

# Nevada Performance Guidelines

Aug 31, 2009

*Residential Construction Performance Guidelines Manual* as accepted  
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NOTICE TO CONTRACTORS AND HOMEOWNERS

The Nevada State Contractors Board (NSCB) suggests contractors and homeowners review the following Voluntary Residential Construction Guidelines concerning issues that may arise over the quality, appearance, suitability or performance of residential construction. These guidelines may provide helpful information and guidance in the avoidance of issues between contractors and homeowners; however, the guidelines are not to be viewed as regulations, procedures, or standards adopted by the NSCB. The guidelines are intended for use as a reference guide only and should not be considered to create, alter, modify, eliminate or change in any way, the contractual rights and duties of the contractor or homeowner. Further, they are not intended to create, alter, modify, eliminate or change any warranties, periods of warranty, or remedies that may pertain to the contractual relationships between the contractor and homeowner.

The guidelines are general in nature, and are not to be relied upon as legal authority. The guidelines are not intended to override any applicable building code, nor do the guidelines require that a contractor surpass any applicable code. Use of these guidelines will not alleviate the application of, or compliance with any applicable building codes, contractual language, plans and specifications, scope of work, or any applicable guidelines that may be adopted by any regulatory agency. Contractors and homeowners are advised to consult their contracts, plans and specifications, scope of work and any applicable building codes initially to resolve any issues that may arise over construction. If after consulting these sources, the contractor and homeowner are unable to resolve a construction issue, the NSCB suggests they consult these guidelines and attempt to resolve the issue through application of the particular section, which may set forth the standard of care and skill ordinarily used in the residential construction industry. Where plans and specifications are included in the contract documents that exceed the voluntary performance guidelines contained in this booklet, those plans and specifications supersede the voluntary guidelines outlined herein.

By encouraging contractors and homeowners to apply these guidelines, the NSCB is not endorsing or creating a standard, duty, right or obligation inconsistent with applicable building codes, plans or specifications or other applicable contractual rights or obligations of the parties. No liability or violation of a duty or standard of care shall result by a contractor's or homeowner's decision not to apply these guidelines.

The guidelines are set up in an easy, simple to use format. Each section deals with specific, commonly encountered residential construction issues and suggests ways of handling a particular ISSUE. Each guideline states a "*Possible ISSUE*", "*Performance Guideline*", "*Homeowner Responsibility*", "*Contractor Responsibility*", and finally "*Comments*". These suggestions for performance and resolution may greatly assist homeowners and contractors in avoiding costly litigation. If a particular issue is not found within the guidelines, it does not mean it should not be addressed. Contractors and homeowners are encouraged to work together in resolving any residential construction issues, and use these guidelines where applicable. In the event resolution is not possible, contractors and homeowners may always seek independent legal advice from qualified counsel.

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## INTRODUCTION

### ***Purpose of this Manual:***

This manual provides a user-friendly guide that is easy to understand and easy to put in use by the homebuilder, contractor, homeowner, manufacturer, etc. concerning the responsibilities of maintaining a home. This manual will define what constitutes acceptable performance guidelines in the residential construction industry by all parties involved in the construction, sale and maintenance of a home in the State of Nevada.

The criteria set forth in this manual are only minimum performance guidelines for quality, workmanship and product performance. All efforts should be made to solve any problems that may arise in the course of a typical residential construction project. This manual is in no way intended to take the place of, or substitute for, any warranty offered by an involved party. It is separate and stands alone from any manufacturers' warranties that apply to any materials and products used in the project. It is simply a guide to assist in any issues that may occur in the life of a home. Issues selected for the manual are those most frequently referenced by the homeowner and the contractor.

The scope of responsibilities is specific to each of the parties involved and is a clear agreement between those parties pertaining to quality, workmanship and product performance.

### ***How to use this Manual:***

The manual is divided into clear and easy to understand chapters. Each Performance Guideline is divided into five additional parts:

- Possible Issue: A description of the noticeable defect or potential problem.
- Performance Guideline: The specific criteria of acceptable workmanship.
- Homeowner Responsibility: Responsibilities of the homeowner.
- Contractor Responsibility: Responsibilities of the contractor.
- Comments: An explanation of any associated factors pertinent to the efforts, performance guidelines, or the homeowner or contractor responsibilities.

The construction process requires all work to be done in compliance with locally approved and applicable building and other related codes that cover construction. If a conflict does arise between the performance guideline manual and any locally approved codes, the code requirements may take precedence over the guidelines. In addition, the application of these standards with regard to new residential construction and any residential remodeling projects is required.

## **Definitions of Terms Used:**

**After Market:** A product or service that is purchased by the homeowner and either installed by the homeowner, or a contractor hired by the homeowner, in or around the home after the original contractor has completed his work. For instance, examples of after market projects include: a patio, deck, backyard lanai, swimming pool, landscaping and window tinting.

**Color Variation:** The color of the installed material may not exactly match the samples used in the selection process. This is due to normal dye lot variation that occurs during the manufacturing process.

**Contractor:** The company named in the contract to provide the service or product to the original contractee. The contractor is responsible for the work assigned in the contract, regardless of who actually performed the work needed. The exception would be in the case where the homeowner contracted a project to a party outside of the original contract, which then transfers the responsibility to that party and their warranty.

**Customer:** See Homeowner.

**Defect:** A failure to meet the construction performance guidelines, which include: quality, workmanship and product performance as set forth in this agreement.

**Home:** The actual dwelling: single family and multi-family residence, condominium, town home or pre-manufactured Uniform Building Code (UBC) home.

**Homeowner:** The original buyer of the product or service in the contract. The responsibility of the homeowner is to review the contract and verify that it has accurately represented his/her expectations for the finished product. After the homeowner closes escrow, the homeowner becomes responsible for the routine maintenance and general upkeep. As noted in these guidelines, the contractor is not responsible for certain repairs that fall within the homeowner's maintenance responsibilities. For instance, if the homeowner selects others to provide certain services that are outside of the original contractor's control then the responsibility may fall on the outside party to determine the cause and remedy the problem. In addition, if the homeowner chooses to install products in or around the home and a problem occurs after proper installation, the homeowner will have to work with the manufacturer to resolve the issue.

**Manufactured Appliances:** Refers to the equipment in and around the home that have applicable manufacturer's warranties and/or manufacturer's specifications for installation, maintenance, use and performance. Manufacturer related problems attributed to the materials used, the manufacturing process or failure to perform as defined by the manufacturer's warranty is the responsibility of the manufacturer.

**Manufacturer:** Manufacturers warrant numerous residential construction components that may fall outside the contractor's responsibilities, such as the types of roofing, flooring, siding, kitchen appliances, furnaces, air conditioners, decorative gas appliances, windows and the like. The contractor may not be responsible for the performance of the product if it

was installed per manufacturer's specifications, so if a problem does occur, the homeowner may have to deal directly with the manufacturer to resolve the issue. Unless otherwise specified, the contractor's responsibility may end once they provide the homeowner with the appropriate information to contact the manufacturer.

**Performance Guideline:** The specific criteria of acceptable workmanship, quality and product performance. The criteria set forth in this manual are minimum standards.

**Warranty:** A warranty or assurance to the homeowner, from the builder or contractor, that describes the guidelines to which the product or service will be performed, how long the guidelines will apply, what to do if the warranty is not met and what the homeowner's responsibility is in the form of maintenance to keep the warranty intact. In some cases, if alterations/adjustments are made or maintenance is not kept up to date by the homeowner, these actions may void the warranty.

**Warranty Term:** The period in which a warranted defect must occur in order to be covered, and is also that period which begins on the effective date of the warranty. For new residential construction that period may be referred to as "During the warranty period", "At the time of walk-through", "According to the manufacturer's specifications or recommendations", "At the close of escrow", or "Once during the warranty period". When the period is related to a remodeling project it may be referred to as: "At the close of construction", "During the manufacturer's warranty period", "Upon acceptance of the work" or "During the warranty period".

## **Some Common Mistakes Made by Homeowners:**

### **1) Irrigation System Sprinkler Heads Continuously Spray Against the Home:**

Irrigation sprinkler heads that spray against the wood siding, masonry or stucco walls could lead to rotted walls and leaching of the color from the stucco coating.

*Note: All irrigation spray must be directed away from the home. The homeowner should make monthly visual inspections to keep the sprinkler heads adjusted as to not hit the home. Lawn maintenance with power mowers and edgers can and will change the direction of the sprinkler heads and allow them to hit the home. In addition, as the landscape materials grow the spray heads may need to be raised or relocated to avoid any excessive over spray that may occur.*

### **2) Excessive watering to Landscaping:**

Moisture in the soil will act just like an irrigation system. Overwatering causes moisture to stay in the soil longer and will eventually penetrate the wall or overflow onto sidewalk or driveway. The issue that rises from over watering is the appearance of Efflorescence over time. Taking advantage of the watering schedule suggested by the Water District, not planting too close to the home or property walls, and avoiding planting materials that have high watering requirements will help with excessive water penetration and the appearance of Efflorescence.

### **3) Installation of Solar Screens to the Outside of the Windows:**

Installation of solar screens to the exterior of the window can cause water infiltration through the framing and could void the manufacturer's warranty on the window and/or exterior wall material. Care must be taken when mounting the screens and should only be installed by qualified professionals.

### **4) Tinting of Multi Pane Windows:**

Multi pane windows, also know as double-glazed and insulating windows consist of two or more panes of glass that are separated by an air space that is usually 5/8" thick. The air space is so tightly sealed that no air can enter nor leave the space. This is the insulating factor. By installing a tinting film on the window, the rays of the sun are reflected back into the air space which in turn causes excessive heat build-up between the panes of glass and the likely rupture of the seals. Once the insulating value is lost, due to the improper installation of the window tinting, the manufacturer's warranty on the window will become void.

**5) Alteration of the Finished Grades Around the Home:**

The homeowner must give special attention to prevent erosion, maintain the grading contours, avoid blocking the drainage design patterns and incorporate the original design patterns into any landscape improvements. The proper slope and drainage swales must be maintained to keep any water flow away from the home. Avoid any improvements that alter the design pattern since these may cause water damage to the home that will be the responsibility of the homeowner.

If there is an Architectural Review Committee who must approve the landscape plans for your yard, keep in mind that their review will not take into account the drainage functionality of your landscape design/plan. Typically, they check to ensure that your plans meet the guidelines established by Community Management and nothing more. Maintaining proper drainage is the responsibility of the homeowner.

**6) Adding Concrete Walkways or Patios to the Areas Around the Home:**

Proper design and installation measures must be taken when adding concrete walkways and patios. The proper slope must be incorporated in the walkway or patio to ensure that no water is allowed to backup or flow towards the home; possibly causing damage to the structure. A minimum of two inches or code requirement from the bottom of the weep screed to the top of the walkway or patio should be maintained to allow the building structure to weep moisture from the exterior clad. Not doing so, may void the contractor's warranty and become the responsibility of the homeowner.

**7) Improper Attachment of Structures to the Home:**

These structures include a lanai, deck or deck trellis or other shading structures or devices that are attached to the home (i.e.: satellite dishes, etc). Qualified professionals can provide structures that are the proper design and type that will insure watertight connection to the home. Avoid any "add-on structures" that are improperly installed to the exterior of the home. As time passes, water will find its way into the home and may cause damage. Proper flashing and/or caulking should be applied as necessary. Improper attachment to the home may void the warranty offered by the contractor towards the integrity of the original structure.

**8) Walking on the Roof:**

Roofs are not designed to be walked on. In addition to being a slip and fall hazard, carelessness can cause damage to the roofing materials and roof leaks.

**9) Hanging Ceiling Fixtures from an Existing Light Fixture Box:**

The light fixture boxes that are supplied in the home are specifically designed for hanging light fixtures. Ceiling fans have a special mounting box that requires a different mounting system. If a ceiling fan is hung from an existing light fixture box, over time the fan's vibration and weight can cause the entire installation to pull

away from the ceiling. This will cause a very hazardous situation and shall void both the contractor's and the manufacturer's warranty.

**10) Turning off the HVAC when your way from home:**

The HVAC system is what controls the climate of the home. If the home experiences extreme climate conditions during the summer or winter, the home will experience severe expansion and contraction events. This can cause tile and drywall to crack, wood to warp, etc. This is not recommended by either the contractor or the manufacturer.

**11) Cutting down the sewer cleanouts below grade:**

The sewer cleanout and back water valves are added to help plumbers break up stoppages and help prevent property damages due to sewer overflow. The homeowner should refrain from cutting the sewer cleanout below grade and burying them in landscaping. The caps should never be removed to allow the pipes to breath. The homeowner is responsible for maintaining the sewer laterals and cleanouts. For more information on proper sewer maintenance and/or information regarding proper disposal of waste (i.e.: cooking grease, medications), you can contact the local water reclamation district.

# PERFORMANCE GUIDELINES

## Cabinets & Vanities

### **POSSIBLE ISSUE #1:**

#### **QUALITY OF WORKMANSHIP ON CABINET AND VANITY MOLDINGS**

Performance Guideline: All joints should fit within a 1/16 of an inch or less unless otherwise specified and be securely attached. Splices should meet a minimum of 8 lineal feet to all edges. Moldings should fit securely and be level and plumb.

Homeowner Responsibility: Homeowner should report joints that do not meet the Performance Guideline to the contractor at the homeowner walkthrough or upon discovery by the homeowner.

Contractor Responsibility: Contractor should repair as necessary during the warranty period.

Comments: Contractor should make all reasonable efforts to match existing materials as closely as possible; however, the contractor may not be required to guarantee an exact match of either texture or color as a later lot may not match the original. Some woods naturally contain more sugars. Overtime these sugars caramelize and will cause the wood to darken. This is a natural occurrence and cannot be controlled. This can make it difficult or impossible to produce a replacement component that exactly matches the color of existing aged cabinets.

### **POSSIBLE ISSUE #2:**

#### **CABINET/VANITY SURFACE HAS A COLOR VARIANCE**

Performance Guideline: Cabinets should have a uniform appearance in color and texture. Color can differ with wood grain variations and stain lots. Excessive variation is not acceptable. It is not unusual for the color of installed cabinets to be slightly different from the samples shown at the time of selection.

Homeowner Responsibility: Report excessive color variances to the contractor within the warranty period. Follow the manufacturer recommendations for care and maintenance of the cabinets/vanities.

Contractor Responsibility: Contractor should make all reasonable efforts to match existing material, texture, or color as closely as possible.

Comments: It is a natural occurrence for wood products to have a variety of colors and grain textures. Surfaces may tend to slightly "yellow" due to exposure to sunlight after prolonged periods. Wood products may also lighten or darken naturally over time.

### **POSSIBLE ISSUE #3:**

#### **CABINET/VANITY MALFUNCTIONS**

Performance Guideline: Cabinet and vanity doors, drawers, and other operating parts should function properly. A warped door or drawer up to 1/8 inch in 30 inches may be considered acceptable.

Homeowner Responsibility: Report any cabinet/vanity malfunctions to the contractor within the warranty period.

Contractor Responsibility: Contractor should repair, adjust, or replace operating parts as required within the warranty period.

Comments: Misuse by the homeowner such as overloading drawers, or hanging or leaning on doors may void the warranty.

**POSSIBLE ISSUE #4:**

**CABINET/VANITY FINISH IS WEARING OFF**

Performance Guideline: The cabinet/vanity surface finish should not wear off under normal use during the warranty period.

Homeowner Responsibility: Homeowner should follow the manufacturer recommendations for the care and maintenance of the cabinets/vanities.

Homeowner should dry the cabinets when they get wet and avoid using solvents or other harmful chemical agents, as they may damage the cabinet finishes.

Contractor Responsibility: The contractor should correct or repair the deteriorating finish one time during the warranty period.

Comments: Cabinet finishes are not waterproof and if exposed to moisture repeatedly may be damaged. This is especially true with cabinets in wet areas such as: sinks, tubs, wet bars, etc.

**POSSIBLE ISSUE #5:**

**GAPS BETWEEN THE WALL/CEILING AND THE CABINET/VANITY**

Performance Guideline: Gaps between ceilings and walls that exceed 1/8 inch are not acceptable. Gaps between matched door edges that exceed parallel alignment by more than 1/8 inch in 30 inches or the uniformity of any door edge gap in comparison to any other that exceeds 1/8 inch are not acceptable. Tops of cabinet doors must be in the same horizontal plane, within 1/8 inch.

