Classic Homes Limited Warranty

HOMEOWNER GUIDE

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Table of Contents

New Home Warranty Program

New Home Warranty Program

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

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

In support of our commitment to stand behind the homes we build, The Classic Homeowner Guide details Classic's Limited Warranty.

The Four Sections of the Limited Warranty

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

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

Eight Years of Coverage

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

The Customer Care Program (First Year)

The Warranty Period consists of a Customer Care Program. The Customer Care Program covers the first year of ownership. Under the Customer Care Program, Classic provides two (2) automatically scheduled Customer Care Appointments as well as several courtesy repairs. The warranty items covered (including courtesy repairs) during The Customer Care Program are detailed in The Standards of Performance.

See Customer Care Program for details on the two appointments and Courtesy Repairs for the one-time repairs offered during your first year.

After the First Year (Years 2–8)

Following the first year of ownership, Classic, upon review and under the terms of the Limited Warranty, will repair construction defects that are in compliance with the Limited Warranty.

Transferability

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

Your Acknowledgment

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

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

Homeowner Maintenance

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

Neglect May Affect Coverage

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

Contact Information

Classic Homes Customer Care Department 6385 Corporate Drive, Suite 200 Colorado Springs, CO 80919 **719-592-9333**
www.classichomes.com

Warranty Service Procedures

Customer Care Program

The first year of the Limited Warranty

As a convenience to you, our valued customer, and to provide you with prompt professional customer service, during The Customer Care Program (the first year of the Limited Warranty Period), Classic Homes Customer Care Department will automatically contact you to schedule two (2) Customer Care Appointments. These appointments are designed to ensure the quality of your new home.

> **Keep a List**
>
> To prepare for your two appointments, you should maintain a list of items that you find in your home that you want Classic to review. This will allow you to be better prepared to discuss them during one of the two scheduled Customer Care Appointments.

Classic Customer Care Appointments

Initial Customer Care Appointment

In order for our service program to operate at maximum efficiency, as well as for your own convenience, you will be contacted within **thirty (30) days** of your closing to schedule a customer care appointment to review any items in your home that you feel should be repaired. This 30-day period allows you sufficient time to become settled in your new home and thoroughly examine all components.

Year End Customer Care Appointment

Near the end of the **eleventh month** after your Warranty Commencement Date, you will be contacted to schedule your Year End Customer Care Appointment. During this appointment, we will review any outstanding warranty issues you may have with your new home.

Routine Warranty Requests

If you wish to initiate non-emergency warranty requests between the Initial and Year End appointments, or at any time during the Limited Warranty Period, you are welcome to do so by contacting the Classic Homes Customer Care Department. Any service requests received during the Limited Warranty Period will be performed pursuant to the terms, conditions and limitations of the Limited Warranty.

See Requesting Service (p. 8) for how to submit a request.

Requests for Service After the First Year of Ownership (Years 2–8)

Following the Customer Care Program, Classic will review requests for service and repair the item(s) that are determined to be construction defects as outlined in Classic's Standards of Performance. Classic will not review or repair items that are the responsibility of the Homeowner or Homeowners Association to maintain.

Related: Requesting Service (p. 8) | Emergency Service (p. 9) | Courtesy Repairs (p. 9)

Requesting Service

For purposes of accuracy, all warranty requests are to be submitted **in writing**. Please submit all requests for warranty or information to Classic Homes Customer Care Department via our home page at www.classichomes.com.

If you prefer to mail your request, please mail it to:

> *Classic Homes Customer Care Department 6385 Corporate Drive, Suite 200 Colorado Springs, CO 80919 719-592-9333*

What to Include

When submitting a request, please include the following:

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

Inspection Scheduling

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

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

Completion of Repairs

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

Related: Customer Care Program (p. 8) | Emergency Service (p. 9) | Courtesy Repairs (p. 9)

Emergency Service

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

Examples of Emergencies

- **Water intrusion** – Classic is to be notified of any incidents of water intrusion
- **Total loss of heat** when the outside temperature is below 45 degrees
- **Total loss of air conditioning** when the outside temperature is above 90 degrees
- **Total loss of electricity** (to make sure there is no widespread power outage, please contact your utility company prior to reporting the condition to Classic)
- **Plumbing leak** that requires the entire water supply to be shut off
- **Total loss of water** (again, check with your water department to be certain there is not a widespread service interruption)
- **Gas leak** (contact your utility company or plumber if the leak is at the furnace or water heater supply lines)

How to Request Emergency Warranty Service

During business hours, call the Classic Homes Customer Care Department. After hours, weekends or holidays, call the corporate telephone number **(719) 592-9333** for emergency assistance.

If you are unable to reach Classic, you should take those steps necessary and proper to protect your home from further damage and eliminate the unsafe condition. You remain obligated to contact Classic at the first practical opportunity.

Reimbursement

If it is determined that the emergency condition was the responsibility of Classic Homes, and you took reasonable steps to contact Classic prior to authorizing repair work, we will, at our discretion, reimburse your reasonable costs incurred in resolving the immediate problem.

Related: Customer Care Program (p. 8) | Requesting Service (p. 8) | Courtesy Repairs (p. 9)

Courtesy Repairs

Throughout your first year in your Classic home, there are areas of your home that may experience minor weathering and settlement, which may not constitute construction defects, as defined in the Limited Warranty. These areas may include **drywall, ceramic tile, and countertops**.

While these items might otherwise be the responsibility of the homeowner as maintenance items, as an accommodation to our homebuyers, Classic Homes will evaluate these items outside of the scope of coverage of the Limited Warranty, and as a courtesy will repair these items **one time** during your first year of homeownership based upon the specific references in the Standards of Performance.

Hold Items for Your Year End Appointment

Since these items will only be considered one time, we suggest that you hold these items for the Year End Customer Care Appointment (p. 8).

Consumer Appliance Warranties

The manufacturers of your kitchen and other appliances will work directly with you if any repairs are needed for these products. Manufacturers' customer service telephone numbers are listed in the use and care materials for the individual appliances provided to you. When you place a service request with the manufacturer, please be prepared to provide the model and serial number of the item and the closing date on your home.

Appliance warranties are generally for one year; refer to the literature provided by the specific manufacturer involved for complete information. By Federal law, appliances and/or "consumer products" are excluded from the Limited Warranty, unless they constitute a construction defect. To ensure proper coverage by the manufacturer of the consumer product, please fill out all warranty registration cards and return them to the manufacturer.

Related: Customer Care Program (p. 8) | Requesting Service (p. 8) | Emergency Service (p. 9)

Classic Homes Limited Warranty

Coverage Limit & Warranty Coverage

I. Coverage Limit

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

II. Warranty Coverage

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

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

III. Our Coverage Obligations

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

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

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

A. Standards by which the presence of a construction defect will be determined

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

1. Any performance standards or guidelines or other documents or manuals that contain Our building standards, that were provided to You at or prior to closing on the home, or in the case of the Homeowners Association, prior to transferring title to the common elements. Absent such standards, the Residential Construction Performance Guidelines published by the National Association of Home Builders, in effect at the time of closing on the home, or in the case of the Homeowners Association, at the time of transferring title to the common elements shall apply. Absent a specific standard in the documents identified above, normal and accepted building practices and standards in use in the region of the country in which the home or the common elements are located shall apply;
2. Consideration as to whether the magnitude of the flaw or imperfection:
   - a. materially affects the structural integrity of the home or common elements; or
   - b. has an obvious and material negative impact on the appearance of the home or common elements; or
   - c. jeopardizes the life or safety of the occupants; or
   - d. results in the inability of the home or the applicable common elements to provide the functions that can reasonably be expected in such a home or common element.
3. Consideration as to whether a condition is the result of normal wear and tear (conditions that are normal wear and tear, or are caused by normal wear and tear are not construction defects);
4. Consideration as to whether the condition was caused by, or in any way resulted from, the failure of the Homeowner or Homeowners Association to perform normal or routine maintenance (any condition that is determined to be their maintenance issue, or any condition that results from improper or inadequate Homeowner or Homeowner Association maintenance, is not a construction defect);

5. Consideration as to whether the condition was caused by the Homeowner or Homeowners Association or their representatives, other than Us, after the Homeowner took possession of the home or the common elements (We and You conducted a walkthrough inspection just prior to closing on the home. Damage that was caused by You or Your representatives is not a construction defect, for example, a large, visible scratch on marble tile in the entry foyer that was not noted at the final walkthrough inspection, but was reported after furniture was moved into the home, will not be considered a construction defect);
6. Recognition that any condition resulting directly or indirectly from or made worse by changes, additions, alterations or other actions by the Homeowner or Homeowners Association or Their agents, other than Us, will not be considered a construction defect (this includes changes to the topography, drainage or grade of the property);
7. Any Exclusion contained in this Limited Warranty.

IV. Homeowner Maintenance Obligations

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

V. Coverage Limitations

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

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

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

VI. Exclusions

A. This Limited Warranty does not cover:

1. Any construction defects or other damages resulting, either directly or indirectly, from the following causes or occurring in the following situations:
   - a. Fire;
   - b. Lightning;
   - c. Explosion;
   - d. Riot and Civil Commotion;
   - e. Smoke;
   - f. Hail;
   - g. Aircraft;
   - h. Falling Objects;
   - i. Vehicles;
   - j. Floods;
   - k. Earthquake;
   - l. Landslide or mudslide originating on property other than the site of the home or the common elements or property developed by Us;
   - m. Mine subsidence or sinkholes;
   - n. Changes in the underground water table not reasonably foreseeable by Us;

- o. Volcanic eruption; explosion or effusion;
- p. Wind including:
  - (i). Gale force winds; winds that exceed 54 MPH
  - (ii). Hurricanes;
  - (iii). Tropical storms;
  - (iv). Tornadoes;
- q. Insects, animals or vermin;
- r. Changes of the grading of the ground by anyone other than Us or Our agents, or subcontractors, which results in surface drainage towards the home or other improper drainage or permits water to pond or become trapped in localized areas against the foundation or otherwise;
- s. Changes, additions, or alterations made to the home or the common elements by anyone after the Warranty Period begins, except those made or authorized by Us. Any approvals by Us must be in writing, verbal authorizations will not be honored;
- t. Any defect in material or workmanship supplied or performed by anyone other than Us, Our agents, or subcontractors;
- u. Improper maintenance, negligence or improper use of the home or the common elements by You or anyone else that results in rot, dry rot, moisture, rust, mildew or any other damage;
- v. Dampness or condensation due to Your failure to maintain adequate ventilation;
- w. Damage resulting from the weight and/or performance of any type of waterbed or other furnishings, which exceeds the load bearing design of the home or the common elements;
- x. Normal wear and tear or normal deterioration of materials;
- y. Economic damages due to the home's or the common elements failure to meet consumer expectations.

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

B. Excluded Events or Conditions

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

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

VII. Procedure to Request Us to Perform Under This Limited Warranty

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

A. Notification

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

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

B. Cooperate With Us

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

C. Do Not Make Voluntary Payments

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

However, You may incur reasonable expenses in making repairs in an emergency condition without prior written approval, provided the repairs are solely for the protection of the home or common elements from further damage or to prevent an unsafe living condition and provided You notify Us as soon as is reasonably possible. To obtain reimbursement for repairs made during an emergency condition, You must provide Us with an accurate written record of the repair costs.

D. Sign a Release

When We or a third party designated by Us or acting on Our behalf have completed repairing, replacing or paying You as to any construction defects or other related damage to the home or common elements covered by this Limited Warranty, You must sign a full release of Our obligation for the construction defects. The release shall be applicable to the construction defect and shall not prevent You from notifying Us should You become aware of a subsequent construction defect.

