



## ***LIMITED WARRANTY PROGRAM***

While our goal at Classic is to always construct and deliver a quality new home, we are realistic enough to know that since the home contains thousands of products installed by numerous trade partners, there will be deficiencies that will require correction.

As a purchaser and owner of a Classic home, Classic commits to professionally correct construction defects in accordance with the terms and conditions of The Classic Homes Limited Warranty.

Since the Limited Warranty is a very important document that you will reference frequently, Classic's Limited Warranty is divided into the following four sections:

- **Introduction** – this section provides an overview of The Limited Warranty for your new home, including your maintenance obligations.
- **Service Procedures** – this section explains the warranty appointments that are available and how to submit a request for warranty appointments.
- **Limited Warranty** – this section details the terms and conditions of the limited warranty coverage on your new home.
- **Standards of Performance** – this section contains the Standards of Performance. These standards determine if an item is covered under The Limited Warranty. This section also provides maintenance suggestions for your new home.

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## **Limited Warranty Introduction**

In support of our commitment to stand behind the homes we build, The Classic Homeowner Guide details Classic's Limited Warranty and is effective on homes closed on or after June 1, 2019.

### **Classic Homes Limited Warranty**

Classic Homes Limited Warranty covers your Classic home against construction defects as detailed in Classic Homes Standards of Performance for (8) EIGHT YEARS from the date title was first transferred by Classic (the "Warranty Commencement Date").

During the Limited warranty Period, Classic upon review and under the terms of the Limited Warranty will repair construction defects that are in compliance with the Limited Warranty.

The Classic Homes Limited Warranty is fully transferable to subsequent purchasers. Upon execution of a transfer form by a subsequent owner, the Limited Warranty remains in force on the home for the balance of the Warranty Period. Please contact the Classic Homes Customer Care Department for a Warranty Transfer Form.

When you wrote your Purchase Agreement, you received the Limited Warranty, and signed a form acknowledging your receipt and agreement to read the Limited Warranty in full prior to closing on your home. If you have any questions on the Limited Warranty before closing, please contact your Sales Counselor.

We suggest that you review The Standards of Performance, as well as the service procedures included in this section, before submitting a claim under the Limited Warranty.

### **Standards of Performance**

The Classic Homes Standards of Performance detail the tolerances of workmanship and materials within which Your Classic home should perform. They are designed to help you the Homeowner, Classic and any Arbitrator assigned to rule on the presence of a Construction Defect, determine the validity of any request for warranty performance made under the Limited Warranty. Please note that some of these standards specifically relate to Classic Courtesy Repairs and not to the standards relative to the Limited Warranty.

It would not be possible to list every component of your home in these standards so only the most frequent items, which concern new Homeowners, are addressed in these Standards of Performance. The Residential Performance Guidelines published by the National Association of Home Builders shall apply to any items not covered by these guidelines.

To the extent that neither document contains a standard for a given item in your home, Section III (Our Coverage Obligation) of the Limited Warranty describes other factors that will be considered in determining our coverage obligation.

For convenience and ease of understanding, the Standards of Performance have been expressed in terms of performance standards, which set forth the acceptable tolerances for each area of concern. Items that do not comply with The Standards of Performance should be brought to Classic's attention for inspection. If Classic makes the determination that the item is a construction defect, it will be handled in accordance with the terms of the Limited Warranty.

### **Homeowner Maintenance**

The Homeowners(s) and/or The Homeowners Association (exterior items in certain communities) are responsible for proper home maintenance. This includes being aware of and applying the recommended procedures and products for maintaining all components of your home. For your convenience, Classic has provided maintenance suggestions in our Standards of Performance. If you need additional information on maintaining a product, please refer to the manufacturer maintenance recommendations for that product.

Under the terms of the Limited Warranty, neglect of normal maintenance items may deprive you or your successor of warranty coverage on the item(s) involved. Damage to the home which is a result of Homeowner(s) or Homeowners Association negligence, abuse, misuse, or inaction must be repaired by the Homeowner(s) and/or Homeowners Association at their expense. **During the Limited Warranty Period, Classic will not repair items that are the responsibility of the Homeowner or Homeowners Association to maintain. Please review The Standards of Performance before submitting a request for service.**

## **Limited Warranty Service Procedures**

### **Classic Warranty Appointments:**

**Courtesy Appointment** - In order for our service program to operate at maximum efficiency, as well as for your own convenience, you will be contacted within Sixty (60) Days of your closing to schedule a Courtesy Warranty Appointment to review any items in your home that you have observed after closing. This sixty (60) day period allows you sufficient time to become settled in your new home and thoroughly examine all components. **We fully understand that you may find items after closing that will require repair. So that we can complete these items in a timely manner that minimizes the inconvenience you may experience with having to schedule appointments, we ask that you hold these items when possible until the (60) sixty day courtesy appointment.**

**Routine Warranty Requests** - If you wish to initiate non-emergency warranty requests after the completion of the sixty (60) day Courtesy Appointment or at any time during the Limited

Warranty Period, you are welcome to do so by contacting the Classic Homes Customer Service Department. Any service requests received during the Limited Warranty Period will be performed pursuant to the terms, conditions and limitations of the Limited Warranty.

### **To Request Warranty Service**

For purposes of accuracy, all Warranty Requests are to be submitted in writing. Please Submit all requests for warranty or information to Classic Homes Customer Service Department via our Home Page at [www.classichomes.com](http://www.classichomes.com).

When submitting a request, please include the following:

1. Name, address, and phone numbers where you can be reached during business hours;
2. Your closing date;
3. A complete description of the problem. For example, "Guest bath - cold water line leaks under sink," NOT "plumbing problem in bathroom";

Upon receipt of a request, The Classic Homes Customer Service Department will contact you to schedule an inspection appointment.

1. **Appointments are available Monday through Friday; 8:00 a.m. to 4:00 p.m.** Classic Homes does require that at least one of the property owners be present for every service inspection.
2. The items listed in your written request will be inspected to determine appropriate action.
3. If Classic Trade Partners are required to complete repairs, we will notify the appropriate companies and schedule the necessary repairs.

Completion of Warranty Requests can be expected within thirty (30) calendar days of the inspection, unless you are otherwise notified. All requests under the Limited Warranty will follow the process and time periods set forth therein.

### **Emergency Conditions and How to Request Emergency Warranty Service**

An emergency condition is an event or situation that creates the imminent threat of damage to your home or creates an unsafe living condition. While many such situations will not be the responsibility of Classic Homes, Classic should be immediately contacted during an emergency situation so that a preliminary determination can be made as to whether the problem should be handled by Classic, handled by you with reimbursement by Classic, or handled by you at your expense.

Some examples of emergencies include:

- Water intrusion – Classic is to be notified of any incidents of water intrusion

- Total loss of heat when the outside temperature is below 45 degrees
- Total loss of Air Conditioning when the outside temperature is above 90 degrees
- Total loss of electricity. (To make sure there is no widespread power outage, please contact your utility company prior to reporting the condition to Classic.);
- Plumbing leak that requires entire water supply to be shut off;
- Total loss of water. (Again, check with your water department to be certain there is not a widespread service interruption.); and
- Gas leak (Contact your utility company or plumber if the leak is at the furnace or water heater supply lines).

For emergencies during business hours, call the Classic Homes Office at 719-592-9333. Please do not report issues to the Sales Office. After hours, weekends or holidays, call the corporate telephone number **(719) 592-9333** for emergency assistance. If you are unable to reach Classic you should take those steps necessary and proper to protect your home from further damage and eliminate the unsafe condition. You remain obligated to contact Classic at the first practical opportunity. If it is determined that the emergency condition was the responsibility of Classic Homes, and you took reasonable steps to contact Classic prior to authorizing repair work, we will at our discretion, reimburse the reasonable costs incurred in resolving the immediate problem.

### **Consumer Appliance Warranties**

The manufacturers of your kitchen and other appliances will work directly with you if any repairs are needed for these products. Manufacturers' Customer Service Telephone numbers are listed in the use and care materials for the individual appliances provided to you. When you place a service request with the manufacturer, please be prepared to provide the model and serial number of the item and the closing date on your home. Appliance warranties are generally for one year; refer to the literature provided by the specific manufacturer involved for complete information. **By Federal law, appliances and/or "consumer products" are excluded from the Limited Warranty, unless they constitute a construction defect. To ensure proper coverage by the manufacturer of the consumer product, please fill out all warranty registration cards and return them to the manufacturer.**

## **LIMITED WARRANTY**

Throughout the Classic Homes Limited Warranty, referred to hereinafter as the "Limited Warranty", the words "You" and "Your" refer to the Homeowner and/or Homeowners Association. The words "We", "Us" and "Our(s)" refer to Classic Homes. Refer to the Section X. Definitions, so that You will understand the terminology applicable to this Limited Warranty.

This Limited Warranty establishes an agreed method for determining when a construction defect exists and a clear understanding of Our responsibilities for remedying any such

construction defect. This Limited Warranty also helps distinguish a construction defect that is Our responsibility from those minor imperfections that can reasonably be expected in a home or the common elements or result from normal wear and tear or are routine Homeowner or Homeowners Association maintenance responsibilities.

This Limited Warranty contains the procedures You must use to notify Us of a condition in your home or the common elements, which You believe may constitute a construction defect. In the event a condition occurs in the home or the common elements that You believe may constitute a construction defect, You agree to submit any request for warranty performance under this Limited Warranty. Based on the information You provide, and where We deem it necessary information obtained from an onsite inspection/or testing of the home or the common elements, We will determine whether We agree with You that the condition constitutes a construction defect. If We determine that the condition reported by You is a construction defect, We will remedy the condition in accordance with the remedies prescribed in this Limited Warranty. We will make this determination in accordance with Section III. Our Coverage Obligations, contained in this Limited Warranty.

If We determine that a condition does not constitute a construction defect that is Our responsibility and therefore deny Your request for warranty performance, You have the right request mediation per Section VIII of the Limited Warranty.

This Limited Warranty is the only express warranty given by Us to You. Any express warranties other than this limited warranty, including any oral or written statement or representation made by Us or any other person that is contrary to or inconsistent with the terms of this Limited Warranty are hereby disclaimed by Us and waived by You. This is a Limited Warranty and, as such, its coverage is restricted by its express terms, conditions, and exclusions. It does not affect any substantive rights or remedies You or We may have under Construction Defect Action Reform Act, C.R.S. 13-20-801 et seq. or applicable law, and nothing in this Limited Warranty is intended to constitute a waiver of, or limitation on, the legal rights, remedies or damages provided to You or Us by the Construction Defect Action Reform Act, C.R.S. 13-20-801 et seq. or the Colorado Consumer Protection Act, Article 1, Title 6, C.R.S., as described in the Construction Defect Action Reform Act, or on the ability to enforce such legal rights, remedies, or damages within the time allowed by applicable statutes of limitations or repose, but this Limited Warranty does include an election by You and Us to resolve all claims, disputes and controversies, of whatever kind or nature, by binding arbitration as stated in the preceding paragraph.

If any provision of this Limited Warranty is determined to be unenforceable, such a determination will not affect the remaining provisions. If this Limited Warranty or any provision herein is determined to be unenforceable as to a Homeowners Association or a specific Homeowner, such a determination will not affect the enforceability of this Limited Warranty or such provisions as to any other Homeowner Association or any other Homeowner. The issue of enforceability, as well as all other issues, will be determined by Binding Arbitration as provided for in this Limited Warranty.

## **I. Coverage Limit**

The final purchase price of the home is Our limit of liability. It is the most We will pay or expend for all covered construction defects regardless of the number of requests for warranty performance made against this Limited Warranty. Once Our limit of liability has been paid, no further requests for warranty performance can be made against this Limited Warranty.

## **II. Warranty Coverage**

Coverage under this Limited Warranty is expressly limited to construction defects which may occur during the Limited Warranty Period and are reported by You in accordance with the notification requirements of Section VII, Procedure to Request Us To Perform Under this Limited Warranty.

During the Limited Warranty Period, We warrant the home and the common elements will be free of construction defects. To be eligible for coverage We must receive written notice from You of the alleged construction defect as soon as it is reasonably possible after You have become aware or should have become aware of a construction defect but in no event later than thirty (30) days after the expiration of the coverage.

## **III. OUR Coverage Obligations**

All notices of alleged construction defect and complaints under this Limited Warranty must be made by You in writing. Telephone or face-to-face discussions will not protect Your rights under this Limited Warranty (see Section VII, Procedure to Request US To Perform Under This Limited Warranty).

In the event You allege a construction defect occurs during the Warranty Period, upon receiving written notice from You, We, or a third party designated by Us or acting on Our behalf, will inspect, investigate and/or test (including destructive testing) the alleged defect to determine if a construction defect exists. Upon confirmation of a construction defect, We, or a third party designated by Us or acting on Our behalf, will (1) repair or replace the construction defect, (2) pay to You the actual amount it would cost Us to repair or replace the construction defect. The decision to repair, replace, or to make payment to You is at Ours or Our authorized representative's sole option.

We will have been considered to have breached this Limited Warranty only if We fail to correct a construction defect in accordance with the terms and conditions of this Limited Warranty.

- A. Standards by which the presence of a construction defect will be determined  
In the event You believe that a flaw or imperfection in the home or the common elements constitutes a construction defect, the following factors will be considered by Us in determining whether the condition constitutes a construction defect. Should either You or We elect to initiate binding arbitration, these factors will be considered by the Arbitrator in rendering a decision:



1. Any performance standards or guidelines or other documents or manuals that contain Our building standards, that were provided to You at or prior to closing on the home, or in the case of the Homeowners Association, prior to transferring title to the common elements. Absent such standards, the Residential Construction Performance Guidelines published by the National Association of Home Builders, in effect at the time of closing on the home, or in the case of the Homeowners Association, at the time of transferring title to the common elements shall apply. Absent a specific standard in the documents identified above, normal and accepted building practices and standards in use in the region of the country in which the home or the common elements are located shall apply;
2. Consideration as to whether the magnitude of the flaw or imperfection:
  - a. materially affects the structural integrity of the home or common elements; or
  - b. has an obvious and material negative impact on the appearance of the home or common elements; or
  - c. jeopardizes the life or safety of the occupants; or
  - d. results in the inability of the home or the applicable common elements to provide the functions that can reasonably be expected in such a home or common element.
3. Consideration as to whether a condition is the result of normal wear and tear (conditions that are normal wear and tear, or are caused by normal wear and tear are not construction defects);
4. Consideration as to whether the condition was caused by, or in any way resulted from, the failure of the Homeowner or Homeowners Association to perform normal or routine maintenance (any condition that is determined to be their maintenance issue, or any condition that results from improper or inadequate Homeowner or Homeowner Association maintenance, is not a construction defect);
5. Consideration as to whether the condition was caused by the Homeowner or Homeowners Association or their representatives, other than Us, after the Homeowner took possession of the home or the common elements (We and You conducted a walkthrough inspection just prior to closing on the home. **Damage that was caused by You or Your representatives is not a construction defect**, for example, a large, visible scratch on marble tile in the entry foyer that was not noted at the final walkthrough inspection, but was reported after furniture was moved into the home, will not be considered a construction defect);
6. Recognition that any condition resulting directly or indirectly from or made worse by changes, additions, alterations or other actions by the Homeowner

or Homeowners Association or Their agents, other than Us, will not be considered a construction defect (this includes changes to the topography, drainage or grade of the property);

7. Any Exclusion contained in this Limited Warranty.

#### **IV. Homeowner Maintenance Obligations**

Every home requires periodic maintenance to prevent premature deterioration, water intrusion and to ensure adequate performance of the systems. Maintenance of the home and the common elements is Your responsibility. You must understand and perform the maintenance that the home and common elements requires. As stated in other sections of this Limited Warranty, We are not responsible for the home and common elements maintenance issues or for damage that results from Your failure to maintain the home or the common elements.

#### **V. Coverage Limitations**

When We or a third party designated by Us or acting on Our behalf, repair or replace a construction defect the repair or replacement will include the repair or replacement of only those surfaces, finishes and coverings that were damaged by the construction defect that were part of the home or the common elements when title was first transferred by Us. Surfaces, finishes and coverings that require repair or replacement in order for Us or a third party designated by Us to repair or replace construction defects will be repaired or replaced. The extent of the repair and replacement of these surfaces finishes or coverings will be to approximately the same condition they were in prior to the construction defect, but not necessarily to a new condition.

When repairing or replacing surfaces, finishes and coverings, the repair or replacement will attempt to achieve as close a match with the original surrounding areas as is reasonably possible, but an exact match cannot be guaranteed due to such factors as fading, aging and unavailability of the same materials.

In the case where a construction defect exists and the home is rendered uninhabitable, the repair of the construction defect shall include the reasonable cost of the Homeowners alternative shelter until the home is made habitable. **If Homeowner must vacate the home during a repair, Classic reserves the right to approve the costs for alternative housing and will not be responsible for any unapproved costs or costs that are deemed by Classic to be excessive. In all cases, the maximum amount We will reimburse You for vacating the home is \$150.00 per day.**

#### **VI. Exclusions**

- A. This Limited Warranty does not cover:

1. Any construction defects or other damages resulting, either directly or indirectly, from the following causes or occurring in the following situations:
  - a. Fire;
  - b. Lightning;
  - c. Explosion;
  - d. Riot and Civil Commotion;
  - e. Smoke;
  - f. Hail;
  - g. Aircraft;
  - h. Falling Objects;
  - i. Vehicles;
  - j. Floods;
  - k. Earthquake;
  - l. Landslide or mudslide originating on property other than the site of the home or the common elements or property developed by Us;
  - m. Mine subsidence or sinkholes;
  - n. Changes in the underground water table not reasonably foreseeable by Us;
  - o. Volcanic eruption; explosion or effusion;
  - p. Wind including:
    - (i). Gale force winds; winds that exceed 54 MPH
    - (ii). Hurricanes;
    - (iii). Tropical storms;
    - (iv). Tornadoes;
  - q. Insects, animals or vermin;
  - r. Changes of the grading of the ground by anyone other than Us or Our agents, or subcontractors, which results in surface drainage towards the home or other improper drainage or permits water to pond or become trapped in localized areas against the foundation or otherwise;
  - s. Changes, additions, or alterations made to the home or the common elements by anyone after the Warranty Period begins, except those made or authorized by Us. Any approvals by Us must be in writing, verbal authorizations will not be honored;
  - t. Any defect in material or workmanship supplied or performed by anyone other than Us, Our agents, or subcontractors;
  - u. Improper maintenance, negligence or improper use of the home or the common elements by You or anyone else that results in rot, dry rot, moisture, rust, mildew or any other damage;
  - v. Dampness or condensation due to your failure to maintain adequate ventilation
  - w. Damage resulting from the weight and/or performance of any type of waterbed or other furnishings, which exceeds the load bearing design of the home or the common elements;
  - x. Normal wear and tear or normal deterioration of materials
  - y. Economic damages due to the home's or the common elements failure to meet consumer expectations.