Homeowner Responsibility: Report excessive gaps during the warranty period.

Contractor Responsibility: Contractor should reposition/reinstall, repair, or replace to meet the above standard once during the warranty period. Any gap should be caulked.

Comments: None

**POSSIBLE ISSUE #6:**

**CABINET/VANITY DOORS ARE WARPED**

Performance Guideline: A warped door up to 1/8 inch may be considered acceptable. Cabinet doors should be in the same horizontal plane, within 1/8 inch. Voids or open knots should not be on the outside of cabinet unless special effect is requested.

Homeowner Responsibility: Homeowner should follow the manufacturer recommendations for the care and maintenance of the cabinets/vanities.

Contractor Responsibility: Contractor should repair, adjust, or replace the door or drawer face as needed during the warranty period.

Comments: Slight warping of cabinet doors and drawer faces can be expected due to the expansion and contraction of the wood from moisture variation. Homeowner misuse or lack of regular maintenance may void the warranty.

## Carpeting

### **POSSIBLE ISSUE #1:**

#### **COLOR VARIATION OR COLOR FADING IN THE CARPETING**

Performance Guideline: The color and texture should be uniform at the time of the original installation, however some amount of fading is unavoidable when carpet is exposed to sunlight.

Homeowner Responsibility: Report color variation to the contractor at the time of walk through and/or closing.

Contractor Responsibility: Contractor should not install faded carpet or defective materials. Defective material should be replaced to the first natural break.

Contractors who install carpeting should resolve issues regarding manufacturing defects with the manufacturer.

Comments: If any carpet needs to be replaced the original dye lot may not be available. Normal dye lot variation occurs between each mill run in the manufacturing process so repairs done at a later date may not match exactly. Contractor will make all reasonable efforts to match existing materials as closely as possible, however, the contractor may not guarantee an exact match of either texture or color. Carpets may slowly lose some color due to natural and artificial forces in the environment.

### **POSSIBLE ISSUE #2:**

#### **COLOR FADING IN THE CARPETING**

Performance Guideline: Not applicable unless cause is determined to be due to manufacturer's defect.

Homeowner Responsibility: Maintain per manufacturer specifications.

Contractor Responsibility: None.

Comments: All carpets will slowly lose some color due to natural and artificial forces in the environment.

### **POSSIBLE ISSUE #3:**

#### **NAILS OR TACK STRIPS PROTRUDING THROUGH THE CARPETING**

Performance Guideline: All nails and tack strips should be completely set. Tackless carpet should be tightly stretched and securely attached to the tack strip at all perimeters. Bubbles or ripples should not be visible in the carpet.

Homeowner Responsibility: Report any protruding nails or tack strips to the contractor during the warranty period.

Contractor Responsibility: Contractor should repair as needed during the warranty period.

Comments: Nails and tack strips should not protrude in any way that would allow them to be felt through the carpet fibers in normal use. The carpet thickness can also affect whether or not the nails and tack strips are felt. You should be able to walk across transitions from tile to carpet in traffic areas without shoes and not feel the nails of the tack strip.

**POSSIBLE ISSUE #4:**

**SEAMS VISIBLE OR SEPARATION OCCURS IN THE CARPETING**

Performance Guideline: All properly installed carpet seams are visible to some degree depending upon the type, color, location, light exposure and installation of the carpet. Seams that have gaps, overlap or excessive separation do not meet the performance guideline. Excessive seams will not be accepted.

Homeowner Responsibility: Report excessively visible seams, or seam separations to the contractor at homeowner walk through and/or closing.

Contractor Responsibility: Contractors who install carpeting will be expected to resolve problems regarding manufacturing defects with the manufacturer on behalf of the owner, if the contractor was responsible for the sale, and/or selection of the carpeting and repair during the warranty period to meet the performance guideline.

Comments: None

**POSSIBLE ISSUE #5:**

**SPOTS ON CARPETS (paint, dirt, etc.)**

Performance Guideline: All carpeting should be spot-free at the walk through.

Homeowner Responsibility: Notify contractor of spots at the time of the walk through and/or closing. Maintenance and care of all carpeted surfaces becomes the responsibility of the homeowner at the time of close.

Contractor Responsibility: Clean spots that are reported by the homeowner at the time of walk through. This repair will only occur once.

Comments: None

**Decks & Balconies – Concrete**

**POSSIBLE ISSUE #1:**

**PONDING OR STANDING WATER ON DECK OR BALCONY SURFACE**

Performance Guideline: Water should drain away from deck and balcony. Standing water exceeding ¼ inch after a 24 hour period is unacceptable in warm climates. Expect slower drying times in cooler climates (i.e.: snow and ice events will exceed the drying time per the performance guideline).

Homeowner Responsibility: Homeowner should notify contractor of issue.

Homeowner should make sure that any drains or scuppers are free and clear.

Contractor Responsibility: Contractor should make necessary repairs and take appropriate action to insure proper drainage.

Comments: All deck surfaces adjoining a structure are required by code to drain away from the structure at a minimum of ¼ inch per foot in the first 30 inches.

Contractor will make all reasonable efforts to match existing materials as closely as possible; however, the contractor does not guarantee an exact match of either texture or color.

## Decks & Balconies – Wood

### **POSSIBLE ISSUE #1:**

#### **WOOD DECK IS SPRINGY OR SHAKY**

Performance Guideline: All structural members in a wood deck should be sized and fasteners spaced in accordance with applicable building codes or a higher standard if agreed upon by the owner and the contractor. Decking should be firm and stable.

Homeowner Responsibility: Report the issue to the contractor.

Contractor Responsibility: Contractor should reinforce, repair or replace the deck as necessary during the warranty period.

Comments: None

### **POSSIBLE ISSUE #2:**

#### **WOOD DECK IS UNEVEN OR NOT LEVEL**

Performance Guideline: No point on the deck surface should be more than 1/2 inch higher or lower than any other deck surface point within 10 feet on a line parallel to the home.

Homeowner Responsibility: Report the deck issue to the contractor.

Contractor Responsibility: Contractor should make necessary repairs during the warranty period.

Comments: None

### **POSSIBLE ISSUE #3:**

#### **DECKING BOARDS ARE SPLIT, CUPPED OR WARPED**

Performance Guideline: Decking boards should be installed in a manner that will prevent of splitting, cupping or warping.

Homeowner Responsibility: Report splitting, cupping or warping of the decking material to the contractor. Homeowner must properly maintain wood product by cleaning and periodically sealing.

Contractor Responsibility: Contractor should repair or replace decking boards as necessary during the warranty period.

Comments: None

## Driveways, Walkways & Concrete Patios

### **POSSIBLE ISSUE #1:**

#### **CONCRETE IS CRACKING**

Performance Guideline: Cracks in excess of 1/8 inch width, and 1/8 inch vertical displacement or compound cracks are not acceptable. Cracks up to ¼ inch in width are acceptable for sidewalks. Note: Control Joints are placed in driveways, garages, and sidewalks to help control the crack location.

Homeowner Responsibility: Homeowner should notify contractor of cracks that exceed the guideline. Maintain proper drainage in the area around the driveway or walkway so that soil is not washed away from beneath the concrete.

Contractor Responsibility: Contractor should repair cracks up to 1/8 inch with approved materials in a workmanlike manner during the warranty period. If

vertical displacement or compound cracking is present, the affected area should be replaced. Cracks in sidewalks that exceed ¼ inch may require the affected area to be replaced.

Comments: Trees planted too close to a concrete driveway or walkway possess the potential for the root structure to undermine or heave the concrete thus causing cracks. Heavy vehicles, such as RV's can also cause cracks due to their excessive weight. Tree roots need to be watched so that they are not under the driveway or walkway. Homeowner should notify contractor of "excessive" weight issue with an RV or heavy vehicle before or during the sale. Heavy RV's should not be driven or parked on driveways.

### **POSSIBLE ISSUE #2:**

#### **SPALLING OR PITTING OF CONCRETE**

Performance Guideline: Concrete should not deteriorate to the extent that the aggregate is exposed or the aesthetics are destroyed under normal use and weather conditions.

Homeowner Responsibility: Homeowner should not apply chemicals (such as melting products, fertilizers, etc.) to the concrete. Keep irrigation away from the concrete surfaces.

Contractor Responsibility: Contractor should take corrective action to repair or replace the effected area during the warranty period.

Comments: Under normal use and weather conditions, the concrete should not deteriorate. Contractor may not be responsible for damage caused by chemicals applied by others and/or concrete damaged by excessive watering. If repairs are required, contractor will make all reasonable efforts to match existing materials as closely as possible; however, the contractor does not guarantee an exact match of either texture or color.

### **POSSIBLE ISSUE #3:**

#### **PONDING OR STANDING WATER ON CONCRETE SURFACES**

Performance Guideline: Water must drain away from foundations, walkways, and driveways. Standing water in excess of 1/8 inch for more than one hour and/or any standing water 24 hours after rain ceases is unacceptable in warm climates. Expect slower drying times in cooler climates (i.e.: snow and ice events will exceed the drying time per the performance guideline).

Homeowner Responsibility: Homeowner should notify the contractor.

Contractor Responsibility: Flood walkway or driveway with water, wait one hour and check for ponding. Contractor should make necessary repairs during the warranty period.

Comments: Contractor may not be responsible for damage caused by chemicals applied by others and/or concrete damaged by excessive watering. Irrigation should not undermine the concrete. Performance Guideline remains the same regarding water ponding in garages due to a "driving rain". If repairs are required, contractor will make all reasonable efforts to match existing materials as closely as possible; however, the contractor does not guarantee an exact match of either texture or color.

**POSSIBLE ISSUE #4:**

**SETTLING OR HEAVING OF STOOPS OR STEPS**

Performance Guideline: Settling or heaving of stoops or steps in excess of a 1/4 inch is unacceptable

Homeowner Responsibility: The homeowner is responsible to maintain the shrubs and trees around the steps and stoops to help prevent any extra settling or heaving. Notify the contractor if the settling or heaving exceeds the performance guideline.

Contractor Responsibility: The contractor should repair or replace the stoop or step if it is out of compliance to the performance guidelines and within the warranty period.

Comments: Trees planted too close to a concrete step, stoop, or walkway poses the potential for the root structure to undermine or heave the concrete. Overwatering the vegetation can also cause the soils to settle or swell. It is the homeowner's responsibility to control their watering schedule.

**POSSIBLE ISSUE #5:**

**SETTLING OR HEAVING OF Masonry (Brick) DRIVEWAY / WALKWAYS**

Performance Guideline: Some settling of the masonry driveway should be expected. Settling or heaving in excess of a 1/4 inch is unacceptable.

Homeowner Responsibility: The homeowner is responsible to maintain the shrubs and trees around the driveway or walkways to help prevent any extra settling or heaving. Notify the contractor if the settling or heaving exceeds the performance guideline.

Contractor Responsibility: The contractor should repair the affected area of the driveway or walkway if it is out of compliance to the performance guidelines and within the warranty period

Comments: Variation in the masonry or brick colors should be expected. In time weather can cause oxidation and shade changes. Color variations or changes are not covered under warranty.

**Drywall**

**POSSIBLE ISSUE #1:**

**FLASHING JOINTS ARE VISIBLE THROUGH DRYWALL**

Performance Guideline: All joints should be installed in such a manner that they will blend with the surrounding textures or paints, installed at the time of close, and should not be noticeable under natural lighting conditions.

Homeowner Responsibility: Report any visible flashing joints in the drywall to the contractor.

Contractor Responsibility: Contractor should repair as needed during the warranty period.

Comments: If repairs are required, contractor will make all reasonable efforts to match existing materials and textures as closely as possible, however, the contractor does not guarantee an exact match of either texture or color.

**POSSIBLE ISSUE #2:**

**CROWNED JOINTS ARE VISIBLE THROUGH THE DRYWALL**

Performance Guideline: Crowned joints should not exceed 1/8 inch within 8 feet as measured with a straight edge placed over the center of the joint.

Homeowner Responsibility: Report any visible crown joints in the drywall to the contractor.

Contractor Responsibility: Contractor should repair as necessary during the warranty period.

Comments: Contractor will make all reasonable efforts to match existing materials as closely as possible; however, the contractor is not required to guarantee an exact match of either texture or color.

**POSSIBLE ISSUE #3:**

**RIDGING IS VISIBLE THROUGH THE DRYWALL**

Performance Guideline: Ridging should not be noticeable under natural lighting conditions.

Homeowner Responsibility: Report any visible ridging in the drywall to the contractor.

Contractor Responsibility: Contractor should repair as needed during the warranty period.

Comments: Contractor will make all reasonable efforts to match existing materials as closely as possible; however, the contractor may not guarantee an exact match of either texture or color.

**POSSIBLE ISSUE #4:**

**NAILS POPPING THROUGH THE DRYWALL**

Performance Guideline: No nail pops should be visible.

Homeowner Responsibility: Report any visible nail pops in the drywall to the contractor.

Contractor Responsibility: Contractor should repair as needed during the warranty period.

Comments: Nail pops are detected fairly early. Some may occur over a period of time due to expansion and contraction of building materials and may be the homeowner's responsibility after the warranty period. Contractor will make all reasonable efforts to match existing materials and textures as closely as possible; however, the contractor does not guarantee an exact match of either texture or color.

**POSSIBLE ISSUE #5:**

**STRESS CRACKS ARE VISIBLE THROUGH THE DRYWALL**

Performance Guideline: Stress cracks should not exceed 1/16 inch in width.

Homeowner Responsibility: Report stress cracks that exceed the Performance guideline to the contractor within the first year. Hairline cracks, less than 1/16 of an inch are acceptable.

Contractor Responsibility: Contractor should repair as needed during the warranty period. Contractor will make all reasonable efforts to match existing materials as closely as possible, however, the contractor does not guarantee an exact match of either texture or color.

Comments: Stress cracks may reappear throughout the life of the house.

**POSSIBLE ISSUE #6:**  
**CEILING SAGS**

Performance Guideline: Ceiling should not sag more than 1/4 inch within 8 feet.

Homeowner Responsibility: Report drywall sagging that exceeds the Performance guideline to the contractor.

Contractor Responsibility: Contractor should repair as needed during the warranty period.

Comments: Contractor will make all reasonable efforts to match existing materials as closely as possible, however, the contractor may not guarantee an exact match of either texture or color.

**Electrical**

**POTENTIALLY HAZARDOUS SITUATIONS SHOULD BE CORRECTED BY A PROPERLY LICENSED ELECTRICAL CONTRACTOR IMMEDIATELY.**

The minimum Guidelines in the electrical field should be in compliance with the technical provisions of the National Electrical Code of the National Fire Protection Association and the local amendments, in the form approved by the authority having jurisdiction at the time of construction.

**POSSIBLE ISSUE #1:**

**ELECTRICAL OUTLET, SWITCHES, OR FIXTURES MALFUNCTION**

Performance Guideline: All receptacles should carry normal household loads without overheating or tripping the breaker. All light fixtures should work properly without overheating.

Homeowner Responsibility: Care should be taken not to overload receptacle circuits. Check for damaged cords or appliances being used. All light fixtures must have the correct size light bulbs. Oversize light bulbs can cause damage to the light fixture and the wiring to it.

Contractor Responsibility: Have electrical contractor check the loads on the receptacles and troubleshoot lighting circuits during the warranty period. Tighten all electrical connections as applied during the warranty period.

Comments: Loads, such as vacuum cleaners, drills, saws and similar items connected to the same circuit with lighting will cause lights to flicker. Light bulbs are sensitive to voltage. Higher voltage makes the bulb brighter and lower voltage will make it dim. When the above mentioned loads are added to the circuit the voltage drops momentarily due to the inrush amperage and will cause the bulb to blink or flicker. The same thing will occur when the Air Conditioner condenser turns on. The Air Conditioning condenser is a load that is connected to both phases and affects the loads on both phases. Flicker is normal.

**POSSIBLE ISSUE #2:**

**HVAC BREAKER TRIPS**

Performance Guideline: Under normal operation the A.C. unit should not trip its breaker.