E. If You Disagree With Us

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

VIII. Binding Arbitration Procedure

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

- **A.** Any disagreements that a condition in the home or common elements is a construction defect and is therefore covered by this Limited Warranty;
- **B.** Any disagreements as to whether a construction defect has been corrected in compliance with this Limited Warranty;
- **C.** Any alleged breach of this Limited Warranty;
- **D.** Any alleged violations of consumer protection, unfair trade practice, or other statute;

- **E.** Any allegations of negligence, strict liability, fraud, and/or breach of duty or good faith, and any other claims arising in equity or from common law;
- **F.** Any disputes concerning the issues that should be submitted to binding arbitration;
- **G.** Any disputes concerning the timeliness of Our performance requests and/or Your notifications under this Limited Warranty;
- **H.** Any disputes as to the payment or reimbursement of the arbitration-filing fee;
- **I.** Any dispute as to whether this Limited Warranty or any provision hereof, including, but not limited to any waiver hereunder, is unenforceable;
- **J.** Any other claim arising out of or relating to the sale, design or construction of Your home or the common elements, including, but not limited to any claim arising out of, relating to or based on any implied warranty or claim for negligence or strict liability not effectively waived by this Limited Warranty.

Mediation and Arbitration

MEDIATION AND ARBITRATION. If any dispute arising out of or related to the purchase, home, or common elements whether in contract, tort or statutory, including any claims against Our officers, directors and/or employers occurs, the parties agree to submit the dispute to non-binding mediation. We and You shall jointly appoint an acceptable mediator and shall share equally in the costs of such mediator. If mediation proves unsuccessful, the parties agree to proceed with binding arbitration in accordance with the Construction Industry rules of the American Arbitration Association, or any successor to such Association. The parties agree that the arbitration panel shall consist of three (3) members, two (2) of whom shall have substantial experience in single family residential construction and one (1) of whom shall be a licensed attorney with substantial experience in the construction field. Both parties shall have the right to be represented by legal counsel and to join subcontractors and/or suppliers into any arbitration proceeding. The decision of the arbitrators shall be final and conclusive and judgment may be entered upon the award by any court of competent jurisdiction. In determining any question, matter, or dispute before them, the arbitrators shall apply the provisions of the Purchase Agreement and the Limited Warranty without varying from them in any respect and they shall not have the power to add to, modify or change any of the provisions hereof. The parties agree to share equally in the costs of the arbitration.

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

IX. General Conditions

- **A.** The Limited Warranty is a provision of the Purchase Agreement between You and Us for the construction and/or sale of the home or transfer of the common elements.
- **B.** This Limited Warranty will transfer to new owners of the home for the remainder of the Limited Warranty Period. You agree to provide this Limited Warranty to any subsequent purchaser of the home as a part of the contract of sale of the home. Our duties under this Limited Warranty to the new Homeowner will not exceed the limit of liability then remaining, if any.
- **C.** We assign to You all the manufacturer's warranties on all appliances, fixtures and items of equipment that We installed in the home. Should an appliance or item of equipment malfunction You must follow the procedures set forth in that manufacturer's warranty to correct the problem. Our obligation under this Limited Warranty is limited to the workmanlike installation of such appliances and equipment. We have no obligation for appliances and equipment defined as consumer products.
- **D.** If We or a third party designated by Us or acting on Our behalf repairs, replaces or pays You as to a construction defect, or other related damage to the home or the common elements covered by this Limited Warranty, We are entitled, to the extent of Our payment, to take over Your related rights of recovery from other people and organizations, including but not limited to, other warranties and insurance. You have an obligation not to make it harder for Us to enforce these rights. You agree to sign any papers, deliver them to Us, and do anything else that is necessary to help Us exercise Our rights.

E. General Provisions

1. If any of the terms or provisions of this Limited Warranty is determined to be unenforceable, such a determination will not affect the remaining provisions. If this Limited Warranty or any provision herein is determined to be unenforceable as to a Homeowners Association or a specific Homeowner, such a determination will not affect the enforceability of this Limited Warranty or such provisions as to any other Homeowners Association or any other Homeowner. The issue of enforceability, as well as all other issues, will be determined by Binding Arbitration as provided for in this Limited Warranty.
2. This Limited Warranty and the binding arbitration process are binding on You and Us. It is also binding on Your and Our heirs, executors, administrators, successors, and assigns, subject to paragraph B of the General Conditions.
3. As may be appropriate, the use of the plural in this Limited Warranty includes the singular, and the use of one gender includes all genders.

X. Definitions

Builder

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

Common Elements

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

Consequential or Incidental Damages

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

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

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

Construction Defect(s)

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

- materially affects the structural integrity of the home or common elements; or
- has an obvious and material negative impact on the appearance of the home or common elements; or
- jeopardizes the life or safety of the occupants; or
- results in the inability of the home or the common elements to provide the functions that can reasonably be expected in a residential dwelling.

We and any arbitrator assigned to rule relative to a construction defect will consider both this definition and Section III – A. (Standards By Which the Presence of a construction defect will be determined) in determining the existence of a construction defect. A flaw is a construction defect if either We or an arbitrator conducting a binding arbitration hearing declares the flaw to be a construction defect. Our obvious and visible failure to complete the construction of the home or common elements, any portion of the home or common elements is not a construction defect.

Consumer Product

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

Emergency Condition

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

Home

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

Home Builders Limited Warranty

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

Homeowner

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

Homeowners Association

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

Pollutants

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

Systems

Systems mean the following:

- (a) Plumbing system - gas supply lines and fittings; water supply, waste and vent pipes and their fittings; septic tanks and their drain fields; and water, gas and sewer services piping and their extensions to the tie-in of a public utility connection or on-site well and sewage disposal system.
- (b) Electrical system - all wiring, electrical boxes, switches, outlets, and connections up to the public utility connection.
- (c) Heating, Cooling, and Ventilation system - all ductwork; steam, water and refrigerant lines; and registers, connectors, radiation elements and dampers.

Warranty Period

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

Classic Homes Standards of Performance

The Classic Homes Standards of Performance detail the tolerances of workmanship and materials within which your Classic home should perform.

Air Conditioning

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Cooling performance (78°F average or 15°F differential)	✓	Limited Warranty period	Measured 5 feet above floor, center of room
Defects from original installation	✓	Limited Warranty period	Repaired by Classic
Air conditioning system components	×	—	Covered by Manufacturer's Warranty
Lower temperature settings	×	—	Not guaranteed by manufacturer or Classic

Performance Standards

Cooling Performance

Standard: The air conditioning system should maintain an average temperature of 78 degrees or a differential of 15 degrees from the outside temperature, whichever is higher, measured in the center of each room at a height of 5 feet above the floor.

Coverage: Lower temperature settings are often possible, but neither the manufacturer nor Classic Homes guarantees this.

Original Installation

Standard: The air conditioning system should be free of defects in the original installation.

Coverage: Classic will only repair defects in the air conditioner system that occurred during the original installation.

What's Not Covered

The following are excluded from warranty coverage:

- **Air conditioning system components** - The components of the air-conditioning system are covered by the Manufacturer's Warranty and are excluded from this Limited Warranty
- **Guaranteed lower temperature settings** - Neither the manufacturer nor Classic Homes guarantees temperature settings below the performance standard
- **Humidifier-related damage** - Classic does not install humidifiers and is not responsible for any damage that results from the installation or improper usage of a humidifier

Filing a Claim

If you believe you have a warranty issue:

1. Work through the no-air-conditioning troubleshooting checklist first (thermostat, breakers, switches, filter, vents)
2. Measure the room temperature in the center of the room at a height of 5 feet above the floor
3. Note whether the issue relates to the original installation or a system component
4. Request Service (p. 8)

Related Standards

- Heating Systems (p. 48)
- Humidifier (p. 49)
- Ventilation (p. 63)

Care Tips: See Air Conditioning Use & Care for maintenance and troubleshooting guidance.

Alarm System

Classic Homes Limited Warranty Guidelines

Alarm system pre-wire is optional equipment. If your home selections included pre-wire for an alarm system, the wiring is covered as described below.

Coverage Summary

Issue	Covered	Period	Notes
Alarm wiring that does not perform as intended	✓	Limited Warranty period	Original wiring must not have been modified
Wiring modified during homeowner alarm installation	×	—	Coverage void for modified wiring
Protection provided by the alarm system	×	—	Classic makes no representation of protection

Performance Standards

Alarm Wiring

Standard: The original alarm system pre-wiring should perform as intended.

Coverage: During the Limited Warranty Period, Classic will repair wiring that does not perform as intended for the alarm system, as long as the original wiring was not modified during installation of homeowner-purchased alarm products.

What's Not Covered

The following are excluded from warranty coverage:

- **Modified wiring** - Wiring that was modified during installation of homeowner-purchased alarm products is not covered
- **Protection guarantees** - Classic makes no representation that the alarm system will provide the protection for which it is installed or intended

Filing a Claim

If you believe you have a warranty issue:

1. First check your GFCI outlet - a tripped GFCI could be the reason the alarm system is not working
2. Confirm the original wiring has not been modified
3. Request Service (p. 8)

Related Standards

- Electrical (p. 33)
- Phone Jacks (p. 55)

Care Tips: See Alarm System Use & Care for maintenance and troubleshooting guidance.

Appliances

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Working condition at orientation	✓	At orientation	Confirmed during Final Walkthrough/Orientation
Appliance or surface damage listed on orientation form	✓	—	Must be on Final Walkthrough/Orientation Form
Appliance defects after closing	×	—	Manufacturer's warranty applies
Consumer products	×	—	Not warranted by Classic

> **Manufacturer Warranties**
>
> Classic assigns all appliance warranties to you, effective on the date of closing. The appliance manufacturers warrant their products directly to you according to the terms and conditions of these written warranties.

Performance Standards

Orientation Inspection

Standard: All appliances should be in working condition and appliance surfaces should be undamaged at the Final Walkthrough/Orientation.

Coverage: During the Final Walkthrough/Orientation, Classic will confirm that all appliances are in working condition and that the appliance surfaces are not damaged. Classic will only repair any appliances or appliance surfaces that were listed on the Final Walkthrough/Orientation Form.

What's Not Covered

The following are excluded from warranty coverage:

- **Appliances and other consumer products** - Classic does not warrant appliances or other consumer products; manufacturers warrant their products directly to you
- **Appliance or surface issues not listed on the Final Walkthrough/Orientation Form** - Only listed items are repaired by Classic

Filing a Claim

If you believe you have a warranty issue:

1. Check whether the issue was listed on your Final Walkthrough/Orientation Form
2. For appliance defects after closing, contact the appliance manufacturer under its written warranty
3. Request Service (p. 8)

Related Standards

- Cabinets (p. 22)
- Electrical (p. 33)
- Plumbing (p. 56)

Care Tips: See Appliances Use & Care for maintenance and troubleshooting guidance.

Cabinets

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Defects or cosmetic damage at orientation	✓	At orientation	Must be on Final Walkthrough/Orientation Form
Doors, drawer fronts, handles out of level or not functioning	✓	Limited Warranty period	Repaired by Classic
Gaps between cabinets and ceiling or walls exceeding 1/8 inch	✓	First year	Corrected by caulking or other means
Doors or drawer fronts warped in excess of 1/4 inch within 24 inches	✓	Limited Warranty period	Adjustment or replacement
Variations in wood grain and color	×	—	Normal in wood and wood veneer

Performance Standards

Orientation Inspection

Standard: All cabinets and cabinet components should be installed properly with no defects or cosmetic damage.

Coverage: During the Final Walkthrough/Orientation, Classic will confirm that all cabinets and cabinet components are installed properly and that there are no defects or cosmetic damage. Classic will repair only those defects or cosmetic items that are listed on the Final Walkthrough/Orientation Form.

Alignment

Standard: Doors, drawer fronts, and handles should be level and even.

Coverage: Classic will repair any items that are visibly out of level or do not function properly during the Limited Warranty period.

Separations

Standard: Gaps between cabinets and the ceiling, or between cabinets and the walls, should not exceed 1/8 inch.

Coverage: During the first year of the Limited Warranty Period, Classic will correct or repair gaps exceeding 1/8 inch by caulking or other means. After the first year, it is the homeowner's responsibility to caulk these areas.

Warping

Standard: Doors and drawer fronts should not warp in excess of 1/4 inch within 24 inches.

Coverage: If doors or drawer fronts warp in excess of 1/4 inch within 24 inches during the Limited Warranty period, Classic will correct this by adjustment or replacement.