2. Any costs arising from, or any construction resulting from the actual, alleged or threatened discharge, dispersal, release or escape of pollutants. We will not cover costs or expenses arising from the uninhabitability of the home or the common elements or health risk due to the proximity of pollutants. We will not cover costs, or expenses resulting from the direction of any governmental entity to test, clean up, remove, treat, contain or monitor pollutants;
3. Any costs arising from, or any construction defect resulting from the effects of electromagnetic fields (EMF's) or radiation;
4. Any damage to personal property that does not result from a construction defect;
5. Any "CONSEQUENTIAL OR INCIDENTAL DAMAGES";
6. Any damage to Consumer Products;
7. Any construction defect which You have not taken timely and reasonable steps to protect and minimize damage after We or Our authorized representative have provided You with authorization to prevent further damage;
8. Any damage to the extent it is incurred after or as a result of Your failure to notify Us in a reasonable timely manner after You have become aware or should have become aware of the construction defect or condition causing such damage;
9. Any costs or obligations paid or incurred by You in violation of Section VII. C. Below;
10. Any non-conformity with local building codes, regulations or requirements that has not resulted in a construction defect. While We acknowledge Our responsibility to build in accordance with applicable building codes, this Limited Warranty does not cover building code violations in the absence of a construction defect.
11. Any deviation from plans and specifications that has not resulted in a construction defect.
12. Any subrogation costs associated with repairs performed by buyer's insurance company when such repairs were not approved by Us.
13. Any item listed on a third party inspection that is not a construction defect as determined by Us;
14. Homes that were foreclosed on and then resold by the foreclosing agency or at a public auction.

B. Our Limited Warranty does not cover any construction defect, which would not have occurred in the absence of one, or more of the excluded events or conditions listed in Exclusions, Section VI. A.1 a. – A.1.q., A.2. or A.3. Above, regardless of:

1. The cause of the excluded event or condition; or
2. Other causes of the loss or damage; or
3. Whether other causes acted concurrently or in any sequence with the excluded event or condition to produce the loss or damage.

## **VII. Procedure to Request US to Perform Under This Limited Warranty**

If You become aware of a condition that You believe is a construction defect under this Limited Warranty, You have the following responsibilities:

### **A. Notification**

You must notify Us in writing as soon as it is reasonably possible, after You have become aware or should have become aware of a construction defect, but in no event may Your written notice of a construction defect or Your written request for warranty performance be postmarked or received by Us later than thirty (30) days after this Limited Warranty has expired.

If the written notice is postmarked or received by Us more than thirty (30) days after the expiration of this Limited Warranty, We shall have no obligation to remedy the construction defect. In order to establish a record of timely notification, written notice should always be sent by Certified Mail, return receipt requested.

### **B. Cooperate With Us**

You must give Us and any third parties acting on Our behalf reasonable help in inspecting, investigating, testing (including destructive testing), monitoring, repairing, replacing or otherwise correcting an alleged construction defect. Help includes, but is not limited to, granting reasonable access to the home or common elements for the forgoing purposes. If You fail to provide such reasonable access to the home or common elements, We will have no obligation to do any of the foregoing.

### **C. Do Not Make Voluntary Payments**

You agree not to make any voluntary payments or assume any obligations or incur any expenses for the remedy of a condition You believe is a construction defect without prior written approval from Us, or other parties authorized to act on Our behalf. We will not reimburse You for costs incurred when You did not obtain prior written approval.

#### D. If You Disagree With Us

If You believe We have not responded to Your request for warranty performance to Your satisfaction or in a manner that You believe this Limited Warranty requires, You may provide written notice to Us requesting Mediation. Upon Our receipt of written notice from You, We may review and mediate Your request by communicating with You, Us, and any other individuals or entities that We believe may possess relevant information or schedule Mediation with a Mediator acceptable to both parties. If after forty-five (45) days, We or a Mediator selected by both parties is unable to successfully mediate Your request for warranty performance or at any earlier time when We determine that You and We are at an impasse, We will notify You that Your request for warranty performance remains unresolved and that You may elect to initiate Binding Arbitration. Binding Arbitration as described in the following section is the sole remedy for the resolution of disputes between You and Us as set forth in the following section.

### **VIII. Binding Arbitration Procedure**

Any disputes between You and Us, or parties acting on Our behalf, related to or arising from this Limited Warranty, design or construction of the home or the common elements or the purchase of the home or transfer of title to the common elements will be resolved by binding arbitration. Binding arbitration shall be the sole remedy for resolving any and all disputes between You and Us, or Our representatives. Disputes subject to binding arbitration include but are not limited to:

- A. Any disagreements that a condition in the home or common elements is a construction defect and is therefore covered by this Limited Warranty;
- B. Any disagreements as to whether a construction defect has been corrected in compliance with this Limited Warranty;
- C. Any alleged breach of this Limited Warranty;
- D. Any alleged violations of consumer protection, unfair trade practice, or other statutes;
- E. Any allegations of negligence, strict liability, fraud, and/or breach of duty or good faith, and any other claims arising in equity or from common law;
- F. Any disputes concerning the issues that should be submitted to binding arbitration;
- G. Any disputes concerning the timeliness of Our performance requests and/or Your notifications under this Limited Warranty.
- H. Any disputes as to the payment or reimbursement of the arbitration-filing fee;

- I. Any dispute as to whether this Limited Warranty or any provision hereof, including, but not limited to any waiver hereunder, is unenforceable;
- J. Any other claim arising out of or relating to the sale, design or construction of Your home or the common elements, including, but not limited to any claim arising out of, relating to or based on any implied warranty or claim for negligence or strict liability not effectively waived by this Limited Warranty.

**MEDIATION AND ARBITRATION.** If any dispute arising out of or related to the purchase, home, or common elements whether in contract, tort or statutory, including any claims against Our officers, directors and/or employers occurs, the parties agree to submit the dispute to non-binding mediation. We and You shall jointly appoint an acceptable mediator and shall share equally in the costs of such mediator. Mediation shall be a condition precedent to arbitrating any dispute. If mediation proves unsuccessful, either party may demand arbitration within thirty (30) calendar days of the date of the mediation. If no party demands arbitration within (the specified time the parties shall to the fullest extent permitted by law, irrevocably waive and all right to proceed to arbitration and any and all claims they may have against the other party(ies). Following the Mediation period and in a timely written demand for arbitration, arbitration shall be conducted in accordance with the Construction Industry arbitration rules of the American Arbitration Association with an arbiter appointed by Us. The costs of the arbitration shall be borne equally by the parties subject to reallocation by the Arbiter. Both parties shall have the right to be represented by legal counsel and to join subcontractors and/or suppliers into any arbitration proceeding. In any arbitration proceeding, You agree that the sole manner which may be used to establish breach of any of Our obligations, any obligations which may exist by law or reason of any statutes, any applicable industry standards, and/or Your damages, including, but not limited to, appropriate repair costs, shall be through the testimony of a homebuilder currently licensed by the Pikes Peak Regional Building Department who has built and sold at least five (5) homes with a sales price exceeding \$400,000 in the two (2) calendar years immediately preceding the calendar year in which the claim is brought. The Arbiter shall completely exclude the testimony of any tendered expert who does not meet the foregoing qualifications. The decision of the arbiter shall be final and conclusive and judgment may be entered upon the award by any court having jurisdiction thereover. In determining any question, matter, or dispute before them, the arbitrators shall apply the provisions of the Purchase Agreement and the Limited Warranty without varying from them in any respect and they shall not have the power to add to, modify or change any of the provisions hereof. Exclusive venue for and arbitration proceeding shall be in El Paso County, Colorado

After evidence is presented by You, Us or Our representatives, a decision will be rendered by the arbiter. The decision is final and binding on You and Us. The arbiter first will determine whether any claimed or alleged construction defects exists and whether it is Our responsibility. Second, if the arbitrator finds Us responsible for a construction defect, the arbiter will determine the scope of any repair or replacement, Our cost of any such repair or replacement, and the diminution in fair market value, if any, caused by such construction defects. Based upon the arbitrator's decision, We shall choose whether We shall repair or replace the construction defect or pay to You the actual amount it would cost Us to repair or replace the construction defect. The decision to repair, replace, or to make payment to You is at Our or Our authorized representative's sole option. In addition, the arbiter shall render a decision resolving any other disputed matters or issues related to or arising from this

Limited Warranty, the design or construction of the home or the common elements or the sale of the home or transfer of title to the common elements.

## **IX. General Conditions**

- A. The Limited Warranty is a provision of the Purchase Agreement between You and Us for the construction and/or sale of the home or transfer of the common elements.
- B. This Limited Warranty will transfer to new owners of the home for the remainder of the Limited warranty Period. You agree to provide this Limited Warranty to any subsequent purchaser of the home as a part of the contract of sale of the home. Our duties under this Limited Warranty to the new Homeowner will not exceed the limit of liability then remaining, if any.
- C. We assign to You all the manufacturer's warranties on all appliances, fixtures and items of equipment that We installed in the home. Should an appliance or item of equipment malfunction You must follow the procedures set forth in that manufacturer's warranty to correct the problem. Our obligation under this Limited Warranty is limited to the workmanlike installation of such appliances and equipment. We have no obligation for appliances and equipment defined as consumer products.
- D. If We or a third party designated by Us or acting on Our behalf repairs, replaces or Pays You as to a construction defect, or other related damage to the home or the common elements covered by this Limited Warranty, We are entitled, to the extent of Our payment, to take over Your related rights of recovery from other people and organizations, including but not limited to, other warranties and insurance. You have an obligation not to make it harder for Us to enforce these rights. You agree to sign any papers, deliver them to Us, and do anything else that is necessary to help Us exercise Our rights.
- E. General Provisions
  1. If any of the terms or provisions of this Limited Warranty is determined to be unenforceable, such a determination will not affect the remaining provisions. If this Limited Warranty or any provision herein is determined to be unenforceable as to a Homeowners Association or a specific Homeowner, such a determination will not affect the enforceability of this Limited warranty or such provisions as to any other Homeowners Association or any other Homeowner. The issue of enforceability, as well as all other issues, will be determined by Binding Arbitration as provided for in this Limited Warranty.
  2. This Limited Warranty and the binding arbitration process are binding on You and Us. It is also binding on Your and Our heirs, executors, administrators, successors, and assigns, subject to paragraph B of the General Conditions.
  3. As may be appropriate, the use of the plural in this Limited Warranty includes the singular, and the use of one gender includes all genders.



## X. Definitions

**Builder** means Classic Homes, the individual, partnership, corporation or other entity, which participates in the Warranty Program administered by the Professional Warranty Service Corporation and provides You with this Limited Warranty. Throughout this document the Builder is also referred to as "We", "Us" and "Our (s)".

**Common Elements** means the property as specified in the recorded Covenants, Conditions and Restrictions as common area and any other property the Homeowners Association has standing under the law to make a claim on. This may include, but is not limited to, streets, the structure or components of enclosure or other spaces that are for the common use of the residents of the development in which the home is located. Systems serving two or more homes, and the outbuildings that contain parts of such System are also included in this definition.

**Consequential or Incidental Damages** means any loss or injury other than:

- A. Our cost to correct a construction defect including the correction of those surfaces, finishes and coverings damaged by the construction defect;
- B. Our cost of repair or replacement of furniture, carpet or personal property damaged by the -construction defect. Should replacement be necessary, Our obligation is limited to replacement with items providing the same function and quality and that are readily available at the time the item is being replaced.
- C. Our costs of removal or replacement in order to repair or replace a construction defect;
- D. The reasonable cost of the Homeowner's alternative shelter where the home is inhabitable due to a construction defect or where the home is rendered inhabitable by the repair of the construction defect.

Diminished market value is considered "Consequential or Incidental Damage" and is excluded under this Limited Warranty unless We elect this remedy in lieu of the repair, replacement or other payment as to a construction defect.

**Construction Defect(s)** means a flaw in the materials or workmanship used in constructing the home that:

- Materially affects the structural integrity of the home or common elements; or
- Has an obvious and material negative impact on the appearance of the home or common elements; or
- Jeopardizes the [life or safety of the occupants](#); or
- Results in the inability of the home or the common elements to provide the functions that can reasonably be expected in a residential dwelling.

We and any arbiter assigned to rule relative to a construction defect will consider both this definition and Section III – A. (Standards By Which the Presence of a construction defect

will be determined) in determining the existence of a construction defect. A flaw is a construction defect if either We or an arbitrator conducting a binding arbitration hearing declares the flaw to be a construction defect. Our obvious and visible failure to complete the construction of the home or common elements, any portion of the home or common elements is not a construction defect.

**Consumer Product** means any item of equipment, appliance or other item defined as a consumer product in the Magnuson-Moss Warranty Act (15 U.S.C. §. 2301, et seq.) Examples of Consumer Products include, but are not limited to dishwasher, garbage disposal, gas or electric cook-top, range, range hood, refrigerator or refrigerator/freezer combination, gas oven, electric oven, microwave oven, trash compactor, garage door opener, clothes washer and dryer, hot water heater, furnace, air conditioner and thermostat.

**Emergency Condition** means an event or situation that creates the imminent threat of damage to the home or common elements, or results in an unsafe living condition due to a construction defect that You (or as applicable, the homeowners association) become aware of at a point in time other than Our normal business hours and You were unable to obtain Our or Our authorized representative's prior written approval to initiate repairs to stabilize the condition or prevent further damage.

**Home** means a single family residence either attached or detached covered by this Limited Warranty or a condominium or cooperative unit in a multi-unit residential structure/building covered by this Limited Warranty.

**Home Builders Limited Warranty** means only this express warranty document provided to You by Us.

**Homeowner** means the first person(s) to whom a home (or a unit in a multi-unit residential structure/building) is sold, or for whom such home is constructed, for occupancy by such person or such person's family, and such person's successors in title to the home or mortgages in possession and any representative of such person(s) who has standing to make a claim on that person(s) behalf, including any class representative or homeowners association making a claim in a representative capacity.

**Homeowners Association** means a profit or nonprofit corporation, unincorporated association, organization, partnership, assessment district, Limited Liability Company, limited liability partnership or other entity of any kind that owns, manages, maintains, repairs, administers, or is otherwise responsible for and has standing to make a claim as to any part of the common elements.

**Pollutants** mean all solid, liquid, or gaseous irritants or contaminants. The term includes, but is not limited to, petroleum products, smoke, vapors, soot, fumes, acids, alkalis, toxic chemicals, radon gas, and waste materials, including materials to be recycled.

**Systems** mean the following:

- (a) Plumbing system - gas supply lines and fittings; water supply, waste and vent pipes and their fittings; septic tanks and their drain fields; and water, gas and sewer services piping and their extensions to the tie-in of a public utility connection or on-site well and sewage disposal system.

- (b) Electrical system - all wiring, electrical boxes, switches, outlets, and connections up to the public utility connection.
- (c) Heating, Cooling, and Ventilation system - all ductwork; steam, water and refrigerant lines; and registers, connectors, radiation elements and dampers.

**Warranty Period** shall commence on the date the title for the home is transferred to the first Owner. Notwithstanding anything to the contrary set forth in this Limited Warranty, the Warranty Period for the common elements of an individual structure/building commences on the date the title for the first home in the structure/building is transferred to the first Owner or as concerns clubhouses or outbuildings or other common elements not part of the home the date the title to these structures is transferred to the Homeowners Association.

## **CLASSIC HOMES STANDARDS OF PERFORMANCE**

The Classic Homes Standards of Performance describe the tolerances of workmanship and materials to which your new Classic home should perform. They are designed to help you, the Homeowner or Homeowners Association (HOA) in communities where the warranty and/or maintenance is performed by the HOA, determine the validity of any potential claim regarding construction defects in your home. If your home does not perform within these tolerances, we will repair it, in accordance with the terms, conditions and exclusions of this Limited Warranty.

Only the most frequent items which concern new home Homeowners are alphabetically addressed in these Standards of Performance. The Residential Performance Guidelines published by the National Association of Home Builders apply to any items not covered by our Standards of Performance. To the extent that standards have not been provided for a given item in either publication, the other factors identified in Section III A of the Limited Warranty will be considered.

For convenience and ease of understanding, the Standards of Performance have been expressed in terms of performance standards, which set forth the acceptable tolerances for each area of concern. During The Limited Warranty Period, non-compliance with these Performance Standards should be brought to Classic's attention for inspection and, if caused by defects in workmanship and/or materials, for corrective action as provided in the Limited Warranty.

Homeowners should be aware that all new homes go through a period of settlement and movement as they reach equilibrium. During this period, the home may experience some minor material shrinkage, cracking and other events, which are unavoidable and considered normal. **The Homeowners(s) should also be aware that they are responsible for proper home maintenance. Damage caused by HOA, improper maintenance or changes, alterations or additions performed by anyone other than Classic, our employees, or subcontractors (while performing work contracted by Classic) is excluded from The Limited Warranty.**

In addition to Classic's Standards of Performance, we have included Homeowner Use and Maintenance Guidelines to assist you with caring for your new home.

# Air Conditioning

## Homeowner Use and Maintenance Guidelines

Air conditioning can greatly enhance the comfort of your home, but if it is used improperly or inefficiently, it will result in wasted energy. These hints and suggestions are provided to help you maximize your air conditioning system.

Your air conditioning system is a whole-house system. The air conditioning unit is the mechanism that produces cooler air. The air conditioning system involves everything inside your home including, for example, drapes, blinds, and windows.

Your home air conditioning is a closed system, which means that the interior air is continually recycled and cooled until the desired air temperature is reached. Warm outside air disrupts the system and makes cooling impossible. Therefore, you should keep all windows closed. The heat from the sun shining through windows with open window coverings is intense enough to overcome the cooling effect of the air conditioning unit. For best results, close the window coverings on these windows.

Time is very important in your expectations of an air conditioning system. Unlike a light bulb, which reacts instantly when you turn on a switch, the air conditioning unit only begins a process when you set the thermostat.

For example, if you come home at 6:00 p.m. when the temperature has reached 90 degrees F and set your thermostat to 75 degrees, the air conditioning unit will begin cooling, but will take a while to reach the desired temperature. During the whole day, the sun has been heating not only the air in the house, but the walls, the carpet, and the furniture. At 6:00 p.m. the air conditioning unit starts cooling the air, but the walls, carpet, and furniture release heat and nullify this cooling. By the time the air conditioning unit has cooled the walls, carpet, and furniture, you may have lost patience.