Homeowner Responsibility: Check the A.C. unit for any debris, which may be blocking airflow or obvious damage to unit. Reset breaker; if breaker continues to trip, call for service.

Contractor Responsibility: Have electrical contractor check the breaker size (should be maximum size allowed) and check applicable electrical connections for tightness during the warranty period. If the electrical circuit is ok, the A.C. contractor should check the condenser unit for proper operation during the warranty period.

Comments: None

### **POSSIBLE ISSUE #3:**

#### **ELECTRICAL RECEPTACLES OR SWITCHES STICK OUT FROM WALL SURFACE**

Performance Guideline: All devices should fit snugly against the wall.

Homeowner Responsibility: Check to see if the cover plate is loose; if so, tighten plate screws.

Contractor Responsibility: Electrical contractor should repair all outlets not flush with wall during the warranty period.

Comments: In some cases, it not the device that is at fault. Due to different types of texture, some covers will not be fully flush. If this is the case, there is no issue with the receptacle or switch.

### **POSSIBLE ISSUE #4:**

#### **CEILING FAN VIBRATES EXCESSIVELY OR IS NOISY**

Performance Guideline: Ceiling fans should operate smoothly and quietly within the requirements identified by manufacturers. They may normally have some minor vibration but should not interfere with normal operation.

Homeowner Responsibility: If this is a fan purchased and installed by the homeowner, you should call a professional to make sure the installation is proper.

Contractor Responsibility: If the ceiling fan was furnished and installed by the contractor, the contractor should repair or replace as needed during the warranty period. Contractor should check the blades to see if they are fastened tightly to the fan body and the fan body is fastened to the ceiling properly. Weights can be used on the blades to help balance it. A small amount of movement is acceptable. If the ceiling fan was not furnished by others and installed by the contractor, the contractor should check the blades to see if they are fastened tightly to the fan body and the fan body is fastened to the ceiling properly during the warranty period.

Comments: Balancing for ceiling fans is not the responsibility of the contractor if the fan is furnished by others.

### **POSSIBLE ISSUE #5:**

#### **ELECTRICAL CIRCUIT FAILS TO CARRY ITS DESIGNED LOAD**

Performance Guideline: Electrical wiring in homes should never overheat and the over current protection (breaker) should be large enough to carry the designed load.

Homeowner Responsibility: Watch for excessive breaker tripping or any signs of overheating. Write down the equipment or appliance being used when the breaker tripped, as well as what other loads were in use on the circuit. Report them to the contractor.

Contractor Responsibility: The electrical contractor should check the panel for proper size on all breakers and check all connections for signs of overheating during the warranty period.

Comments: For example, 20 Ampere Receptacle and Light circuits are designed to carry 16 amperes per the National Electrical Code. Loads that add 10 to 12 amperes to a circuit that is already using 10 or 12 amperes may trip the circuit breaker to protect the circuit wiring.

**POSSIBLE ISSUE #6:**

**FUSES BLOW OR CIRCUIT BREAKERS TRIP**

Performance Guideline: Fuses and circuit breakers should not blow or trip under normal operation.

Homeowner Responsibility: Homeowner should visually check the load on the circuit to make sure it is not overloaded e.g. too many items plugged into one circuit, etc. Write down the equipment or appliances being used when the breaker tripped as well as what other loads were in use on the circuit.

Contractor Responsibility: The electrical contractor should check the load on the fuse or breaker and test the circuit for any defects. Replace fuses or breakers as needed during the warranty period.

Comments: Fuses and circuit breakers are safety devices designed to protect the conductors and the loads being served. If repeated tripping occurs, do not attempt to replace a fuse or circuit breaker with a higher rated one. This would create a hazardous situation. Per code, homes are installed with an ArchFault breaker. This breaker is usually installed in bedrooms and is extra sensitive to tripping.

**POSSIBLE ISSUE #7:**

**GROUND FAULT CIRCUIT INTERRUPTER (GFCI) TRIPS FREQUENTLY**

Performance Guidelines: They are safety devices used to protect people from electrical shocks. These devices are very sensitive and are designed to trip well below the level necessary to cause injury.

Homeowner Responsibility: Check to see if the G.F.C.I. is tripping for a reason. For instance, if the same device or small appliance trips a G.F.C.I. every time it is used, then the small appliance is probably defective and should not be used. If exterior receptacles are tripping, check to make sure that the covers are closed and no landscape water is being sprayed on them. Also check to see if landscape lighting, water features and decorative fountains are plugged into G.F.C.I circuits and are not causing the circuit to trip. Write down the equipment or appliance being used when the breaker tripped.

Contractor Responsibility: If the G.F.C.I. keeps tripping for no apparent reason, then an electrical contractor should test it for proper operation and replace it if necessary during the warranty period.

Comments: G.F.C.I. should be tested by the home owner per the manufacturer's instructions.

**POSSIBLE ISSUE #8:**

**TELEVISION CABLE HAS WEAK SIGNAL OR NO SIGNAL**

Performance Guideline: Type RG-6 cable is installed from the service entrance box directly to each outlet (no splitters on system) or from a structured media center to each outlet (no splitters on the system). Each cable should be free from damage.

Homeowner Responsibility: Check your television set for proper operation, maybe with an antenna or connecting it to another cable. Call your cable provider to make sure you have service and they are not experiencing any difficulties.

Contractor Responsibility: Within the residence, defective cable or cable connectors should be repaired as required during the warranty period by appropriate means.

Comments: Signal strength may need to be checked or adjusted by the cable provider.

**POSSIBLE ISSUE #9:**

**TELEPHONES NOT WORKING PROPERLY**

Performance Guideline: Phone lines should be free from damage.

Homeowner Responsibility: Check your phone; try another phone on the same line. Bypass any answering machines or other devices on same line. Make sure phone cords are all plugged in securely and are not damaged. Contact phone provider to see if service has been discontinued.

Contractor Responsibility: Within the residence, repair any damaged phone lines or outlets during the warranty period by appropriate means.

Comments: None

## **Exterior Ironwork**

**POSSIBLE ISSUE #1:**

**RUSTED EXTERIOR IRONWORK**

Performance Guideline: Ironwork exposed to the elements and maintained properly, should not exhibit rust or signs of deterioration during the warranty period.

Homeowner Responsibility: Homeowner should notify contractor.

Contractor Responsibility: Ironwork should be primed, painted, and free of chips and defects at the homeowner walkthrough and/or closing. Contractor is not responsible for lack of maintenance or misuse by the homeowner during the warranty period.

Comments: Direct sprinklers away from ironwork and do not chip or scratch the ironwork. Homeowner is responsible to check ironwork every 3 months for rust and damage and repaint as necessary.

## **Exterior Painting & Stains**

**POSSIBLE ISSUE #1:**

**EXTERIOR CAULKING DETERIORATES OR CRACKS**

Performance Guideline: Caulking may deteriorate or crack over time. Caulking breaks in the bead should not have any gaps or pulling-away from surface.

Homeowner Responsibility: Report any deterioration of the caulking to the contractor. The homeowner must regularly maintain caulking over the life of the home after the warranty period.

Contractor Responsibility: Contractor should provide properly installed caulking where it is required. Repair to Performance guideline during the warranty period. Contractor should demonstrate proper caulking technique and repair during the warranty period.

Comments: Caulking is commonly used throughout the interior and exterior of the home as sealant or cosmetic filler. Even properly installed caulking will deteriorate, shrink and crack with normal exposure to the elements, wear, and aging or from movement of the materials it is adhered to. Damage to the home can be slow and difficult to detect. Water intrusion can become a costly repair if the caulk is not properly maintained.

#### **POSSIBLE ISSUE #2:**

##### **EXTERIOR HAS NOTICEABLE PAINT COLOR OR SHADING VARIATIONS**

Performance Guideline: Paint should be applied per manufacturer recommendations and should cover all surfaces to which it is applied and be uniform in color.

Homeowner Responsibility: Report any noticeable paint color or shading variations to the contractor at the homeowner walkthrough and/or closing.

Contractor Responsibility: Contractor should repaint affected areas once during the warranty period. Contractor will make all reasonable efforts to match existing materials as closely as possible; however, the contractor does not guarantee an exact match of either texture or color.

Comments: In the event that touch up painting is needed, the sheen (luster) of the paint may vary from the sheen of the other areas of the walls. This is a normal occurrence during the time the touch up coat is drying to its final sheen. Dirt and debris on the exterior of the home in areas that are not landscaped can also affect the ability to match the paint. These areas, during rain fall cause excess dirt to stick to the house paint and stain.

#### **POSSIBLE ISSUE #3:**

##### **EXCESSIVE COLOR VARIATIONS IN STAINED EXTERIOR WOODWORK**

Performance Guideline: Stain should be properly applied to all woodwork per manufacturer recommendations and should cover all areas to which it is to be applied.

Homeowner Responsibility: Report any excessive color variations in the stained exterior woodwork to the contractor upon visual inspection at the time of walkthrough and/or closing. Follow the manufacturer recommendations for the care and maintenance of the woodwork over the life of the home. Notify the contractor.

Contractor Responsibility: Re-apply stain as needed during the warranty period. Contractor will make all reasonable efforts to match existing materials as closely as possible; however, the contractor does not guarantee an exact match of either texture or color.

Comments: With natural wood products, color and grain patterns may vary noticeably. Colors will change over time depending on the amount of exposure to sunlight. Other variations can be due to the way the stains and sealing finishes are applied and accepted. These are also normal and should be expected.

#### **POSSIBLE ISSUE #4:**

##### **INSUFFICIENT COVERAGE OF PAINTED EXTERIOR AREAS**

Performance Guideline: Paint should be applied per the manufacturer recommendations on coverage and/or required application thickness.

Homeowner Responsibility: Report insufficient coverage of painted exterior areas to the contractor at the homeowner walkthrough.

Contractor Responsibility: Reapply paint as needed to meet the Performance guideline during the warranty period. Contractor will make all reasonable efforts to match existing materials as closely as possible; however, the contractor does not guarantee exact match paint.

Comments: Paint should cover all the intended surfaces, fully and completely. No light or inadequately covered areas should exist.

**POSSIBLE ISSUE #5:**

**DETERIORATION OF EXTERIOR PAINT**

Performance Guideline: Paint should be smooth and consistent upon application at the time of original application. Paint should not flake, scale or peel with proper application of the paint products per manufacturer's recommendation. Exterior paint deteriorates.

Homeowner Responsibility: Report any paint or stain deterioration to the contractor. The exterior paint or stain requires periodic maintenance over the life of the home during and after the warranty period.

Contractor Responsibility: If exterior paint or stain has peeled or physically deteriorated, the contractor will properly prepare and refinish affected areas and match the color as closely as practical. Where deterioration of the finish affects more than 50 percent of the wall area, the contractor should refinish the entire wall. This repair should be done once during the warranty period. Contractor will make all reasonable efforts to match existing materials as closely as possible; however, the contractor does not guarantee an exact match of either texture or color.

Comments: The exterior wood areas, which include the fascia, casings and trim, have been finished with an exterior paint or stain. Due to environmental factors such as cold, heat, moisture, wind and sun exposure, painted or stained materials expand, contract, weather and age at varying rates. This may cause these areas to fade, peel or crack. This is a normal occurrence.

**POSSIBLE ISSUE #6:**

**EXTERIOR PAINT IS FLAKING, SCALING OR PEELING**

Performance Guideline: Paint should be smooth and consistent upon application. Paint should not flake, scale or peel with proper application of the paint products within the warranty period.

Homeowner Responsibility: Report any flaking, scaling or peeling of the paint surface to the contractor.

Contractor Responsibility: Repair and repaint as necessary to meet Performance guideline during the warranty.

Comments: The exterior wood areas, which include the fascia, casings and trim, have been finished with an exterior paint or stain. Wear due to environmental factors is a normal occurrence.

**POSSIBLE ISSUE #7:**

**EXTERIOR PAINT OVERSPRAY**

Performance Guideline: The paint should not be on any surface for which it was not intended, such as adjacent walls, window glass, cabinets, flooring, tubs, etc.

Homeowner Responsibility: Report any paint overspray to the contractor.

Contractor Responsibility: Contractor should paint over or clean the areas as necessary during the warranty period. Contractor will make all reasonable efforts to

match existing materials as closely as possible; however, the contractor does not guarantee an exact match of either texture or color.

Comments: None.

## Insulation

### **POSSIBLE ISSUE #1:**

#### **INSULATION NOT UNIFORM IN ATTIC**

Performance Guideline: Insulation should meet the minimum specified R factor.

Homeowner Responsibility: None

Contractor Responsibility: Contractor should make necessary corrections to assure uniform thickness and specified R factor.

Comments: Insulation, whether it is blown top or bottom cords of the attic trusses, can vary in thickness and will not always be uniform.

## Exterior Wall Finishes:

## Masonry & Veneer

### **POSSIBLE ISSUE #1:**

#### **CRACKS AND VOIDS IN MORTAR JOINTS**

Performance Guideline: Cracks in the mortar joints should not exceed 1/8 inch in width. Voids should not exceed 1/4 inch or more.

Homeowner Responsibility: Report to the contractor if mortar joints are not in compliance to the guideline.

Contractor Responsibility: Contractor should determine cause of crack and/or void, and make appropriate repairs as necessary during the warranty period. Contractor will make all reasonable efforts to match existing materials as closely as possible; however, the contractor does not guarantee an exact match of either texture or color.

Comments: Small hairline cracks that are the result of shrinkage and settlement are common in the mortar joints of masonry construction.

### **POSSIBLE ISSUE #2:**

#### **MASONRY OR BRICK VENEER COURSE IS NOT STRAIGHT**

Performance Guideline: No point along the bottom of any one course should be more than 1/4 inch higher or lower than any other point within 8 feet along the bottom of the same course.

Homeowner Responsibility: Report masonry or brick veneer courses that are not straight to the contractor.

Contractor Responsibility: Contractor should repair or rebuild the wall as necessary during the warranty period.

Comments: None

## Plywood or Other Veneer Siding

Due to varying moisture conditions throughout Nevada, wood products will continue to expand and contract. This action is normal and beyond the contractors control.

### **POSSIBLE ISSUE #1:**

#### **SIDING IS DELAMINATING OR SPLITTING**

Performance Guideline: Siding should not split or delaminate.

Homeowner Responsibility: Report any splitting or delaminating plywood or veneer siding to the contractor.

Contractor Responsibility: Contractor should replace any delaminated siding that is not covered under any manufacturer's warranty during the warranty period, unless it is determined that the problem was due to homeowner negligence, which may void the warranty. Contractor will make all reasonable efforts to match existing materials as closely as possible; however, the contractor does not guarantee an exact match of either texture or color.

Comments: None

### **POSSIBLE ISSUE #2:**

#### **JOINTS BETWEEN THE SIDING HAS SEPARATED**

Performance Guideline: Joint separations should not exceed 3/16 inch.

Homeowner Responsibility: Report siding joints that have separated which exceed the Performance guideline to the contractor.

Contractor Responsibility: Contractor should caulk or repair the siding joints as necessary during the warranty period. Contractor will make all reasonable efforts to match existing materials as closely as possible, however, the contractor does not guarantee an exact match of either texture or color.

Comments: None

### **POSSIBLE ISSUE #3:**

#### **BUILDING SIDING IS FLAT TO THE STRUCTURE**

Performance Guideline: Siding should be straight and flat within 3/8 inch within 10 feet.

Homeowner Responsibility: Report to the contractor siding that exceeds the Performance Guideline.

Contractor Responsibility: Contractor should repair the siding as necessary during the warranty period. Contractor will make all reasonable efforts to match existing materials as closely as possible, however, the contractor does not guarantee an exact match of either texture or color.

Comments: None.

## Stucco

### **POSSIBLE ISSUE #1:**

#### **STUCCO WALL IS CRACKED**

Performance Guideline: If a crack is visible from more than 10 feet away or is a source of leaking, it should be patched. Patching small hairline cracks (smaller than 1/16 inch) is not recommended.

Homeowner Responsibility: Notify contractor. Care must be taken if any additional work is being done to or around the home. .

Contractor Responsibility: The contractor should determine the cause, and repair cracks as needed. Repair one time during the warranty period. All reasonable efforts will be made to match the existing materials and textures as closely as practical, however, the contractor does not guarantee an exact match of either texture or color.