What's Not Covered

The following are excluded from warranty coverage:

- **Wood grain and color variations** - Readily noticeable variations in wood grain and color are normal in all wood or wood veneer; replacements or repairs are not made due to these variations
- **Caulking of cabinet gaps after the first year** - Homeowner maintenance responsibility
- **Defects or cosmetic damage not listed on the Final Walkthrough/Orientation Form**

Filing a Claim

If you believe you have a warranty issue:

1. Check whether the issue was listed on your Final Walkthrough/Orientation Form
2. For warping, measure the deviation - coverage applies when warping exceeds 1/4 inch within 24 inches
3. For separations, measure the gap - coverage applies during the first year when the gap exceeds 1/8 inch
4. Request Service (p. 8)

Related Standards

- Countertops (p. 28)
- Caulking (p. 24)
- Hardware (p. 47)
- Wood Trim (p. 66)

Care Tips: See Cabinets Use & Care for maintenance and troubleshooting guidance.

Carpet

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Proper installation with no defects	✓	At orientation	Confirmed during Final Walkthrough/Orientation
Stains or spots listed on orientation form	✓	—	Corrected by cleaning, patching, or replacement
Seams loose from original installation defect	✓	Limited Warranty period	Repaired by Classic
Visible carpet seams	×	—	Excluded from Limited Warranty
Dye lot (color) variations on replacements	×	—	Not Classic's responsibility

Performance Standards

Orientation Inspection

Standard: Carpet should be properly installed with no defects at the Final Walkthrough/Orientation.

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

Seams

Standard: Carpet seams will be visible; seams should not become loose as a result of a defect with the original installation.

Coverage: While Classic does not warrant carpet seams, during the Limited Warranty Period Classic will repair seams that become loose as a result of a defect with the original installation.

What's Not Covered

The following are excluded from warranty coverage:

- **Visible carpet seams** - Carpet seams will be visible and are excluded from this Limited Warranty
- **Dye lot (color) variations** - Classic is not responsible for color variations if replacements are made
- **Stains or spots not listed on the Final Walkthrough/Orientation Form**

Filing a Claim

If you believe you have a warranty issue:

1. Check whether the stain or spot was listed on your Final Walkthrough/Orientation Form
2. For loose seams, note the location - coverage applies to seams that become loose from an original installation defect
3. Request Service (p. 8)

Related Standards

- Resilient Flooring (p. 39)
- Hardwood Flooring (p. 37)
- Ceramic Tile (p. 25)

Care Tips: See Carpet Use & Care for maintenance and troubleshooting guidance.

Caulking

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Adequate caulking at orientation	✓	At orientation	Confirmed during Final Walkthrough/Orientation
Caulking listed on orientation form	✓	—	Repaired by Classic
Ongoing caulking maintenance	×	—	Homeowner maintenance item

> **Maintenance Item**
>
> Caulking is considered a homeowner maintenance item and is not covered by this Limited Warranty.

Performance Standards

Orientation Inspection

Standard: Appropriate areas must be adequately caulked at the Final Walkthrough/Orientation.

Coverage: During the Final Walkthrough/Orientation, Classic will confirm that appropriate areas are adequately caulked and repair any caulking listed on the Final Walkthrough/Orientation Form.

Caulk Types

Latex Caulk: Appropriate for areas that require painting, such as along the stair stringer or where wood trim meets the wall.

Silicone Caulk: Will not accept paint; works best where water is present, for example where tub meets tile or a sink meets a countertop.

Colored Caulk: In areas where stone or tile are installed as a backsplash on countertops or in bath locations, Classic may install caulk that is colored to match the grout. Grout-colored caulk is available at specialty tile stores.

What's Not Covered

The following are excluded from warranty coverage:

- **Caulking maintenance** - Caulking is considered a homeowner maintenance item and is not covered by this Limited Warranty
- **Caulk shrinkage and drying** - Time and weather will shrink and dry caulking; making needed repairs is routine homeowner maintenance
- **Caulking not listed on the Final Walkthrough/Orientation Form**

Filing a Claim

If you believe you have a warranty issue:

1. Check whether the caulking was listed on your Final Walkthrough/Orientation Form
2. For caulking that has shrunk or dried after closing, make repairs as routine maintenance
3. Request Service (p. 8)

Related Standards

- Ceramic Tile (p. 25)
- Countertops (p. 28)
- Cabinets (p. 22)

Care Tips: See Caulking Use & Care for maintenance and troubleshooting guidance.

Ceramic Tile

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Tile and grout installed with no defects	✓	At orientation	Confirmed during Final Walkthrough/Orientation
Cracked, badly chipped, or loose tiles listed on orientation form	✓	—	Repair or replacement
Color variations or discontinued patterns	×	—	Not Classic's responsibility
Grout cracks at joints or junctions	×	—	Common; caused by expansion or shrinkage
Tile, grout, or caulk maintenance after closing	×	—	Homeowner responsibility

Performance Standards

Orientation Inspection

Standard: Tile and grout areas should be installed with no defects at the Final Walkthrough/Orientation.

Coverage: During the Final Walkthrough/Orientation, Classic will confirm that the tile and grout areas are installed with no defects. Classic will only repair or replace cracked, badly chipped, or loose tiles listed on the Final Walkthrough/Orientation Form.

Grout Color

Standard: New grout may vary in color from the original.

Coverage: Classic is not responsible for variations in color or discontinued patterns.

What's Not Covered

The following are excluded from warranty coverage:

- **Color variations and discontinued patterns** - Classic is not responsible for variations in color or discontinued patterns; new grout may vary in color from the original
- **Grout cracks** - Cracks appearing in grouting of ceramic tiles at joints or junctions with other materials are common and can be due to expansion or shrinkage in the building components
- **Tile, grout, and caulk maintenance after closing** - The homeowner is responsible for maintaining and repairing any tile, grout, or caulk after closing on the home
- **Tiles not listed on the Final Walkthrough/Orientation Form**

Filing a Claim

If you believe you have a warranty issue:

1. Check whether the cracked, badly chipped, or loose tiles were listed on your Final Walkthrough/Orientation Form
2. For grout cracks after closing, fill them with premixed grout as routine maintenance
3. Request Service (p. 8)

Related Standards

- Caulking (p. 24)
- Countertops (p. 28)
- Expansion & Contraction (p. 34)

Care Tips: See Ceramic Tile Use & Care for maintenance and troubleshooting guidance.

Concrete Flatwork

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Cracks reaching 3/8 inch horizontally in width	✓	First year	Repaired by Classic
Exterior concrete repairs	✓	First year only	Weather effects are outside Classic's control
Cracks, settling, or heaving rupturing Classic-installed finish floors	✓	Limited Warranty period	Homeowner-installed floor materials excluded
Floors out of level beyond 1/4 inch within 32 inches (habitable areas)	✓	Limited Warranty period	Except areas designed to slope to a floor drain
Exterior settling or heaving in excess of 2 inches	✓	Limited Warranty period	Also negative drainage or hazardous vertical displacement
Color variations	×	—	Due to concrete mix
Concrete installed after original closing	×	—	Homeowner responsibility unless installed by Classic
Spalling/delamination (surface chips)	×	—	Caused by weather, chemicals, and abuse

Performance Standards

Cracks

Standard: Concrete cracks should not reach 3/8 of an inch horizontally in width.

Coverage: If concrete cracks reach 3/8 of an inch horizontally in width, Classic will repair them during the First Year of the Limited Warranty Period. Due to the effects of weather that is outside of our control, exterior concrete will only be repaired during the first year of the Limited Warranty Period.

Finished Floors

Standard: Concrete should not crack, settle, or heave in a way that ruptures finish floor materials.

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

Level Floors

Standard: Concrete floors in the habitable areas of the home will be level to within 1/4 inch within any 32-inch measurement, with the exception of an area specifically designed to slope toward a floor drain.

Coverage: During the Limited Warranty Period, Classic will repair any flooring that does not meet the above-mentioned standard.

Settling or Heaving

Standard: Exterior concrete should not settle or heave in excess of 2 inches, cause negative drainage (toward the house), or create hazardous vertical displacement.

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

What's Not Covered

The following are excluded from warranty coverage:

- **Color variations** - Due to the concrete mix, concrete slabs will vary in color and appearance, especially in replaced sections; color variations are excluded from this Limited Warranty
- **Concrete installed by the homeowner** - The homeowner assumes full responsibility for any concrete installed after the original closing date, including testing that soil is properly compacted and that the installed concrete does not have a negative impact on the original drainage established for the home; Classic will not, for any reason, repair or replace concrete installed after the original closing date unless the concrete was installed by Classic
- **Spalling/delamination (surface chips)** - Causes include repeated hosing of concrete for cleaning, pet urine, radiator overflow, fertilizer, uncleared snow and ice, ice-melting agents, and road salts and other chemicals from vehicles; due to the effects of weather that are outside of Classic's control, surface spalling/delamination is excluded from this Limited Warranty
- **Damage from vehicles, equipment, or materials** - Exterior concrete damaged by vehicles, equipment, or placement of landscape or building materials is excluded from this Limited Warranty
- **Floor materials installed by the homeowner** - Classic will not repair or replace floor materials that were installed by the homeowner(s)
- **Exterior concrete repairs after the first year** - Due to weather effects outside Classic's control

Filing a Claim

If you believe you have a warranty issue:

1. Measure crack width - coverage applies when cracks reach 3/8 of an inch horizontally in width (first year)
2. For interior floors, measure levelness - coverage applies beyond 1/4 inch within any 32-inch measurement in habitable areas
3. For exterior settling or heaving, note whether movement exceeds 2 inches, drains toward the house, or creates hazardous vertical displacement
4. Request Service (p. 8)

Related Standards

- Foundation (p. 40)
- Grading & Drainage (p. 44)
- Expansion & Contraction (p. 34)

Care Tips: See Concrete Flatwork Use & Care for maintenance and troubleshooting guidance.

Condensation

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Condensation	×	—	Results from weather conditions and lifestyle
Damage caused by condensation	×	—	Excluded unless caused by a covered construction defect
Damage from a construction defect covered by the Limited Warranty	✓	Limited Warranty period	Must be a direct result of a covered defect

> **Excluded from Coverage**
>
> Condensation results from weather conditions and a family's lifestyle. Classic has no control over these factors.

Performance Standards

Condensation and Resulting Damage

Standard: Condensation results from weather conditions and a family's lifestyle, factors over which Classic has no control.

Coverage: This Limited Warranty coverage excludes condensation and damages caused by the condensation unless the damages are a direct result of a construction defect covered by this Limited Warranty.

What's Not Covered

The following are excluded from warranty coverage:

- **Condensation** - Results from weather conditions and a family's lifestyle
- **Damage caused by condensation** - Excluded unless the damages are a direct result of a construction defect covered by this Limited Warranty
- **Humidifier installation or usage damage** - Classic does not install humidifiers and is not responsible for damages due to installation or improper usage of a humidifier

Filing a Claim

If you believe you have a warranty issue:

1. Reduce indoor humidity first - condensation forming on windows indicates too much humidity inside the home, not a problem with the window or its installation
2. If you believe the damage is a direct result of a construction defect covered by this Limited Warranty, document the affected areas
3. Request Service (p. 8)

Related Standards

- Ventilation (p. 63)
- Humidifier (p. 49)
- Windows (p. 65)

Care Tips: See Condensation Use & Care for maintenance and troubleshooting guidance.

Countertops

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Surface damage (chips, cracks, scratches) at closing	✓	At closing	Must be listed on Final Walkthrough/Orientation Form
Gaps or differential at seams exceeding 1/16 inch	✓	Limited Warranty period	Not due to Homeowner damage
Recaulking at walls, backsplash, and sinks	✓	1 year	One-time courtesy repair
Subsequent caulking	×	—	Homeowner responsibility
Natural stone coloration, veining, and texture variation	×	—	Natural characteristics of the material
Cracking or breakage from heavy weight or force	×	—	Over unsupported spans, after installation

Performance Standards

Orientation Inspection

Standard: All countertops must be installed without defects.

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

Seams

Standard: Countertops will have one or more discernible seams.

Coverage: During the Limited Warranty Period Classic will repair gaps or differential at the seams that are not due to Homeowner damage when they exceed 1/16 inch.