If evening cooling is your primary goal, set the thermostat at a moderate temperature in the morning while the house is cooler, allowing the system to maintain the cooler temperature. The temperature setting may then be lowered slightly when you arrive home, with better results.

Once the system is operating, setting the thermostat at 60 degrees will *not* cool the home any faster and can result in the unit freezing up and not performing at all. Extended use under these conditions can damage the unit.

## **Adjust Vents**

Maximize air flow to occupied parts of your home by adjusting the vents. Likewise, when the seasons change, readjust them for comfortable heating.

## **Keep the Condensing Unit or Compressor Level**

Maintain the air conditioning condensing unit or compressor (the outside unit) in a level position to prevent inefficient operation and damage to the equipment. If you suspect that the air conditioner is not level, please contact either Classic during the Limited Warranty Period or the Homeowners Association ("HOA") to schedule an inspection.

## **Coolant**

The outside temperature must be 70 degrees F or higher for the contractor to add coolant to the system. If your home was completed during winter months, the charging of the system was probably not completed at that time and will need to be performed in the spring. Although we check and document this at The Final Walkthrough/Orientation, please contact us in the spring to schedule the charging.

## **Humidifier**

If a humidifier is installed on the furnace system, turn it off when you use the air conditioning; otherwise, the additional moisture can cause a freeze-up of the cooling system. **Classic does not install Humidifiers and is not responsible for any damage that results from the installation or improper usage of a Humidifier.**

## **Manufacturer's Instructions**

The manufacturer's manual specifies maintenance for the condenser. Review and follow these points carefully. Since the air conditioning system is combined with the heating system, follow the maintenance instructions for your furnace as part of maintaining your air conditioning system.

## **Temperature Variations**

Temperatures may vary from room to room and floor to floor by several degrees Fahrenheit. This is due to such variables as floor plan, orientation of the home on the lot, type and use of window coverings, and traffic through the home. **Temperature fluctuations are to be expected and are excluded from the Limited Warranty for the home.**

## **Troubleshooting Tips: No Air Conditioning**

Before calling for service, check to confirm that the:

- ▶ Thermostat is set to "cool" and the temperature is set below the room temperature.
- ▶ Blower panel cover is installed correctly for the furnace blower (fan) to operate. Similar to the way a clothes dryer door operates, this panel pushes in a button that lets the fan motor know it is safe to come on. If that button is not pushed in, the furnace will not operate.
- ▶ Air conditioner and furnace breakers on the main electrical panel are on. (Remember if a breaker trips you must turn it from the tripped position to the off position before you can turn it back on.)
- ▶ 220 switch on the outside wall near the air conditioner is on.
- ▶ Switch on the side of the furnace is on.
- ▶ Filter is in a clean condition which allows air flow.
- ▶ Vents in individual rooms are open.
- ▶ Air returns are unobstructed.
- ▶ Air conditioner is not frozen from overuse.

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

## **Classic Homes Limited Warranty Guidelines**

**The air conditioning system should maintain an average temperature of 78 degrees or a differential of 15 degrees from the outside temperature, whichever is higher measured in the center of each room at a height of 5 feet above the floor. Lower temperature settings are often possible, but neither the manufacturer nor Classic Homes guarantees this. The components of the air-conditioning system are covered by the Manufacturers Warranty and are excluded from this Limited Warranty. Classic will only repair Defects in the Air Conditioner System that occurred during the original installation.**

# **Appliances**

## **Homeowner Use and Maintenance Guidelines**

Please refer to each appliances owner's manual for specific use and maintenance guidelines.

## **Classic Homes Limited Warranty Guidelines**

**During the Final Walkthrough/Orientation, Classic will confirm that all appliances are in working condition and that the appliance surfaces are not damaged. We assign all appliance warranties to you, effective on the date of closing. The appliance manufacturers warrant their products directly to you according to the terms and conditions of these written warranties. Classic does not warrant Appliances or other Consumer Products and will only repair any Appliances or Appliance Surfaces that were listed on the Final Walkthrough/Orientation Form.**

# **Cabinets**

## **Homeowner Use and Maintenance Guidelines**

Your Design Studio Selection Sheet is your record of the brand, style, and color of cabinets in your home. If you selected wood or wood veneer cabinets, expect differences in grain and color between and within the cabinet components due to natural variations in wood and the way it takes stain.

### **Cleaning**

Products such as lemon oil or polishes that include scratch cover are suggested for wood cabinet care. Follow container directions. Use such products a maximum of once every 3 to 6 months to avoid excessive build-up. Avoid paraffin-based spray waxes or washing cabinets with water, as both will damage the luster of the finish.

### **Hinges**

If hinges catch or drawer glides become sluggish, a small amount of silicone lubricant will improve their performance.

### **Moisture**

Damage to cabinet surfaces and warping can result from operating appliances that generate large amounts of moisture or heat (such as a crock pots or toaster ovens) near the cabinet. When operating such appliances, place them in a location that is not directly under a cabinet.

## **Classic Homes Limited Warranty Guidelines**

**During The Final Walkthrough/Orientation Classic will confirm that all cabinets and cabinet components are installed properly and that there are no defects or**

cosmetic damage. Classic will repair only those defects or cosmetic items that are listed on the Final Walkthrough/Orientation Form.

### **Alignment**

Doors, drawer fronts, and handles should be level and even. Classic will repair any items that are visibly out of level or do not function properly during the Limited Warranty period.

### **Separations**

We will correct or repair during the first year of the Limited Warranty Period; gaps between cabinets and the ceiling or gaps between the cabinets and the walls by caulking or other means if the gap exceeds 1/8 inch. After the first year, it is the Homeowners responsibility to caulk these areas.

### **Warping**

If doors or drawer fronts warp in excess of 1/4 inch within 24 inches during the first year of the Limited Warranty Period, we will correct this by adjustment or replacement.

### **Wood Grain**

Readily noticeable variations in wood grain and color are normal in all wood or wood veneer. *Replacements or repairs are not made due to variations in the wood or wood veneer*

## **Carpet**

### **Homeowner Use and Maintenance Guidelines**

Your Design Studio selection sheet (Color Chart) provides a record of the brand, style, and color of floor coverings in your home. Please retain this information for future reference. Refer to the various manufacturers' recommendations for additional information on the care of your floor coverings.

### **Burns**

Take care of any kind of burn immediately. First snip off the darkened fibers, then use a soap less cleaner and sponge with water. If the burn is extensive, talk with a professional about replacing the damaged area.



## Cleaning

You can add years to the life of your carpet with regular care. Carpet wears out because of foot traffic and dirt particles that get trampled deep into the pile beyond the suction of the vacuum. The dirt particles wear down the fibers like sandpaper and dull the carpet. The most important thing you can do to protect your carpet is to vacuum it frequently.

Vacuum twice each week lightly and once a week thoroughly. Heavy traffic areas may require more frequent cleaning. A light vacuuming is three passes; a thorough job may need seven passes. A vacuum cleaner with a beater-bar agitates the pile and is more effective in bringing dirt to the surface for easy removal. **Remember to disengage the beater bar on the vacuum for all shag/cable carpets.**

Vacuuming high-traffic areas daily helps keep them clean and maintains the upright position of the nap. Wipe spills and clean stains immediately. For best results, blot or dab any spill or stain; avoid rubbing. Test stain removers on an out-of-the-way area of the carpet, such as in a closet, to check for any undesirable effects.

Have your carpet professionally cleaned at a minimum once per year; more often depending on amount of traffic or if you have pets. Research indicates that hot water extraction or steam cleaning provides the best cleaning.

## Crushing

Furniture and traffic may crush a carpet's pile fibers. Frequent vacuuming in high-traffic areas and glides or cups under heavy pieces of furniture can help prevent this. Rotating your furniture to change the traffic pattern in a room promotes more even wear. Some carpets resist matting and crushing because of their level of fiber, but this does not imply or guarantee that no matting or crushing will occur. Heavy traffic areas such as halls and stairways are more susceptible to wear and crushing. This is considered normal wear.

## Fading

Science has yet to develop a color that will not fade with time. All carpets will slowly lose some color due to natural and artificial forces in the environment. You can delay this process by frequently removing soil with vacuuming, regularly changing air filters in heating and air conditioning systems, keeping humidity and room temperature from getting too high, and reducing sunlight exposure with window coverings.

## **Filtration**

If interior doors are kept closed while the air conditioning is operating, air circulation from the closed room flows through the small space at the bottom of the door. This forces the air over the carpet fibers, which in turn act as a filter, catching particulate pollution. Over time, a noticeable stain develops at the threshold

## **Fuzzing or Fraying**

In loop carpets, fibers may break. Simply clip the excess fibers. If it continues, call a professional.

## **Pilling**

Pilling or small balls of fiber can appear on your carpet, depending on the type of carpet fiber and the type of traffic. If this occurs, clip off the pills. If they cover a large area, seek professional advice.

## **Rippling**

With wall-to-wall carpeting, high humidity may cause rippling. If the carpet remains rippled after the humidity has left, have a professional re-stretch the carpeting.

## **Seams**

Carpet usually comes in 12-foot widths, making seams necessary in most rooms. Visible seams are not a defect unless they have been improperly made or unless the material has a defect, making the seam appear more pronounced than normal. The more dense and uniform the carpet texture, the more visible the seams will be.

Carpet styles with low, tight naps result in the most visible seams. Seams are never more visible than when the carpet is first installed. Usually with time, use, and vacuuming the seams become less visible.

## **Shading**

Shading is an inherent quality of fine-cut pile carpets. Household traffic causes pile fibers to assume different angles; as a result, the carpet appears darker or lighter in these areas. A good vacuuming, which makes the pile all go in the same direction, provides a temporary remedy.

## **Shedding**

New carpeting, especially pile, sheds bits of fiber for a period of time. Eventually these loose fibers are removed by vacuuming. Shedding usually occurs more with wool carpeting than with nylon or other synthetics. With new carpet during the first several months, it might be necessary to replace or empty the bag in your vacuum cleaner more often than usual.

## **Snags**

Sharp-edged objects can grab or snag the carpet fiber. When this occurs, cut off the snag. If the snag is especially large, call a professional.

## **Sprouting**

Occasionally you may find small tufts of fiber sprouting above carpet surface. Simply use scissors to cut off the sprout. Do not attempt to pull it, because other fibers will come out in the process.

## **Stains**

No carpet is stain-proof. Although your carpet manufacturer designates your carpet as stain-resistant, some substances may still cause permanent staining. These include, but are not limited to, hair dyes, shoe polish, paints, and ink. Some substances destroy or change the color of carpets, including bleaches, acne medications, drain cleaners, plant food, insecticides, and food or beverages with strongly colored natural dyes as found in some brands of soda and tea.

Refer to your care and maintenance brochures for recommended cleaning procedures for your particular fiber. Pretest any spot-removal solution in an inconspicuous area before using it in a large area. Apply several drops of the solution, hold a white tissue on the area, and count to ten. Examine both tissue and carpet for dye transfer and check for carpet damage.

## **Classic Homes Limited Warranty Guidelines**

**During The Final Walkthrough/Orientation, Classic will confirm that your carpet is properly installed with no defects. We will correct stains or spots listed on the Final Walkthrough/Orientation Form by cleaning, patching, or replacement. Classic is not responsible for dye lot (color) variations if replacements are made.**

## Seams

**Carpet seams will be visible and are excluded from this Limited Warranty. While Classic does not warrant carpet seams, during the Limited Warranty Period, we will repair seams that become loose as a result of a defect with the original installation.**

# Caulking

## Homeowner Use and Maintenance Guidelines

Time and weather will shrink and dry caulking so that it no longer provides a good seal. As routine maintenance, check the caulking and make needed repairs. Caulking compounds and dispenser guns are available at home improvement and hardware stores. Read the manufacturer's instructions carefully to be certain that you select an appropriate caulk for the intended purpose.

### Colored Caulk

Colored caulking is available where larger selections are provided. As with any colored material, dye lots can vary.

### Latex Caulk

Latex caulking is appropriate for an area that requires painting, such as along the stair stringer or where wood trim meets the wall.

### Silicone Caulk

Caulking that contains silicone will not accept paint; it works best where water is present, for example, where tub meets tile or a sink meets a countertop. In areas where stone or tile are installed as a backsplash on countertops or in bath locations, Classic may install caulk that is colored to match the grout. Grout colored caulk is available at specialty tile stores.

## ***Classic Homes Limited Warranty Guidelines***

**During The Final Walkthrough/Orientation Classic will confirm that appropriate areas are adequately caulked and repair any caulking listed on the Final Walkthrough/Orientation Form. Caulking is considered a Homeowner maintenance item and is not covered by this Limited Warranty.**

# Ceramic Tile

## Homeowner Use and Maintenance Guidelines

Your Design or Selections Studio selection sheets include the brand and color of your ceramic tile.

### Cleaning

Ceramic tile is one of the easiest products to maintain. The ceramic tile installed on walls or countertops in your home may be washed with any nonabrasive soap, detergent, or tile cleaner. Abrasive cleaners will dull the finish.

Vacuum ceramic floor tile when needed. Occasionally, a wet mopping with warm water may be appropriate. Avoid adding detergent to the water. If you feel a cleaning agent is required, use a mild solution of warm water and dishwasher crystals (they will not result in a heavy, difficult-to-remove lather on the grout). Rinse thoroughly.

### Grout Discoloration

Clean grout that becomes yellowed or stained with a fiber brush, cleanser, and water. Grout cleansers and whiteners are available at most home improvement and hardware stores.

### Sealing Grout

Sealing grout is your decision and responsibility. Once grout has been sealed, it will require periodical maintenance. The Homeowner is responsible for the maintenance of these areas.

### Separations

Expect slight separations to occur in the grout between tiles. Grout is for decorative purposes only; it does not hold the tile in place. Cracks in the grout can be filled using premixed grout purchased from flooring, home improvement or hardware stores.

Tile around bathtubs or countertops may appear to be pulling up after a time. This is caused by normal shrinkage of grout or caulk and shrinkage of wood members as they dry out. If this occurs, the best remedy is to purchase tub caulk or premixed grout from a home improvement or hardware store. Follow directions on the container. This maintenance is important to protect the underlying surface from water damage.

## **Classic Homes Limited Warranty Guidelines**

**During The Final Walkthrough/Orientation Classic will confirm that the tile and grout areas are installed with no defects. We will only repair or replace cracked, badly chipped, or loose tiles listed on the Final Walkthrough/Orientation Form. Classic is not responsible for variations in color or discontinued patterns. New grout may vary in color from the original. Cracks appearing in grouting of ceramic tiles at joints or junctions with other materials are common and can be due to expansion or shrinkage in the building components. The Homeowner is responsible for maintaining and repairing any tile, grout or caulk after closing on the home.**

# **Concrete Flatwork**

## **Homeowner Use and Maintenance Guidelines**

### **Cleaning**

Avoid washing exterior concrete slabs with cold water from an outside faucet when temperatures are high and the sun has been shining on the concrete. The abrupt change in temperature can damage the surface bond of the concrete. We recommend sweeping to keep exterior concrete clean. If washing is necessary, do this when temperatures are moderate. Repeated cleaning of the garage floor by hosing can increase soil movement by allowing water to penetrate any existing cracks. We recommend sweeping to clean the garage floor.

### **Cracks**

A concrete slab 10 feet across shrinks approximately 5/8 inch as it cures. Some of this shrinkage shows up as cracks. Cracking of concrete flatwork also results from temperature changes that cause expansion and contraction.

During the summer, moisture finds its way under the concrete along the edges or through cracks in the surface. In winter, this moisture forms frost that can lift the concrete, increasing the cracking. Maintaining drainage away from all concrete slabs will minimize cracking from this cause.

As cracks occur, seal them with a waterproof concrete caulk (available at hardware or home improvement stores) to prevent moisture from penetrating to the soil beneath.

### **Expansion Joints**

We install expansion or control joints to help control expansion of concrete. However, as the concrete shrinks during the curing process, moisture can penetrate under the

concrete and lift the expansion joint. When this occurs, fill the resulting gap with a concrete and silicone sealant or caulk.

### **Floating Slabs**

Concrete slabs with the exception of patios are floating; they are not attached to the home's foundation walls. These slabs are not a structural element of the home. Due to the floating slab in your basement, Classic installs a flexible collar around the top of the furnace plenum. Gas and water lines include flexible connections, and drain lines have slip joints. The basement stairs rest on the floor and the support pads under the I-beam are separated from the floor slab. Classic Homes incorporates all of these details in the construction of the basement floor because we know the floor will move in response to the soils. Movement of the basement slab or any concrete slab is normal, and may result in cracking. You should follow the maintenance guidelines in Special Publications 43, "A Guide to Swelling Soils for Colorado Homebuyers and Homeowners" which was provided to you with your purchase contract.

### **Heavy Vehicles**

Prohibit commercial or other extremely heavy vehicles such as moving vans and other large delivery trucks from pulling onto your driveway. We design and install concrete drives for conventional residential vehicle use only. In addition to heavy vehicles, do not allow equipment to drive on or over the concrete during landscaping. **Exterior concrete damaged by vehicles, equipment, or placement of landscape or building materials is excluded from this Limited Warranty.**

### **Ice, Snow, and Chemicals**

Driving or parking on snow creates ice on the drive, which magnifies the effects of snow on the concrete surface. Remove ice and snow from concrete slabs as promptly as possible after snow storms. Protect concrete from abuse by chemical agents such as pet urine, fertilizers, radiator overflow, repeated hosing, or de-icing agents, such as road salt or other chemicals that can drip from vehicles. All of these items can cause spalling or delamination (chipping of the surface) of concrete.

### **Concrete Sealer**

A concrete sealer, available at home improvement, hardware, and paint stores, will help you keep an unpainted concrete floor clean. Do not use soap on unpainted concrete. Instead, use plain water and washing soda or, if necessary, a scouring powder.

## **Classic Homes Limited Warranty Guidelines**

### **Color Variations**

**Due to the concrete mix, concrete slabs will vary in color and appearance, especially in replaced sections. Color variations in concrete are excluded from this Limited Warranty.**

### **Concrete Installed By Homeowner**

**The Homeowner assumes full responsibility for any concrete installed after the original closing date for the home. This includes testing to make sure that soil is properly compacted and that the installed concrete does not have a negative impact on the original drainage established for the home. Classic will not for any reason, repair or replace, concrete installed after the original closing date unless the concrete was installed by Classic.**

### **Cracks**

**If concrete cracks reach 3/8 of an inch horizontally in width, Classic will repair them during the First Year of the Limited Warranty Period.**

**Due to the effects of weather that is outside of our control, exterior concrete will only be repaired during the first year of the Limited Warranty Period.**

### **Finished Floors**

**During the Limited Warranty Period Classic will correct cracks, settling, or heaving of concrete that rupture finish floor materials that were installed by Classic during the construction of the home. Classic will not repair or replace floor materials that were installed by the Homeowners(s).**

### **Level Floors**

**Concrete floors in the habitable areas of the home will be level to within 1/4 inch within any 32-inch measurement with the exception of an area specifically designed to slope toward a floor drain. During the Limited Warranty Period Classic will repair any flooring that does not meet the above mentioned standard.**



## Settling or Heaving

During the Limited Warranty Period Classic will repair exterior concrete that settles or heaves in excess of 2 inches or if such movement results in negative drainage (toward the house) or hazardous vertical displacement.