Comments: Similar to all cement products, stucco undergoes a curing process, which may cause some shrinkage or cracking as it dries. Hairline cracking is normal and to be expected. Small cracks will not accept material, and the resulting patch will detract from the natural beauty of the stucco and will serve no purpose. If these hairline cracks must be repaired, they could be fog coated. Minor cracking at the corners of doors and windows and other stress points is reasonable and should be accepted.

### **POSSIBLE ISSUE #2:**

#### **STUCCO DETERIORATION DUE TO WATER DAMAGE FROM SPRINKLER SYSTEMS**

Performance Guideline: The stucco system will hold back normal amounts of water such as rain.

Homeowner Responsibility: The homeowner should make bi-monthly visual inspections to keep the sprinklers adjusted as to not hit the home. Lawn maintenance with power mowers and edgers will change the direction of the sprinkler heads and allow them to hit the home, causing water infiltration. Repair broken or missing sprinkler heads. Redirect the sprinkler heads that are spraying directly on the stucco walls. Homeowner should assure that rain run-off from roof and snow accumulations, be kept clear from stucco surfaces.

Contractor Responsibility: Landscape Contractor is responsible to verify spray pattern with homeowner at homeowner walkthrough and adjust to not directly hit stucco. Location of watering system around the house should be reviewed by the contractor and verify compliance with community's soils report.

Comments: Homeowner should notice this possible issue before the stucco deteriorates. Signs of this are the paint changing colors due to water staining. When a sprinkler hits the house on a regular basis, leakage and erosion could occur.

### **POSSIBLE ISSUE #3:**

#### **VOIDS IN STUCCO**

Performance Guideline: Voids in stucco at beams, columns, etc. are not acceptable. Stucco gaps should not exceed 1/8 inch.

Homeowner Responsibility: Report excessive gaps in the stucco where it meets other materials to the contractor. Homeowner is responsible for maintaining and caulking as necessary after the warranty period.

Contractor Responsibility: Contractor should repair the excessive gaps during warranty period. Contractor will make all reasonable efforts to match existing materials as closely as possible; however, the contractor does not guarantee an exact match of either texture or color.

Comments: None

**POSSIBLE ISSUE #4:**

**REPAIR WORK IS VISIBLE AND COLOR DOES NOT MATCH EXISTING STUCCO**

Performance Guideline: A poor color match is an area that can be visible at a distance of 6 feet in indirect light. Use fading-out technique and match as closely as possible the surrounding stucco texture and color.

Homeowner Responsibility: Report poor color match on repaired stucco to the contractor.

Contractor Responsibility: Contractor should repair once as needed with approved stucco-patching compounds during the warranty period. Contractor will make all reasonable efforts to match existing materials as closely as possible; however, the contractor does not guarantee an exact match of either texture or color.

Comments: Trying to match color coats on stucco is almost impossible. The manufacturer runs a batch of color compound and labels according to that lot number. Each lot will have a slight difference in its final color. Other factors such as temperature and humidity may cause the same lot applied at different days to have noticeable variations in color.

**POSSIBLE ISSUE #5:**

**EFFLORESCENCE (WHITE POWDER) APPEARS ON STUCCO WALLS**

Performance Guideline: Landscape Contractor is to originally adjust sprinklers away from stucco and masonry. Wall Contractor should ensure waterproofing was installed properly.

Homeowner Responsibility: If the efflorescence is considered unsightly by the homeowner, it can be removed with a brush and water. For more stubborn areas, add a cup of white vinegar to a bucket of water. Homeowner is responsible for making sure water does not come in contact with the stucco or block walls.

Contractor Responsibility: Landscape Contractor is to verify original adjustment. Contractor who installed the water proofing is to ensure the original structure and waterproofing was not damaged. This may not be considered a warrantable issue by the contractor.

Comments: Efflorescence is a natural occurrence and can be caused by rain events over time. If an area is exposed to constant exposure to moisture, the waterproofing will wear faster and eventually fail.

## **Tongue & Groove Wood Siding**

**POSSIBLE ISSUE #1:**

**TONGUE AND GROOVE SIDING IS BUCKLING**

Performance Guideline: Siding should not project more than 1/8 inch from the face of the adjacent siding.

Homeowner Responsibility: Report excessive buckling of the tongue and groove wood siding to the contractor.

Contractor Responsibility: Contractor should repair or replace the wood siding as necessary during the warranty period. Contractor will make all reasonable efforts to match existing materials as closely as possible; however, the contractor does not guarantee an exact match of either texture or color.

Comments: Buckling may be caused by the increase in relative humidity, which in turn causes the expansion of the wood siding. Allowing the wood siding to set outside for a few days, to adjust to the ambient humidity prior to installation, may help.

#### **POSSIBLE ISSUE #2:**

##### **NAILS HAVE STAINED THE WOOD SIDING**

Performance Guideline: If the stains have exceeded more than 1/4 inch from the nail and visible from a distance of 8 feet or more, they are unacceptable.

Homeowner Responsibility: Report excessive nail staining to the contractor.

Contractor Responsibility: Contractor should repair or replace as needed during the warranty period.

Comments: Staining may be from the oxidation of the nails or the leaching of some extractives from the wood itself. A clear water repellent sealer applied immediately after installation of the wood siding may stop any leaching and rusting.

## **Vinyl or Aluminum Lap Siding**

#### **POSSIBLE ISSUE #1:**

##### **IDING IS VISIBLY BOWED OR WAVY**

Performance Guideline: Expansion waves or distortions in aluminum or vinyl lap siding should not exceed 1/8 inch in 16 inches.

Homeowner Responsibility: Report areas of the vinyl or aluminum lap siding that are visibly bowed or wavy to the contractor.

Contractor Responsibility: Contractor should correct any bows, waves or distortions, or reinstalling or replacing the siding as necessary during the warranty period.

Comments: This issue may be caused by the siding being nailed too tightly to the home and/or by not allowing adequate room for the siding to expand.

#### **POSSIBLE ISSUE #2:**

##### **VINYL OR ALUMINUM LAP SIDING COLOR IS FADING**

Performance Guideline: Any color siding will fade when exposed to the ultra-violet rays of the sun. This is normal and should be expected.

Homeowner Responsibility: None

Contractor Responsibility: None

Comments: Panels installed on the same side of the home will fade at the same rate.

#### **POSSIBLE ISSUE #3:**

##### **VINYL OR ALUMINUM LAP SIDING HAS GAPS AROUND THE MOLDINGS**

Performance Guideline: Gaps that exist between the siding and any moldings should not exceed 1/8 inch.

Homeowner Responsibility: Report excessive gaps between the siding and the molding to the contractor.

Contractor Responsibility: Contractor should correct the areas with excessive gaps during the warranty period.

Comments: None

## Wood & Hardboard Lap Siding

### **POSSIBLE ISSUE #1:**

#### **SIDING IS VISIBLY BOWED**

Performance Guideline: Bows in the siding should not exceed 1/4 inch in 8 feet of length.

Homeowner Responsibility: Report excessive siding bows to the contractor.

Contractor Responsibility: Contractor should repair or replace the bowed wood lap siding as necessary during the warranty period. Contractor will make all reasonable efforts to match existing materials as closely as possible; however, the contractor does not guarantee an exact match of either texture or color.

Comments: If nails hold the siding into the studs, possible expansion caused by the increase in relative humidity may cause waves or bulges. Even after proper installation, siding will tend to bow inward and outward as the moisture content increases or decreases.

### **POSSIBLE ISSUE #2:**

#### **WOOD LAP SIDING IS NOT INSTALLED HORIZONTALLY**

Performance Guideline: Lap siding should be installed square and should not vary more than 3/8 inch off parallel in 10 feet with other courses.

Homeowner Responsibility: Report wood lap siding that is not installed horizontally to the contractor.

Contractor Responsibility: Contractor should reinstall the wood siding during the warranty period. Replace any other siding that has been damaged during the process of repair. Contractor will make all reasonable efforts to match existing materials as closely as possible; however, the contractor does not guarantee an exact match of either texture or color.

Comments: None

## Wood Shake Siding

### **POSSIBLE ISSUE #1:**

#### **CEDAR SHAKES OR SHINGLES HAVE BLED THROUGH THE PAINT OR STAIN**

Performance Guideline: Wood resins or extractives that have bled through the paint or stain are unacceptable. This Guideline does not apply if the homeowner has chosen a "naturally weathered" look for the exterior of the home.

Homeowner Responsibility: Report any cedar shakes or shingles that have bled through the paint or stain to the contractor.

Contractor Responsibility: Contractor should repair, replace, clean and/or treat the affected shakes that have bled through the paint or stain once during the warranty period. Contractor will make all reasonable efforts to match existing materials as closely as possible; however, the contractor does not guarantee an exact match of either texture or color.

Comments: None

## **Fireplaces and Decorative Gas Appliances**

General Subject Information: This section refers to any fireplaces or decorative gas appliances (DGA) that may be installed in or around the home. To clarify, a fireplace is defined as any unit designed and equipped to burn combustibles (wood, paper, etc) in addition to gas. A decorative gas appliance (DGA) will be defined as those units that aesthetically resemble fireplaces but are designed exclusively to burn gas only. An exterior gas lamppost or coach light and any gas burning barbecue unit will also be designated as a decorative gas appliance. Due to the dangers of improper fireplace installation, only qualified fireplace installers should complete the work. In Clark County, Nevada, contractors are strongly encouraged to have a certified Gas Hearth Appliance Specialist on staff to ensure the proper installation of the fireplace. In addition, Clark County also requires that the fireplace be an EPA approved Phase II type model and can only be installed above an elevation of 3,000 feet. Note: Direct Vent gas appliances are clean burning (much cleaner than any Phase II wood burning fireplaces), in which case does not apply to the same EPA category.

### **POSSIBLE ISSUE #1:**

#### **CRACKS IN THE FIREPLACE REFRACTORY PANELS**

Performance Guideline: Panels should not crack or separate with normal use of the product.

Homeowner Responsibility: Should exercise proper care and use by avoiding the use of synthetic logs or other materials not approved by the manufacturer that will cause excessive heat and refractory panel cracking. Use only seasoned hardwood in wood burning fireplaces. Notify contractor of crack or separation.

Contractor Responsibility: Contractor should follow all the manufacturer recommendations for proper installation. Contractor should repair or replace as necessary to meet the Performance Guideline during the warranty period.

Comments: Fireplace is an appliance, and manufacturer's warranty applies.

### **POSSIBLE ISSUE #2:**

#### **FIREPLACE DOOR OPERATION**

Performance Guideline: Fireplace doors should operate freely and smoothly without binding. If doors stick or bind excessively, or are misaligned more than 1/8 inch in any direction this is not acceptable.

Homeowner Responsibility: Notify contractor if door is not aligned or meeting evenly. Misuse of the fireplace doors such as slamming or leaning on them excessively should void the warranty of the contractor and manufacturer.

Contractor Responsibility: Contractor should repair or replace as necessary during the warranty period, unless homeowner misuse or negligence is evident.

Comments: The doors should meet evenly and align with each other.

**POSSIBLE ISSUE #3:**

**GAS LEAK/STRONG GAS ODOR**

Performance Guideline: Gas leaks should not occur.

Homeowner Responsibility: Immediately shut off appliance and/or gas source, open windows and contact the fire department and the local gas utility company. Get out of the house!

Contractor Responsibility: If gas leak is detected, repair or replace the piping and/or connectors as necessary during the warranty period.

Comments: If you find yourself unsure where the shut off for the fireplace is located, then the next step would to just go to the main gas meter and shut that off.

**POSSIBLE ISSUE #4:**

**GAS LOG POSITIONING HAS BEEN ALTERED IN THE FIREPLACE OR DECORATIVE GAS APPLIANCE**

Performance Guideline: Install per manufacturer's guidelines.

Homeowner Responsibility: Report any awkward log position to the contractor upon visual inspection. Do not alter the position of the logs in any way that will deviate from the manufacturer's recommendations.

Contractor Responsibility: Contractor should verify the position of the logs before the closing and at the walkthrough. Refer to the manufacturer's recommendations if necessary.

Comments: In sealed units, the manufacturer pre-places the logs and should not be repositioned. On unsealed units, the logs should be placed in a manner that allows the flame to flow through the logs.

**POSSIBLE ISSUE #5:**

**MALFUNCTION OF DECORATIVE GAS APPLIANCES**

Performance Guideline: Decorative gas appliances should function as represented and intended by the manufacturer.

Homeowner Responsibility: Report any malfunctions of any decorative gas appliances to the contractor upon visual inspection during the warranty period. Exercise proper care and use to avoid making any alterations that deviate from the manufacturer's recommendations.

Contractor Responsibility: None. Decorative gas appliances are covered by the manufacturer's warranty.

Comments: None.

## Floors & Ceilings

### **POSSIBLE ISSUE #1:**

#### **FLOOR SQUEAKS**

Performance Guideline: Floors should not squeak at the time of the walk or closing. Over time of walking on the floor, noises can appear. Slight floor noises are considered normal.

Homeowner Responsibility: Report squeaky floors to the contractor.

Contractor Responsibility: Contractor should repair the squeaks as necessary during the warranty period.

Comments: A squeak-proof floor cannot be guaranteed due to seasonal weather conditions that cause the framing to expand and contract.

### **POSSIBLE ISSUE #2:**

#### **WOOD FLOORS AND/OR CEILINGS THAT ARE OUT OF LEVEL OR SQUARE**

Performance Guideline: Unevenness of floors or ceilings should not exceed 1/8 inch in 4 feet and should be level within 1/4 inch in 10 feet.

Homeowner Responsibility: Report any out of level or square floors or ceilings to the contractor.

Contractor Responsibility: Contractor should repair as needed during the warranty period.

Comments: None.

### **POSSIBLE ISSUE #3:**

#### **WOOD FLOORS HAVE SPRING OR BOUNCE**

Performance Guideline: All floor joists should meet the requirements of the applicable building code. If manufactured floor trusses are used, they should conform to the manufacturer's engineered calculations and be designed per the applicable building code for the city or county in which the house was constructed. Joists should be installed to meet appropriate span.

Homeowner Responsibility: Report any wood floor installation that has spring or bounce to the contractor.

Contractor Responsibility: Contractor should repair as needed during the warranty period. All reasonable efforts will be made to match wood stain to the original surface texture and color as closely as practical and possible; however, the contractor does not guarantee an exact match.

Comments: None

### **POSSIBLE ISSUE #4:**

#### **CHECKING OF WOOD BEAMS OR POSTS**

Performance Guideline: Checking of exposed wood beams or posts should not exceed 3/8 inch in width. Wood beams and posts should not have excessive twist when visible in the living space.

Homeowner Responsibility: Report excessive checking of wood beams or posts to the contractor. The homeowner need to maintain climate control in the house at all times. By not maintaining the climate, wood will expand, contract, and twist.

Contractor Responsibility: Contractor should repair or replace as needed during the warranty period.

Comments: Warped or twisted beams or posts can occur as they dry. Beams or posts should not twist more than 1/16 inch per foot of 4 x 12 inch descending ratio as follows:

- 4" x 12", 1/16" twist per foot, 1 1/4" total allowable;
- 4" x 6", 1/32" twist per foot, 9/16" total allowable;
- 4" x 4", 1/40" twist per foot, 1/2" total allowable.

Warpage or twisting should not damage beam pockets.

## **Foundations**

### **CONCRETE – FREEZE (OR FROST) LINES ZONE 2 + 3**

In areas above 3000 ft. elevation, concrete should be air entrained according to A.C.I. specifications for the aggregate size of the concrete being placed. It is recommended that denser concrete be placed to offset the effects of freeze and thaw along with placing the concrete below the freeze line. The freeze line will vary with the elevation. Recommended depths are as follows:

Elevation	3000 – 4999 ft.	18"
Elevation	5000 – 6999 ft.	24"
Elevation	7000 – 8000 ft.	36"

Check with local building officials for required depth in the area where the construction is planned.