Separation and Caulking

Standard: Separation of countertops from walls, backsplash, and around sinks results from normal shrinkage of materials.

Coverage: As a courtesy repair, Classic will recaulk these areas one time during the first year of this Limited Warranty period. Subsequent caulking will be the Homeowner's responsibility.

Natural Stone Characteristics

Standard: All natural stone colors are species of natural materials; coloration, veining, and texture (i.e., pits, fissures, and fragmentation) will vary from samples and will be part of the finished product.

Coverage: Variation from samples is not a defect. Classic is not responsible for cracking or breakage that occurs after installation due to the application of heavy weight or force over unsupported spans of countertops.

What's Not Covered

The following are excluded from warranty coverage:

- **Surface damage not listed on the Final Walkthrough/Orientation Form** - Only noticeable surface damage (chips, cracks, scratches) listed on the form is repaired
- **Seam gaps due to Homeowner damage** - Only gaps not due to Homeowner damage are covered
- **Caulking after the one-time courtesy repair** - Subsequent caulking is the Homeowner's responsibility
- **Natural stone variation** - Coloration, veining, and texture (pits, fissures, and fragmentation) will vary from samples
- **Cracking or breakage after installation** - When due to the application of heavy weight or force over unsupported spans

Filing a Claim

If you believe you have a warranty issue:

1. Check if the damage was listed on your Final Walkthrough/Orientation Form
2. For seam issues, note whether the gap or differential exceeds 1/16 inch
3. For the one-time courtesy recaulking, note all areas needing attention
4. Request Service (p. 8)

Related Standards

- Caulking (p. 24)
- Ceramic Tile (p. 25)
- Cabinets (p. 22)
- Man-Made Stone (p. 51)

Care Tips: See Countertops Use & Care for maintenance and troubleshooting guidance.

Crawl Space

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Crawl space condition at closing	✓	At closing	Checked during Final Walkthrough/Orientation
Persistent standing water	✓	Limited Warranty period	Classic will correct the condition
Slight dampness	×	—	Crawl spaces may be damp
Water caused by altered drainage or incorrect landscaping	×	—	Homeowner responsibility

Performance Standards

Orientation Inspection

Standard: The crawl space should be in acceptable condition at closing.

Coverage: During the Final Walkthrough/Orientation Classic will check the condition of the crawl space.

Standing Water

Standard: Crawl spaces may be damp but should not have standing water, provided that you have not altered the drainage nor caused excessive moisture to accumulate and remain in this area with incorrect landscaping.

Coverage: During the Limited Warranty Period Classic will correct conditions that result in persistent standing water.

What's Not Covered

The following are excluded from warranty coverage:

- **Slight dampness** - Crawl spaces may be damp; only persistent standing water is corrected
- **Standing water caused by altered drainage** - If you have altered the drainage, the condition is not covered
- **Excessive moisture from incorrect landscaping** - Moisture caused to accumulate and remain in this area by incorrect landscaping is not covered

Filing a Claim

If you believe you have a warranty issue:

1. During the Limited Warranty period, report standing water to Classic Homes for inspection
2. Confirm that drainage has not been altered and landscaping is correctly installed
3. Request Service (p. 8)

Related Standards

- Grading and Drainage (p. 44)
- Landscaping (p. 50)
- Foundation (p. 40)
- Dampproofing (p. 30)

Care Tips: See Crawl Space Use & Care for maintenance and troubleshooting guidance.

Dampproofing

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Actual water entering the basement	✓	Limited Warranty period	Classic will correct the condition
Water entry caused by improper landscaping installation	×	—	Homeowner responsibility
Water entry caused by failure to maintain drainage	×	—	Homeowner responsibility
Dampness during times of excessive moisture	×	—	May occur despite dampproofing efforts

Performance Standards

Water Entering the Basement

Standard: Although Classic makes every effort to assure a dry basement, during times of excessive moisture you may notice some dampness.

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

What's Not Covered

The following are excluded from warranty coverage:

- **Water entry caused by improper installation of landscaping** - Homeowner responsibility
- **Water entry caused by failure to adequately maintain drainage** - Careful maintenance of positive drainage is the homeowner's responsibility

Filing a Claim

If you believe you have a warranty issue:

1. Confirm that landscaping is properly installed and positive drainage has been maintained
2. Document where actual water is entering the basement
3. Request Service (p. 8)

Related Standards

- Grading and Drainage (p. 44)
- Landscaping (p. 50)
- Foundation (p. 40)
- Crawl Space (p. 29)

Care Tips: See Dampproofing Use & Care for maintenance and troubleshooting guidance.

Doors and Locks

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Construction damage to doors at closing	✓	At closing	Must be listed on Final Walkthrough/Orientation form
Door adjustments due to normal settling	✓	2 years	For proper fit
Split panels that allow light to be visible	✓	Limited Warranty period	Wood door panels
Door warping in excess of 1/4 inch within 24 inches	✓	Limited Warranty period	Classic will repair
Paint/stain touch-up on unfinished exposed panel areas	×	—	Homeowner maintenance responsibility

Performance Standards

Orientation Inspection

Standard: All doors must be installed without defects and correctly adjusted.

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

Adjustments

Standard: Because of normal settling of the home, doors may require adjustment for proper fit.

Coverage: Classic Homes will make such adjustments during the first Two Years of the Limited Warranty period.

Panel Shrinkage

Standard: Panels of wood doors shrink and expand in response to changes in temperature and humidity.

Coverage: During the Limited Warranty Period Classic will repair split panels that allow light to be visible. Touching up the paint or stain on unfinished exposed areas is your home maintenance responsibility.

Warping

Standard: Doors should not warp in excess of 1/4 inch within 24 inches.

Coverage: During the Limited Warranty Period, Classic will repair doors that warp in excess of 1/4 inch within 24 inches.

What's Not Covered

The following are excluded from warranty coverage:

- **Construction damage not listed on the Final Walkthrough/Orientation form** - Only listed damage is repaired
- **Paint or stain touch-up on unfinished exposed panel areas** - Homeowner maintenance responsibility
- **Warping within 1/4 inch measured across 24 inches** - Within tolerance
- **Minor shrinkage separations at mitered joints in door trim** - Homeowner maintenance (fill with putty, filler, or latex caulk and paint)

Filing a Claim

If you believe you have a warranty issue:

1. Check if the damage was listed on your Final Walkthrough/Orientation form
2. For warping, measure the warp - coverage applies when it exceeds 1/4 inch within 24 inches
3. For fit problems within the first two years, note which doors need adjustment
4. Request Service (p. 8)

Related Standards

- Hardware (p. 47)
- Wood Trim (p. 66)
- Paint and Stain (p. 53)
- Expansion and Contraction (p. 34)

Care Tips: See Doors and Locks Use & Care for maintenance and troubleshooting guidance.

Drywall

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Drywall defects at closing	✓	At closing	Must be listed on Final Walkthrough/Orientation Form
Shrinkage cracks and nail pops (one time)	✓	Limited Warranty period	Courtesy repair, preferably at Year End Customer Care Appointment
Repairs from poor workmanship (e.g., blisters in tape)	✓	Limited Warranty period	Includes paint touch-up; wall repainted corner to corner if more than one-third involved
Repairs from other warranty-based repair (e.g., plumbing leak)	✓	Limited Warranty period	Same repair and touch-up approach
Repainting entire wall or room after touch-up	×	—	Homeowner choice and responsibility
Custom paint colors or wallpaper applied after closing	×	—	Homeowner responsibility
Flaws visible only under particular lighting conditions	×	—	Not repaired

Performance Standards

Orientation Inspection

Standard: Drywall surfaces must be free of defects at closing.

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

One-Time Repairs

Standard: Minor cracking, nail pops, or seams may become visible in walls and ceilings due to shrinkage of the wood and normal deflection of rafters and wood studs to which the drywall is attached.

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

Workmanship and Warranty-Based Repairs

Standard: Drywall repairs may be needed as a result of poor workmanship (such as blisters in tape) or another warranty-based repair (such as a plumbing leak).

Coverage: Classic will complete the repair by touching up the repaired area with the same paint that was on the surface when the home was delivered. If more than one-third of the wall is involved, Classic will repaint the wall corner to corner.

What's Not Covered

The following are excluded from warranty coverage:

- **Drywall repairs beyond the one-time courtesy service** - Any other drywall repair is your maintenance responsibility
- **Repainting the entire wall or the entire room** - Your choice and responsibility
- **Custom paint colors or wallpaper applied subsequent to closing** - Homeowner responsibility
- **Touch-up match** - Due to the effects of time on paint and wallpaper, as well as possible dye lot variations, touch-ups are unlikely to match the surrounding area
- **Flaws visible only under particular lighting conditions** - Classic does not repair drywall flaws that are only visible under particular lighting conditions

Filing a Claim

If you believe you have a warranty issue:

1. Check if the defect was listed on your Final Walkthrough/Orientation Form
2. For the one-time courtesy repair of shrinkage cracks and nail pops, consolidate all areas - preferably for the Year End Customer Care Appointment
3. For repairs caused by poor workmanship or another warranty-based repair, document the cause
4. Request Service (p. 8)

Related Standards

- Paint and Stain (p. 53)
- Framing (p. 41)
- Expansion and Contraction (p. 34)
- Plumbing (p. 56)

Care Tips: See Drywall Use & Care for maintenance and troubleshooting guidance.

Electrical System

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Damaged fixtures and electrical items at closing	✓	At closing	Must be listed on Final Walkthrough/Orientation Form
Light bulbs at closing	✓	At closing	Classic replaces bulbs listed on the Final Walkthrough/ Orientation Form
Wiring that fails to carry its designed load	✓	Limited Warranty period	Repaired to meet specifications
Outlets, switches, or fixtures that do not function as intended	✓	Limited Warranty period	Repaired or replaced
Fixtures supplied or installed by the Homeowner	×	—	Excluded from the Limited Warranty
Power surges and lightning damage	×	—	Local conditions beyond Classic's control
Burned-out bulbs after closing	×	—	Homeowner responsibility
Food spoilage from refrigerator/freezer on GFCI outlet	×	—	Never plug a refrigerator or freezer into a GFCI outlet

Performance Standards

Orientation Inspection

Standard: Light fixtures and outlets must be installed, in working condition without any defects, and all bulbs working.

Coverage: During the Final Walkthrough/Orientation Classic will confirm that light fixtures and outlets are installed, in working condition without any defects, and that all bulbs are working. Classic will only repair the electrical items (damaged fixtures) listed on the Final Walkthrough/Orientation Form.

Designed Load

Standard: Electrical wiring must carry its designed load to meet specifications, and outlets, switches, and fixtures must function as intended.

Coverage: During the Limited Warranty period, Classic will repair any electrical wiring that fails to carry its designed load to meet specifications. If electrical outlets, switches, or fixtures do not function during the Limited Warranty period as intended, Classic will repair or replace them.

Fixture and Outlet Locations

Standard: Light fixtures and outlets are installed in general locations indicated on the plans and may vary from locations shown in models and similar plans.

Coverage: Moving fixtures and outlets to accommodate specific furniture arrangements or room use is the Homeowner's responsibility.

Carbon Monoxide Alarms and Smoke Detectors

Standard: Carbon monoxide alarms and smoke detectors are installed in accordance with building codes, which dictate locations.

Coverage: Classic cannot omit any carbon monoxide alarm or smoke detector, and you should not remove or disable any smoke detector. Classic does not represent that carbon monoxide alarms or smoke detectors will provide the protection for which they are installed or intended.

Tamperproof Outlets

Standard: Due to a Federal Statute, your home will have tamperproof (childproof) outlets installed in various locations throughout the home. These locations are determined by the Statute.

Coverage: Classic cannot install non-conforming outlets in these areas.