## Spalling/Delamination (Surface Chips)

Causes of spalling/delamination include repeated hosing of concrete for cleaning, pet urine, radiator overflow, fertilizer, uncleared snow and ice, ice-melting agents, and road salts and other chemicals from vehicles. Due to the effects of weather that are outside of our control, surface spalling/delamination is excluded from this Limited Warranty.

# Condensation

## Homeowner Use and Maintenance Guidelines

The energy efficient homes being built today are constructed to be more air tight in comparison to homes built even 10 years ago. While they seal in the heat in the winter and the cooling in the summer, they also seal in too much moisture laden air.

When warm, moist interior air comes into contact with cooler surfaces (doors & windows, the moisture condenses. Outside we see this as dew; inside you may see it as a layer of moisture on glass windows and doors. Condensation comes from high humidity within the home combined with low outside temperatures. Condensation forming on windows does not reflect a problem with the window or the window installation. Condensation forming on windows indicates that you have too much humidity inside the home.

When this condition occurs, you need to decrease the amount of humidity in the home.

The following are suggestions for removing the humidity.

## Humidifier Operation

If your home includes a humidifier, closely observe the manufacturer's directions for its use and care, see additional information under Humidifiers. Low to moderate settings in winter can maintain desired comfort levels without contributing too much moisture to your home. You may need to experiment to find the correct level for your family's lifestyle. In periods of extreme cold, you may need to turn the Humidifier off. **Classic**

**does not install Humidifiers and is not responsible for damages due to installation or improper usage of a Humidifier.**

### **New Construction**

Some experts have estimated that a typical new home contains 50 gallons of water. Water is part of the lumber, concrete, drywall texture, paint, caulk, and other materials used during the construction of the home. Wet weather during construction adds more. This moisture evaporates into the air as you live in your home—adding to the moisture generated by normal living activities. Over time, this source of moisture may diminish.

### **Normal Activities**

As you live in your home, your daily lifestyle contributes to the moisture in the air. Cooking, laundry, baths and showers, aquariums, plants, and so on all add water to the air in your home. Likewise, your daily routine can mitigate the amount of moisture in your home and reduce condensation on interior surfaces.

### **Temperature**

Avoid setting your thermostat at extreme temperatures. Heating your home will cause the materials to dry out faster, generating more moisture into the air; drying the materials out too fast also increases shrinkage cracks and separations.

### **Ventilation**

Develop the habit of using exhaust fans in bathrooms and over the stove. When weather conditions permit, open windows so fresh air can circulate through your home. Keep the dryer exhaust hose clean and securely connected. See the section on Ventilation for additional information.

### **Classic Homes Limited Warranty Guidelines**

**Condensation results from weather conditions and a family's lifestyle. Classic has no control over these factors. This Limited Warranty coverage excludes condensation and damages caused by the condensation unless the damages are a direct result of a construction defect covered by this Limited Warranty.**

# Countertops

## Homeowner Use and Maintenance Guidelines

### Laminate Countertops

Always use a cutting board to protect your counters (this also applies for natural and man made stone countertops) when you cut, chop or prepare food. Protect the countertop from heat and from extremely hot pans. If you cannot put your hand on it, do not put it on the countertop. Do not use countertops as ironing boards and do not set lighted cigarettes on the edge of the counter.

### Caulking

The caulking between the countertop and the wall, along the joint at the backsplash (the section of counter that extends a few inches up the wall along the counter area), and around the sink may shrink, leaving a slight gap. Maintaining a good seal in these locations is important to keep moisture from reaching the wood under the tops and to prevent warping.

### Cleaning

Avoid abrasive cleaners that will damage the luster of the surface, unless an abrasive cleaner is recommended by the manufacturer.

### Mats

Rubber drain mats can trap moisture beneath them, causing the laminated countertops to warp and blister. Dry the surface as needed.

### Wax

Wax is not necessary, but it can be used to make counters gleam. *See also Ceramic Tile.*

### Natural Stone Countertops

Natural stone countertops are extremely durable. Although natural stone countertops require minor maintenance, periodic maintenance is recommended. The best care you can give your natural stone is preventative care. Preventing stains or scratches before they occur is easier than repairing them after the occurrence.

Please make sure that any item spilled on the countertop is removed as soon as possible, blot, do not wipe. Since items such as soft drinks, wine, coffee, tea, and juices contain mild acids, wiping can damage the stone.

Natural stone countertops should be rinsed weekly using warm water and a non abrasive cleaner.

Unless selected during the Design Studio selection process, Classic does not seal natural stone countertops.

### **Classic Homes Limited Warranty Guidelines**

**During The Final Walkthrough/Orientation Classic will confirm that all countertops are installed without defects. We will repair only the noticeable surface damage such as chips, cracks, and scratches that are listed on the Final Walkthrough/Orientation Form.**

**Countertops will have one or more discernible seams. During the first year of the Limited Warranty Period Classic will repair gaps or differential at the seams that are not due to Homeowner damage when they exceed 1/16 inch.**

**Separation of countertops from walls, backsplash, and around sinks results from normal shrinkage of materials. Caulking is Homeowner maintenance and is not covered under the Limited Warranty...**

**All natural stone colors are species of natural materials; coloration, veining, and texture (i.e.: pits, fissures, and fragmentation) will vary from samples and will be part of the finished product. Classic is not responsible for cracking or breakage that occurs after installation due to the application of heavy weight or force over unsupported spans of countertops.**

## **Doors and Locks**

### **Homeowner Use and Maintenance Guidelines**

The doors installed in your home are wood products and are subject to natural characteristics of wood such as shrinkage and warpage. Natural fluctuations caused by humidity and the use of forced air furnaces, showers, and dishwashers, interior doors may occasionally require minor adjustments.

## **Bi-fold and Bypass Doors**

Interior bi-folds and bypass doors sometimes stick or warp because of weather conditions. Apply a silicone lubricant to the tracks to minimize this inconvenience.

## **Failure to Latch**

If a door will not latch because of minor settling, you can correct this by making a new opening in the jamb for the latch plate (remortising) and/or raising or lowering (adjusting) the plate accordingly.

## **Hardware**

### **Homeowner Use and Maintenance Guidelines**

Doorknobs and locks should operate correctly with little attention. Over time, they may need slight adjustments due to normal shrinkage of the framing. Occasionally, you may need to tighten screws or lubricate hinges and locks.

### **Classic Homes Limited Warranty Guidelines**

**We confirm that all hardware is installed without defects during the Final Walkthrough/Orientation. Only the hardware listed on the Final Walkthrough/Orientation Form will be repaired.**

## **Hinges**

You can remedy a squeaky door hinge by removing the hinge pin and applying a silicone lubricant to it. Avoid using oil, as it can gum up or attract dirt. Graphite works well as a lubricant but can create a gray smudge on the door or floor covering beneath the hinge if too much is applied. (Helpful Hint: Remove the pin from the hinge, take a lead pencil and color the pin then reinsert the pin in the hinge. Graphite from the lead will lubricate the hinge without the potential to drip onto the flooring).

## **Locks**

Lubricate door locks with graphite or other waterproof lubricant. Avoid oil, as it will gum up the locks.

## **Shrinkage**

Use putty, filler, or latex caulk to fill any minor separations that develop at mitered joints in door trim. Follow with painting. Panels of wood doors shrink and expand in response

to changes in temperature and humidity. Touching up the paint or stain on unfinished exposed areas is Homeowner maintenance.

### **Slamming of Doors**

Slamming doors can damage both doors and jambs and can even cause cracking in walls. Teach children not to hang on the doorknob and swing back and forth; this works loose the hardware and causes the door to sag.

### **Sticking**

The most common cause of a sticking door is the natural expansion of lumber caused by changes in humidity. When sticking is caused by swelling during a damp season, do not plane the door unless it continues to stick after the weather changes.

Before planing a door because of sticking, try two other steps: first, apply either a paste wax, light coat of paraffin, or candle wax to the sticking surface; or second, tighten the screws that hold the door jamb or door frame. If planing is necessary, use sandpaper to smooth the door and paint the sanded area to seal against moisture.

### **Warping**

If a door warps slightly, keeping it closed as much as possible often returns it to normal.

### **Weather Stripping**

Weather stripping and exterior door thresholds occasionally require adjustment or replacement.

### **Classic Homes Limited Warranty Guidelines**

**During the Final Walkthrough/Orientation Classic will confirm that all doors are installed without defects and correctly adjusted. Classic will only repair construction damage to doors listed on the Final Walkthrough/Orientation form.**

### **Adjustments**

**Because of normal settling of the home, doors may require adjustment for proper fit. Classic Homes will make such adjustments during the first year of the Limited Warranty period.**

## **Panel Shrinkage**

**Panels of wood doors shrink and expand in response to changes in temperature and humidity. Although touching up the paint or stain on unfinished exposed areas is your home maintenance responsibility. During the first year of the Limited Warranty Period Classic will repair split panels that allow light to be visible.**

## **Warping**

**During the first year of the Limited warranty Period, Classic will repair doors that warp in excess of 1/4 inch within 24 inches.**

# **Drywall**

## **Homeowner Use and Maintenance Guidelines**

During the life of your home, minor cracking, nail pops, or seams may become visible in the walls and ceilings. These are caused by the shrinkage of the wood and normal deflection of rafters and wood studs to which the drywall is attached.

## **Ceilings**

The ceilings in your home are easy to maintain; periodically remove dust or cobwebs as part of your normal cleaning and repaint as needed.

## **Repairs**

With the exception of the one-time courtesy repair service provided by Classic, any drywall repair is your maintenance responsibility.

Repair hairline cracks with a coat of paint. You can repair slightly larger cracks with spackle or caulk. To correct a nail pop, reset the nail with a hammer and punch. Cover it with spackle, which is available at paint, home improvement and hardware stores. Apply two or three thin coats. When dry, sand the surface with fine-grain sandpaper, and then paint. You can fill indentations caused by sharp objects in the same manner.

## **Classic Homes Limited Warranty Guidelines**

**During the Final Walkthrough/Orientation Classic will confirm that drywall surfaces are free of defects. Classic will only repair the drywall defects listed on the Final Walkthrough/Orientation Form.**

## **One Time Repairs**

**One time during the Limited Warranty period, preferably at the Year End Customer Care Appointment, Classic as a courtesy will repair drywall shrinkage cracks and nail pops and will touch up the repaired area using the same paint color that was on the surface when the home was delivered. Touch-ups may be visible.**

**Repainting the entire wall or the entire room to correct this is your choice and responsibility. You are also responsible for custom paint colors or wallpaper that has been applied subsequent to closing. Due to the effects of time on paint and wallpaper, as well as possible dye lot variations, touch-ups are unlikely to match the surrounding area.**

**If a drywall repair is needed as a result of poor workmanship (such as blisters in tape) or other warranty-based repair (such as a plumbing leak), Classic will complete the repair by touching up the repaired area with the same paint that was on the surface when the home was delivered. If more than one-third of the wall is involved, we will repaint the wall corner to corner. You are responsible for custom paint colors or wallpaper that has been applied subsequent to closing. The effects of time on paint and wallpaper, as well as possible dye lot variations, mean touch-up may not match the surrounding area. Classic does not repair drywall flaws that are only visible under particular lighting conditions.**

# **Electrical System**

## **Homeowner Use and Maintenance Guidelines**

Make sure that you know the location of the main electrical box, usually located in the garage; it includes a main shut-off that controls all the electrical power to the home. Individual breakers control the separate circuits. Each breaker is marked to help you identify which breaker is connected to which major appliances, outlets, or other service. Should a failure occur in any part of your home, always check the breakers in the main panel box before calling an electrician.

## **Alarm System Wiring (Optional Equipment)**

### **Homeowner Use and Maintenance Guidelines**

If your home selections included pre-wire for an alarm system, you will arrange for the final connection and activation after you move-in. The alarm company you select will demonstrate the system, instruct you in its use, and provide identification codes for your



family. We recommend that you test the system each month. (Helpful Hint: In the event your alarm system is not working, first check your GFCI outlet as this could be the reason the Alarm System is not working).

## **Classic Homes Limited Warranty Guidelines**

**During The Limited Warranty Period Classic will repair wiring that does not perform as intended for the alarm system as long as the original wiring was not modified during installation of Homeowner purchased alarm products. Classic makes no representation that the alarm system will provide the protection for which it is installed or intended.**

### **Breakers**

Circuit breakers have three positions: on, off, and tripped. When a circuit breaker trips, it must first be turned off before it can be turned on. Switching the breaker directly from tripped to on will not restore service.

### **Breakers Tripping**

Breakers trip because of overloads, usually caused by plugging too many appliances into the circuit, a worn cord or defective appliance, or operating an appliance with too high a voltage requirement for the circuit, starting an electric motor, or other reasons.

If any circuit trips repeatedly, unplug all items connected to it and reset. If it trips when nothing is connected to it, you need an electrician. If the circuit remains on, one of the items you unplugged is defective and will require repair or replacement.

## **Carbon Monoxide Alarms & Smoke Detectors**

Read the manufacturer's manual for detailed information on the care of your carbon monoxide alarm and smoke detectors.

### **Battery**

If a carbon monoxide alarm or smoke detector makes a chirping sound, this is a sign that the battery needs to be replaced. Follow manufacturer instructions for installing a new battery. Most carbon monoxide alarms and smoke detectors use a 9 volt battery.

### **Cleaning**

For your safety, clean each carbon monoxide alarm and smoke detector periodically to prevent a false alarm or lack of response in a fire. After cleaning, push the test button to

confirm the alarm is working. (Helpful Hint: Use a can of air to blow out the smoke detector where dust may have accumulated).

## **Locations**

Carbon monoxide alarms and smoke detectors are installed in accordance with building codes, which dictate locations. Classic cannot omit any carbon monoxide alarm or smoke detector and you should not remove or disable any smoke detector.

**Classic does not represent that Carbon Monoxide Alarms or Smoke Detectors will provide the protection for which they are installed or intended.**

## **Fixture and Outlet Locations**

We install light fixtures and outlets in general locations indicated on the plans and may vary from locations shown in models and similar plans. Moving fixtures and outlets to accommodate specific furniture arrangements or room use is your responsibility.

## **GFCI (Ground-Fault Circuit-Interrupters)**

GFCI receptacles have a built-in element that senses fluctuations in power. Quite simply, the GFCI is a circuit breaker. Building codes require installation of these receptacles in bathrooms, the kitchen, outside, and the garage (areas where an individual can come into contact with water while holding an electric appliance or tool). Heavy appliances such as freezers or power tools will trip the GFCI breaker.

Each GFCI circuit has a test and reset button. Once each month, press the test button. This will trip the circuit. To return service, press the reset button. If a GFCI breaker trips during normal use, it may indicate a faulty appliance and you will need to investigate the problem. One GFCI breaker can control multiple outlets.

*Caution: Never plug a refrigerator or food freezer into a GFCI-controlled outlet. The likelihood of the contents being ruined is high. **Classic is not responsible for food spoilage that results from the plugging of refrigerators or freezers into a GFCI outlet.***

## **Grounded System**

Your electrical system is a three-wire grounded system. Never remove the bare wire that connects to the box or device.

## **Light Bulbs**

You are responsible for replacing burned-out bulbs; Classic will replace light bulbs that are listed on the Final Walkthrough/Orientation Form.

## Outlets

If an outlet is not working, check first to see if it is controlled by a wall switch or GFCI. Next, check the breaker.

Due to a recent Federal Statue, your home will have tamperproof (Childproof) outlets installed in various locations throughout the home. These locations are determined by the Statue. Classic can not install non conforming outlets in these areas.

If there are small children in the home, you may want to install safety plugs on the non tamperproof outlets. Please instruct or teach children to never touch or insert any objects into electrical outlets, sockets, or fixtures.

## Smart Home Products

Smart home products installed by Classic are consumer products and are covered under the manufacturer's warranty. **During the first year of the Limited Warranty and to the first Owner of the home, Classic as a courtesy, will provide assistance to include information and operating instructions on the products installed by Classic.**

## Underground Cables

Before digging anywhere in your yard, you are required to call and order locates for your yard. Maintain positive drainage around the foundation to protect electrical service connections.

## TROUBLESHOOTING TIPS: NO ELECTRICAL SERVICE

### ***No Electrical Service Anywhere in the Home***

Before calling for service, check to confirm that the:

- ▶ Service is not out in the entire area. If so, contact the utility company.
- ▶ Main breaker and individual breakers are all in the on position.

### **No Electrical Service to One or More Outlets**

Before calling for service, check to confirm that the

- ▶ Main breaker and individual breakers are all in the on position.
- ▶ Applicable wall switch is on
- ▶ GFCI is set (see details on GFCIs, earlier in this section)

- ▶ Item you want to use is plugged in
- ▶ Item you want to use works in other outlets
- ▶ Bulb in the lamp is good

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

### **Classic Homes Limited Warranty Guidelines**

**During the Final Walkthrough/Orientation Classic will confirm that light fixtures and outlets are installed; in working condition without any defects and that all bulbs are working. Classic will only repair the electrical items (damaged fixtures) listed on the Final Walkthrough/Orientation Form. The Classic Limited Warranty excludes any fixture supplied or installed by the Homeowner.**

**Breakers, fixtures and outlets are Consumer Products and are only covered for the first year of the Limited Warranty Period.**

**Internal Wiring: During the Limited Warranty period, Classic will repair any electrical wiring that fails to carry its designed load to meet specifications.**

### **Power Surge**

**Power surges are the result of local conditions beyond the control of Classic and are excluded from coverage under the Limited Warranty. These can result in burned-out bulbs or damage to sensitive electronic equipment such as TVs, alarm systems, and computers. Damage resulting from lightning strikes is excluded from this Limited Warranty coverage. It is suggested to use surge protection.**

## **Expansion and Contraction of Materials**

### **Homeowner Use and Maintenance Guidelines**

Changes in temperature and humidity cause all building materials to expand and contract. Dissimilar materials expand or contract at different rates. This movement results in separation between materials, particularly dissimilar ones. You will see the effects in small cracks in drywall and in paint, especially where moldings meet drywall, at mitered corners, and where tile grout meets tub or sink. While this can alarm an uninformed homeowner, it is normal.