This section applies to standard steel troweled or light broom finishes. Specialty finishes are not included. Settling and heaving of soils under concrete caused by alteration of grades by owner or owner's agent, which create excessive ponding or moisture adjacent to concrete foundations, walks, drives, slabs, or patios, should not be considered the contractor's responsibility, providing he has met all the conditions called for in the contract, plans, specifications, and all code requirements.

All concrete should be placed in compliance with applicable codes and standards. This will apply to design strengths, dimensions, frost lines, and reinforcement, along with items not specifically contained in the codes, such as proper placement in a good and workmanlike manner to achieve appearance and function of the finished product.

### **POSSIBLE ISSUE #1:**

#### **LIVING AREA SLAB ON GRADE CRACKS**

Performance Guideline: Cracks that occur in slab-on-grade should not exceed 1/16 inch in width or 1/8 inch in vertical displacement in flooring area.

Homeowner Responsibility: Notify contractor of cracks greater than 1/16 inch.

Contractor Responsibility: Contractor should repair or replace as necessary during the warranty period. Contractor will make all reasonable efforts to match existing materials as closely as possible, however, the contractor does not guarantee an exact match of either texture or color.

Comments: Cracking is a typical characteristic of concrete and is typically caused by shrinkage during curing (drying), temperature changes, or normal movement due to settlement. This is normal and can be expected.

**POSSIBLE ISSUE #2:**

**GARAGE SLAB ON GRADE CRACKS**

Performance Guideline: Cracks in excess of 1/8 inch width and 1/8 inch vertical displacement or compound cracks are not acceptable. Control joint cracks are acceptable.

Homeowner Responsibility: Notify contractor of cracks.

Contractor Responsibility: Contractor should repair cracks up to 1/8 inch with approved materials in a workmanlike manner during the warranty period. If vertical displacement or compound cracking is present, affected area should be replaced during the warranty period. Cracks in sidewalks that exceed 3/16 inch will require the affected areas to be replaced.

Comments: Visible cracks in the control joints are normal and acceptable.

**POSSIBLE ISSUE #3:**

**UNEVEN OR WAVY FLOORS**

Performance Guideline: Floors should not vary from flat more than ¼ inch over a 10 foot area provided the deviation is gradual. Deviations, dips, or sags over short distances and easily visible, may be considered unacceptable.

Homeowner Responsibility: Notify contractor of unevenness.

Contractor Responsibility: Contractor should make necessary repairs during the warranty period.

Comments: None

**POSSIBLE ISSUE #4:**

**EFFLORESCENCE (WHITE POWDER) APPEARS ON CONCRETE SURFACES**

Performance Guideline: Efflorescence is a natural occurrence. The potential for efflorescence exists in all Portland cement-based products. Efflorescence is a salt that is left on the surface of concrete upon drying and is generally a cosmetic concern in nature.

Homeowner Responsibility: If the efflorescence is considered unsightly by the homeowner, it can be removed with a brush and water. For more stubborn areas, add a cup of white vinegar to a bucket of water.

Contractor Responsibility: None

Comments: Efflorescence that is severe, recurring, or accompanied by degradation of the concrete surface may indicate the application of excessive moisture, an elevated concentration of salts in the applied water, numerous cycles of wetting and drying and/or a more substantial presence of salts within the surrounding environment.

## Waterproofing & Vapor Barriers

Waterproofing and vapor barrier requirements may vary according to area. Check with the local building official about specific requirements and methods approved in that area.

### **POSSIBLE ISSUE #1:**

#### **STANDING WATER IN THE CRAWL SPACE**

Performance Guideline: Crawl spaces should be dry. Crawl spaces should be graded and drained properly to prevent water from accumulating.

Homeowner Responsibility: Report standing water in the crawl space to the contractor.

Contractor Responsibility: Contractor should determine if leak is in foundation wall or chimney, and make necessary repairs during the warranty period.

Comments: Homeowner should open all crawl space vents in the summer and close them in the winter

### **POSSIBLE ISSUE #2:**

#### **VISIBLE LEAKS IN THE FOUNDATION OR BASEMENT WALLS**

Performance Guideline: The foundation or basement walls should be free of water leaks.

Homeowner Responsibility: Report leaks in the foundation or basement walls to the contractor.

Contractor Responsibility: Contractor should determine cause of leaks and make necessary repairs during the warranty period.

Comments: If leaks are caused by improperly installed landscaping and/or irrigation provided by the homeowner or failure to preserve the drainage pattern of the yard grading, repair might become the responsibility of the homeowner.

## French Doors & Other Exterior Doors

### **POSSIBLE ISSUE #1:**

#### **EXTERIOR DOOR NOT CLOSING OR SEALING PROPERLY**

Performance Guideline: Exterior doors should shut completely. Doors should operate freely, latch firmly and keep out normal wind and rain. A small change in the spacing between the door and frame may occur due to expansion and contraction of building materials. This is normal. Warping more than 1/4 inch in any direction is unacceptable. Doors and frames must be painted or stained and sealed properly per manufacturer instructions.

Homeowner Responsibility: Maintain finish and seal on door and frame. Caulk at threshold to floor and any other gaps as needed. Avoid using any direct water device for cleaning around door and frame.

Contractor Responsibility: Contractor should install exterior doors and frames square and plumb with proper fasteners, flashing paper and adhesives. Doors must be installed with weather seals and the manufacturer's recommendations must be followed. Install proper type of threshold and weather strip correctly. Adjust locks

so that the door latches and seals correctly. Repair or replace defective materials during the warranty period.

Comments: None

**POSSIBLE ISSUE #2:**

**EXTERIOR DOOR WILL NOT STAND OPEN**

Performance Guideline: Door should not move to open or closed when 45 degree to opening. Door should clear 1/8 inch at top and sides. Warping more than 1/4 inch when measured in any direction is unacceptable.

Homeowner Responsibility: Maintain finish and seal on door and frame. Caulk at threshold to floor and any other gaps as needed.

Contractor Responsibility: If door is warped more than 1/4 inch when measured in any direction, the contractor should replace the warped door and finish sometime during the warranty period.

Comments: Doors and frames must be sealed on all six (6) sides and finished per specifications. Note: The door exiting to the garage is considered a fire door and will be self closing. In this case, the 45 degree rule does not apply.

**POSSIBLE ISSUE #3:**

**EXTERIOR DOORKNOB BECOMES LOOSE OR FALLS OFF**

Performance Guideline: Doorknob and hardware should stay in place and function properly.

Homeowner Responsibility: Tighten doorknobs as they become loose. Do not misuse the doors or their hardware. Notify contractor.

Contractor Responsibility: Contractor should repair, adjust or replace as needed once during the warranty period.

Comments: Owner maintenance items include adjustment of doors and hardware after the first year.

**Grounds: Irrigation and Landscaping**

Buyer assumes responsibility of sprinkler heads, bubbler heads, and distribution tubing of drip systems after 30 days, unless improper workmanship by the contractor can be shown.

**POSSIBLE ISSUE #1:**

**SYSTEM DOES NOT FUNCTION PROPERLY**

Performance Guideline: Defective sprinkler heads are unacceptable.

Sprinkler heads must spray cleanly and evenly in their intended pattern (90°, 180°, 360°, etc.), and provide adequate coverage.

Homeowner Responsibility: Regularly check, maintain the system components as necessary after the warranty period. Repair broken or missing sprinkler heads as needed. Notify contractor.

Contractor Responsibility: Contractor should make necessary repairs during the warranty period.

Comments: Heads damaged by mower or vandals are not the responsibility of contractor.

## **POSSIBLE ISSUE #2:**

### **WATER COVERAGE OF THE SPRINKLERS IS NOT COMPLETE**

Performance Guideline: Heads should be placed to cover area intended with water pressure and volume available. Coverage must be complete and thorough, supplying full coverage of the intended areas without encroaching on the neighboring property or excess water on sidewalks and streets.

Homeowner Responsibility: The Homeowner should make monthly visual inspections to keep the sprinklers adjusted to ensure full coverage. The homeowner should not alter the sprinkler system. Lawn maintenance with power mowers and edgers may change the direction of the sprinkler heads causing a lack of coverage. Redirect the sprinkler heads for full coverage.

Contractor Responsibility: Contractor should make necessary repairs during the warranty period.

Comments: None

## **POSSIBLE ISSUE #3:**

### **LEAKS IN THE SPRINKLER SYSTEM OCCUR**

Performance Guideline: System should be operating completely and thoroughly without leaks.

Homeowner Responsibility: Report any irrigation system leaks to the contractor upon visual inspection within the first 30-day period following the homeowner walk through.

Contractor Responsibility: Contractor should repair or replace irrigation system parts as necessary during the first 30 day period following the homeowner walk through, unless the problem was determined to be negligence by the homeowner, which voids the warranty.

Comments: Any problems that are attributable to the installation of the sprinkler system must be visually identified no later than 30 days after the homeowner walk through, unless defective materials or parts are found to be the cause of the leak.

## **POSSIBLE ISSUE #4:**

### **PBV FREEZING and/or LEAKING**

Performance Guideline: Frost damage to irrigation systems is extremely unusual. Frost damage can occur to the vacuum breaker during the winter months. Pressure Vacuum Breakers are installed to keep the non-potable water from returning to the potable water. These valves are insulated to protect from freezing. They are atmospheric breakers-meaning that the top needs to be able to breathe to operate correctly. The Contractor cannot seal the bonnet area of the PBV. The valve is subject to exposure is depending on location.

Homeowner Responsibility: If you know it's going to freeze the best thing to do is shut the valve off to help keep it from getting damaged. You can also wrap the valve with a blanket or towel, place a cardboard box, styrofoam cooler, or purchase an artificial insulated rock to cover it. If the valve freezes and breaks it is the responsibility of the homeowner to replace.

Pressure Vacuum Breaker (PBV)

- Check for corrosion

- Check for leaks
- Insure insulation secure
- Protect from freeze

Contractor Responsibility: The Contractor will repair sprinkler irrigation system workmanship and material defects within its warranty. It does not include damage done by the owner or his agent, vandalism, storm damage, lightning or any other environmental conditions, or other abuse.

Comments: It is suggested the owner check the system periodically and make adjustments as needed. It is homeowner's responsibility to maintain their yard and irrigation system.

**POSSIBLE ISSUE #5:**

**CLOCK NOT OPERATING PROPERLY**

Performance Guideline: Irrigation system clock/controller should function as intended or represented by the manufacturer. Contractor should provide owner with operating instructions

Homeowner Responsibility: Notify the contractor and closely monitor the sod, plants and trees to avoid the unnecessary replacement of dead or dying landscape materials due to clock / controller failure.

Contractor Responsibility: Contractor should make necessary repairs during the warranty period. Determine cause and correct condition. Replace the clock if it is defective and within warranty period.

Comments: Resetting of the clock/controller for Daylight Savings or guideline time, e change of seasons, etc. is the responsibility of the homeowner. Contact local water district to obtain recommended watering schedule.

**POSSIBLE ISSUE #6:**

**LANDSCAPE PLANTS OR TREES ARE DEAD**

Performance Guideline: All plants and trees should be installed in healthy living conditions.

Homeowner Responsibility: The care and maintenance of the landscaping materials is the responsibility of the homeowner after the walkthrough and/or closing.

Contractor Responsibility: Contractor should replace affected plants or trees during the warranty period, unless it has been determined that the cause was negligence by the homeowner.

Comments: The growth and stability of plants and trees is not covered after the warranty period by the contractor, unless it has been determined that the issue is directly attributed to improper installation (or sprinkler system failed to operate properly).

**POSSIBLE ISSUE #7:**

**LANDSCAPE ROCKS ARE UNEVEN, OR THE DEPTH/COVERAGE IS TOO THIN**

Performance Guideline: Coverage should be complete and full to a minimum depth of 2 inches.

Homeowner Responsibility: Report any uneven rocks or rocks that are spread too thin to the contractor.

Contractor Responsibility: Contractor should correct so that proper coverage is achieved during the warranty period.

Comments: The landscape rocks may settle and sink into the soil, due to exposure to wind, rain, and watering. Once settling occurs, the homeowner may have to add rocks to maintain the landscape appearance. The rock should reference the ASTM C88-05 for Soundness of Aggregate by Sodium Sulfate or Magnesium Sulfate and for sieve testing for the amount of allowed in sized rock.

**POSSIBLE ISSUE #8:**

**PLANTS AND OTHER LANDSCAPE MATERIALS ARE NOT THE SIZE OR TYPE SPECIFIED**

Performance Guideline: Proper plants and other landscape material should be as specified. The ANA Arizona Nursery Association, Recommended Average Tree Specifications, or the ANLA American Standard for Nursery Stock may be used as the contractor's reference material.

Homeowner Responsibility: Any changes to the plant types/species installed by the contractor are the homeowner's expense.

Contractor Responsibility: Contractor should install proper plant.

Comments: The contractor will often install the landscaping according to a landscape plan and, if applicable, the master-planned community guidelines.

**POSSIBLE ISSUE #9:**

**LANDSCAPING IS INTERFERING WITH DRAINAGE**

Performance Guideline: Landscaping should not alter the established drainage pattern.

Homeowner Responsibility: Report drainage issues to the contractor. Homeowner should not alter the drainage design pattern of the lot in any way.

Contractor Responsibility: Contractor should correct as necessary during the warranty period.

Comments: Improper drainage paths or altered patterns can cause flooding and possible damage to the home. Contractor is not responsible for improper drainage caused by the homeowner.

**POSSIBLE ISSUE #10:**

**HOMEOWNER'S CONTRACTOR INSTALLED LANDSCAPING IS INTERFERING WITH THE LOT DRAINAGE**

Performance Guideline: Contractor (homebuilder) will deliver the lot with the proper drainage flow or pattern.

Homeowner Responsibility: The homeowner's contractor should be notified and may re-grade as needed. The homeowner's contractor shall be responsible for any and all damage caused by his installation.

Contractor Responsibility: None.

Comments: Improper drainage paths or altered patterns can cause flooding and possible damage to the home.

## Heating, Ventilating and Air Conditioning Systems

General Subject Information: The majority of homes in Nevada are built with HVAC systems in place for homeowner comfort. They are operated with electric Air-conditioning systems and electric or gas heating furnaces. Certain design criteria are utilized in the design of these systems in the corresponding area in which they are built in the state. The design conditions vary in reference to the geographical areas but the final application and comfort controls are the same. Homeowner maintenance is required to keep these systems functioning properly.

### **POSSIBLE ISSUE #1:**

#### **INADEQUATE COOLING**

Performance Guideline: Unit should cool structure 30° lower than outside air temperature when measured in center of room at 5 feet height. Minimum indoor temperature should be 78 degrees.

Homeowner Responsibility: Proper thermostat operation, make sure you know how to operate per the operation manual's instructions. Windows should have some type of shading device installed (i.e.: blinds, drapes tinting, solar screens, etc.) to reduce the amount of heat gained from sunlight. Do not block airflow to or from HVAC grills /registers. Airflow can be adjusted by opening and closing register louvers.

Maintenance Alert! Homeowner should change the HVAC system filter(s) pursuant to the manufacturer's recommendations. Filters are to be consistent with those originally installed and with the manufacturer's recommendations.

Contractor Responsibility: The contractor should make proper repairs or adjustments to meet temperature conditions during the warranty period.

Deficiencies caused by malfunction of system equipment or appliances are subject to the terms of the manufacturer's warranty unless workmanship by the contractor is involved. The contractor is to check for proper refrigerant charge, consistent with the manufacturer's requirements. The contractor should be responsible for system balancing dampers, registers, and other minor adjustments for operation during the cooling season. Contractor is to notify homeowner that they are required to adjust the air flow dampers (grilles/registers) as needed after the original system balancing. Contractor is to notify homeowner that filter replacement with filters that are not consistent with those originally installed, may effect and reduce the system air flows. This may contribute to inadequate air flows to areas of the house and inadequate cooling.

Comments: Many factors affect the performance of the HVAC system: the design of the system, placement of furniture, solar orientation and the location of the room in the house. For example, rooms located above unconditioned spaces (i.e.: bedrooms over garages) may heat up quicker than others.

### **POSSIBLE ISSUE #2:**

#### **INADEQUATE HEATING**

Performance Guideline: The heating system should be capable of maintaining an indoor temperature of 70° degrees Fahrenheit as measured five feet above the floor in the center of the room under local outdoor winter design conditions as specified in ASHRAE Handbook (See J Manual Tests as specified in ARI standards).