What's Not Covered

The following are excluded from warranty coverage:

- **Fixtures supplied or installed by the Homeowner** - The Classic Limited Warranty excludes any fixture supplied or installed by the Homeowner
- **Power surges** - The result of local conditions beyond the control of Classic; these can result in burned-out bulbs or damage to sensitive electronic equipment such as TVs, alarm systems, and computers. Surge protection is suggested
- **Damage from lightning strikes** - Excluded from this Limited Warranty coverage
- **Burned-out bulbs** - Replacing burned-out bulbs is the Homeowner's responsibility after closing
- **Food spoilage from GFCI-controlled outlets** - Classic is not responsible for food spoilage that results from plugging refrigerators or freezers into a GFCI outlet
- **Moving fixtures and outlets** - Relocation to accommodate furniture arrangements or room use is the Homeowner's responsibility

Filing a Claim

If you believe you have a warranty issue:

1. Check the breakers in the main panel box first - a tripped breaker must be turned off before it can be turned on
2. For outlets, check whether the outlet is controlled by a wall switch or a GFCI, and confirm the GFCI is set
3. Check if the issue was listed on your Final Walkthrough/Orientation Form
4. Request Service (p. 8)

Related Standards

- Fixtures (p. 37)
- Appliances (p. 21)
- Alarm System (p. 20)
- Phone Jacks (p. 55)

Care Tips: See Electrical System Use & Care for maintenance and troubleshooting guidance.

Expansion and Contraction

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Expansion and contraction of building materials	×	—	Natural occurrence, excluded from the Limited Warranty
Small cracks in drywall and paint from material movement	×	—	Normal; conceal with caulk and paint
Caulking shrinkage and cracking	×	—	Homeowner maintenance responsibility

> **Excluded from Coverage**
>
> Since expansion and contraction is a natural occurrence, it is excluded from this Limited Warranty.

Performance Standards

Natural Material Movement

Standard: Changes in temperature and humidity cause all building materials to expand and contract. Dissimilar materials expand or contract at different rates, resulting in separation between materials, particularly dissimilar ones. Shrinkage of the wood members of your home is inevitable and occurs in every new home.

Coverage: Since expansion and contraction is a natural occurrence, it is excluded from this Limited Warranty.

What's Not Covered

The following are excluded from warranty coverage:

- **Expansion and contraction** - A natural occurrence, excluded from this Limited Warranty
- **Separations between materials** - Particularly between dissimilar materials that expand or contract at different rates
- **Small cracks in drywall and paint** - Especially where moldings meet drywall, at mitered corners, and where tile grout meets tub or sink; this is normal
- **Caulking maintenance** - Even though properly installed, caulking shrinks and cracks; maintenance of caulking is your responsibility

Filing a Claim

Expansion and contraction is excluded from the Limited Warranty. In most cases, caulk and paint are all that you need to conceal this minor evidence of a natural phenomenon. If you believe a related issue is covered under another standard:

1. Review the applicable standard (for example, drywall or caulking)
2. Request Service (p. 8)

Related Standards

- Drywall (p. 32)
- Caulking (p. 24)
- Wood Trim (p. 66)
- Framing (p. 41)

Care Tips: See Expansion and Contraction Use & Care for maintenance and troubleshooting guidance.

Fencing

Classic Homes Limited Warranty Guidelines

These standards apply to fencing when installed by Classic as a provision of the contract.

Coverage Summary

Issue	Covered	Period	Notes
Fencing items listed on the Final Walkthrough/Orientation Form	✓	At orientation	Fence inspected during Final Walkthrough/Orientation
Damage caused by severe weather	×	—	Refer to your Homeowners Insurance

Performance Standards

Condition at Orientation

Standard: If fencing is part of your home purchase, the condition of the fence is inspected during the Final Walkthrough/Orientation.

Coverage: Classic will repair any fencing item that is listed on the Final Walkthrough/Orientation Form.

What's Not Covered

The following are excluded from warranty coverage:

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

Filing a Claim

If you believe you have a warranty issue:

1. Confirm that fencing was part of your home purchase
2. Check whether the item was listed on your Final Walkthrough/Orientation Form
3. For severe weather damage, contact your Homeowners Insurance instead
4. Request Service (p. 8)

Related Standards

- Landscaping (p. 50)
- Grading and Drainage (p. 44)

Care Tips: See Fencing Use & Care for maintenance and troubleshooting guidance.

Fireplace

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Fireplace function per manufacturer's directions	✓	—	Should function properly when directions are followed
Fireplace appliance	×	—	Consumer Product, excluded from Limited Warranty
Water entering through the chimney in unusually heavy or prolonged precipitation	×	—	Especially when accompanied by high winds

> **Consumer Product**
>
> Fireplaces are Consumer Products and are excluded from this Limited Warranty.

Performance Standards

Function

Standard: Fireplaces are not intended to be the sole heat source in the home. The fireplace should function properly when the manufacturer's directions are followed.

Coverage: Fireplaces are Consumer Products and are excluded from this Limited Warranty.

What's Not Covered

The following are excluded from warranty coverage:

- **Fireplace appliance** - Fireplaces are Consumer Products and are excluded from this Limited Warranty
- **Water infiltration through the chimney** - In unusually heavy or prolonged precipitation, especially when accompanied by high winds, some water can enter the home through the chimney; water intrusion or damage resulting from the water intrusion during these conditions is excluded from this Limited Warranty
- **Use as sole heat source** - Fireplaces are not intended to be the sole heat source in the home

Filing a Claim

If you believe you have a warranty issue:

1. Confirm the fireplace is being operated according to the manufacturer's directions

2. For appliance issues, consult the manufacturer's warranty for the fireplace
3. Request Service (p. 8)

Related Standards

- Heating Systems (p. 48)
- Gas Shut-Offs (p. 43)
- Ventilation (p. 63)

Care Tips: See Fireplace Use & Care for maintenance and troubleshooting guidance.

Fixtures (Electrical & Plumbing)

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Fixture defects listed on the Final Walkthrough/ Orientation Form	✓	At orientation	Confirmed during Final Walkthrough/Orientation
Tarnishing, fading, or corrosion damage	×	—	Applies to solid metal and coated fixtures
Manufacturer defects	—	—	Many fixtures carry a manufacturers warranty beyond the Limited Warranty

Performance Standards

Condition at Orientation

Standard: Electrical and plumbing fixtures should be installed without defects.

Coverage: During the Final Walkthrough/Orientation Classic will confirm that the electrical and plumbing fixtures are installed without defects. Only the fixtures listed on the Final Walkthrough/Orientation Form will be repaired.

What's Not Covered

The following are excluded from warranty coverage:

- **Tarnishing** - Classic does not warrant against tarnishing of fixtures
- **Fading** - Fading of fixture finishes is not covered
- **Corrosion damage** - Corrosion damage to the external surfaces or internal workings of fixtures is not covered; this limitation includes solid metal or coated fixtures
- **Fixtures not listed at orientation** - Only the fixtures listed on the Final Walkthrough/Orientation Form will be repaired

> **Manufacturer Warranties**
>
> Many of the fixtures and appliances in your home do carry a manufacturers warranty above and beyond the Limited Warranty offered by Classic.

Filing a Claim

If you believe you have a warranty issue:

1. Check whether the fixture was listed on your Final Walkthrough/Orientation Form
2. Check the manufacturer's warranty that may apply to the fixture
3. Request Service (p. 8)

Related Standards

- Electrical (p. 33)
- Plumbing (p. 56)
- Hardware (p. 47)

Care Tips: See Fixtures Use & Care for maintenance and troubleshooting guidance.

Hardwood Floors

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Readily noticeable cosmetic defects listed on the Final Walkthrough/ Orientation Form	✓	At Final Walkthrough/ Orientation	Must be on the form
Engineered/laminate scratches or construction damage listed on the form	✓	At Final Walkthrough/ Orientation	Repairs may not match the existing floor
Minor dust particles, fibers, and specks in the finish	×	—	Expected; not a Defect
Knot holes	×	—	Natural characteristic of wood
Separations between boards	×	—	Natural shrinkage from seasonal changes
Floors or sections that fail to match due to repairs	×	—	Pre-finished repairs will be visible
Routine maintenance	×	—	Homeowner responsibility

Performance Standards

Orientation Inspection

Standard: Hardwood floors must be installed without defects.

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

Finish Imperfections

Standard: During the finishing of the floor, minor dust particles, fibers, and other specks from the air will settle into the wet finish.

Coverage: These minor imperfections are to be expected and will normally wear down over time. This is not a Defect in the floor and is excluded from this Limited Warranty.

Knot Holes

Standard: Knot holes are natural characteristics of wood floor.

Coverage: During the Limited Warranty Period, Classic will not fill knot holes or replace boards due to the presence of knot holes.

Separations

Standard: Due to seasonal changes that affect natural wood, shrinkage of the wood will result in separations between the boards in a hardwood floor.

Coverage: Since shrinkage is a natural occurrence, it is excluded from coverage by this Limited Warranty.

Repairs and/or Replacement of Engineered and Laminate Hardwood Flooring

Standard: Since engineered and laminate hardwoods are pre-finished, repairs and replacement boards will be visible.

Coverage: When Classic performs a repair under the terms of this Limited Warranty, the repaired section or boards may not match the existing floor. Classic will not replace the floor or sections of the floor that fail to match due to repairs. Since this flooring is difficult to repair, Classic will only repair scratches or construction damage that is listed on the Final Walkthrough/Orientation Form.

What's Not Covered

The following are excluded from warranty coverage:

- **Routine maintenance** - You are responsible for routine maintenance of hardwood floors
- **Minor finish imperfections** - Dust particles, fibers, and other specks that settled into the wet finish are expected and not a Defect
- **Knot holes** - Natural characteristics of wood floor; boards will not be replaced or holes filled
- **Separations between boards** - Natural shrinkage from seasonal changes is excluded
- **Mismatched repairs** - Repaired sections or boards of pre-finished engineered and laminate flooring may not match; floors or sections that fail to match due to repairs will not be replaced

- **Full recoating after wax or unapproved cleaners** - If you have installed wax or unapproved cleaners on the floor and a repair is needed during the Limited Warranty Period, Classic will only repair the immediate area of the repair and will not recoat the entire floor

Filing a Claim

If you believe you have a warranty issue:

1. Check whether the defect was listed on your Final Walkthrough/Orientation Form
2. For engineered or laminate flooring, note that only scratches or construction damage listed on the form will be repaired
3. Request Service (p. 8)

Related Standards

- Humidifier (p. 49)
- Condensation (p. 27)
- Resilient Flooring (p. 39)
- Carpet (p. 23)

Care Tips: See Hardwood Floors Use & Care for maintenance and troubleshooting guidance.

Resilient Flooring/Linoleum/Vinyl Flooring

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Flooring items listed on Final Walkthrough/Orientation Form	✓	At orientation	Only items listed on the form
Lifting, bubbling, and/or nail pops on the flooring surface	✓	Limited Warranty Period	Flooring should adhere
Ridges of 1/8 inch or more	✓	Limited Warranty Period	Measured with a 6-inch straight edge
Seam gaps over 1/16 inch (flooring to flooring)	✓	Limited Warranty Period	—
Seam gaps over 1/8 inch (flooring to another material)	✓	Limited Warranty Period	—
Damage from moving furniture or appliances	×	—	Not covered
Seam gaps or curls caused by excessive water	×	—	From cleaning or leakage

Performance Standards

Orientation Inspection

Standard: Resilient floor coverings must be free of defects at the Final Walkthrough/Orientation.

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

Adhesion

Standard: Resilient floor covering should adhere.

Coverage: During the Limited Warranty Period, Classic will repair lifting, bubbling, and/or nail pops that appear on the surface of the flooring.

Ridges

Standard: Classic sanded and filled the joints of underlayment to minimize the possibility of ridges showing through resilient floor coverings. Ridging is measured by centering a 6-inch straight edge perpendicular to the ridge with one end tight to the floor.

Coverage: If the opposite end of the straight edge is 1/8 inch or more from the floor, Classic will repair this condition during the Limited Warranty Period.

Seams

Standard: Seams will occur and are sealed at the time of installation.

Coverage: During the Limited Warranty Period Classic will correct gaps in excess of 1/16 inch where resilient flooring pieces meet or 1/8 inch where resilient flooring meets another material. Seams that gap or curl due to excessive water being applied to the floor from cleaning or leakage are excluded from this Limited Warranty.