Shrinkage of the wood members of your home is inevitable and occurs in every new home. Although this is most noticeable during the first year, it may continue beyond that time. In most cases, caulk and paint are all that you need to conceal this minor evidence of a natural phenomenon. Even though properly installed, caulking shrinks and cracks. Maintenance of caulking is your responsibility.

### **Classic Homes Limited Warranty**

**Since Expansion and Contraction is a natural occurrence it is excluded from this Limited Warranty.**

## **Fencing** (when installed by Classic as a provision of the contract)

### **Homeowner Use and Maintenance Guidelines**

Depending on the community in which your home is located, fencing may be included with your home.

### **Drainage**

In planning, installing, and maintaining fencing, allow existing drainage patterns to function unimpeded. When installing a fence, use caution in distributing soil removed to set posts to avoid blocking drainage swales. Plan enough space under the bottom of a wood fence for water to pass through.

### **Homeowner Association**

If you choose to add fencing after moving into your new home, keep in mind the need to obtain approval from your Homeowners Association.

### **Installation of Fencing**

Classic recommends that you engage the services of professionals to install your fence. Be certain to inform a fence installer of all design review requirements and provide them with the location of your property lines.

### **Classic Homes Limited Warranty**

**If fencing is part of your home purchase, we will inspect the condition of the fence during the Final Walkthrough/Orientation and repair any fencing item that is listed on the Final Walkthrough/Orientation Form. Since fencing is exposed to the elements, any repairs needed to fencing after closing is Homeowner maintenance and is not covered by the Limited Warranty.**

**Damage to fencing caused by severe weather should be referred to your Homeowners Insurance and is excluded from this Limited Warranty.**

## **Fireplaces**

### **Homeowner Use and Maintenance Guidelines**

Most of us feel a gas fireplace is an excellent way to create a warm, cozy atmosphere. Classic offers direct-vent gas fireplace appliances. The operation of the fireplace is demonstrated during the Final Walkthrough/Orientation. Read and follow all manufacturers' directions for operation and cleaning.

A slight delay between turning the switch on and flame ignition is normal. The flames should ignite gently and silently. If you notice any deviation from this and any gas smell, immediately shut off the switch and report it to the gas company.

During the initial operation of the fireplace, you may experience odors associated with the *burning off* of the new components, this is a common odor that will dissipate with time.

Excessive winds can cause a downdraft, which can blow out the pilot, requiring you to relight it before using the fireplace. Wind noise through the vent is normal during excessive winds.

***Caution: The exterior vent cover for a direct-vent gas fireplace becomes extremely hot when the fireplace is operating. Please use caution when approaching the fireplace and direct vent while the fireplace is in operation. Classic is not responsible for any injuries that result from contact with the fireplace or vent.***

Look upon your gas fireplace as a luxury that adds to the atmosphere or ambiance of the home. Gas fireplaces are not designed to heat the home. Gas fireplaces do not create a "roaring" fire. About 10 percent of the heat produced by a gas fireplace is radiated into the home.

### **Classic Homes Limited Warranty Guidelines**

**Fireplaces are not intended to be the sole heat source in the home. The fireplace should function properly when the manufacturer's directions are followed. Fireplaces are Consumer Products and are excluded from this Limited Warranty.**

## **Water Infiltration**

**In unusually heavy or prolonged precipitation, especially when accompanied by high winds, some water can enter the home through the chimney. Water intrusion or damage resulting from the water intrusion during these conditions is excluded from this Limited Warranty.**

# **Fixtures** (Electrical & Plumbing)

## **Homeowner Use and Maintenance Guidelines**

The manufacturer typically treats fixtures with a clear protective coating, electrostatically applied, to provide beauty and durability. This coating is not impervious to wear and tear. Atmospheric conditions, sunlight, caustic agents such as paints, and scratches from sharp objects can cause the protective coating to crack or peel, and result in spotting and discoloration.

## **Cleaning**

Initial care of these products requires only periodic cleaning with a mild, nonabrasive soap and buffing with a soft cloth.

## **Corrosion**

Again, it is very likely that your fixtures have a coating on top of a base metal. Water having a high mineral content is corrosive to any metal—coated or solid.

## **Polish**

When peeling, spotting, or discoloration occurs, you can sometimes restore the beauty of the metal by completely removing the remaining coating and hand-polishing the item with a suitable polish. Applying a light coat of wax and buffing with a soft cloth helps maintain the gloss.

## **Tarnish**

Like sterling silver, metals will gradually tarnish and eventually take on an antique appearance.

## **Classic Homes Limited Warranty Guidelines**

**During the Final Walkthrough/Orientation Classic will confirm that the electrical and plumbing fixtures are installed without defects. Only the fixtures listed on the**

**Final Walkthrough/Orientation Form will be repaired. Classic does not warrant against tarnishing, fading or corrosion damage to the external surfaces or internal workings of fixtures. This limitation includes solid metal or coated fixtures. Please note that many of the fixtures and appliances in your home do carry a manufacturers warranty above and beyond the Limited Warranty offered by Classic.**

## **Foundation**

### **Homeowner Use and Maintenance Guidelines**

We install the foundation of your home according to the recommendations of our consulting engineer. The walls of the foundation are poured concrete with steel reinforcing rods. To protect your home's foundation, you and the HOA should follow the guidelines for installation and maintenance of landscaping and drainage in this manual and in Special Publication 43, "A Guide To Swelling Soils For Colorado Homebuyers and Homeowners." which you received with your Purchase Contract.

### **Cracks**

Even though an engineer designed the foundation and we constructed it according to engineering requirements, surface cracks can still develop in the wall. Surface cracks are not detrimental to the structural integrity of your home.

### **Dampness**

Due to the amount of water in concrete, basements may be damp. Condensation can form on water lines in unfinished basements and drip.

### **Classic Homes Limited Warranty Guidelines**

**The foundation of your home has been designed and installed according to the recommendations of an engineer. The walls of the foundation are poured concrete with steel reinforcing rods.**

### **Cosmetic Imperfections**

**Slight cosmetic imperfections in foundation walls, such as a visible seam where two pours meet or slight honeycombing are possible and require no repair unless they permit water to enter. During the Limited Warranty Period Classic will correct conditions that allow water to enter the basement, provided you have complied with the drainage, landscaping, and maintenance guidelines.**



## **Cracks**

**Cracks due to expansion or settlement are common in foundation walls, especially at the corners of basement windows. During the Limited Warranty Period, Classic will repair cracks that allow water to enter the home.**

### **Homeowner Use and Maintenance Guidelines**

Although we make every effort to assure a dry basement, during times of excessive moisture, you may notice some dampness. Careful maintenance of positive drainage will assist in protecting your basement from this condition.

### **Classic Homes Limited Warranty Guidelines**

**During the Limited Warranty Period Classic will correct conditions that allow actual water to enter the basement, unless the cause is improper installation of landscaping or failure to adequately maintain drainage.**

## **Crawl Space**

### **Homeowner Use and Maintenance Guidelines**

The crawl space is not intended as a storage area for items that could be damaged by moisture. Wood stored in a crawl space can attract termites.

You may notice slight dampness in the crawl space. Landscaping that is correctly installed helps prevent excessive amounts of water from entering crawl spaces. During the Limited Warranty period, report standing water to Classic Homes for inspection.

### **Classic Homes Limited Warranty Guidelines**

**During the Final Walkthrough/Orientation Classic will check the condition of the crawl space. Crawl spaces may be damp but should not have standing water, provided that you have not altered the drainage nor caused excessive moisture to accumulate and remain in this area with incorrect landscaping. During the Limited Warranty Period Classic will correct conditions directly related to the construction of the home that result in persistent standing water.**

# Garage Overhead Door

## Homeowner Use and Maintenance Guidelines

Since the garage door is a large, moving object, periodic maintenance is necessary.

### Light Visible and Rain/Snow Entry

Garage overhead doors cannot be airtight. Some light will be visible around the edges and across the top of the door. Weather conditions may result in some precipitation entering around the door as well as some dust especially until most homes in the community have landscaping installed. **Light and blowing snow or rain entering the garage door is not covered by this Limited Warranty.**

### Lubrication

Every 6 months, apply a lubricant such as silicone spray to all moving parts: track, metal rollers (do not lubricate vinyl rollers), hinges, pulleys, and springs. Avoid over lubricating to prevent drips on vehicles or the concrete floor. At the same time, check to see that all hardware is tight and operating as intended without binding or scraping.

If the lock becomes stiff, apply a silicone or graphite lubricant. Do not use oil on a lock, as it will stiffen in winter and make the lock difficult to operate.

### Garage Door Openers

To prevent damage to a garage door opener, be sure the door is completely unlocked and the rope-pull has been removed before using the operator. If you have an opener installed after closing on your home, we suggest that you order it from the company that provided and installed the garage door to assure uninterrupted warranty coverage.

**Garage Door Openers installed by Classic are Consumer Products and are excluded from this Limited Warranty. Classic will not repair damages associated with the installation of a door opener that was not installed by Classic during the construction of the home.**

Be familiar with the steps for manual operation of the door in the event of a power failure.

If Classic installed a door opener as one of your selections, during The Final Walkthrough/Orientation we will demonstrate the electric eye that provides a safety stop in the event someone crosses through the opening while the overhead door is closing. Use care not to place tools or other stored items where they interfere with the function

of the electric eye. Expect to replace the battery in the garage opener remote controls about once a year.

## **Safety**

Follow the manufacturer's instructions for safe and reliable operation. Do not allow anyone except the operator near the door when it is in motion. Keep hands and fingers away from all parts of the door except the handle. Do not allow children to play with or around the door.

For your safety, have any needed adjustments made by a qualified specialist on an annual basis. The door springs and cables are under a considerable amount of tension and require special tools and knowledge for accurate and safe servicing. Have the door inspected by a professional garage door technician after any significant impact to the door.

## **Sag**

The garage door may sag slightly due to its weight and span even under normal conditions.

## **Classic Homes Limited Warranty Guidelines**

**Garage doors as with any exterior door will require periodical adjustment. During the first year of the Limited Warranty period Classic will adjust doors that require adjustment when the adjustment is due to a defect with the original installation of the door.**

# **Grading and Drainage**

## **Drainage**

Site drainage is limited to the immediate grades and swales (within 5 to 10 ft. of the foundation, depending on the setback) affecting the structure. Classic will establish grading of the site one time in a manner, which assures that the water falling on the site, whether from natural precipitation or from normal lawn irrigation will flow positively away from the foundation and concrete slabs of the Residence. Drainage swales may follow property boundaries. Classic will not alter drainage swales to suit individual landscape plans. It is normal for the site to receive water from and/or pass water on to other sites. No standing or ponding water should remain in the immediate area of the Residence longer than twenty-four (24) hours after a rain except in swales where water should not stand longer than (72) hours.

**If Homeowner or HOA makes changes in grading or drainage, has installed landscaping improperly, or failed to perform required maintenance to maintain the proper drainage and these are deemed to be the cause of the damages, Classic as a courtesy, may suggest corrective measures, but will not be responsible for their implementation or expense.**

### **Exterior Landscape Materials**

Maintain soil levels at least 6 inches below siding, stucco, brick, or other exterior finish materials. Contact with the soil can cause deterioration of the exterior finish material and encourages pest infestations.

### **Roof Drainage**

Do not remove the splash blocks or downspout extensions from under the downspouts. Keep in place at all times and make sure they are sloped so the water drains away from your home quickly.

### **Settling**

The area we excavated for your home's foundation and utilities was larger than the actual size of the home and utilities installed. Although we replaced and compacted the soil, it does not return to its original density. Some settling will occur, especially after prolonged or heavy rainfall or melting of large amounts of snow. Settling can continue for several years. Inspect the perimeter of your home regularly for signs of settling and repair as needed to maintain the established final grade.

### **Subsurface Drains**

Occasionally Classic installs a subsurface drain to ensure that water drains from a yard adequately. Keep this area and especially the drain cover clear of debris so that the drain can function as intended.

## **Classic Homes Limited Warranty Guidelines**

### **Drainage and Final Grade**

**Classic established the final grade to ensure adequate drainage away from the home. Maintaining the drainage patterns established by Classic is the responsibility of the Homeowner or the HOA. If You or the HOA alter the drainage pattern after closing, or if changes in drainage occur due to lack of maintenance, especially on un-landscaped lots or yards, Classic reserves the right to void this**

**Limited Warranty. Classic does not alter drainage patterns to suit individual landscape plans.**

**Classic documents the final grade that existed at the time of delivery of your home or depending on weather, as soon thereafter as possible. Classic will inspect drainage problems that are reported during the Limited Warranty period by comparing the existing grades to those originally established by Classic and documented on The Grading Inspection Certificate (GIC) you received. During the Limited Warranty Period Classic will not repair and correct any drainage that differs from the original installed grade. Classic is not responsible for weather-caused changes to unlandscaped yards after grading has been established or after the date of occupancy, whichever occurs last.**

#### **New Sod**

**New sod installation and the extra watering that accompanies it can cause temporary minor drainage problems. If the watering causes any severe problem, please make the appropriate repairs or contact your HOA. Damage that occurs to the yard or home that is the result of the installation or watering of new sod is excluded from this Limited Warranty.**

#### **Ponding or Standing Water**

**Classic will correct, during the first year after the Warranty Commencement Date, ponding water, which stands for more than (24) hours within 5 feet of the Residence or more than (72) hours in swales as long as the ponding water is within (10) feet of the foundation.**

#### **Settlement**

**Backfilled or excavated areas around the foundation and at utility trenches should not interfere with the drainage away from your home. If these areas settle more than four (4) inches during the first year, Classic Homes will fill these areas provided that You have not changed the grades, swales, and drainage patterns for the home. You are responsible for any settlement that occurs in any non excavated areas of the property.**

**If settlement occurs under exterior concrete, Classic will fill the visible sunken areas under the concrete during the first year of the Limited Warranty.**

## Water Features

While they may be calming and attractive, water features that are not properly installed can induce large amounts of water into the foundation zone for the residence. Water Features are not to be installed within (10) feet of the foundation. Classic reserves the right to void this Limited Warranty if Water Features are installed within (10) feet of the foundation.

## Winter Grading

Due to weather conditions, especially during winter and early spring, the final grade may not have been established at the time of closing. We document the status of your grading at The Final Walkthrough/Orientation. When conditions permit, grading work will continue. You must confirm that we have completed your grading before beginning your landscaping.

# Gutters and Downspouts

## Homeowner Use and Maintenance Guidelines

It is the Homeowners responsibility or HOA (where applicable) to check gutters periodically. Materials or debris that accumulate in gutters can slow water drainage from the roof causing overflows, freezing and clogging of the downspouts.

## Extensions or Splash blocks

Extensions should discharge outside of rock or bark beds so that water is not dammed behind the landscape edging material.

## Snow and Ice

Ice Build up may develop in gutters and downspouts during extended periods of cold as the snow melts off of the roof. In addition to ice build up in gutters and downspouts, it is not uncommon for ice to form on walkways as a result of the overflow from gutters and downspouts. **The Homeowner is responsible for the removal of any ice that may build up or accumulate during these periods. Ice build up in gutters and downspouts as well as ice accumulation on walkways that result from ice build up in the gutters and downspouts is excluded from this Limited Warranty. Since it is the Homeowners responsibility to remove any ice that may accumulate on the walkway, Classic is not responsible for any incidents that may occur as a result of the Homeowners failure to remove the ice.**

## **Classic Homes Limited Warranty Guidelines**

**Gutters over 3 feet long are installed with a slight slope so that roof water will flow to the downspouts. During the Limited Warranty Period Classic will repair gutters that are not properly sloped.**

### **Leaks**

**During the Limited Warranty Period Classic will correct leaks that occur as long as the leak is directly related to the installation of the gutter.**

### **Overflow**

**Gutters may overflow during periods of excessively heavy rain. This is expected and requires no repair. However, this may be a sign that your gutters are clogged with debris.**

### **Standing Water**

**Small amounts of water (up to one inch) will stand for short periods of time in gutters immediately after rain. No correction is required for these conditions.**

## **Hardwood Floors**

Hardwood flooring including natural, engineered and laminates are a beautiful addition to your home. While it is a beautiful addition, it is important to understand the unique characteristics of the wood you selected and the maintenance requirements. The maintenance guidelines below are generic guidelines; please refer to the specific guidelines for the species of wood you selected.

### **Homeowner Use and Maintenance Guidelines**

In daily care of hardwood floor, preventive maintenance is the primary goal.

### **Cleaning**

Sweep or vacuum on a daily basis or as needed. Never wet-mop a hardwood floor. Excessive water causes wood to expand and damage the floor. When polyurethane and water based finishes become soiled, damp-mop with a mixture of 1 cup vinegar to one gallon of warm water. When damp-mopping, remove all excess water from the mop. Please refer to the manufacturer's recommendations for cleaning products.

## **Dimples**

Placing heavy furniture or dropping heavy or sharp objects on hardwood floors can result in dimples.

## **Furniture Legs**

Install proper floor protectors on furniture placed on hardwood floors. Protectors will allow chairs to move easily over the floor without scuffing. Regularly clean the protectors to remove any grit that may have accumulated.

## **Humidity and Separation**

Wood floors respond noticeably to changes in humidity in your home. Especially during winter months the individual planks or pieces expand and contract as water content changes. A Humidifier may help but does not eliminate this reaction. See the section on Humidifiers. **Classic does not install Humidifiers and is not responsible for damages associated with the installation or improper usage of a Humidifier.**  
**Mats and Area Rugs**

Use protective mats at the exterior doors to help prevent sand and grit from getting on the floor. Gritty sand is wood flooring's worst enemy. However, be aware that rubber backing on area rugs or mats can cause yellowing and warping of the floor surface.

## **Recoating of Floors**

If your floors have a polyurethane finish, you may want to have an extra coat of polyurethane applied by a qualified contractor within six months to one year. The exact timing will depend on your particular lifestyle. If another finish was used, refer to the manufacturer's recommendations.

## **Shoes**

Keep high heels in good repair. Heels that have lost their protective cap (thus exposing the fastening nail) will exert over 8,000 pounds of pressure per square inch on the floor. That's enough to damage hardened concrete; it will mark your wood floor.

## **Spills**

Clean up food spills immediately with a dry cloth. Use a vinegar-and-warm-water solution for tough food spills.