Homeowner Responsibility: Proper thermostat operation, make sure you know how to operate per the operation manual's instructions. Windows should have some type of shading device installed (i.e.: blinds, drapes tinting, solar screens, etc.) to reduce the amount of heat gained from sunlight. Do not block airflow to or from HVAC grills /registers. Airflow can be adjusted by opening and closing register louvers.

Maintenance Alert! Homeowner should change the HVAC system filter(s) pursuant to the manufacturer's recommendations. Filters are to be consistent with those originally installed and with the manufacturer's recommendations.

Contractor Responsibility: The contractor should make proper repairs or adjustments to meet temperature conditions during the warranty period. Deficiencies caused by malfunction of system equipment or appliances are subject to the terms of the manufacturer's warranty unless workmanship by the contractor is involved. The contractor should be responsible for system balancing dampers, registers, and other minor adjustments for operation during the heating season. Contractor is to notify homeowner that they are required to adjust the air flow dampers (grilles/registers) as needed after the original system balancing. Contractor is to notify homeowner that filter replacement with filters that are not consistent with those originally installed, may effect and reduce the system air flows. This may contribute to inadequate air flows to areas of the house and inadequate heating.

Comments: Many factors affect the performance of the HVAC system: the design of the system, placement of furniture, solar orientation and the location of the room in the house. For example, a room located on the second floor will be warmer because warm air rises and cool air falls to the floor.

### **POSSIBLE ISSUE #3:**

#### **TEMPERATURE BALANCE IN EACH ROOM**

Performance Guideline: The duct system is designed so that the homeowner can balance the cooling and heating system to properly function in various orientations that the plan could be built. North, South, East and West elevations change the load requirements on each side of the home. Rooms on the shaded side of the home would need less air than those with more direct sunlight. Some normal adjustments would need to be done as the heating and cooling conditions change. The duct system is designed to allow the balance by the homeowner. Thermostat placement has an impact on the heating and cooling capabilities of each room included in that thermostat zone. Thermostats are placed in the best available location to provide the best overall system control. The location is a not compromise.

Homeowner Responsibility: Proper thermostat operation, make sure you know how to operate per the operation manual's instructions. Windows should have some type of shading device installed (i.e.: blinds, drapes tinting, solar screens, etc.) to reduce the amount of heat gained from sunlight. Do not block airflow to or from HVAC grills /registers. Airflow can be adjusted by opening and closing register louvers.

Contractor Responsibility: The contractor should be responsible for balancing dampers, registers, and other minor adjustments during the cooling season while under warranty. Contractor to notify homeowner that they are required to adjust the airflow dampers (grilles/registers) as needed after the original system balancing. If a homeowner should complain of lack of air flow balance, the contractor will perform an air flow test to verify that the duct system is producing the designed air

flow. If the system does not meet the requirements, the design professional needs to be involved to resolve the lack of heating or cooling in that area of the home.

Contractor to verify in the following sequence:

1. Equipment is working properly.
2. System was installed per design.
3. System was properly designed.

Comments: The duct systems registers need to be balanced by the installing contractor and then further adjusted by the homeowner to meet their own comfort needs. The duct system should meet the design flow +/- 10% as required by the ASHRAE Handbook.

#### **POSSIBLE ISSUE #4:**

##### **REFRIGERATION LINE LEAKS**

Performance Guideline: The refrigeration lines should be leak-free.

Homeowner Responsibility: Regular annual servicing by the installing HVAC contractor.

Contractor Responsibility: Contractor should make necessary repairs during the warranty period. Contractor is to install the proper refrigerant charge, consistent with the manufacture's requirements.

Comments: Refrigeration lines can develop leaks during the course of normal operation.

#### **POSSIBLE ISSUE #5:**

##### **CONDENSATION LINES PLUG UNDER NORMAL CONDITIONS**

Performance Guideline: The primary and secondary lines should be leak-free. A yearly service is required to be done by the homeowner under normal maintenance. The condensation line is typically a white plastic or copper pipe that comes out of the air handler portion of the furnace and discharges through an outside wall. Should a condensation line leak occur from the primary line, the secondary drain line should remove the water out over a window or door to be noticed by the homeowner. The secondary pan is only a temporary safety device to prevent additional damage to the home. Dirt build-up and clogging can occur in condensation pans and trays. Lines should be kept clean and free of debris build-up.

Homeowner Responsibility: Keep HVAC systems maintained and have pans, trays and lines inspected yearly. Notify contractor of leaks.

Contractor Responsibility: Contractor should make necessary repairs during the warranty period. Contractor is to install the proper refrigerant charge, consistent with the manufacturer's requirements.

Comments: None

#### **POSSIBLE ISSUE #6:**

##### **CONDENSATION DRAIN LINE STAINS THE CONCRETE**

Performance Guideline: Contractor should not terminate condensate drain lines above existing concrete. Drain lines should extend past the edge of the concrete to prevent moisture dripping onto the concrete. Secondary condensation lines are allowed to be placed over concrete if this is the most visible location. Homeowner Responsibility: Do not place additional concrete in areas where the condensation line would drain. If concrete is placed in this area, be advised that staining will and

can occur. Notify the contractor if the concrete stained area was placed by the contractor.

Contractor Responsibility: If the condensate drain line terminates above existing concrete surfaces, the contractor shall reroute or extend the lines past the edge of the concrete to prevent moisture dripping onto the concrete.

Comments: Condensation water stains can occur when the homeowner has placed concrete in an area that did not have concrete in place during construction of the home. A rust or white colored stain can and will occur at this condition. Secondary lines must be placed in visible locations, for example over windows or doorways. Secondary lines will only drain if your unit is in need of service. Note that in North Las Vegas, secondary lines can be found in the garage.

#### **POSSIBLE ISSUE # 7:**

##### **HVAC SYSTEM IS NOISY WHEN OPERATING**

Performance Guideline: Ducts should not rattle or “oilcan”. Air flowing through the duct system is a normal part of the operation of the system; however, noise from ducts should not be excessive.

Homeowner Responsibility: None

Contractor Responsibility: Determine cause and make necessary repairs during the warranty period.

Comments: The air handler fan will make noise as it blows air throughout the house. Noise will also be heard as air returns through the return air system back to the furnace.

#### **POSSIBLE ISSUE #8:**

##### **COMPRESSOR NOISE**

Performance Guideline: Compressor running noise is a common occurrence in the use of HVAC equipment.

Homeowner Responsibility: None.

Contractor Responsibility: The contractor should try to place the equipment in locations away from sleeping areas of the home. Contractor should notify the HVAC system designer if conflicts occur. In some instances, it is not possible to do this and equipment should be placed near closet or bathroom locations. -

Comments: None.

#### **POSSIBLE ISSUE #9:**

##### **DUCT SEPARATION OR DUCT BECOMES UNATTACHED**

Performance Guideline: Ductwork should not become separated or unattached.

Homeowner Responsibility: During the installation of various items in the attic area of the home, such as alarms, cable television or other items, ductwork can become crushed or separated by installers crawling around and over them. The homeowner would be responsible to remedy any such crushed or separated ductwork for the expense.

Contractor Responsibility: The contractor should secure and repair all separated duct work and repair any holes during the warranty period, provided that the condition was not caused by the homeowner or an after market contractor, such as cable installer, alarm installer, etc.

Comments: None.

**POSSIBLE ISSUE #10:**

**CONCRETE OR FIBERGLASS PAD AT THE CONDENSER LOCATION SETTLES AND UNIT IS TILTED**

Performance Guideline: HVAC condenser should be level within 1” from side to side, unless otherwise stated by the manufacturer. Settling can and will occur over time in addition to the weight of the equipment.

Homeowner Responsibility: Report excessive settling of the condenser pad to the contractor upon visual inspection during the warranty period.

Contractor Responsibility: Contractor should re-level the pad during the warranty period.

Comments: None.

**POSSIBLE ISSUE #11:**

**IMPROPER CLEARANCE TO CHANGE FILTERS**

Performance Guideline: The filter should be accessible.

Homeowner Responsibility: Notify the contractor.

Contractor Responsibility: Contractor should make corrections to allow removal of filter.

Comments: None.

**POSSIBLE ISSUE #12:**

**LACK OF PROPER COOLING OR HEATING DUE TO DIRTY FILTERS**

Performance Guideline: Not applicable.

Homeowner Responsibility: Homeowner should change or clean the filters per the manufacturer's recommendations (usually every month).

Contractor Responsibility: None

Comments: This is regular homeowner maintenance.

**POSSIBLE ISSUE #13:**

**DRYER VENT PLUGGING**

Performance Guideline: Dryer vent should be installed properly per the local building department or applicable code requirements.

Homeowner Responsibility: Maintain a clean screen in the dryer and the duct work should be cleaned every two years or as needed, which ever comes first. Notify contractor if dryer vent is not installed properly.

Contractor Responsibility: Install dryer vent per local building and safety codes.

Comments: Lint from the clothes dryer can build up because of the lack of proper cleaning of the screen.

**POSSIBLE ISSUE #14:**

**CONDENSER OR FURNACE CLEARANCE REQUIREMENTS ARE NOT MET**

Performance Guideline: The HVAC system equipment locations shall meet the equipment manufacturer's minimum requirements and the applicable building code requirements.

Homeowner Responsibility: Make sure that landscaping, materials (i.e.: storage) and structures (i.e.: walls, sheds, etc. installed after original equipment installation) do not block access and airflow to the equipment.

Contractor Responsibility: If the equipment is placed in an area that is less than the manufacturer's minimum requirements, the contractor should change the location to meet the minimum requirements.

Comments: The protective insulation that is around the Freon line over a few years can turn brittle do to excessive heat and exposure to the sun. It is recommended to replace the insulation every two years as standard homeowner care and maintenance.

## **Interior Ceramic Tile**

### **POSSIBLE ISSUE #1:**

#### **CRACKING OR DETERIORATING GROUT**

Performance Guideline: Hairline cracks may occur in grout. Cracks should not exceed 1/32 inch.

Homeowner Responsibility: Report cracks greater than 1/32 inch or deteriorating grout to the contractor. Regular homeowner maintenance is required. Dry when wet, clean when dirty.

Contractor Responsibility: Contractor should correct one time during the warranty period.

Comments: Cracking in grouting of ceramic tile joints may occur periodically as a result of normal shrinkage. Caution: some sealants cause a color variation in the original grout color.

### **POSSIBLE ISSUE #2:**

#### **BROKEN, LOOSE OR HOLLOW SOUNDING CERAMIC TILE**

Performance Guideline: Tiles should not be cracked, or loose. Hollow sounding tile is acceptable if not extensive and tile is solidly bonded.

Homeowner Responsibility: Report cracked or loose tile to the contractor.

Contractor Responsibility: Contractor should repair or replace the cracked or loose tile during the warranty period. Contractor will make all reasonable efforts to match existing materials as closely as possible; however, the contractor does not guarantee an exact match of either texture or color.

Comments: Care should be taken not to drop large heavy objects on the tile that can break or dislodge tile pieces.

### **POSSIBLE ISSUE #3:**

#### **CERAMIC TILE FLOOR INSTALLATION IS UNEVEN OR OUT OF LINE**

Performance Guideline: Tile surface should be straight and reasonably flat allowing for individual characteristics of the tile (i.e., Mexican Saltillo tile). Tile should not exceed the manufacturer's recommendations or 1/16 inch lippage in absence of manufacturer's recommendations.

Homeowner Responsibility: Report any uneven or out of line tile to the contractor.

Contractor Responsibility: Contractor should make necessary repairs during the warranty period.

Comments: Inherent characteristics of the tile dictate the installation of tile.

**POSSIBLE ISSUE #4:**

**CERAMIC TILE FLOOR INSTALLATION IS OUT OF SQUARE WITH ROOM**

Performance Guideline: Ceramic tile floor installation should be square with the room.

Homeowner Responsibility: Report any out of square ceramic floor tile installations to the contractor at the homeowner walk through.

Contractor Responsibility: Contractor should repair or reinstall the ceramic tile floor as necessary during the warranty period.

Comments: Some times if a room is out of square it could be do to the grout lines not lining up. Tiles are not always cut perfectly square which causes some lines to not match up and cause variations. 1/16 inch variations are acceptable. If this is not the case, same responsibility to the contractor applies.

**POSSIBLE ISSUE #5:**

**COLOR VARIATION IN THE NEW CERAMIC TILE**

Performance Guideline: Color should be uniform, but may vary. Excessive discoloration is unacceptable. Dye lot variation must not cover more than 10% of the installation area.

Homeowner Responsibility: Report excessive color variations to the contractor.

Contractor Responsibility: Contractors should replace as needed during the warranty period. Contractors will make all reasonable efforts to match existing materials as closely as possible; however, the contractor does not guarantee an exact match of either color or texture.

Comments: Discoloration may occur due to job-site conditions, individual characteristics of ceramic tile, variances in the rate of hydration, etc.

**POSSIBLE ISSUE #6:**

**BOTTOM OF DOOR RUBS ON THE CERAMIC TILE SURFACE**

Performance Guideline: All doors will clear finished floor material supplied by builder/homeowner by 1 inch minimum and 1½ inch maximum.

Homeowner Responsibility: Notify contractor if any door does not meet the Performance Guideline. Homeowner is responsible for door clearance if flooring material is purchased and installed by homeowner.

Contractor Responsibility: Contractor should make necessary repairs during the warranty period.

Comments: When the homeowner installs ceramic tile, the homeowner is responsible for any additional door undercutting.

**Interior Countertops**

**POSSIBLE ISSUE #1:**

**COUNTERTOP OR BACKSPLASH IS LOOSE**

Performance Guideline: Countertops and backsplashes should be completely adhered to the substrate.

Homeowner Responsibility: Notify contractor of countertops or backsplashes that are insecure or loose.

Contractor Responsibility: Contractor should repair or replace as necessary during the warranty period.

Comments: Homeowner modification or abnormal use may void the warranty. Homeowner is responsible for maintenance and caulking where necessary.

**POSSIBLE ISSUE #2:**

**COUNTERTOP IS NOT LEVEL**

Performance Guideline: Countertops should not be out of level by more than 1/4 inch in any 5 foot measurement.

Homeowner Responsibility: Report excessively out of level countertops to the contractor at the homeowner walk through.

Contractor Responsibility: Contractor should repair or replace during the warranty period. If it is necessary to replace countertop material, the contractor will make all reasonable efforts to match existing colors as closely as practical; however, contractor does not guarantee an exact match of either texture or color.

Comments: None

**POSSIBLE ISSUE #3:**

**SCRATCHES AND CHIPS IN LAMINATE, MARBLE, AND STONE TOPS**

Performance Guideline: Scratches that cannot be seen looking straight down at a minimum distance of 12 inch or felt with fingernail are considered acceptable.

Homeowner Responsibility: Report notable scratches or chips at the time of walk through or time of closing.

Contractor Responsibility: Contractor should repair or replace as necessary if noted prior to closing or walk through.

Comments: Fissures are natural characteristics of stone and should not be construed as scratching or pitting.

## **Interior Doors**

**POSSIBLE ISSUE #1:**

**FAILED FINISH ON DOOR HARDWARE (HANDLE SETS, LEVER SETS AND KNOBS)**

Performance Guideline: Finish should stay good at least through the manufacturers warranty period. This varies per brand and quality of product.

Homeowner Responsibility: Notify contractor of any failure. Periodically clean and maintain the factory finish per the manufacturer's instructions. Avoid using any abrasives or petroleum based cleaning products.

Contractor Responsibility: Contractor should install new hardware without defects in the finish during the warranty period. Replace hardware that has a failed finish during the warranty period, unless the homeowner caused the failure.

Comments: Hardware should be cleaned periodically per manufacturer instructions. Use of any petroleum-based product on hardware can damage the finish and void the warranty.

**POSSIBLE ISSUE #2:**

**BOTTOM OF INTERIOR DOOR RUBS ON THE FLOORING SURFACE**

Performance Guideline: All doors should clear finish floor material supplied or installed by contractor by 1-inch minimum and 1-½ inch maximum.

Homeowner Responsibility: Notify contractor. Homeowner may be responsible for door clearance if flooring material is purchased and installed by homeowner or another contractor hired by the homeowner.

