

## Common Requests for Warranty Service that are NOT COVERED Under Your Warranty

- 1. Paint:** At your home school, you will receive a paint touch-up kit that is perfect for those minor move-in nicks, scratches, and other cosmetic issues. Maintenance and touch-ups that are not noted during the home school are the homebuyer's responsibility.
- 2. Caulk:** Shrinkage of caulk occurs. For best results re-caulk interior and exterior areas regularly, especially wet areas.
- 3. Flooring:** Vinyl flooring is a soft product that can be easily damaged. Please inspect the vinyl floor carefully at time of the home school, and instruct movers to take appropriate precautions. Some noise may be heard when walking on the second story floor. This is characteristic of multi-level homes.
- 4. Countertops:** Marble and laminate tops must be protected from sharp objects, heat and abrasives. Some markings may be apparent from the manufacturing process. Do not allow water to stand on countertop seams as damage may occur. Variation in color and appearance of marble is a normal condition.
- 5. Sheetrock:** As your home settles, hairline cracks may form in walls and ceilings, especially corners. This is to be expected and not the result of a construction defect. Seam lines and separations due to normal shrinkage may appear. (Refer to TRCC warranty standards; pp 10-11)
- 6. Windows:** Condensation of moisture on windows is not the fault of the windows. Condensation forms on the windows when the temperature of the frames and glass drops below the dew point temperature as it relates to the humidity in you home. This can occur when the temperature outside is colder than inside your home.
- 7. Exterior Brick, Veneer and Mortar:** Exterior brick, veneer and mortar of most houses may develop some degree of cracking during the warranty period which is related to normal settlement of the foundation and/or thermal expansion and contraction. Repeated cleaning of brick to remove common mortar stain may damage intended finish and is not a warrantable item. Cracks and chips are common to exterior products and are not to be considered defects. (Refer to TRCC warranty standards; pp 13,14)
- 8. Concrete:** Cracks in concrete (driveways, sidewalks, patio, and foundation) will develop during the warranty period. They are usually not an indication of a construction deficiency and will not impair the intended use of the concrete surface. Small cracks are normal and should be expected. (Refer to TRCC warranty standards; pp 8,9)
- 9. Drainage:** Maintenance of established drainage pathways is a homeowner's responsibility. Please look at the established drainage carefully with your Construction Supervisor. (Refer to TRCC warranty standards; p 7)
- 10. Wood:** Exterior and interior wood can develop minor separations, shrinkage or warpage. Cedar knots and grain may split and shift. Variation in color or appearance of woods is a normal condition. Warpage of wood doors, cabinet doors and other wood trim items, which do not affect functionality, are not warrantable.
- 11. Plumbing:** Plumbing stoppage due to foreign material being deposited inline by occupants is not warrantable.
- 12. Miscellaneous:** Cracks in floor coverings such as tile and marble, nicks, chips, scratches, loss of finish, or mars in tile, marble, vinyl flooring, woodwork, walls, porcelain, brick, mirrors, plumbing fixtures, plastic laminate, glass or any other materials not recognized at time of homebuyer's new home orientation are not warrantable items. Cold weather damage is not warrantable. Please take appropriate preventative action prior to the onset of cold weather.

