace cracked tiles and cracking grout one time in the first year. The home builder is not responsible for discontinued patterns of color variations. Grout color may vary. All Grout voids/cracks will be addressed on your 11-Month Warranty Request.

### **CABINETS**

Cabinet doors and drawers should not warp more than ¼ inch, (top to bottom). Minor warping of doors and drawers cannot be controlled.

### **CONCRETE**

Concrete contracts and expands with temperature variations. Minor hairline cracking is normal and settlement cracks on concrete are normal. The home builder will patch cracks in driveways, walkways and attached patios more than 1/4" and/or 1/8" in vertical displacement.

Cracks in concrete slab-on-grade floors with finish flooring should not impair the appearance performance of flooring materials. The home builder will repair the finished flooring if deemed necessary during the first year only. Concrete repairs and/or patches will have a color variation.

## **CARPET**

Noticeable signs that your carpet might need tightening include the presence of visible ripples, waves, or wrinkles, especially in areas with frequent foot traffic. If required and not attributed to normal homeowner use, the carpet will be adjusted once as part of your 11-Month Warranty Request. If the builder concludes that the carpet should be adjusted, it will be the homeowner's responsibility to remove and relocate all furniture, appliances, and personal belongings. After the adjustment is done, homeowners will also be responsible for returning their furniture, appliances, and items to their original positions.

## **TRIM MOLDING**

Joints in interior molding or between molding and adjacent surfaces should not exceed 1/8". Joints between exterior trim elements should not exceed ¼". The home builder will repair joints that exceed these parameters once in the first year. Caulking, after time, will separate from flooring and molding. This is normal. Homeowners are responsible for re-caulking and is part of the homeowner recommended maintenance.

## **DRYWALL**

Hairline cracks in drywall will occur over time. Cracks more than 1/8" in width will be repaired and repainted one time in the first year only.

Slight defects, such as seam lines, are common and therefore not warranted by the home builder. Warrantable settlement cracks in drywall will be addressed on your 11-Month Warranty Request.

## **ELECTRICAL**

Wiring should be capable of carrying the designed load for normal residential use to electrical boxes.

Circuit breakers should not "trip" under normal usage. All switches, fixtures, and outlets should operate as intended.

GFCI's (Ground Fault Circuit Interrupters) are sensitive safety devices installed into electrical systems to provide protection against electrical shock. These devices look like two outlets with 2 buttons in the middle which can trip easily, are in the kitchen and/or bathrooms and/or garage and/or exterior locations. If outlets in these rooms do not work, check to see if the GFCI had been tripped. If so, press the RESET button.

Note: GCFI outlets are not designed to handle the fluctuation of amperage load caused by refrigerators and freezers. They will eventually fail, causing the appliance to shut off. For this reason, do not plug these appliances into a GFCI outlet.

## **PLUMBING**

Valves and faucets should not leak. Leaks are covered in the **first year only (excludes drip system)**.

The home builder is not responsible for sewers, fixtures, and drains that are clogged due to the need for regular maintenance on the part of the homeowner.

## **HEATING AND COOLING**

The system is designed to produce a set inside temperature on both the heat and cool side. The heating system

should be capable of producing an inside temperature of 70 degrees Fahrenheit. **The cooling system should maintain a temperature of 75 degrees Fahrenheit. Where outside temperature exceeds 98 degrees, a differential of 20 degrees would be acceptable. Five-degree allowance from room to room is acceptable. To prevent damage and freeze of HVAC condenser unit, homeowners should not thermostat cooling temperature lower than 74 degrees Fahrenheit. It is important to register your appliances with the manufacturer, as soon as possible, to fully take advantage of the manufacturer's warranty. Damage and freezing of condenser units are not covered under homeowner warranty. Register your furnace, condenser, HVAC coil, tankless water heater, and water softener within 30 days of closing on your home. Information can be found on your tankless water heater.**

Refrigerant lines should not develop leaks under normal operation.

Condensation lines can clog under normal use. This is a homeowner maintenance item.

**Homeowners are responsible for changing air filters. Issues caused by improper maintenance will not be covered by the builder.**

Note: see manufacturer's warranty for the additional coverage and specifications.

## **PAINT**

Home builders are only responsible for touching up paint when associated with other warranty repairs and cannot guarantee a perfect match.

## **ROOF LEAKS**

Roofs should not leak under normally anticipated conditions except when caused by severe weather conditions, (i.e. unusually strong winds causing rain to be driven at a severe horizontal angle). **Your roof is warranted against leaks for two years.** Wind damage is only warranted for up to 50 mph.

## **SETTLING OF FILLED AREAS AND DRAINAGE**

The yard has been graded correctly to guarantee proper drainage. (In most cases, water from the rear of the property moves along the sides and drains out to the street in the front.) Within 48 hours of rain ending or water being turned off, no standing water or puddles should remain. Refrain from overwatering, as it can disrupt the grading and impact the drainage system. Assessments of the grading must not take place when the soil is saturated. The builder is tasked with setting up the proper grading, and homeowners are expected to maintain the grades set by the builder.

## **STUCCO**

Cracks less than 1/8" wide are considered acceptable. Cracks are not unusual in exterior stucco wall surfaces. Avoid attaching heavy items, items using hot glue, or anything requiring standard nails/screws directly into stucco, as this causes cracking, moisture intrusion, and rot. Permanent adhesive, improper anchors, or excessive weight can pull off chunks of stucco or cause long-term damage. This action will void your warranty.

## **WINDOWS**

Warrantable items include malfunction of windows which do not operate in per the manufacturers' design standards (such as not locking or rolling properly), single hung windows that do not stay open and condensate in between the panes of glass.

The manufacturer provides a limited lifetime warranty. Warranty requests after the first year should be submitted directly through the manufacturer.

Some window leakage and dirt accumulation in the track is normal, particularly during heavy rain or wind, as modern windows use a "weep hole" drainage system designed to let water in and out. However, significant leaks, mold, or overflowing water indicate a problem with maintenance, sealing, or installation.

## **WHAT IS COVERED IN THE SECOND YEAR?**

### **PLUMBING-IN WALL PIPING**

No leaks of any kind would exist in any water, waste soil or vent pipe. Clogged sewers, where defective construction is shown to be the cause, will be the responsibility of the home builder.

### **HEATING AND COOLING SYSTEM**

Cooling lines refrigerate should not leak under normal conditions. Ductwork should remain intact and securely fastened.

### **ELECTRICAL (CIRCUIT BREAKERS & IN WALL WIRING ONLY)**

Wiring should be capable of carrying the designated load for normal residential use to electrical boxes.