## **Sun Exposure**

Exposure to direct sunlight can cause irreparable damage to hardwood floors. To preserve the beauty of your hardwood floors, install and use window coverings in these areas.

## **Traffic Paths**

A dulling of the finish in heavy traffic areas is likely.

## **Warping**

Warping will occur if the floor repeatedly becomes wet or is thoroughly soaked even once. Slight warping in the area of heat vents or heat-producing appliances is also typical.

## **Wax**

Waxing and the use of products like oil soap are not recommended. Once you wax a polyurethane finish floor, recoating is difficult because the new finish will not bond to the wax. The preferred maintenance is preventive cleaning and recoating as needed to maintain the desired luster. **If you have installed wax or unapproved cleaners on the floor and a repair is needed during the Limited Warranty Period, Classic will only repair the immediate area of the repair. We will not recoat the entire floor.**

## **Classic Homes Limited Warranty Guidelines**

**During the Final Walkthrough/Orientation Classic will confirm that the hardwood floors are installed without defects. We will correct any readily noticeable cosmetic defects with the floors that are listed on the Final Walkthrough/Orientation Form.**

**During the finishing of the floor, minor dust particles, fibers and other specks from the air will settle into the wet finish. These minor imperfections are to be expected and will normally wear down over time. This is not a Defect in the floor and is excluded from this Limited Warranty. You are responsible for routine maintenance of hardwood floors.**

## **Knot Holes**

**Knot holes are natural characteristics of wood floor. During the Limited Warranty Period, Classic will not fill knot holes or replace boards to the presence of knot holes.**

## **Separations**

Due to seasonal changes that affect natural wood, shrinkage of the wood will result in separations between the boards in a hardwood floors. Since shrinkage is a natural occurrence, it is excluded from coverage by this Limited Warranty.

## **Repairs and/or Replacement of Engineered and Laminate Hardwood Flooring**

Since Engineered and Laminate Hardwoods are pre-finished, repairs and replacement boards will be visible. When Classic performs a repair under the terms of this Limited Warranty, the repaired section or boards may not match the existing floor. Classic will not replace the floor or sections of the floor that fail to match due to repairs. Since this flooring is difficult to repair, Classic will only repair scratches or construction damage that is listed on the Final Walkthrough/Orientation Form.

# **Heating System: Gas Forced Air**

## **Homeowner Use and Maintenance Guidelines**

Good maintenance of your furnace can save energy dollars and prolong the life of the furnace. Carefully read and follow the manufacturer's literature on use, care and maintenance. The guidelines here include general information only.

### **Adjust Vents**

Experiment with the adjustable registers in your home to establish the best heat flow for your lifestyle. Generally, you can reduce the heat in seldom-used or interior rooms. This is an individual preference and you will need to balance the system for your own family's needs.

### **Avoid Overheating**

Do not overheat your new home. Overheating can cause excessive shrinkage of framing lumber and may materially damage the home. In the beginning, use as little heat as possible and increase it gradually.

### **Blower Panel (Fan cover)**

You need to position the blower panel cover correctly for the furnace blower (fan) to operate. This panel compresses a switch that tells the blower it is safe to operate.

## Combustion Air

Furnaces in basements or in crawl spaces include a combustion air duct. The outside end of this duct is covered with a screen to minimize the possibility of insects or animals entering the duct. Cold air coming in through this duct means it is functioning as it should.

*Caution: Never cover or block the combustion air vent in any way. Outside air is needed to supply the furnace with sufficient oxygen. Blocking the combustion air vent will cause the furnace to draw air down the vent pipe and pull poisonous gases back into your home.*

## Duct Cleaning

During the construction of the home, Classic takes reasonable steps to prevent construction debris from entering the ductwork. While reasonable steps are taken, there will be construction debris in the ductwork. **Classic does not clean the ductwork prior to closing. Duct cleaning is the Homeowners responsibility and is excluded from this Limited Warranty.** Exercise caution before spending money on professional ductwork cleaning services. A study by the EPA found no proof that ductwork cleaning improves indoor air quality, nor was evidence found that it prevents health problems.

## Ductwork Noise

Some popping or pinging sounds are the natural result of ductwork heating and cooling in response to airflow as the system operates.

## Filter

A clean filter will help to keep your home clean and reduce dusting chores. Remember to change or clean the filter monthly during the heating season (year-round if you also have air conditioning). A clogged filter can slow airflow and cause cold spots in your home. Although it takes less than one minute to change the filter, this is one of the most frequently overlooked details of normal furnace care. If you have a permanent, washable, removable filter, you need to clean it monthly following the filter manufacturers cleaning instructions.

## Furnished Home

The heating system was designed with a furnished home in mind. If you move in during the cooler part of the year and have not yet acquired all of your draperies and furnishings, the home may seem cooler than you would expect.

## **Odor when operating**

A new heating system may emit an odor for a few moments when you first turn it on. An established system may emit an odor after being unused for an extended time. This is caused by dust that has settled in the ducts and should pass quickly. **If you smell gas or a gas odor, call the gas company immediately.**

## **On-Off Switch**

The furnace has an on-off blower switch. This switch is located in a metal box outside the furnace. When turned off, this switch overrides all furnace commands and shuts down the blower. This is usually done only when maintenance service is being performed, although young children have been known to turn the furnace off using this switch. (If your furnace is a high-efficiency model, it does not have a pilot or an on-off switch.)

## **Return Air Vents**

For maximum comfort and efficient energy use, arrange furniture and draperies to allow unobstructed airflow from registers and to cold air returns.

## **Temperature**

Depending on the style of home, temperatures can normally vary from floor to floor or room to room as much as 10 degrees or more on extremely cold days. The furnace blower will typically cycle on and off more frequently and for shorter periods during severe cold spells.

## **Thermostat**

The furnace will come on automatically when the temperature at the thermostat registers below the setting you have selected. Once the furnace is on, setting the thermostat to a higher temperature will not heat the home faster. Thermostats are calibrated to within plus or minus 5 degrees.

## **Trial Run**

Have a trial run early in the fall to test the furnace. (The same applies to air conditioning in the spring.) If service is needed, it is much better to discover that before the heating season.

## **TROUBLESHOOTING TIPS: NO HEAT**

Before calling for service, check to confirm that the:

- ▶ Thermostat is set to "heat" and the temperature is set above the room temperature.
- ▶ Blower panel cover is installed correctly for the furnace blower (fan) to operate. This panel compresses a switch that tells the blower it is safe to operate.
- ▶ Breaker on the electrical panel is on. (Remember, if a breaker trips you must turn it from the tripped position to the off position before you can turn it back on.)
- ▶ The on/off switch on the side of the furnace is on.
- ▶ Gas line is open at the main meter and at the side of the furnace.
- ▶ Filter is in clean condition to allow airflow.
- ▶ Vents in individual rooms are open.
- ▶ Air returns are unobstructed.

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

### **Classic Homes Limited Warranty Guidelines**

**The heating system is installed to comply with the local building codes. Adequacy of the system is determined by its ability to establish an average temperature of 70 degrees F, as measured in the center of the room, 5 feet above the floor. In extremely cold temperatures (10 degrees below or colder), the system should be able to maintain an average temperature differential of 80 degrees from the outside temperature.**

**The components of the heating system are covered by manufacturer's warranties and are excluded from this Limited Warranty. During the Limited Warranty Period Classic will repair ductwork that may become unattached.**

### **Duct Placement**

**Due to plan changes and elevations, the exact placement of heat ducts may vary from those positions shown in similar floor plans. Classic will not relocate HVAC ducts to accommodate furniture placement or Homeowners interior design.**

# **Landscaping**

### **Homeowner Use and Maintenance Guidelines**

Unless installed by Classic Homes, the installation and maintenance of landscaping is the Homeowners responsibility. In planning your landscaping, think of proportion, texture, color, mature size, maintenance needs, soft and hard surfaces, lighting,

fencing, edging, and water requirements. A beautiful patio/garden area requires considerable planning and regular attention.

## **Backfill**

We construct the foundation of your home beginning with an excavation into the earth. When the foundation walls are complete, the area surrounding them is backfilled. Soil in this area is not as compact as undisturbed ground. Water can penetrate through the backfill area to the lower areas of your foundation. This can cause potentially severe problems such as wet basements, cracks in foundation walls, and floor slab movement. Avoid this through proper installation of landscaping and good maintenance of drainage so that water drains away from the foundation.

## **Downspouts**

Keep downspout extensions in the down position to channel roof runoff away from the foundation area of your home. Your routine inspection of downspouts, backfill areas, and other drainage components will help maintain the integrity of your home.

## **Erosion**

Until your yard is established and stable, erosion will be a potential concern. Heavy rains or roof runoff can erode soil. The sooner the grade is restored to its original condition, the less damage will occur. Erosion is of special concern in drainage swales. If swales become filled with soil runoff, they may not drain the rest of the yard, causing further problems. Correcting erosion is your responsibility. You may need to protect newly planted seed with erosion matting or reseed to establish grass in swales. It can take several years to fully establish your lawn in such challenging areas.

## **First 5 Feet; Next to Foundation**

Do not install sprinkler heads within 5 feet of your homes foundation. Sprinklers and other irrigation devices should not deposit moisture within 5 feet of your foundation. Plants installed within 5 feet of the foundation should be of a type that requires only minimal hand watering.

## **Landscape Contractors**

You are responsible for changes to the drainage pattern made by any landscape, concrete or other contractor that you hire. Discuss drainage with any company you hire to do an installation in your yard. We also recommend that you only hire local companies that are members in good standing with The Better Business Bureau.

## **Landscaping Edging**

Do not install edging around decorative rock or bark beds that obstruct the free flow of water away from the home.

## **Plant Selection**

Install plants that are suitable to the local climate. Favor native over exotic species. Consider ultimate size, shape and growth of the species.

## **Requirements**

Depending on the community selected, you may need to obtain approval from the Homeowners Association before designing, installing, or changing the landscaping for your home.

## **Sod**

Newly placed sod requires extra water for several weeks. Water in the cool part of the day (ideally just before sunrise) at regular intervals for the first three weeks. Be aware that new sod and the extra watering it requires can sometimes create drainage concerns (in your yard or your neighbor's) that will disappear when the yard is established and requires normal watering.

## **Sprinkler System**

If Classic included a sprinkler system with your home, the installer will make final adjustments shortly after you move in. The installer will note and correct any deficiencies in the system at the same time.

The Homeowner or HOA is responsible for routine cleaning, adjusting and repairing sprinkler heads as well as shutting the system down in the fall. Failure to drain the system before freezing temperatures occur can result in broken lines.

Automatic timers permit watering at optimum times whether you are at home, away, awake, or asleep. The amount of water provided to each zone can be accurately and consistently controlled and easily adjusted with a timed system.

## **Trees**

Classic values trees as one of the features that make an attractive community. Trees also add value to the homes we build. We take steps to protect and preserve existing trees in the area of your home. In spite of our efforts, existing trees located on construction sites can suffer damage from construction activities, which manifest

months after the completion of construction. **Classic will not replace trees removed or damaged during the construction of the home.**

Damage to existing trees can be caused by such things as compaction of soil in the root zone, changing patterns of water flow on the lot, disturbing the root system, and removing other trees to make room for the home. The newly exposed tree may react to conditions it is unaccustomed to. Caring for existing trees, including pruning dead branches or removing these trees altogether is the Homeowners and HOA's responsibility.

It is the responsibility of the Homeowner or HOA to water trees during the summer or during warm dry periods in the winter.

It is the responsibility of the Homeowner or HOA to mulch and avoid tilling or planting flower beds around trees. This is especially important while trees are recovering from the construction process.

**Trees and other plant materials that were on the lot prior to construction are excluded from this Limited Warranty.**

### **Utility Line Trenches**

A slight depression may develop in the front lawn along the line of the utility trench. To correct this, roll back the sod, spread topsoil underneath to level the area, and then relay the sod.

Before any significant digging, check the location of buried service leads by calling the local utility locating service. In most cases, wires and pipes run in a straight line from the main service to the public supply. All digging will be the responsibility of the Homeowner or HOA.

### **Classic Homes Limited Warranty Guidelines**

**During the Final walkthrough/Orientation Classic will confirm that the landscaping to include sprinkler systems are properly installed and is in a healthy condition. Landscape materials that Classic installs are warranted for one growing season, spring through fall (but never longer than 12 months from the original date of purchase). Maintaining landscaping is the responsibility of the Homeowner or HOA.**



# Man Made Stone

## Homeowner Use and Maintenance Guidelines

Man Made Stone is a popular durable low maintenance exterior finish. The type and color of the stone for on your home is listed on your Design Studio selection sheets.

### Efflorescence

The white, powdery substance that sometimes accumulates on stone surfaces is called efflorescence. Efflorescence is cosmetic and is not a defect in the stone. In some case, Efflorescence can be removed with soap and water. **Efflorescence is a natural occurrence and is excluded from this Limited Warranty.**

### Tuck-Pointing

After several years the stone may require tuck-pointing (repairing the mortar between the stone). Otherwise no regular maintenance is required.

### Weep Holes

You may notice small holes in the mortar along the lower row of stone. These holes allow moisture that has accumulated behind the stone to escape. Do not fill these weep holes or permit landscaping materials to cover them.

## Classic Homes Limited Warranty Guidelines

**During the Final Walkthrough/Orientation Classic will confirm that the Man Made Stone is properly installed and that there is no damage. Only the damage listed on the Final Walkthrough/Orientation Form will be repaired.**

### Cracks

**As a courtesy, during the first year of the Limited Warranty period, we will repair (one time) masonry cracks that exceed 3/16 inch in width.**

# Mirrors

## Homeowner Use and Maintenance Guidelines

To clean your mirrors use any reliable liquid glass cleaner or polisher available at most hardware or grocery stores. Avoid acidic cleaners and splashing water under the mirror;

either can cause the silvering to deteriorate. Acidic cleaners are usually those that contain ammonia or vinegar. Avoid getting glass cleaners on plumbing fixtures as some formulas can deteriorate the finish.

### **Classic Homes Limited Warranty Guidelines**

**During the Final Walkthrough/Orientation Classic will confirm that all mirrors are installed without defects. Classic will only correct scratches, chips, or other damage to mirrors listed on the Final Walkthrough/Orientation Form.**

## **Mold**

### ***IMPORTANT INFORMATION YOU SHOULD KNOW ABOUT MOLD***

Mold is a type of fungus that spreads through the air in microscopic spores. Mold occurs naturally and is found everywhere that life can be supported. Over 100,000 species of Mold exist in the world and 1000 of these are found in the U.S. In order to grow, mold requires food, air, water, and a temperature between 40 and 100 degrees Fahrenheit.

While not all molds are harmful, growth of mold within a home is inappropriate and can potentially cause serious side effects, such as allergic reactions and infections, for the occupants in addition to damaging the material on which it grows. Experts are studying whether more serious side effects are possible. At this point, no agency has been able to set guidelines on how much exposure is harmful because each individual reacts to mold differently.

Designing or building homes that exclude mold spores is impossible. If conditions are right, mold will grow in your home. Items commonly found in all homes--such as wood, carpet, drywall, fabric, and insulation, to name a few, can supply a food source. Likewise, air and temperature in most homes supply the needs of mold spores. If moisture is present and remains on a mold food source, mold can develop within 24 to 48 hours.

Moisture is the only mold growth factor that can be controlled in a home. By minimizing moisture, you reduce or eliminate mold growth. Moisture in your home comes from many sources. The activities of daily living, spills, leaks, overflows, condensation, and high climatic humidity are examples. Good housekeeping and maintenance are essential in your effort to prevent or eliminate mold growth.

## MAINTENANCE GUIDELINES FOR YOUR HOME

### Caulking

Maintain all caulking around such areas as windows, doors, sinks, tubs, & showers.

### Cleaning

Mold grows well on dust and dirt. Therefore, vacuum and dust regularly. Clean or replace furnace and humidifier filters in accordance to the manufacturer's recommendations. Keep weep holes for brick and on windows clear. Most bath tile cleaning products contain chemicals that remove and help protect against mold growth. Wipe up any spills immediately.

### Condensation

Condensation on surfaces inside your home is a sign of high humidity. If you notice condensation, wipe it up and take steps to reduce the humidity level in your home.

### Humidifier

If your home includes a humidifier, operate it in accordance with the manufacturer's instructions and clean it as recommended in the manufacturer's literature. If condensation develops, turn the humidifier down or off. **Classic does not install Humidifiers and is not responsible for damages associated with the installation or usage of a Humidifier.**

### Inspections

Check your home regularly for signs of water intrusion. These might include a musty odor, staining, or actual standing moisture. Remember to check inside cabinets under all sinks and behind toilets as well as in seldom used closets. If applicable, confirm your sump pump functions correctly. Check weather stripping, caulking, grout, weep holes, and so on. Check the refrigerator pan, air conditioning condensate line, coils, and condenser pan for signs of mold growth.

### Landscaping and Drainage

Maintain positive drainage around your home. Avoid changes to the grade or exterior additions that interfere with drainage away from the home; this includes edging or borders that dam water near the home. Regularly inspect any sprinkler system for correct function. Adjust sprinkler heads to avoid their spraying the home and correct

any leaks immediately. Keep splash blocks or downspout extensions in place to channel roof water away from your home. Clean gutters as needed to prevent overflow.

## **Leaks**

**During the Limited Warranty Period, report any leak(s) to Classic Homes Customer Care. This includes roof, window, or plumbing leaks. Failure to report leaks promptly increases your risk and responsibility for repairs.**

## **Purchases or Stored Items**

Carefully inspect items you bring into your home such as boxes that have been in storage or new house plants for any sign of mold, including musty odors.

## **Tile Grout**

Inspect and maintain grout as a seal to keep moisture from reaching the wall behind the tile.

## **Valves – Water Shut Offs**

Be familiar with the shut off valves for all water supply lines in your home. In the event of a leak, immediately shut off the water at the appropriate valve to minimize the amount of water that is released. Clean up the water immediately.

## **Ventilation**

Your daily habits can help keep your home well ventilated:

- Do not cover or interfere in any way with the fresh air supply to your furnace.
- Develop the habit of running the hood fan when you are cooking.
- Turn bath fans on when bathrooms are in use.
- Connect your clothes dryer exhaust to the vent pipe. Clean the exhaust tube as needed to keep it clear and functioning efficiently.
- Air your house by opening windows for a time when weather permits.

## **Weather Stripping**

Weather stripping on doors may need occasional adjustment to prevent moisture from getting in around the door as well as to reduce air infiltration.