Contractor Responsibility: Contractor should repair as necessary during the warranty period.

Comments: When the homeowner installs carpet or other flooring, the homeowner is responsible for any additional door undercutting. A jump duct is a system that uses 2 grilles connected by a single duct. One grille is located just inside room and just outside the room near the door. The purpose of the jump duct is to balance the room pressure with space outside the room. The presence of a jump duct reduces the need for air clearance from the bottom of the door to the flooring. The door should never rub the flooring in either case.

**POSSIBLE ISSUE #3:**

**INTERIOR OR EXTERIOR DOOR IS WARPED**

Performance Guideline: Warping more than ¼ inch in any direction is unacceptable.

Homeowner Responsibility: Notify the contractor of warped door.

Contractor Responsibility: Contractor should replace warped door and finish to match existing door during the warranty period.

Comments: In bathrooms or laundry areas, exhaust fans or an open window must be used to remove moisture to prevent the door from warping.

**Interior Marble, Granite & Stone**

**POSSIBLE ISSUE #1:**

**CRACKING OR DETERIORATING GROUT**

Performance Guideline: Cracks should not exceed 1/16 inch.

Homeowner Responsibility: Report cracks larger than 1/16 inch or deteriorating grout of the marble, granite or stonework to the contractor. Regular homeowner maintenance is required. Dry when wet, clean when dirty. Caution: some sealants cause a color variation in the original grout color.

Contractor Responsibility: Contractor should repair as necessary one time during the warranty period. Contractor is not responsible for resealing, repaired/replaced grout.

Comments: Cracks in grouting may occur periodically as a result of shrinkage, movement and/or everyday use.

**POSSIBLE ISSUE #2:**

**BROKEN, LOOSE OR HOLLOW SOUNDING MARBLE, GRANITE OR STONE**

Performance Guideline: Marble, granite or stone should not crack or loosen.

Marble, granite or stone are tight and free from cracks. Hollow sounding marble, granite or stone may occur.

Homeowner Responsibility: Report cracked or loose marble, granite or stone.

Contractor Responsibility: Contractor should make necessary repairs or replace the cracked or loose marble, granite or stone during the warranty period. Contractor will make all reasonable efforts to match existing materials as closely as possible; however, the contractor does not guarantee an exact match of either texture or color. Contractor is not responsible for resealing, repaired/replaced tile.

Comments: Care should be taken not to drop large heavy objects on the marble, granite or stone that can break or dislodge tile pieces.

**POSSIBLE ISSUE #3:**

**MARBLE, GRANITE OR STONE WORK FLOOR INSTALLATION IS OUT OF SQUARE WITH THE ROOM**

Performance Guideline: Marble, granite or stonework floor installation should be square with the room.

Homeowner Responsibility: Report any out of square floor tile installations to the contractor.

Contractor Responsibility: Contractor should repair or reinstall the marble, granite or stonework floor installation as necessary during the warranty period.

Comments: None

**POSSIBLE ISSUE #4:**

**COLOR VARIATION IN NEW MARBLE, GRANITE OR STONE**

Performance Guideline: Marble, granite or stone should be even and may have minor variances. Dye lot variation must not cover more than 10 percent of the installation area.

Homeowner Responsibility: Report excessive color variations in the tile work to the contractor at the homeowner walkthrough.

Contractor Responsibility: Contractor should replace the marble, granite or stone promptly as needed during the warranty period. Contractor will make all reasonable efforts to match existing materials as closely as possible; however, the contractor does not guarantee an exact match of either texture or color.

Comments: If any marble, granite or stone tile work needs to be replaced it is not likely that the original dye lot will be available.

**POSSIBLE ISSUE #5:**

**BOTTOM OF DOOR RUBS ON THE MARBLE, GRANITE OR STONE TILE INSTALLATION SURFACE**

Performance Guideline: All doors will clear finish floor material supplied by builder/homeowner by 1 inch minimum and 1 1/2 inch maximum.

Homeowner Responsibility: Report doors rubbing on the stone to the Contractor. Homeowner is responsible for door clearance if flooring material is purchased and installed by homeowner.

Contractor Responsibility: Contractor should make necessary repairs during the warranty period.

Comments: If the homeowner installs marble, granite or stone floor tile work, the homeowner is responsible for any additional door undercutting. A jump duct is a system that uses two grilles connected by a single duct. One grille is located just inside room and just outside the room near the door. The purpose of the jump duct is to balance the room pressure with space outside the room. The presence of a jump

duct reduces the need for air clearance from the bottom of the door to the flooring. The door should never rub the flooring in either case.

## **Interior Stairs**

### **POSSIBLE ISSUE #1:**

#### **INTERIOR STAIR RAILING LOOSE**

Performance Guideline: Stair railing must be secure and meet all the requirements of the local building code applicable.

Homeowner Responsibility: Report any loose interior stair railings to the contractor during the warranty period. Homeowner is responsible for proper use and maintenance.

Contractor Responsibility: Contractor should repair as necessary during the warranty period.

Comments: None

### **POSSIBLE ISSUE #2:**

#### **SQUEAKING INTERIOR STAIR TREADS**

Performance Guideline: Treads should be tight and free from squeaks. Slight noises are considered normal. Loud squeaks caused by a loose stair riser or tread are unacceptable.

Homeowner Responsibility: Report squeaks on stair treads to the contractor.

Contractor Responsibility: The contractor should repair as necessary during the warranty period.

Comments: None

### **POSSIBLE ISSUE #3:**

#### **INTERIOR STAIR HANDRAILS AND OTHER STAIR PARTS HAVE A VISIBLE COLOR VARIANCE**

Performance Guideline: Color should be even and uniform.

Homeowner Responsibility: Report substantial color variances to the contractor at the time of walkthrough. Follow the manufacturer recommendations for the care and maintenance of the stair handrails and other wood stair parts.

Contractor Responsibility: The contractor should verify the color with the homeowner at the time of the walkthrough. Contractor will correct excessive color variances during the warranty period. Contractor will make all reasonable efforts to match existing materials as closely as possible; however, the contractor does not guarantee an exact match of either texture or color.

Comments: It is not unusual for the color of the stair handrails and other wood stair parts to be different from the samples shown to the homeowner at the time of selection. Color can and will differ with the wood grain variations and the different stain lots. Surfaces also tend to "yellow" due to exposure to sunlight after prolonged periods.

## Mirrors & Shower Doors

### **POSSIBLE ISSUE #1:**

#### **LOOSE WALL OR DOOR MOUNTED MIRROR**

Performance Guideline: Mirrors should be tight and adhere to the wall/door surface. Clips should not fail or become loose. Shower door components: towel bars and door handles should be secure.

Homeowner Responsibility: Report loose or failing mirror to the contractor at the time of the walk-through or actual use within the warranty period.

Contractor Responsibility: Contractor should repair as needed during the warranty period or as soon as possible.

Comments: Towel bars are not to be used to aid a person in lifting himself/herself.

### **POSSIBLE ISSUE #2:**

#### **MIRRORS AND SHOWER DOORS HAVE SCRATCHES, CHIPS OR OTHER DAMAGE**

Performance Guideline: Scratches on mirror surfaces observable in daylight at a minimum distance of 3 feet or more are not acceptable.

Homeowner Responsibility: Report any scratches, chips or other damage to the contractor at the time of the homeowner walkthrough.

Contractor Responsibility: Contractor should repair or replace during the warranty period.

Comments: Glass and mirror issues should be reported to the contractor at the time of the walk-through. If no walk-through has been held, the issue should be reported within 10 days of occupancy or replacement installation.

### **POSSIBLE ISSUE #3:**

#### **SHOWER DOOR LEAKS**

Performance Guideline: The shower door should not leak.

Homeowner Responsibility: Homeowner should and report leaks to the contractor. Keep shower water directed away from doors and panels. Water that splashes over the enclosure should be cleaned up after using the tub or shower.

Contractor Responsibility: Contractor should repair as needed during the warranty period.

Comments: Except under unusual cases where plastic or rubber parts are missing to keep water inside the tub or shower, leaks at the door or sliding panel are due to two causes: the bather has directed the shower head at the joint between the door and the fixed panel; or the sliding panels at the tub have their direction reversed by the bather. The inside panel must be the one closest to the showerhead.

### **POSSIBLE ISSUE #4:**

#### **MIRROR OR SHOWER DOOR HAS VISIBLE SURFACE IMPERFECTIONS**

Performance Guideline: No imperfections are permitted that may be seen in normal lighting.

Homeowner Responsibility: Report any surface imperfections to the contractor at the homeowner walkthrough.

Contractor Responsibility: Contractor should repair or replace as necessary promptly.

Comments: Surface imperfections such as "cat's eyes" or "specks" in the glass occasionally occur in the manufacturing process.

## Overhead Garage Doors

### **POSSIBLE ISSUE #1:**

#### **OVERHEAD GARAGE DOOR WILL NOT MOVE UP OR DOWN**

Performance Guideline: Overhead garage door should work properly and must move freely up and down the track.

Homeowner Responsibility: Report to contractor any garage door that does not meet Performance Guideline. Homeowner is responsible for maintaining and lubricating the tracks and moving parts of the overhead garage door. Homeowner is responsible for the door operation if an after market garage door opener has been installed. If there is an issue because of the after market garage door opener, the homeowner should contact the garage door opener installer for proper operation.

Contractor Responsibility: Contractor will correct or adjust the overhead garage door as necessary during the warranty period, except where negligence by the homeowner or the after market garage door opener has been installed by others.

Comments: None.

### **POSSIBLE ISSUE #2:**

#### **OVERHEAD GARAGE DOOR ALLOWS DIRT INTO THE GARAGE WHEN THE DOOR IS CLOSED**

Performance Guideline: Overhead Garage door should be installed per the manufacturer installation instructions and create a seal with the garage floor at the time of the walkthrough. 1/2 inch gaps at the sides and top are the maximum acceptable measurement between the house and the garage door.

Homeowner Responsibility: General clean up of accumulated dirt and sand.

Contractor Responsibility: Contractor should ensure the door is installed per manufacturer specifications during the warranty period. If it has been properly installed, no other corrective action needs to be done.

Comments: Effort will be made to create a good seal with the floor. In the climate that we live in, the wind will blow the dirt and sand through the control joints placed in the garage slab, the cracks in the door, and tracks on the side of the door. This is a common occurrence and should be expected. There will not be a seal at the sides and top to prevent the garage door from binding on the house.

### **POSSIBLE ISSUE #3:**

#### **OVERHEAD GARAGE DOOR WILL NOT OPEN OR CLOSE WITH THE GARAGE DOOR OPENER**

Performance Guideline: Garage door opener should be installed per the manufacturer's installation instructions.

Homeowner Responsibility: Check the transmitter battery and circuit box, maintain sensor alignment and prevent obstruction under door. If there is a possible issue with the after market garage door opener, the homeowner should contact the garage door opener installer for proper operation.

Contractor Responsibility: Contractor should check door for proper operation and repair or replace components as needed during the warranty period.

Comments: None.

## Plumbing

### **POSSIBLE ISSUE #1:**

#### **PLUMBING FIXTURE SURFACE HAS CHIPS, CRACKS OR SCRATCHES**

Performance Guideline: Plumbing fixtures should be free of chips, cracks or scratches at the time of walkthrough.

Homeowner Responsibility: Report to the contractor at the homeowner walkthrough any plumbing fixture that has chips, cracks, or scratches.

Contractor Responsibility: Repair the plumbing fixture chips, cracks or scratches during the warranty period. If it is necessary to replace a fixture the contractor will make all reasonable efforts to match surrounding materials as closely as practical; however, the contractor does not guarantee an exact match.

Comments: None

### **POSSIBLE ISSUE #2:**

#### **CRACKED TUBS OR SHOWER PANS**

Performance Guideline: Tubs and shower pans should be free of cracks.

Homeowner Responsibility: Report to the contractor at the homeowner walk through any tub or shower pan cracks.

Contractor Responsibility: Contractor should repair tub or shower pan, during the warranty period, if crack is identified and determined to be the result of a defect in material or installation. If it is necessary to replace a fixture the contractor will make all reasonable efforts to match surrounding materials as closely as practical; however, the contractor does not guarantee an exact match.

Comments: Tubs and shower pans should not crack with normal use and care.

### **POSSIBLE ISSUE #3:**

#### **DRIPPING FAUCETS**

Performance Guideline: Faucets should not drip when properly turned off.

Homeowner Responsibility: Homeowner should notify contractor. Homeowner should periodically replace worn out washers and seals after the first year of occupancy or the expiration of the manufacturer's warranty (whichever is longer) caused by normal wear of washers, seals, or "o" rings as regular and expected maintenance.

Contractor Responsibility: Contractor should replace washer or seal as needed during the warranty period.

Comments: None

**POSSIBLE ISSUE #4:**

**PLUMBING PIPES ARE LEAKING**

Performance Guideline: The components of the plumbing system should completely contain and/or transport water without leaking. There should be no leakage from any soil, waste, vent, gas, or water piping,

Homeowner Responsibility: Homeowner should report leaks promptly to the contractor to avoid additional damage. . Leaks must be reported in a timely manner, or additional damage may occur.

Contractor Responsibility: Contractor should repair promptly and repair resultant damage during the warranty period.

Comments: Homeowner should take action to stop or slow the leak as to lessen the damage. Homeowner may be responsible for damage resulting from homeowner misuse, neglect or delay in reporting damage.

**POSSIBLE ISSUE #5:**

**NOISY WATER PIPES**

Performance Guideline: Loud clunking or banging noises known as “water hammer” should not occur with the normal use of the system.

Homeowner Responsibility: Notify the contractor of water hammer.

Contractor Responsibility: Contractor should correct as necessary during the warranty period. Correction of water hammering may include adjustment of pressure regulator or the use of arrestor device.

Comments: Due to the velocity of the flow of water, its weight, waste debris it may be carrying, and its varying temperature that causes pipes to expand and contract, the water system may emit audible noises. A “ticking” sound in drain line pipes is common due to expansion or contraction of the pipes as warmer or cooler water is run through the pipes. The Contractor is not responsible for sounds caused by homeowner’s installation of new fixtures or other plumbing system devices.

**POSSIBLE ISSUE #6:**

**TUBS OR SHOWER PANS FLEX UNDER NORMAL USE**

Performance Guideline: Tubs or shower pans should be installed per manufacturer installation instructions.

Homeowner Responsibility: Notify the contractor.

Contractor Responsibility: Contractor should make necessary repairs during the warranty period.

Comments: Minor movement or deflection may be acceptable. Normal use of tub or shower causes movement and deflection.

**POSSIBLE ISSUE #7:**

**TARNISHED PLUMBING FIXTURE FINISHES**

Performance Guideline: House should be delivered with untarnished fixtures.

Homeowner Responsibility: Properly care for the fixture finishes as recommended by the manufacturer.

Contractor Responsibility: Contractor should repair or replace tarnished fixtures noted by the homeowner at the time of homeowner walkthrough. Contractor should verify the condition of the fixtures during the walkthrough.

Comments: Plumbing fixture finishes can be of many different finishes and are typically protected by a light coating applied by the manufacturer. In each case the

manufacturer provides recommendations for the cleaning, care and use of these finishes. Many elements that are beyond the manufacturer's or contractor's control, such as the use of abrasive pads or cleaners, can rapidly deteriorate the fixture finish and cause discoloration and/or tarnishing.

## **Roofing Materials**

Roofs should not leak and should be installed per the manufacturer's recommendations and other applicable codes. The contractor may not be responsible for leaks caused by alterations, tie-ins, or penetrations caused by owner or others after completion of the roof.

This section refers to the roofing system including asphalt and fiberglass composition (3 Tab) shingles, wood shakes or shingles, and concrete or clay tiles.

### **POSSIBLE ISSUE #1:**

#### **ROOF IS NOT OF A UNIFORM COLOR OR TEXTURE DUE TO SHINGLE OR TILE REPLACEMENT**

Performance Guideline: Shingle or tile replacement within the first two years of installation due to faulty materials or substandard workmanship shall not exceed 20 percent of the entire roof area.

Homeowner Responsibility: None

Contractor Responsibility: Contractor should remove entire roof and install a new roof during the warranty period.