What's Not Covered

The following are excluded from warranty coverage:

- **Damage from moving furniture or appliances** - Damage to resilient floors caused by moving furniture or appliances into the home is not covered
- **Water-caused seam gaps or curls** - Seams that gap or curl due to excessive water being applied to the floor from cleaning or leakage are excluded
- **Items not listed on the orientation form** - Classic will only repair flooring items that are listed on the Final Walkthrough/Orientation Form

Filing a Claim

If you believe you have a warranty issue:

1. Check if the item was listed on your Final Walkthrough/Orientation Form
2. Measure ridges with a 6-inch straight edge and seam gaps against the tolerances above
3. Request Service (p. 8)

Related Standards

- Hardwood Flooring (p. 37)
- Carpet (p. 23)
- Ceramic Tile (p. 25)

Care Tips: See Resilient Flooring Use & Care for maintenance and troubleshooting guidance.

Foundation

Classic Homes Limited Warranty Guidelines

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

Coverage Summary

Issue	Covered	Period	Notes
Conditions that allow water to enter the basement	✓	Limited Warranty Period	Provided drainage, landscaping, and maintenance guidelines were followed
Foundation wall cracks exceeding 1/8 inch in width	✓	Limited Warranty Period	Cracks due to expansion or settlement are common
Slight cosmetic imperfections (pour seams, slight honeycombing)	×	—	No repair required unless they permit water to enter

Performance Standards

Cosmetic Imperfections

Standard: Slight cosmetic imperfections in foundation walls, such as a visible seam where two pours meet or slight honeycombing, are possible and require no repair unless they permit water to enter.

Coverage: During the Limited Warranty Period Classic will correct conditions that allow water to enter the basement, provided you have complied with the drainage, landscaping, and maintenance guidelines.

Cracks

Standard: Cracks due to expansion or settlement are common in foundation walls, especially at the corners of basement windows.

Coverage: During the Limited Warranty Period, Classic will repair cracks that exceed 1/8 inch in width.

What's Not Covered

The following are excluded from warranty coverage:

- **Cosmetic imperfections that do not permit water entry** - Visible pour seams and slight honeycombing require no repair
- **Cracks 1/8 inch wide or less** - Only cracks that exceed 1/8 inch in width are repaired
- **Water entry where guidelines were not followed** - Correction of water entry is conditioned on your compliance with the drainage, landscaping, and maintenance guidelines

Filing a Claim

If you believe you have a warranty issue:

1. Measure any crack width; cracks must exceed 1/8 inch to qualify for repair
2. For water entry, confirm you have complied with the drainage, landscaping, and maintenance guidelines
3. Request Service (p. 8)

Related Standards

- Concrete (p. 26)
- Dampproofing (p. 30)
- Grading and Drainage (p. 44)
- Crawl Space (p. 29)

Care Tips: See Foundation Use & Care for maintenance and troubleshooting guidance.

Rough Carpentry

Classic Homes Limited Warranty Guidelines

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

Coverage Summary

Issue	Covered	Period	Notes
Floor and stair squeaks	✓	Limited Warranty Period	Unavoidable but repaired
Stair vibration from improper installation	✓	Limited Warranty Period	
Floors out of level beyond 1/4 inch in 32 inches	✓	Limited Warranty Period	Measured perpendicular to any ridge or indentation
Walls out of plumb more than 1/2 inch in 8 feet	✓	Limited Warranty Period	
Walls bowed more than 1/4 inch in any 32-inch measurement	✓	Limited Warranty Period	
Floor deflection	×	—	Not a structural deficiency
Variations in window openings	×	—	Natural wood variation

Performance Standards

Flooring Components

Standard: Since the flooring components of your home are constructed with a combination of natural and man-made products, floor and stair squeaks are unavoidable.

Coverage: During the Limited Warranty Period Classic will repair floor and stair squeaks as well as stair vibration that results from improper installation.

Floor Deflection

Standard: Floors will deflect (bend) when walked on. This will be more noticeable next to hutches, bookcases, pianos, chairs, and other heavy furniture.

Coverage: This is not a structural deficiency and is excluded from this Limited Warranty.

Floor Level

Standard: Floors will be level to within 1/4 inch within any 32-inch distance as measured perpendicular to any ridge or indentation.

Coverage: During the Limited Warranty Period Classic will repair floor(s) that exceeds this standard.

Plumb Walls

Standard: Walls should not be out of plumb more than 1/2 inch in an 8-foot distance or bowed more than 1/4 inch in any 32-inch measurement.

Coverage: During the Limited Warranty Period Classic will correct walls that exceed these standards.

Window Openings

Standard: Due to the natural wood used in the construction of a home, there will be slight variations (out of plumb) in window openings.

Coverage: Variations in window openings are excluded from this Limited Warranty.

What's Not Covered

The following are excluded from warranty coverage:

- **Floor deflection** - Floors bending when walked on, more noticeable next to heavy furniture, is not a structural deficiency
- **Variations in window openings** - Slight out-of-plumb variations due to the natural wood used in construction

Filing a Claim

If you believe you have a warranty issue:

1. Measure the condition against the standards above (for example, floor level within 1/4 inch in any 32-inch distance)
2. Note the specific locations affected
3. Request Service (p. 8)

Related Standards

- Drywall (p. 32)
- Foundation (p. 40)
- Expansion and Contraction (p. 34)
- Windows, Screens, and Sliding Glass Doors (p. 65)

Garage Overhead Door

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Door adjustment due to a defect with the original installation	✓	Limited Warranty Period	Periodic adjustment is normal for any exterior door
Light and blowing snow or rain entering around the door	×	—	Garage overhead doors cannot be airtight
Garage door openers installed by Classic	×	—	Consumer Products, excluded from Limited Warranty
Damage associated with an opener not installed by Classic	×	—	Openers installed after construction
Slight sag	×	—	Normal due to the door's weight and span

Performance Standards

Adjustment

Standard: Garage doors, as with any exterior door, will require periodical adjustment.

Coverage: During the Limited Warranty period Classic will adjust doors that require adjustment, if the adjustment is due to a defect with the original installation of the door.

Light and Weather Entry

Standard: Garage overhead doors cannot be airtight. Some light will be visible around the edges and across the top of the door. Weather conditions may result in some precipitation entering around the door as well as some dust, especially until most homes in the community have landscaping installed.

Coverage: Light and blowing snow or rain entering the garage door is not covered by this Limited Warranty.

Sag

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

Coverage: Slight sag is a normal condition.

What's Not Covered

The following are excluded from warranty coverage:

- **Light and weather entry** - Light and blowing snow or rain entering the garage door is not covered by this Limited Warranty
- **Garage door openers installed by Classic** - These are Consumer Products and are excluded from this Limited Warranty
- **Damage from openers not installed by Classic** - Classic will not repair damages associated with the installation of a door opener that was not installed by Classic during the construction of the home
- **Adjustments not due to an original installation defect** - Periodic adjustment is a normal maintenance need

Filing a Claim

If you believe you have a warranty issue:

1. Confirm the door has been maintained per the lubrication and hardware guidelines
2. Determine whether the adjustment need stems from a defect with the original installation
3. Request Service (p. 8)

Related Standards

- Doors and Locks (p. 31)
- Hardware (p. 47)

Care Tips: See Garage Overhead Door Use & Care for maintenance and troubleshooting guidance.

Gas Shut-Offs

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Gas leaks from the meter into the home	✓	Limited Warranty Period	Corrected by Classic
Gas leaks up to the gas meter	×	—	Gas company responsibility

Performance Standards

Gas Line Leaks

Standard: The gas company is responsible for leaks up to the gas meter.

Coverage: During the Limited Warranty Period Classic will correct leaks from the meter into the home.

What's Not Covered

The following are excluded from warranty coverage:

- **Leaks up to the gas meter** - The gas company is responsible for leaks up to the gas meter

Filing a Claim

> **Suspected Gas Leak**
>
> If you suspect a gas leak, leave the home and call the gas company immediately for emergency service.

If you believe you have a warranty issue:

1. For a suspected gas leak, leave the home and call the gas company immediately for emergency service
2. For leaks up to the meter, the gas company is responsible
3. For leaks from the meter into the home, Request Service (p. 8)

Related Standards

- Fireplace (p. 36)
- Heating Systems (p. 48)
- Water Heaters (p. 64)
- Appliances (p. 21)

Care Tips: See Gas Shut-Offs Use & Care for maintenance and troubleshooting guidance.

Ghosting

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Staining ("ghosting") resulting from burning candles or other lifestyle choices	×	—	Excluded from this Limited Warranty

Performance Standards

Ghosting from Lifestyle Choices

Standard: The popularity of scented candles has increased in recent years. If this is an activity that is part of your lifestyle, we caution you about the potential damage to your home.

Coverage: When this condition results from the burning of candles or other lifestyle choices, the resulting damage is excluded from this Limited Warranty.

What's Not Covered

The following are excluded from warranty coverage:

- **Damage from burning candles** - Black sooty staining resulting from burning candles is excluded from this Limited Warranty
- **Damage from other lifestyle choices** - Ghosting resulting from other lifestyle choices is likewise excluded

Filing a Claim

If you believe you have a warranty issue:

1. Determine whether the staining results from burning candles or other lifestyle choices; such damage is excluded
2. Request Service (p. 8)

Related Standards

- Paint and Stain (p. 53)
- Carpet (p. 23)
- Ventilation (p. 63)

Care Tips: See Ghosting Use & Care for maintenance and troubleshooting guidance.

Grading and Drainage

Classic Homes Limited Warranty Guidelines

Site drainage is limited to the immediate grades and swales (within 5 to 10 ft. of the foundation, depending on the setback) affecting the structure. Classic will establish grading of the site one time in a manner which assures that the water falling on the site, whether from natural precipitation or from normal lawn irrigation, will flow positively away from the foundation and concrete slabs of the Residence.

Coverage Summary

Issue	Covered	Period	Notes
Ponding water standing more than 24 hours within 5 feet of the Residence	✓	First year after Warranty Commencement Date	—
Ponding water standing more than 72 hours in swales	✓	First year after Warranty Commencement Date	Swale must be within 10 feet of the foundation
Settlement over 4 inches in backfilled/excavated areas around the foundation and utility trenches	✓	First year	Classic fills these areas, provided grades were not changed
Visible sunken areas under exterior concrete due to settlement	✓	First year	Classic fills the sunken areas
Drainage that differs from the original installed grade	×	—	Compared against the Grading Inspection Certificate (GIC)
Damage from new sod installation or watering	×	—	Excluded from this Limited Warranty
Settlement in non-excavated areas	×	—	Homeowner responsibility
Weather-caused changes to unlandscaped yards	×	—	After grading established or occupancy, whichever occurs last

Warranty May Be Voided

If you or the HOA alter the drainage pattern after closing, or if changes in drainage occur due to lack of maintenance, especially on un-landscaped lots or yards, Classic reserves the right to void this Limited Warranty. Classic also reserves the right to void this Limited Warranty if water features are installed within 10 feet of the foundation.

Performance Standards

Drainage and Final Grade

Standard: Classic established the final grade to ensure adequate drainage away from the home. Drainage swales may follow property boundaries. It is normal for the site to receive water from and/or pass water on to other sites. Maintaining the drainage patterns established by Classic is the responsibility of the Homeowner or the HOA. Classic does not alter drainage swales or patterns to suit individual landscape plans.

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

Ponding or Standing Water

Standard: No standing or ponding water should remain in the immediate area of the Residence longer than twenty-four (24) hours after a rain, except in swales where water should not stand longer than seventy-two (72) hours.

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

Settlement

Standard: Backfilled or excavated areas around the foundation and at utility trenches should not interfere with the drainage away from your home.

Coverage: If these areas settle more than four (4) inches during the first year, Classic Homes will fill these areas provided that you have not changed the grades, swales, and drainage patterns for the home. You are responsible for any settlement that occurs in any non-excavated areas of the property. If settlement occurs under exterior concrete, Classic will fill the visible sunken areas under the concrete during the first year of the Limited Warranty.

Winter Grading

Standard: Due to weather conditions, especially during winter and early spring, the final grade may not have been established at the time of closing.

Coverage: Classic documents the status of your grading at the Final Walkthrough/Orientation. When conditions permit, grading work will continue. You must confirm that Classic has completed your grading before beginning your landscaping.