## **Classic Homes Limited Warranty Guidelines**

**Since Mold results from water leaks or intrusion, during the Limited Warranty Period, Classic will respond and repair water leaks and intrusions that comply with the Standards of Performance contained within this Limited Warranty. The terms of the Limited Warranty applies to all Mold related claims.**

# **Paint and Stain**

## **Homeowner Use and Maintenance Guidelines**

Because of changes in the formulas for paint (such as the elimination of lead to make paints safer), painted surfaces must be washed gently using mild soap and as little water as possible. Avoid abrasive cleaners, scouring pads, or scrub brushes. Flat paints show washing marks more easily than gloss paints do. Often better results come from touching up rather than washing the paint.

### **Colors**

Your selection sheets are your record of the paint and stain color names, numbers, and brands in your home.

### **Exterior Paint**

**Due to weather conditions, fading of exterior paint is to be expected. The degree of fading is dependent upon climatic conditions and the shade of the paint or stain. The fading of paint, varnish, lacquer, or sealed stain on exterior surfaces will deteriorate rapidly and are excluded from this Limited Warranty.**

### **Severe Weather**

Hail and wind can cause a great deal of damage in a severe storm, so inspect the house after such weather. Promptly report damage caused by severe weather to your homeowners insurance.

### **Stain**

For minor interior stain touch-ups, a furniture-polish-and-stain treatment is inexpensive, easy to use, and will blend in with the wood grain. Follow directions on the bottle. (Helpful Hint: A Q-tip may be used to touch up small scratches and smudges).

### **Touch-Up**

When doing paint touch-ups, use a small brush, applying paint only to the damaged spot. Touch-up may not match the surrounding area exactly, even if the same paint mix

is used. When it is time to repaint a room, prepare the wall surfaces first by cleaning with a mild soap and water mixture or a reliable cleaning product.

We provide samples of each paint color used on your home. Store these with the lids tightly in place and in a location where they are not subjected to extreme temperatures.

### **Classic Homes Limited Warranty Guidelines**

**During the Final Walkthrough/Orientation Classic firm that there are no defects in the painted and stained surfaces. Classic will only touch up paint items that were listed on the Final Walkthrough/Orientation Form. You are responsible for all subsequent touch-up of exterior and interior paint.**

#### **Cracking**

**As it ages, exterior wood trim will develop minor cracks and raised grain. Much of this will occur during the first year. Raised grain permits moisture to get under the paint and can result in peeling. This is not a defect in materials or workmanship. Paint maintenance of wood trim and gutters is the Homeowners responsibility and is excluded from this Limited Warranty.**

#### **Paint Touch-Ups Will be Visible**

**Paint touch-up is visible under certain lighting conditions and is excluded from this Limited Warranty.**

#### **Wood Grain**

**Because of wood characteristics, color variations will result when stain is applied to wood. This is natural and requires no repair. Today's water-base paints often make wood grain visible on painted trim. Variations in colors due to wood grain is excluded from this Limited Warranty.**

## **Pests and Wildlife**

### **Homeowner Use and Maintenance Guidelines**

Insects such as ants, spiders, wasps, and bees, and animal life such as woodpeckers, squirrels, mice, and snakes, may fail to recognize that your home belongs to you. Addressing concerns involving these pests are the Homeowners or HOA (when applicable) responsibility. Informational resources include, among others, the state wildlife service, animal control authorities, the county extension service, pest control professionals, Internet, and public library. **Classic can not build a home that is airtight or pest & wildlife proof; there will be numerous areas where Pests and Wildlife can enter the home. Entrance into the home and damage caused by Pests and Wildlife is excluded from this Limited Warranty.**

# Plumbing

## Homeowner Use and Maintenance Guidelines

Your home plumbing system has many parts, most of which require maintenance and proper cleaning, maintenance and cleaning will assure many years of good service from this system.

### Aerators

Even though your plumbing lines have been flushed to remove dirt and foreign matter, small amounts of minerals may enter the line. Aerators on the faucets strain much of this from your water. Minerals caught in these aerators may cause the faucets to drip because washers wear more rapidly when they come in contact with foreign matter. (Note: Remove the screen and wash out to maintain the aerators).

### Cleaning

Follow manufacturer's directions for cleaning fixtures. Avoid abrasive cleansers. They remove the shiny finish and leave behind a porous surface that is difficult to keep clean. Clean plumbing fixtures with a soft sponge and soapy water (a nonabrasive cleaner or a liquid detergent is usually recommended by manufacturers). Then polish the fixtures with a dry cloth to prevent water spots. Care for brass fixtures with a good-quality brass cleaner, available at most home improvement and hardware stores.

### Clogs

The main causes of toilet clogs are domestic items such as disposable diapers, excessive amounts of toilet paper, sanitary supplies, Q-tips, dental floss, personal hygiene products and children's toys.

Improper garbage disposal use also causes many plumbing clogs. Always use plenty of cold water when running the disposal. This recommendation also applies to grease; supplied with a steady flow of cold water, the grease congeals and is cut up by the blades. If you use hot water, the grease remains a liquid, then cools and solidifies in the sewer line. Allow the water to run 10 to 15 seconds after shutting off the disposal. (Helpful Hint: A small amount of ice cubes used in the disposal will sharpen and clean the blades).

You can usually clear clogged traps with a plumber's helper (plunger). If you use chemical agents, follow directions carefully to avoid personal injury or damage to the fixtures.

## **Dripping Faucet**

You can repair a dripping faucet by shutting off the water at the valve directly under the sink, then removing the faucet stem, changing the washer or insert, and reinstalling the faucet stem. The shower head is repaired the same way. Replace the washer or insert with another of the same type and size. You can minimize the frequency of this repair by remembering not to turn faucets off with excessive force. (Please note that some manufacturers do not use rubber washers). **On faucets with pull out sprayers, it is possible for the sprayer connection at the base of the faucet to come loose due to the pulling out of the sprayer. Please periodically check this connection and tighten as needed.**

## **Extended Absence**

If you plan to be away for an extended period, you should drain your water supply lines. To do this, shut off the main supply line and open the faucets to relieve pressure in the lines. You may also wish to shut off the water heater. Do this by turning off the cold water supply valve on top and the gas control at the bottom. Drain the tank by running a hose from the tank drain on the bottom of the water heater to the basement floor drain. If you leave the tank full, keep the pilot on and set the temperature to its lowest or "vacation" setting. Check manufacturer's directions for additional hints and instructions.

## **Fiberglass Fixtures**

For normal cleaning use a nonabrasive bathroom cleanser and sponge or nylon cleaning pad. Avoid steel wool, scrapers, and scouring pads. Auto wax can provide a shine and restore an attractive appearance.

## **Freezing Pipes**

Provided the home is heated at a normal level, pipes should not freeze at temperatures above 0 degrees Fahrenheit. If you are away during winter months, set the heat at a minimum of 62 degrees Fahrenheit, higher when the temperature drops below 0 degrees Fahrenheit. Keep garage doors closed to protect plumbing lines running through this area from freezing temperatures.

In unusually frigid weather, or if you will be gone more than a day or two, open cabinet doors to allow warm air to circulate around pipes. Use an ordinary hair dryer to thaw pipes that are frozen. Never use an open flame.

## **Gold or Brass Finish**

Avoid using any abrasive cleaners on gold or antique brass fixtures. Use only mild detergent and water or a cleaning product recommended by the manufacturer.



## **Jetted Tubs**

If your home includes a jetted tub follow manufacturer directions for its use and care. Never operate the jets unless the water level is at least one inch above the jets. Be cautious about using the tub if you are pregnant or have heart disease or high blood pressure; discuss the use of the tub with your doctor. Tie or pin long hair to keep it away from the jets where it might become tangled—a potentially dangerous event.

Clean and disinfect the system every one to two months, depending on usage. To do this, fill the tub with lukewarm water and add one cup of liquid chlorine bleach. Run the jets for 10 to 15 minutes, drain and fill again. Run for 10 minutes with plain water, and then drain.

## **Leaks**

If a major plumbing leak occurs, the first step is to turn off the supply of water to the area involved. This may mean shutting off the water to the entire home. Then contact Classic during the Limited Warranty Period immediately for service.

## **Low Flush Toilets**

We want to draw your attention to a water-saving regulation that went into effect in 1993, which prohibits the manufacture of toilets that use more than 1.6 gallons of water per flush. In the search for a balance among comfort, convenience, and sensible use of natural resources, the government conducted several studies. The 1.6-gallon toilet turned out to be the size that overall consistently saves water.

As a result of implementing this standard, flushing twice is occasionally necessary to completely empty the toilet bowl. Even though you flush twice on occasion, rest assured that overall you are saving water. Similarly, flow restrictors are manufactured into most faucets and shower heads and cannot be removed. We apologize for any inconvenience this may cause.

## **Low Water Pressure**

Occasional cleaning of the aerators on your faucets (normally every three to four months) will allow proper flow of water. The water department controls the overall water pressure.

## **Main Shut-Off**

The water supply to your home can be shut-off entirely in two locations. The first is at the street and the second is at the meter. We will point both of these out during the Final Walkthrough/Orientation.

## Marble or Manufactured Marble

Marble and manufactured marble will not chip as readily as porcelain enamel but can be damaged by a sharp blow. Avoid abrasive cleansers or razor blades on manufactured marble; both damage the surface. Always mix hot and cold water at manufactured marble sinks; running only hot water can damage the sink. This also applies to Corian and Corian type products.

## Outside Faucets

Outside faucets (sill cocks) are freeze-proof, but in order for this feature to be effective, you must remove hoses during cold weather, even if the faucet is located in your garage. If a hose is left attached, the water that remains in the hose can freeze and expand back into the pipe, causing a break in the line. **Repair of a broken line that connects to an exterior faucet is the Homeowners responsibility unless the freeze occurred as a result of a defect in the installation of the faucet. Classic will not repair or replace exterior faucets or repair any consequential damage that results from the Homeowners failure to remove a hose or any faucet device from the Exterior Faucet.**

## Porcelain

You can damage porcelain enamel with a sharp blow from a heavy object or by scratching. Do not stand in the bathtub wearing shoes unless you have placed a protective layer of newspaper over the bottom of the tub. If you splatter paint onto the porcelain enamel surfaces during redecorating, wipe it up immediately. If a spot dries before you notice it, use a solvent recommended for this specific situation.

## Running Toilet

To stop the running water, check the shut-off float in the tank. You will most likely find it has lifted too high in the tank, preventing the valve from shutting off completely. In this case, gently bend the float rod down until it stops the water at the correct level. The float should be free and not rub the side of the tank or any other parts. Also check the chain on the flush handle. If it is too tight, it will prevent the rubber stopper at the bottom of the tank from sealing, resulting in running water.

## Shut-Offs

Your main water shut-off or shut-offs are located in the mechanical room near the water meter. You use this shut-off for major water emergencies or to completely shut down the water supply to the home.

Each toilet has a shut-off on the water line under the tank. Hot and cold shut-offs for each sink are on the water lines under the sink or for PEX Systems, in the mechanical room.

## **Stainless Steel**

Clean stainless steel sinks with soap and water to preserve their luster. Avoid using abrasive cleaners or steel wool pads; these will damage the finish. Prevent bleach from coming into prolonged contact with the sink as it can pit the surface. An occasional cleaning with a good stainless steel cleaner will enhance the finish. Rub in the direction of the polish or grain lines and dry the sink to prevent water spots.

Avoid leaving produce on a stainless steel surface, since prolonged contact with produce can stain the finish. Also avoid using the sink as a cutting board; sharp knives will gouge the finish.

Local water conditions affect the appearance of stainless steel. A white film can develop on the sink if you have over-softened water or water with a high concentration of minerals. In hard water areas, a brown surface stain that looks like rust can form.

## **TROUBLESHOOTING TIPS: PLUMBING**

### **No Water Anywhere in the Home**

Before calling for service, check to confirm that the:

- ▶ Main shut off on the meter inside your home is open.
- ▶ Main shut off at the street is open.
- ▶ Individual shut-offs for each water-using item is open.

### **No Hot Water - See Water Heater**

### **Leak Involving One Sink, Tub, or Toilet**

- ▶ Check caulking and grout.
- ▶ Confirm shower door or tub enclosure was properly closed.
- ▶ Turn water supply off to that item.
- ▶ Use other facilities in your home and report the problem to Classic during normal business hours during the Limited Warranty period.

### **Leak Involving a Main Line**

- ▶ Turn water off at the meter in your home and call Classic during the Limited Warranty period immediately for service.

### **Back Up at One Toilet**

If only one toilet is affected, corrections occur during normal business hours.

- ▶ Shut off the water supply to the toilet involved.
- ▶ Use a plunger to clear the blockage.
- ▶ Use a snake to clear the blockage.
- ▶ If you've been in your home fewer than 30 days, contact Classic. If you've been in your home over 30 days, contact a drain cleaning (roter) service. After the 30<sup>th</sup> day, the Limited Warranty provides no coverage for this unless the back up is the result of a defect in the installation.

### **Sewer Back Up Affecting Entire Home**

- ▶ If you've been in your home fewer than 30 days, contact Classic, if you've been in your home over 30 days, contact a roter service. After the 30<sup>th</sup> day, the Limited Warranty provides no coverage for this unless the back up is the result of a defect in the installation.
- ▶ Remove personal belongings to a safe location. If items are soiled, contact your homeowner insurance company.

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

### **Classic Homes Limited Warranty Guidelines**

**During the Final Walkthrough/Orientation Classic will confirm that all plumbing fixtures are in acceptable condition and are functioning properly, and that all faucets and drains operate freely.**

#### **Clogged Drain(s)**

**Classic will correct clogged drains that occur during the first 30 days after closing. If a household item is removed from a clogged drain during this time, we will bill you for the drain service. After the first 30 days, you are responsible for correcting clogged drains, unless the clog is the result of a defect in installation.**

#### **Cosmetic Damage**

**Classic will repair cosmetic damage that is listed on the Final Walkthrough/Orientation Form.**

#### **Freezing Pipes**

**Provided the home is heated at a normal level, pipes should not freeze. Keep garage doors closed to protect plumbing lines that run through this area. This Limited Warranty excludes coverage for frozen or broken pipes unless the problem is the direct result of an architectural or construction defect.**

## **Gas Shut-Offs**

### **Homeowner Use and Maintenance Guidelines**

You will find shut-offs on gas lines near their connection to each item that operates on gas. In addition, there is a main shut-off at the meter. We point these out during The Final Walkthrough/Orientation.

### **Gas Leak**

If you suspect a gas leak, leave the home and call the gas company immediately for emergency service.

### **Classic Homes Limited Warranty Guidelines**

**The gas company is responsible for leaks up to the gas meter. During the Limited Warranty Period Classic will correct leaks from the meter into the home.**

### **Leaks**

**Except where excluded, during the Limited Warranty Period Classic will repair leaks in the plumbing system.**

**If a plumbing leak caused by a warranted item results in drywall or floor covering damage, Classic will repair or replace items that were part of the home as originally purchased. We do not make adjustments for secondary damages (for example, damage to wallpaper, drapes, and personal belongings).**

### **Noise & Temperature Variations**

**Changes in temperature or the flow of the water itself will cause some noise in the pipes. This is normal and requires no repair. During the Limited Warranty Period Classic will repair persistent water hammering. Expect temperatures to vary if water is used in more than one location in the home at the exact same time.**

### **Supply**

**During the Limited Warranty Period Classic will correct construction conditions caused by Classic that disrupt the supply of water to your home. Disruption of service due to failure of the water department system is not the responsibility of Classic.**

## **Toilet Leaks Caused by Cleaning Agents**

**Cleaning agents that stay in the toilet such as Tidy Bowl or other colored cleaning agents can cause premature failure of the wax seal and plumbing gaskets in the toilet, failures that are the result of the use of these products is excluded from this Limited Warranty.**

## **Sump Pump (if applicable)**

### **Homeowner Use and Maintenance Guidelines**

Where applicable, if conditions on your lot made it appropriate, the foundation design includes a perimeter drain and sump pump. The perimeter drain runs around the foundation to gather water and channel it to the sump pit. When the water reaches a certain level, the pump comes on and pumps the water out of your home. Read and follow the manufacturer's directions for use and care of your sump pump.

Periodically check to confirm the pump is plugged in, the circuit breaker is on and that the pump operates. To check the operation of your sump pump, pour five gallons of water into the sump pump crock (hole). The pump should come on and pump the water out.

### **Continuous Operation**

The pump may run often or even continuously during a heavy storm or long periods of rain. This is normal under such conditions.

### **Discharge**

Know where the discharge for your sump pump system is and keep the end of the drain clear of debris so that water can flow out easily. Do not plant shrubs or trees next to the discharge line, roots and growth for shrubs and trees can block the discharge line.

**Classic installs the discharge line to the exterior of the home. It is the Homeowners responsibility to extend the discharge line away from the home.**

### **Power Supply**

The sump pump runs on electricity. If power goes off, the pump cannot operate. Storm water (not sewage) could then enter your basement. You may wish to install a back-up system to guard against this possibility.

### **Roof Water**

Ensure that roof water drains quickly away from the home to avoid circulating it through your sump pump. Keep downspout extensions or splash blocks in place to channel water away from your home.

## **Classic Homes Limited Warranty Guidelines**

**During the Final Walkthrough/Orientation we will discuss the sump pump and confirm it is operational. Sump pumps are a Consumer Product and are excluded from the Limited Warranty.**

# **Resilient Flooring/Linoleum/Vinyl Flooring**

## **Homeowner Use and Maintenance Guidelines**

Although resilient floors are designed for minimum care, they do have maintenance needs. Follow the manufacturer's specific recommendations for care and cleaning. Some resilient floors require regular application of an approved floor finish. This assures the floor will retain its finish. However, avoid using cleaning or finishing agents on the new floor until the adhesive has thoroughly set. This will take about two weeks.

### **Color and Pattern**

Your color selection sheets provide a record of the brand, style, and color of floor coverings in your home. Please retain this information for future reference.

### **Limit Water**

Wipe up spills and sweep debris and crumbs instead of washing resilient floors frequently with water. Limit mopping or washing with water; excessive amounts of water on resilient floors can penetrate seams and get under edges, causing the material to lift and curl.

### **Moving Furniture**

Moving appliances across resilient floor covering can result in tears and wrinkles. Install coasters on furniture legs to prevent permanent damage. If you damage the resilient floor, you can have it patched by professionals. If any scraps remain when installation of your floor covering is complete, we leave them in the hope that having the matching dye lot will make such repairs less apparent.

### **No-Wax Flooring**

The resilient flooring installed in your home is the no-wax type. No-wax means a clear, tough coating that provides both a shiny appearance and a durable surface. However, even this surface will scuff or mark. Follow the manufacturer's recommendations for maintaining the finish.