Comments: None

### **POSSIBLE ISSUE #2:**

#### **ROOFING MATERIALS ARE CRACKED, CHIPPED OR BROKEN**

Performance Guideline: Roofing material should be free of cracks, chips or breaks at the time of the homeowner walkthrough. Chips larger than a ½ inch are unacceptable.

Homeowner Responsibility: Notify the contractor of any cracked, chipped or broken roofing.

Contractor Responsibility: Contractor should replace affected tiles during the warranty period. Contractor should repair and/or replace any damaged material promptly.

Comments: Contractor will make all reasonable efforts to match existing materials as closely as possible; however, the contractor does not guarantee an exact match of either texture or color. Roofing Contractor may not be held responsible for damage caused by others.

### **POSSIBLE ISSUE #3:**

#### **ROOF LEAKS**

Performance Guideline: The roof should not leak.

Homeowner Responsibility: Notify the contractor of any leaks. Leaks due to the build-up of debris, such as leaves and bird nests are the responsibility of the homeowner and part of the regular homeowner maintenance routine.

Contractor Responsibility: Contractor should determine cause of leak and make necessary repairs during the warranty period.

Comments: None

**POSSIBLE ISSUE #4:**

**ROOF HAS IMPROPER OR INADEQUATE FLASHING**

Performance Guideline: Flashing should be installed according to manufacturer's recommendations and should be an approved type.

Homeowner Responsibility: Homeowner should report any improper or inadequate flashing to the contractor.

Contractor Responsibility: Contractor should make necessary repairs during the warranty period.

Comments: None

**POSSIBLE ISSUE #5:**

**PONDING OR STANDING WATER ON FLAT ROOFS**

Performance Guideline: Minor ponding, up to 1/2 inch in small areas equivalent to no more than 1/3 of the span, is acceptable providing the roof is dry within 48 hours after rainfall.

Homeowner Responsibility: Homeowner should keep the roof free from debris, plant material, leaves, etc. Homeowner should notify the contractor if it does not follow the guidelines.

Contractor Responsibility: Flood roof with water, wait one hour and check for ponding. Contractor should make necessary repairs during the warranty period.

Comments: If scupper exist in this roof application, the homeowner will be responsible to keep debris free and clear as maintenance required.

**POSSIBLE ISSUE #6:**

**IMPROPER EXPOSURE, LAPPING AND SPACING OF ROOFING MATERIALS**

Performance Guideline: Exposure should not exceed limits recommended by manufacturer. Unapproved, missing or improperly installed roof jacks are unacceptable.

Homeowner Responsibility: Report any improper exposure, lapping and spacing of roofing materials to the contractor.

Contractor Responsibility: Contractor should make necessary repairs during the warranty period.

Comments: None

**POSSIBLE ISSUE #7:**

**GUTTERS AND DOWNSPOUTS LEAK**

Performance Guideline: Gutters and downspouts should not leak nor retain excessive standing water. Gutters and downspouts should be assembled so that they do not leak. Standing water should not exceed up to 3/8 inch within a period no greater than eight hours after rainfall.

Homeowner Responsibility: Report any excessive gutter or downspout leaks to the contractor. Keep all gutters and downspouts open and free from debris and other obstructions. Gutters and seams should be resealed as part of normal homeowner maintenance.

Contractor Responsibility: Contractor should repair leaks as necessary during the warranty period.

Comments: During heavy rains, overflow may occur.

**POSSIBLE ISSUE #8:**

**UNEVEN, IRREGULAR OR CROOKED SHINGLES OR TILE**

Performance Guideline: Shingle or tile should be reasonably straight and courses even in width.

Homeowner Responsibility: Report uneven, irregular or crooked shingles or tiles to the contractor.

Contractor Responsibility: Contractor should make appropriate repairs during the warranty period.

Comments: None

**POSSIBLE ISSUE #9:**

**SHINGLES HAVE CUPPED OR CURLED EDGES OR CORNERS**

Performance Guideline: Shingles should not have cupped or curled edges or corners. Shingles must be installed according to the manufacturer's specifications and installation recommendations.

Homeowner Responsibility: Report cupped or curled shingle edges or corners to the contractor.

Contractor Responsibility: Contractor should make necessary repairs during the warranty period.

Comments: None

**POSSIBLE ISSUE #10:**

**NEW SHINGLES DO NOT MATCH THE EXISTING SHINGLES**

Performance Guideline: Shingles must be of the same type and the same (original) color, if available, or a similar color if the same color is not available.

Homeowner Responsibility: Notify the contractor if the same or similar color is not provided.

Contractor Responsibility: Contractor should repair as needed during the warranty period.

Comments: Due to the effects of weathering and the variations in the manufacturing process, an exact match of the shingle color may not be possible.

**POSSIBLE ISSUE #11:**

**SHINGLES OR TILES HAVE BLOWN OFF THE ROOF FROM THE WIND**

Performance Guideline: Shingles or tiles should not blow off the roof in winds less than the manufacturer specifications.

Homeowner Responsibility: Report any shingles or tiles that have blown off the roof in wind events to the contractor during the warranty period.

Contractor Responsibility: Contractor should repair or replace the affected shingles or tiles that have blown off during the warranty period. Contractor will make all reasonable efforts to match existing materials as closely as possible; however, the contractor does not guarantee an exact match of either texture or color. If it is determined that the shingles have blown off the roof in winds less than the manufacturer's specifications, report it to the shingle or tile manufacturer.

Comments: None

## Roofs – Structural Components

### **POSSIBLE ISSUE #1:**

#### **ROOF RIDGE SAGS**

Performance Guideline: Roof ridge deflection should not exceed 1/2 inch in 8 feet or the permitted code, whichever is more restrictive.

Homeowner Responsibility: Report excessive ridge sagging to the contractor. Homeowners should not install and/or fasten any product and/or materials on the roof.

Contractor Responsibility: Contractor should repair as needed during the warranty period.

Comments: None.

### **POSSIBLE ISSUE #2:**

#### **ROOF SHEATHING APPEARS BOWED**

Performance Guideline: Roof sheathing should have a maximum deflection of 3/8 inch in 2 feet.

Homeowner Responsibility: Notify the contractor of any deflection.

Contractor Responsibility: Contractor should make necessary repairs during the warranty period.

Comments: None.

### **POSSIBLE ISSUE #3:**

#### **ROOF CRICKETS NOT SHEDDING WATER**

Performance Guideline: Roof Crickets are designed to shed water around objects (i.e.: fire place chimney) and help flow away from adjacent wall connection.

Homeowner Responsibility: Notify the contractor of any issues.

Contractor Responsibility: Contractor should make necessary repairs during the warranty period.

Comments: None.

## Skylights

### **POSSIBLE ISSUE #1:**

#### **SKYLIGHT LEAKS**

Performance Guideline: Skylights should not leak and should be properly waterproofed.

Homeowner Responsibility: Report any skylight leaks to the contractor.

Contractor Responsibility: Contractor should repair or replace improperly installed skylights during the warranty period.

Comments: Should a skylight be installed after the finished construction of the home, the roofing contractor is not responsible for warranting any damaged caused during the installation. Also note that the energy rating can also negatively affect the home.

**POSSIBLE ISSUE #2:**

**MOISTURE CONDENSES ON THE INTERIOR SURFACE OF THE SKYLIGHT**

Performance Guideline: Installation should be per manufacturer's specifications. Skylight perimeters must be detailed so that condensation water is adequately trapped in an impervious gutter or similar detail, where it can rest until it has a chance to evaporate.

Homeowner Responsibility: Report any leaks to the contractor. The homeowner should take responsibility for the amount of humidity created in kitchens, baths, laundry rooms and other devices that produce water vapor.

Contractor Responsibility: Contractor should repair as needed during the warranty period.

Comments: Minor moisture condensation on the interior surface of the skylight glazing may be considered normal.

**POSSIBLE ISSUE #3:**

**MOISTURE APPEARS BETWEEN THE PANES OF A DUAL PANE SKYLIGHT**

Performance Guideline: Skylights should not have moisture between the panels or be subject to ruptured seals.

Homeowner Responsibility: Report moisture between the panels or ruptured seals in the skylight to the contractor.

Contractor Responsibility: Contractor should repair or replace skylight if seal has failed during the warranty period.

Comments: None

**POSSIBLE ISSUE #4:**

**SKYLIGHT IS SCRATCHED OR BROKEN**

Performance Guideline: Skylights that are scratched and visible at 6 feet away, looking directly at the glass, or broken at the time of the homeowner walkthrough are not acceptable.

Homeowner Responsibility: Inspect all skylights at time of homeowner walkthrough and notify contractor of scratched or broken skylights. Damage to skylight after the homeowner walkthrough is the homeowner's responsibility.

Contractor Responsibility: Contractor should repair or replace scratched or broken skylight glazing during the warranty period.

Comments: None

**Vinyl Flooring**

**POSSIBLE ISSUE #1:**

**VINYL FLOORING INSTALLATION OUT OF SQUARE WITH THE ROOM**

Performance Guideline: Vinyl flooring installation should be square with the room.

Homeowner Responsibility: Report any out of square vinyl flooring installations to the contractor.

Contractor Responsibility: Contractor should repair or reinstall the vinyl flooring during the warranty period. Contractor will make all reasonable efforts to match

existing materials as closely as possible; however, the contractor does not guarantee an exact match of either texture or color.

Comments: None

**POSSIBLE ISSUE #2:**

**COLOR VARIATION IN NEW VINYL FLOORING**

Performance Guideline: Dye lot should be uniform and even, but may have minor variations. Dye lot variation must not cover more than 10% of the installation area.

Homeowner Responsibility: Report excessive color variations to the contractor.

Contractor Responsibility: Contractor should replace the vinyl as needed during the warranty period. Contractor will make all reasonable efforts to match existing materials as closely as possible; however, the contractor does not guarantee an exact match of either texture or color.

Comments: If any vinyl needs to be replaced it is not likely that the original dye lot will be available.

**POSSIBLE ISSUE #3:**

**BOTTOM OF DOOR RUBS ON THE VINYL SURFACE**

Performance Guideline: At the homeowner walkthrough, the contractor should verify that all doors would clear finish floor material supplied or installed by the contractor by 1 inch minimum and 1 1/2 inch maximum.

Homeowner Responsibility: Notify the contractor of any deficiency during the walkthrough. Homeowner is responsible for door clearance if flooring material is purchased and installed by homeowner.

Contractor Responsibility: Repair all doors to meet the Performance Guideline during the warranty period.

Comments: When the homeowner installs vinyl flooring, the homeowner is responsible for any additional door undercutting. A jump duct is a system that uses 2 grilles connected by a single duct. One grille is located just inside room and just outside the room near the door. The purpose of the jump duct is to balance the room pressure with space outside the room. The presence of a jump duct reduces the need for air clearance from the bottom of the door to the flooring.

**POSSIBLE ISSUE #4:**

**NAIL POPS READILY VISIBLE UNDER FLOOR COVERING**

Performance Guideline: You should not see any nail pops under floor covering at the time of walkthrough or closing.

Homeowner Responsibility: Notify contractor if flooring is not performing to the guidelines.

Contractor Responsibility: Contractor should repair or reinstall the vinyl flooring during the warranty period. Contractor will make all reasonable efforts to match existing materials as closely as possible; however, the contractor does not guarantee an exact match of either texture or color.

Comments: None

## Windows & Patio Doors

### **POSSIBLE ISSUE #1:**

#### **WINDOW OR PATIO DOOR GLASS IS SCRATCHED OR BROKEN**

Performance Guideline: Window or patio door glass should be free from visible scratches by looking directly at the glass from a distance of 15 feet in normal daylight. Window or patio door glass should not be broken at the time of the homeowner walkthrough.

Homeowner Responsibility: Inspect all glass at the homeowner walkthrough and notify contractor of scratched or broken glass. Damage to glass after the homeowner walkthrough is the homeowner's responsibility. The same applies to damaged screens installed by contractor.

Contractor Responsibility: Contractor should repair or replace as needed at the time of walkthrough and/or closing. Broken glass after this time is not warrantable.

Comments: None.

### **POSSIBLE ISSUE #2:**

#### **WINDOW TRACKS ARE COLLECTING DIRT**

Performance Guideline: Windows that are not fixed do have minor air leakage which over time, the tracks will collect dirt from the outside.

Homeowner Responsibility: The homeowner will need to periodically clean the tracks to maintain a proper slide and help prevent the build up of debris. Windows should be cleaned at least every six months.

Contractor Responsibility: None.

Comments: Dirt and debris in the tracks can clog the weep holes designed to drain water from track. Weep-hole blockage may cause the water to backup and cause damage. This would be considered normal care and maintenance.

### **POSSIBLE ISSUE #3:**

#### **WINDOW OR PATIO DOOR IS FOGGED BETWEEN PANES OF GLASS**

Performance Guideline: Multi-paned windows and patio doors should not hold moisture between the panels or be subject to ruptured seals.

Homeowner Responsibility: Homeowner should report any windows or patio doors that are fogged between the panes of glass to the contractor. Homeowners should not tint the inside pane of the window or patio door. This may cause excessive heat build up between the panes of glass and the seals may rupture.

Contractor Responsibility: Contractor should replace windows or patio doors with failed seals during the warranty period.

Comments: Intersection between window frame and dissimilar material should be inspected for gaps at least once every six months and caulked if necessary. This would be considered normal care and maintenance.

### **POSSIBLE ISSUE #4:**

#### **SLIDING PATIO DOOR OR SCREEN DOES NOT STAY ON TRACK**

Performance Guideline: Sliding glass doors or screens should stay on track.

Homeowner Responsibility: Notify contractor of any sliding patio door or screen that does not stay on track at the time of walkthrough and/or closing. Homeowner should clean and maintain track.

Contractor Responsibility: Contractor should adjust or repair as necessary during the warranty period.

Comments: Dirt and debris in the tracks can clog the weep holes designed to drain water from track. Weep-hole blockage may cause the water to backup and cause damage. This would be considered normal care and maintenance.

## **Yard Grading**

General Information: This section addresses the exterior areas of the property surrounding the home. For clarity the following definitions have been added:

- **Rough Grade:** Ground leveling required for the excavation and preparation of the building site.
- **Final Grade/Landscape Grade/Finish Grade:** The finished ground level adjoining the building at all exterior walls. This grade must meet the approved drainage design criteria.

### **POSSIBLE ISSUE #1:**

#### **FINAL GRADE SOIL CONTAINS DEBRIS**

Performance Guideline: Final grade soil should be free of construction debris to a depth of at least 5 inches. A minimal amount of nails and screws are to be expected.

Homeowner Responsibility: Report excessive debris in the final grade soil to the contractor. Care should be taken to avoid altering the final grade if the homeowner completes debris removal.

Contractor Responsibility: Contractor should remove the excessive amounts of debris from the final grade soil and establish the final grade to a depth of at least 5 inches, with no material larger than 3 inches.

Comments: The final grade soils will be either native soil from the site or imported soils.

### **POSSIBLE ISSUE #2:**

#### **IMPROPER WATER DRAINAGE IN THE YARD OCCURS**

Performance Guideline: Water should drain from the yard.

Homeowner Responsibility: Notify the contractor of improper drainage. Must give special attention to prevent erosion, maintain the grading contours, avoid blocking the drainage design patterns and incorporate the original design pattern into any landscape improvements.

Contractor Responsibility: Contractor should provide finish yard grading that meets the drainage design criteria and code requirements.

Comments: After heavy rains, some water may remain for up to 24 hours.

### **POSSIBLE ISSUE #3:**

#### **EXCESSIVE SETTLING, LOW SPOTS OR SINKHOLES OCCUR IN THE YARD**

Performance Guideline: Settling or sinking should not exceed a vertical depth of 1 inch in a 3 foot circumference.

Homeowner Responsibility: Report any excessive settling, low spots or sinking in the yard to the contractor.

Contractor Responsibility: Contractor should repair the affected areas as needed and re-contour the drainage design pattern to the original design if necessary during the warranty period.

Comments: Certain components are installed below the finish grade level of the yard areas such as footings, utility lines and piping. After installation, the area excavated should be back filled with sufficient compression (density) to prevent settling or sinking.