What's Not Covered

The following are excluded from warranty coverage:

- **Homeowner or HOA changes to grading or drainage** - If the Homeowner or HOA makes changes in grading or drainage, has installed landscaping improperly, or failed to perform required maintenance to maintain the proper drainage, and these are deemed to be the cause of the damages, Classic, as a courtesy, may suggest corrective measures but will not be responsible for their implementation or expense
- **New sod damage** - New sod installation and the extra watering that accompanies it can cause temporary minor drainage problems; damage that occurs to the yard or home that is the result of the installation or watering of new sod is excluded from this Limited Warranty. If the watering causes any severe problem, please make the appropriate repairs or contact your HOA
- **Drainage differing from the original installed grade** - Not repaired or corrected during the Limited Warranty Period
- **Weather-caused changes to unlandscaped yards** - After grading has been established or after the date of occupancy, whichever occurs last
- **Settlement in non-excavated areas** - You are responsible for any settlement in non-excavated areas of the property
- **Water features within 10 feet of the foundation** - Water features that are not properly installed can induce large amounts of water into the foundation zone; water features are not to be installed within 10 feet of the foundation, and Classic reserves the right to void this Limited Warranty if they are

Filing a Claim

If you believe you have a warranty issue:

1. Confirm the grades, swales, and drainage patterns have not been changed since Classic established the final grade
2. For ponding water, note how long the water stands (more than 24 hours within 5 feet of the Residence, or more than 72 hours in swales within 10 feet of the foundation)
3. Have your Grading Inspection Certificate (GIC) available for comparison
4. Request Service (p. 8)

Related Standards

- Foundation (p. 40)
- Landscaping (p. 50)
- Gutters and Downspouts (p. 46)
- Concrete (p. 26)

Care Tips: See Grading and Drainage Use & Care for maintenance and troubleshooting guidance.

Gutters and Downspouts

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Gutters not properly sloped	✓	Limited Warranty Period	Gutters over 3 feet long are installed with a slight slope
Leaks directly related to gutter installation	✓	Limited Warranty Period	—
Overflow during excessively heavy rain	×	—	Expected; may be a sign of clogged gutters
Standing water up to one inch for short periods	×	—	No correction required
Ice build up in gutters and downspouts	×	—	Homeowner responsibility
Ice accumulation on walkways from gutter overflow	×	—	Homeowner responsibility to remove

Performance Standards

Gutter Slope

Standard: Gutters over 3 feet long are installed with a slight slope so that roof water will flow to the downspouts.

Coverage: During the Limited Warranty Period, Classic will repair gutters that are not properly sloped.

Leaks

Standard: Gutters should not leak as a result of installation.

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

Overflow

Standard: Gutters may overflow during periods of excessively heavy rain.

Coverage: This is expected and requires no repair. However, this may be a sign that your gutters are clogged with debris.

Standing Water

Standard: Small amounts of water (up to one inch) will stand for short periods of time in gutters immediately after rain.

Coverage: No correction is required for these conditions.

What's Not Covered

The following are excluded from warranty coverage:

- **Overflow during excessively heavy rain** - Expected and requires no repair
- **Standing water up to one inch** - Small amounts standing for short periods after rain require no correction
- **Ice build up in gutters and downspouts** - Excluded from this Limited Warranty; the Homeowner is responsible for removal of any ice that may build up or accumulate during extended periods of cold
- **Ice accumulation on walkways** - Ice that forms on walkways as a result of overflow from gutters and downspouts is excluded; since it is the Homeowner's responsibility to remove any ice that may accumulate on the walkway, Classic is not responsible for any incidents that may occur as a result of the Homeowner's failure to remove the ice

Filing a Claim

If you believe you have a warranty issue:

1. Confirm the issue is an improper slope or a leak directly related to the installation of the gutter
2. Check that gutters are clear of materials or debris (clogged gutters can cause overflows and downspout clogging)
3. Request Service (p. 8)

Related Standards

- Roof (p. 59)
- Grading and Drainage (p. 44)
- Landscaping (p. 50)

Care Tips: See Gutters and Downspouts Use & Care for maintenance and troubleshooting guidance.

Hardware

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Hardware defects listed on the Final Walkthrough/Orientation Form	✓	At Final Walkthrough/ Orientation	Must be on the form
Hardware issues not listed on the form	×	—	Only listed hardware will be repaired
Adjustments due to normal shrinkage of the framing	×	—	Homeowner maintenance

Performance Standards

Orientation Inspection

Standard: All hardware must be installed without defects.

Coverage: Classic confirms that all hardware is installed without defects during the Final Walkthrough/Orientation. Only the hardware listed on the Final Walkthrough/Orientation Form will be repaired.

What's Not Covered

The following are excluded from warranty coverage:

- **Hardware not listed on the Final Walkthrough/Orientation Form** - Only the hardware listed on the form will be repaired
- **Normal adjustments** - Over time, doorknobs and locks may need slight adjustments due to normal shrinkage of the framing; tightening screws and lubricating hinges and locks is homeowner maintenance

Filing a Claim

If you believe you have a warranty issue:

1. Check whether the hardware was listed on your Final Walkthrough/Orientation Form
2. Try tightening screws or lubricating hinges and locks first
3. Request Service (p. 8)

Related Standards

- Doors and Locks (p. 31)
- Cabinets (p. 22)

Care Tips: See Hardware Use & Care for maintenance and troubleshooting guidance.

Heating System: Gas Forced Air

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
System unable to maintain 70 degrees F average temperature	✓	Limited Warranty Period	Measured in the center of the room, 5 feet above the floor
Ductwork that becomes unattached	✓	Limited Warranty Period	—
Heating system components	×	—	Covered by manufacturer's warranties
Duct cleaning	×	—	Homeowner responsibility
Relocating HVAC ducts	×	—	Not done for furniture placement or interior design
Ductwork popping/pinging sounds	×	—	Natural result of heating and cooling

Performance Standards

System Adequacy

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

Coverage: Classic will address systems that do not meet this standard during the Limited Warranty Period.

Ductwork

Standard: Ductwork should remain attached.

Coverage: During the Limited Warranty Period, Classic will repair ductwork that may become unattached.

Duct Placement

Standard: Due to plan changes and elevations, the exact placement of heat ducts may vary from those positions shown in similar floor plans.

Coverage: Classic will not relocate HVAC ducts to accommodate furniture placement or the Homeowner's interior design.

What's Not Covered

The following are excluded from warranty coverage:

- **Heating system components** - The components of the heating system are covered by manufacturer's warranties and are excluded from this Limited Warranty
- **Duct cleaning** - Classic does not clean the ductwork prior to closing; while reasonable steps are taken to prevent construction debris from entering the ductwork, there will be construction debris in the ductwork. Duct cleaning is the Homeowner's responsibility and is excluded from this Limited Warranty
- **Duct relocation** - Ducts will not be relocated to accommodate furniture placement or interior design
- **Ductwork noise** - Some popping or pinging sounds are the natural result of ductwork heating and cooling in response to airflow as the system operates
- **Temperature variation between rooms** - Depending on the style of home, temperatures can normally vary from floor to floor or room to room as much as 10 degrees or more on extremely cold days

Filing a Claim

If you believe you have a warranty issue:

1. Work through the no-heat troubleshooting checklist (thermostat, blower panel, breaker, on/off switch, gas line, filter, vents, air returns) — even if it does not identify a solution, the information you gather will be useful to the service provider you call
2. For component failures, contact the manufacturer under the manufacturer's warranty
3. Request Service (p. 8)

Related Standards

- Air Conditioning (p. 20)
- Ventilation (p. 63)
- Humidifier (p. 49)
- Gas Shut-Offs (p. 43)

Care Tips: See Heating System: Gas Forced Air Use & Care for maintenance and troubleshooting guidance.

Humidifier

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Humidifier installation	×	—	Classic Homes does not install humidifiers
Damages from improper installation or usage of a humidifier	×	—	Includes condensation and mold growth

> **Not Installed by Classic Homes**
>
> Due to the effect humidifiers can have on the home, Classic Homes does not install humidifiers in the homes we build. Any humidifier installed in the home is installed at the discretion of the Homeowner and must be installed after the original closing date for the home.

Performance Standards

Homeowner-Installed Humidifiers

Standard: Classic Homes does not install humidifiers. Any humidifier installed in the home is installed at the discretion of the Homeowner and must be installed after the original closing date for the home.

Coverage: Classic is not responsible for damages, including condensation or mold growth, that are associated with improper installation or usage of a humidifier.

What's Not Covered

The following are excluded from warranty coverage:

- **Humidifiers** - Classic Homes does not install humidifiers; any humidifier is installed at the Homeowner's discretion after the original closing date

- **Damages associated with a humidifier** - Classic is not responsible for damages, including condensation or mold growth, associated with improper installation or usage of a humidifier

Filing a Claim

If you believe you have a warranty issue:

1. Note that humidifiers and any damages associated with their improper installation or usage are excluded from this Limited Warranty
2. For related concerns not caused by a humidifier, identify the affected component (heating system, condensation, flooring)
3. Request Service (p. 8)

Related Standards

- Heating System: Gas Forced Air (p. 48)
- Condensation (p. 27)
- Hardwood Floors (p. 37)

Care Tips: See Humidifier Use & Care for maintenance and troubleshooting guidance.

Landscaping

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Landscape materials installed by Classic	✓	One growing season, spring through fall	Never longer than 18 months from the original date of purchase
Sprinkler system deficiencies at final adjustment	✓	Shortly after move-in	Installer notes and corrects deficiencies
Landscaping installed by the Homeowner	×	—	Installation and maintenance are Homeowner responsibility
Trees and plant materials on the lot prior to construction	×	—	Excluded from this Limited Warranty
Trees removed or damaged during construction	×	—	Will not be replaced
Landscape maintenance	×	—	Homeowner or HOA responsibility
Erosion correction	×	—	Homeowner responsibility
Drainage changes made by contractors you hire	×	—	Homeowner responsibility

Performance Standards

Orientation Inspection

Standard: Landscaping installed by Classic must be properly installed and in a healthy condition.

Coverage: During the Final Walkthrough/Orientation, Classic will confirm that the landscaping is properly installed and is in a healthy condition.

Growing Season Warranty

Standard: Landscape materials that Classic installs are warranted for one growing season, spring through fall.

Coverage: Coverage is never longer than 18 months from the original date of purchase. Maintaining landscaping is the responsibility of the Homeowner or HOA.

Sprinkler System

Standard: If Classic included a sprinkler system with your home, the installer will make final adjustments shortly after you move in.

Coverage: The installer will note and correct any deficiencies in the system at the same time. The Homeowner or HOA is responsible for routine cleaning, adjusting, and repairing sprinkler heads as well as shutting the system down in the fall.

What's Not Covered

The following are excluded from warranty coverage:

- **Homeowner-installed landscaping** - Unless installed by Classic Homes, the installation and maintenance of landscaping is the Homeowner's responsibility
- **Landscape maintenance** - Maintaining landscaping is the responsibility of the Homeowner or HOA
- **Pre-existing trees and plant materials** - Trees and other plant materials that were on the lot prior to construction are excluded from this Limited Warranty
- **Trees removed or damaged during construction** - Classic will not replace trees removed or damaged during the construction of the home; damage from construction activities can manifest months after completion of construction
- **Erosion** - Correcting erosion is your responsibility, including protecting newly planted seed with erosion matting or reseeding to establish grass in swales
- **Contractor drainage changes** - You are responsible for changes to the drainage pattern made by any landscape, concrete, or other contractor that you hire
- **Frozen sprinkler lines** - Failure to drain the system before freezing temperatures occur can result in broken lines
- **Digging** - All digging will be the responsibility of the Homeowner or HOA

Filing a Claim

If you believe you have a warranty issue:

1. Confirm the landscape material was installed by Classic and is within one growing season (never longer than 18 months from the original date of purchase)
2. For sprinkler system deficiencies, note them for the installer's final adjustment visit shortly after move-in
3. Request Service (p. 8)

Related Standards

- Grading and Drainage (p. 44)
- Gutters and Downspouts (p. 46)
- Fencing (p. 35)
- Concrete (p. 26)

Care Tips: See Landscaping Use & Care for maintenance and troubleshooting guidance.