## **Raised Nail Heads**

Raised nail heads are the result of movements of the floor joist caused by natural shrinkage and deflection. If a nail head becomes visible through resilient flooring, you should place a block of wood over it and hit the block with a hammer to reset the nail.

## **Scrubbing and Buffing**

Frequent scrubbing or electric buffing is harder on floors than regular foot traffic. Use acrylic finishes if you scrub or buff.

## **Seams**

Any brand or type of resilient flooring may separate slightly due to shrinkage. Seams can lift or curl if excessive moisture is allowed to penetrate them. You can use a special caulking at tub or floor joints to seal seams at those locations. Avoid getting large amounts of water on the floor from baths and showers.

## **Classic Homes Limited Warranty Guidelines**

**During the final Walkthrough/Orientation Classic will confirm that there are no defects in the resilient floor coverings. Classic will only repair flooring items that are listed on the Final Walkthrough/Orientation Form. This Limited Warranty does not cover damage to resilient floors caused by moving furniture or appliances into the home.**

## **Adhesion**

**Resilient floor covering should adhere. During the Limited warranty Period, Classic will repair lifting, bubbling and/or nail pops that appear on the surface of the flooring.**

## **Ridges**

**Classic sanded and filled the joints of underlayment to minimize the possibility of ridges showing through resilient floor coverings. Ridging is measured by centering a 6-inch straight edge perpendicular to the ridge with one end tight to the floor. If the opposite end of the straight edge is 1/8 inch or more from the floor, Classic will repair this condition during the Limited Warranty Period.**

## **Seams**

**Seams will occur and are sealed at the time of installation. During the Limited Warranty Period Classic will correct gaps in excess of 1/16 inch where resilient flooring pieces meet or 1/8 inch where resilient flooring meets another material.**



**Seams that gap or curl due to excessive water being applied to the floor from cleaning or leakage is excluded from this Limited Warranty.**

## **Roof**

### **Homeowner Use and Maintenance Guidelines**

The shingles on your roof do not require any treatment or sealer. The less activity your roof experiences, the less likely it is that problems will occur.

### **Severe Weather**

After severe storms, from the ground do a visual inspection of the roof for damages. Notify your homeowners insurance if damage is apparent or if you suspect there is damage.

### **TROUBLESHOOTING TIPS: ROOF LEAK**

Please keep in mind that roof leaks cannot be repaired while the roof is wet. However, you can get on the schedule to be inspected when conditions dry out, so call in your roof leak to Classic Homes Customer Care Department.

- ▶ Confirm the source of the water is the roof rather than from a
  - Plumbing leak
  - Open window on a higher floor
  - Ice dam
  - Clogged gutter or downspout
  - Blowing rain or snow coming in through code required roof vents
  - Gap in caulking
- ▶ Where practical, place a container under dripping water.
- ▶ Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.
- ▶ Remove personal belongings to prevent damage to them. If damage occurs, contact your homeowner insurance company to submit a claim.
- ▶ Report the leak immediately to Classic Homes Customer Care Department.

### **Classic Homes Limited Warranty Guidelines**

**During the Limited Warranty Period Classic will repair roof leaks other than those caused by severe weather, such as hail or wind, or some action you have taken, such as walking on the roof. Roof repairs are made only when the roof is dry.**

## **Ice Dam**

**An ice build-up (ice dam) may develop in the eaves during extended periods of cold and snow. See gutters and downspouts for Classic's responsibility.**

## **Severe Weather**

**During severe weather it is not uncommon for rain and snow to enter the residence through attic vents and for shingles to become loose or blow off. Damage that results from Severe Weather is excluded from the Limited Warranty, unless the damage results from a defect in the installation of the roof or attic vents.**

# **Rough Carpentry**

Rough Carpentry includes the framing (structural) components of the home. These components are covered by interior and exterior finishes and do not require maintenance.

## **Classic Homes Limited Warranty Guidelines**

### **Flooring Components**

**Since the flooring components of your home are constructed with a combination of natural and man made products, floor and stair squeaks are unavoidable. During the Limited Warranty Period Classic will repair floor and stair squeaks as well as stair vibration that results from improper installation.**

### **Floor Deflection**

**Floors will deflect (bend) when walked on. This will be more noticeable next to hutches, bookcases, pianos, chairs, and other heavy furniture. This is not a structural deficiency and is excluded from this Limited Warranty.**

### **Floor Level**

**Floors will be level to within 1/4 inch within any 32-inch distance as measured perpendicular to any ridge or indentation. During the Limited Warranty Period Classic will repair floor(s) that exceeds this standard.**

### **Plumb Walls**

**During the Limited Warranty Period Classic will correct walls that are out of plumb more than 1/2 inch in an 8-foot distance or walls that are bowed more than 1/4 inch in any 32-inch measurement.**

## **Railings**

### **Homeowner Use and Maintenance Guidelines**

Stained or wrought iron railings in your home require little maintenance beyond occasional dusting or polishing. Protect railings from sharp objects or moisture. Cover them during move-in so large pieces of furniture do not cause dents or scratches.

Due to wood grain, stained railings will have variations in the color of the stain. Some railings will have seams. This is due to combing several components to complete the railing.

**Classic installs railings in positions and locations to comply with applicable building codes and will not be relocated to accommodate the Homeowner.**

### **Classic Homes Limited Warranty Guidelines**

**During the Final Walkthrough/Orientation Classic will confirm that there are no defects in the installation of the railings. During the Limited Warranty period Classic will repair railings that are not properly installed.**

## **Window Openings**

**Due to the natural wood used in the construction of a home, there will be slight variations (out of plumb) in window openings. Variations in window openings are excluded from this Limited Warranty.**

# **Shower Doors and Tub Enclosures**

### **Homeowner Use and Maintenance Guidelines**

Shower doors and tub enclosures require minimal care. Using a squeegee to remove water after a bath or shower will keep mineral residue and soap film to a minimum. A coating of wax can also help prevent build up of minerals and soap.

Use cleaning products suggested by the manufacturer to avoid any damage to the trim and hardware.

Avoid hanging wet towels on corners of doors; the weight can pull the door out of alignment and cause it to leak. Check and perform touch-up caulking on an as needed basis.

## **Classic Homes Limited Warranty Guidelines**

**During the Final Walkthrough/Orientation Classic will confirm the condition of all shower doors and tub enclosures. Classic will only repair items listed on the Final Walkthrough/Orientation Form. During the Limited Warranty Period Classic warrants that shower doors and tub enclosures will function according to manufacturer specifications.**

# **Siding**

## **Homeowner Use and Maintenance Guidelines**

Siding expands and contracts in response to changes in humidity and temperature. Slight waves are visible in siding under moist weather conditions; shrinkage and separations will be more noticeable under dry conditions. These behaviors cannot be entirely eliminated.

## **Wood and Wood Products**

Wood or wood-product siding will require routine refinishing. The timing will vary with climatic conditions. Maintain caulking to minimize moisture entry into the siding. Note that some paint colors will require more maintenance than others and some sides of the home may show signs of wear sooner based on their exposure to the elements. Some wood siding, such as cedar, is subject to more cracking and will require more maintenance attention.

## **Cement Based Products**

Cement based siding will require repainting and caulking just as wood products do. See *also Paint and Wood Trim*.

## **Classic Homes Limited Warranty Guidelines**

**During the first year of the Limited Warranty Period Classic will correct separation at joints or where siding meets another material if the separation exceeds 3/8". Classic will not recaulk areas where the caulk has shrunk; this is the Homeowners responsibility (See caulking). During the Limited Warranty Period Classic will repair siding that comes lose or delaminates.**

# Stucco

## Homeowner Use and Maintenance Guidelines

Stucco is a cementitious (cement) product that does not require maintenance. To avoid discoloring, adjust splash blocks and sprinklers so that they are not splashing or spraying on the stucco. While the stucco does not require maintenance, in some communities, the stucco pop outs and bands are painted and will require touch up and repainting as needed.

## Classic Homes Limited Warranty Guidelines

### Cracks

**Since stucco is a cementitious product, it will crack. During the first year of the Limited Warranty Period, Classic will repair any cracks that exceed (1/8"). When a repair is performed, there will be discoloration between the repaired area and the original stucco. Classic will not re-stucco entire walls or homes because of discoloration from stucco repairs.**

### Color Variations

**Since Stucco is a natural product, there will be color variations in the finished product. Color variations are normal and are excluded from this Limited Warranty.**

### Wall Caps

**The tops of stucco deck walls and deck posts are finished with stucco to match the walls and deck columns. To prevent damage to these areas, do not set plants or decorative items on wall caps. Damage caused to wall caps from placement of post construction items is excluded from this Limited Warranty.**

# Ventilation

## Homeowner Use and Maintenance Guidelines

Homes today are built more tightly than ever. This saves energy dollars but creates a potential concern. Condensation, cooking odors, indoor pollutants, radon, and carbon monoxide may all accumulate. We provide mechanical and passive methods for ventilating homes. Your attention to ventilation is important to your health and safety.

## **Attic Vents**

Attic ventilation occurs through vents in the soffit (the underside of the overhangs) or on gable ends. Driving rain or snow sometimes enters the attic through the vents. Do not cover them to prevent this.

## **Crawl Space Vents**

Homes with crawl spaces usually include two or more vents. Crawl space vents should be opened for summer months and closed for winter months. Failure to close these vents may result in plumbing lines freezing in the crawl space.

## **Daily Habits**

Your daily habits can help keep your home well ventilated:

- Do not cover or interfere in any way with the fresh air supply to your furnace.
- Develop the habit of running the hood fan when you are cooking.
- Develop the habit of running the bath fans when bathrooms are in use.
- Air your house by opening windows for a time when weather permits.

Proper ventilation will prevent excessive moisture from forming on the inside of the windows. This helps reduce cleaning chores considerably.

## **Classic Homes Limited Warranty Guidelines**

**Classic Homes warranty guidelines for active components (for example, exhaust fans) are discussed under the appropriate headings (such as electrical systems, heating system, and so on). Beyond those sections, ventilation or ventilation issues, unless they result from a defect in the construction of the home or from the installation of a Humidifier are excluded from this Limited Warranty. During periods of extreme cold you may experience condensation that forms on the inside of the venting for the bath exhaust fans. When this condensation forms, it may drip through the fan into the bathroom. Since this is due to condensation, it is excluded from this Limited warranty.**

# **Water Heater: Gas**

## **Homeowner Use and Maintenance Guidelines**

Carefully read and follow the manufacturer's literature for your specific model of water heater.

## **Condensation**

Condensation inside your new water heater may drip onto the burner flame. This causes no harm and in most cases will disappear in a short period of time.

## **Drain Tank**

Review and follow manufacturer's timetable and instructions for draining several gallons of water from the bottom of the water heater. This reduces the build-up of chemical deposits from the water, prolonging the life of the tank and saving energy dollars.

## **Pilot**

Never light a gas pilot when the water heater tank is empty. Always turn off the gas before shutting off the cold water supply to the tank.

To light the water heater pilot (this is for water heaters that have pilot lights), first remove the cover panel on the tank to expose the pilot. Then rotate the on-off-pilot knob to the pilot position. When the knob is in this position, the red button can be depressed.

While depressing the red button, hold a match at the pilot. On electronic ignition water heaters, press the ignition button. Once the pilot lights continue to hold the red button down for 30 to 60 seconds. When you release the red button, the pilot should stay lit. If it does not, wait several minutes to allow the gas to dissipate from the tank and repeat the entire process. If it stays lit, rotate the on-off pilot knob to the on position.

Reinstall the cover panel and then adjust the temperature setting with the regulating knob on the front of the tank.

Water heaters sometimes collect small quantities of dirty water and sediment in the main gas lines, which may put out the pilot light.

While away from home for an extended period of time, set the temperature to its lowest point and leave the pilot lit.

## **Safety**

Vacuum the area around a gas-fired water heater to prevent dust from interfering with proper flame combustion. Avoid using the top of a heater as a storage shelf.

## **Temperature**

The recommended thermostat setting for normal everyday use is "normal." Higher settings can result in wasted energy dollars and increase the danger of injury from

scalding. Hot water will take longer to arrive at sinks, tubs, and showers that are farther from the water heater.

**TROUBLESHOOTING TIPS: NO HOT WATER - Before calling for service, check to confirm that the:**

- Pilot is lit. (Directions will be found on the side of the tank.)
- Temperature setting is not on “vacation” or too low.
- Water supply valve is open.

Refer to the manufacturer's literature for specific locations of these items and possibly other troubleshooting tips. Even if these troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

### **Classic Homes Limited Warranty Guidelines**

**Refer to the manufacturer's limited warranty for information regarding coverage of the water heater. Water Heaters are an appliance and are excluded from this Limited Warranty.**

## **Windows, Screens, and Sliding Glass Doors**

### **Homeowner Use and Maintenance Guidelines**

Contact a glass company for reglazing of any windows that break. Glass is difficult to install without special tools.

### **Acrylic Block**

Clean during moderate temperatures with only a mild soap and warm water using a sponge or soft cloth and dry with a towel. Avoid abrasive cleaners, commercial glass cleaner, razors, brushes, or scrubbing devices of any kind. Minor scratches can often be minimized by rubbing a mild automotive polish on the window.

### **Cleaning**

Always use approved cleaning products to clean your windows.

### **Condensation**

Condensation on interior surfaces of the window and frame is the result of high humidity within the home and low outside temperatures. Your family's lifestyle controls the humidity level within your home. If your home includes a humidifier, closely observe the manufacturer's directions for its use.



## **Screen Storage and Maintenance**

Many homeowners remove and store screens for the winter to allow more light into the home. To make re-installation more convenient, label each screen as you remove it. Use caution: screens perforate easily and the frames bend if they are not handled with care. Prior to re-installing the screen, clean them with a hose using a gentle spray of water.

## **Sills**

Window sills in your home are made of drywall, wood, wood product, man-made products, or marble. The most common maintenance activity is dusting. Twice a year, check caulking and touch-up as needed. Wax is not necessary but can be used to make sills gleam. Protect wood and wood product sills from moisture. If you arrange plants on a sill, include a plastic tray under the pot.

## **Sliding Glass Doors**

Sliding glass doors are made with tempered glass which is more difficult to break than ordinary glass. If broken, tempered glass breaks into small circular pieces rather than large splinters which can easily cause injury.

Keep sliding door tracks clean for smooth operation and to prevent damage to the door frame. Silicone lubricants work well for these tracks. Acquaint yourself with the operation of sliding door hardware for maximum security.

Under certain lighting conditions, door glass may be hard to see. If you keep the screen fully closed when the glass door is open, your family will be accustomed to opening something before going through. You may want to apply a decal to the glass door to make it readily visible.

## **Sticking Windows**

Most sliding windows (both vertical and horizontal) are designed for a 10-pound pull. If sticking occurs or excessive pressure is required to open or close a window, apply a silicone lubricant. This is available at home improvement and hardware stores. Avoid petroleum-based products.

## **Weep Holes**

In heavy rains, water may collect in the bottom channel of window frames. Weep holes are provided to allow excess water to escape to the outside. Keep the bottom window channels and weep holes free of dirt and debris for proper operation.

## **Classic Homes Limited Warranty Guidelines**

**During the Final Walkthrough/Orientation Classic will confirm that all windows, screens, and sliding glass doors are not damaged. Classic will only repair or replace the damaged windows and screens listed on the Final Walkthrough/Orientation Form.**

**Windows should operate with reasonable ease and locks should perform as designed. During the Limited Warranty Period Classic will provide adjustments on windows that do not operate properly.**

### **Condensation**

**Condensation on interior surfaces of the window and frame is the result of high humidity within the home and low outside temperatures. You influence the humidity level within your home; see the section on Condensation. Condensation on windows is excluded from this Limited Warranty.**

**Condensation that accumulates between the panes of glass in dual-glazed windows indicates a broken seal. During the First Year of the Limited Warranty Period and as courtesy, Classic will replace glass with broken seals. After the first year, refer to the Manufacturer's Warranty for replacement.**

### **Infiltration**

**Some air and dust will infiltrate around windows, especially before the installation of landscaping in the general area. Dust and air infiltration is excluded from this Limited Warranty.**

### **Scratches**

**During The Final Walkthrough/Orientation Classic confirms that all window glass is free of scratches and damage. Classic will repair or replace windows that have scratches readily visible from a distance of (8) eight feet at The Final Walkthrough/Orientation. Only the scratches and damage listed on the Final Walkthrough/Orientation Form will be repaired or replaced.**

### ***Tinting***

**If you add tinting to dual-glazed windows, all warranties are voided. Damage can result from condensation or excessive heat build-up between the panes of glass. Refer to the manufacturer's literature for additional information.**

# Wood Trim

## Homeowner Use and Maintenance Guidelines

Shrinkage of wood trim occurs during the first two years or longer, depending on temperature and humidity. All lumber is more vulnerable to shrinkage during the heating season. Maintaining a moderate and stable temperature helps to minimize the effects of shrinkage. Wood will shrink less lengthwise than across the grain. Wood shrinkage can result in separation at joints of trim pieces. You can usually correct this with caulking and touch-up painting.

Shrinkage may also cause a piece of trim to pull away from the wall. If this occurs, drive in another nail close to, but not exactly in, the existing nail hole. Fill the old nail hole with putty and touch up with paint as needed. If the base shoe (small trim between base molding and the floor) appears to be lifting from the floor, this is probably due to slight shrinkage of the floor joists below. Again, you can correct this condition by removing the old nails and re-nailing.

## Classic Homes Limited Warranty Guidelines

**During the Final Walkthrough/Orientation Classic will confirm that wood trim is installed properly without damage. Minor imperfections in wood materials will be visible and will require no action. Classic Homes will correct only the readily noticeable construction damage such as chips and gouges listed on the Final Walkthrough/Orientation Form.**

### Exterior

**Cracks, twisting, shrinking, and the raising of the grain of exterior trim boards and decking, particularly cedar, are considered normal and are a function of the expansion and contraction of natural wood. These items are excluded from the Limited Warranty unless they constitute a construction defect. It is the Homeowners responsibility to maintain these areas with caulking. All natural exterior decking is delivered and installed in its natural condition. Unless dictated by the design guidelines for the community, Classic does not stain or seal the decking. Because of the effects of weather on natural wood, Classic strongly recommends that all natural exterior decking be weatherproofed. Cracking, twisting, shrinking, raised grain, or warping is excluded from this Limited Warranty.**

### Raised Grain

**Because of the effects of weather on natural wood, you should expect raised grain to develop. This is normal and not a defect in the wood or paint and is not covered by this Limited Warranty.**

## **Wood Rot**

**Since exterior wood is exposed to the elements, even when protected, over time it will rot. Rotting of exterior wood to include decking, railings and trim is excluded from the Limited Warranty.**