Man Made Stone

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Damage listed on the Final Walkthrough/Orientation Form	✓	At Final Walkthrough/ Orientation	Must be on the form
Masonry cracks exceeding 3/16 inch in width	✓	Limited Warranty Period	One-time courtesy repair
Efflorescence	×	—	Cosmetic; natural occurrence
Tuck-pointing	×	—	Homeowner maintenance after several years

Performance Standards

Orientation Inspection

Standard: Man made stone must be properly installed with no damage.

Coverage: During the Final Walkthrough/Orientation, Classic will confirm that the man made stone is properly installed and that there is no damage. Only the damage listed on the Final Walkthrough/Orientation Form will be repaired.

Cracks

Standard: Masonry cracks should not exceed 3/16 inch in width.

Coverage: As a courtesy, during the Limited Warranty Period, Classic will repair (one time) masonry cracks that exceed 3/16 inch in width.

What's Not Covered

The following are excluded from warranty coverage:

- **Efflorescence** - The white, powdery substance that sometimes accumulates on stone surfaces is cosmetic and is not a defect in the stone; it is a natural occurrence and is excluded from this Limited Warranty
- **Damage not listed on the Final Walkthrough/Orientation Form** - Only the damage listed on the form will be repaired
- **Tuck-pointing** - After several years the stone may require tuck-pointing (repairing the mortar between the stone); this is homeowner maintenance
- **Additional crack repairs** - The repair of masonry cracks exceeding 3/16 inch in width is a one-time courtesy

Filing a Claim

If you believe you have a warranty issue:

1. Check whether the damage was listed on your Final Walkthrough/Orientation Form
2. For cracks, measure the width — the one-time courtesy repair applies to masonry cracks that exceed 3/16 inch in width
3. Request Service (p. 8)

Related Standards

- Stucco (p. 61)
- Siding (p. 60)
- Caulking (p. 24)

Care Tips: See Man Made Stone Use & Care for maintenance and troubleshooting guidance.

Mirrors

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Scratches, chips, or other damage listed on the Final Walkthrough/ Orientation Form	✓	At Final Walkthrough/ Orientation	Must be on the form
Damage not listed on the form	×	—	Only listed damage will be corrected

Performance Standards

Orientation Inspection

Standard: All mirrors must be installed without defects.

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

What's Not Covered

The following are excluded from warranty coverage:

- **Damage not listed on the Final Walkthrough/Orientation Form** - Only scratches, chips, or other damage listed on the form will be corrected

Filing a Claim

If you believe you have a warranty issue:

1. Check whether the scratch, chip, or other damage was listed on your Final Walkthrough/Orientation Form
2. Request Service (p. 8)

Related Standards

- Fixtures (p. 37)

- Shower Doors (p. 60)

Care Tips: See Mirrors Use & Care for maintenance and troubleshooting guidance.

Mold

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Water leaks and intrusions	✓	Limited Warranty Period	Must comply with the Standards of Performance
Mold-related claims	✓	Limited Warranty Period	Terms of the Limited Warranty apply
Damage from humidifier installation or usage	×	—	Classic does not install humidifiers

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

Performance Standards

Water Leaks and Intrusions

Standard: Mold results from water leaks or intrusion.

Coverage: During the Limited Warranty Period, Classic will respond and repair water leaks and intrusions that comply with the Standards of Performance contained within this Limited Warranty.

Mold-Related Claims

Standard: Mold claims are addressed through the Limited Warranty.

Coverage: The terms of the Limited Warranty apply to all mold-related claims.

What's Not Covered

The following are excluded from warranty coverage:

- **Humidifier damage** - Classic does not install humidifiers and is not responsible for damages associated with the installation or usage of a humidifier
- **Leaks not reported promptly** - Failure to report leaks promptly increases your risk and responsibility for repairs

Filing a Claim

If you believe you have a warranty issue:

1. Report any leak (roof, window, or plumbing) to Classic Homes Customer Care promptly
2. Note where you observed the leak, intrusion, or mold growth
3. Request Service (p. 8)

Related Standards

- Condensation (p. 27)
- Plumbing (p. 56)
- Roof (p. 59)
- Grading and Drainage (p. 44)

Care Tips: See Mold Use & Care for maintenance and troubleshooting guidance.

Paint and Stain

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Paint items listed on Final Walkthrough/Orientation Form	✓	At orientation	Only items listed on the form
Subsequent touch-up (interior and exterior)	×	—	Homeowner responsibility
Fading of exterior paint, varnish, lacquer, or sealed stain	×	—	Expected due to weather conditions
Cracking and raised grain of exterior wood trim	×	—	Not a defect in materials or workmanship
Visible paint touch-up	×	—	Visible under certain lighting conditions
Color variations due to wood grain	×	—	Natural characteristic; requires no repair

Performance Standards

Orientation Inspection

Standard: Painted and stained surfaces must be free of defects at the Final Walkthrough/Orientation.

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

Cracking

Standard: As it ages, exterior wood trim will develop minor cracks and raised grain. Much of this will occur during the first year.

Coverage: Raised grain permits moisture to get under the paint and can result in peeling. This is not a defect in materials or workmanship. Paint maintenance of wood trim and gutters is the Homeowner's responsibility and is excluded from this Limited Warranty.

Paint Touch-Ups Will Be Visible

Standard: Paint touch-up is visible under certain lighting conditions.

Coverage: Visible paint touch-up is excluded from this Limited Warranty.

Wood Grain

Standard: Because of wood characteristics, color variations will result when stain is applied to wood.

Coverage: This is natural and requires no repair. Today's water-base paints often make wood grain visible on painted trim. Variations in colors due to wood grain are excluded from this Limited Warranty.

What's Not Covered

The following are excluded from warranty coverage:

- **Subsequent touch-up** - You are responsible for all touch-up of exterior and interior paint after the Final Walkthrough/Orientation
- **Fading of exterior finishes** - Paint, varnish, lacquer, or sealed stain on exterior surfaces will deteriorate rapidly and are excluded from this Limited Warranty
- **Paint maintenance of wood trim and gutters** - Homeowner responsibility
- **Visible touch-up** - Touch-up visible under certain lighting conditions is excluded
- **Wood grain color variations** - Natural wood characteristics are excluded
- **Severe weather damage** - Promptly report damage caused by severe weather to your homeowners insurance

Filing a Claim

If you believe you have a warranty issue:

1. Check if the paint item was listed on your Final Walkthrough/Orientation Form
2. Note the affected surfaces and locations
3. Request Service (p. 8)

Related Standards

- Wood Trim (p. 66)
- Drywall (p. 32)
- Siding (p. 60)

Care Tips: See Paint and Stain Use & Care for maintenance and troubleshooting guidance.

Pests and Wildlife

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Pest or wildlife entrance into the home	×	—	Homeowner or HOA (when applicable) responsibility
Damage caused by pests and wildlife	×	—	Excluded from the Limited Warranty

> **Homeowner or HOA Responsibility**
>
> Addressing concerns involving pests and wildlife is the Homeowner's or HOA's (when applicable) responsibility. Classic cannot build a home that is airtight or pest and wildlife proof; there will be numerous areas where pests and wildlife can enter the home.

Performance Standards

Pest and Wildlife Entry

Standard: Insects such as ants, spiders, wasps, and bees, and animal life such as woodpeckers, squirrels, mice, and snakes, may enter the home. Classic cannot build a home that is airtight or pest and wildlife proof.

Coverage: Entrance into the home and damage caused by pests and wildlife is excluded from this Limited Warranty.

What's Not Covered

The following are excluded from warranty coverage:

- **Pest and wildlife entrance into the home** - There will be numerous areas where pests and wildlife can enter the home
- **Damage caused by pests and wildlife** - Addressing these concerns is the Homeowner's or HOA's (when applicable) responsibility

For assistance, consult informational resources such as the state wildlife service, animal control authorities, the county extension service, pest control professionals, the Internet, and the public library.

Filing a Claim

Pest and wildlife concerns are not covered by the Limited Warranty. For other warranty issues:

1. Confirm the issue is not related to pest or wildlife entry or damage
2. Request Service (p. 8)

Related Standards

- Landscaping (p. 50)
- Fencing (p. 35)
- Siding (p. 60)

Care Tips: See Pests and Wildlife Use & Care for maintenance and troubleshooting guidance.

Phone Jacks

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Jack positioned so a wall phone cannot be installed	✓	Limited Warranty Period	For example, too close to a cabinet or backsplash
Wiring from the phone service box into the home	✓	Limited Warranty Period	Repaired if it does not perform as intended
Wiring to the phone service box	×	—	Phone provider responsibility
Initiating or adding phone service	×	—	Homeowner responsibility
Moving jacks for decorating or convenience	×	—	Homeowner responsibility

Performance Standards

Jack Positioning

Standard: Phone jacks must be positioned so that a wall phone can be installed.

Coverage: During the Limited Warranty period Classic Homes will correct jacks if they are positioned so that a wall phone cannot be installed. For instance, if a kitchen phone outlet is positioned too close to a cabinet or countertop backsplash and prevents a wall phone from being connected, Classic Homes will address this issue.

Phone Wiring

Standard: Phone wiring from the phone service box into the home must perform as intended.

Coverage: During the Limited Warranty Period, Classic will repair wiring that does not perform as intended from the phone service box into the home. The phone provider for your home is responsible for the wiring to the phone service box.

What's Not Covered

The following are excluded from warranty coverage:

- **Wiring to the phone service box** - The phone provider for your home is responsible for this wiring
- **Initiating phone service** - Homeowner responsibility
- **Additions to phone service** - Homeowner responsibility
- **Moving phone jacks for decorating purposes or convenience** - Homeowner responsibility

Filing a Claim

If you believe you have a warranty issue:

1. Confirm the problem is with a jack position or with wiring from the phone service box into the home
2. Note the affected jack locations
3. Request Service (p. 8)

Related Standards

- Electrical (p. 33)
- Alarm System (p. 20)

Care Tips: See Phone Jacks Use & Care for maintenance and troubleshooting guidance.

Plumbing

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Fixture condition and operation at orientation	✓	At orientation	Confirmed during Final Walkthrough/Orientation
Clogged drains	✓	First 30 days	Billed if a household item is removed from the drain
Cosmetic damage listed on orientation form	✓	At orientation	Only items listed on the form
Plumbing leaks	✓	Limited Warranty Period	Except where excluded
Persistent water hammering	✓	Limited Warranty Period	Some pipe noise is normal
Water supply disruption caused by Classic construction conditions	✓	Limited Warranty Period	Water department failures not covered
Frozen or broken pipes	×	—	Unless the direct result of an architectural or construction defect
Toilet leaks caused by in-tank cleaning agents	×	—	For example, Tidy Bowl or other colored cleaning agents
Secondary damages from leaks	×	—	Wallpaper, drapes, personal belongings

Performance Standards

Orientation Inspection

Standard: All plumbing fixtures must be in acceptable condition and function properly, with all faucets and drains operating freely.

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

Clogged Drains

Standard: Drains should operate freely at closing.

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

Cosmetic Damage

Standard: Cosmetic damage must be identified at the Final Walkthrough/Orientation.

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

Freezing Pipes

Standard: Provided the home is heated at a normal level, pipes should not freeze. Keep garage doors closed to protect plumbing lines that run through this area.

Coverage: This Limited Warranty excludes coverage for frozen or broken pipes unless the problem is the direct result of an architectural or construction defect.

Leaks

Standard: The plumbing system should be free of leaks.

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

Noise and Temperature Variations

Standard: Changes in temperature or the flow of the water itself will cause some noise in the pipes. This is normal and requires no repair.

Coverage: During the Limited Warranty Period Classic will repair persistent water hammering. Expect temperatures to vary if water is used in more than one location in the home at the exact same time.

Supply

Standard: The home should have an uninterrupted supply of water.

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

Toilet Leaks Caused by Cleaning Agents

Standard: Cleaning agents that stay in the toilet, such as Tidy Bowl or other colored cleaning agents, can cause premature failure of the wax seal and plumbing gaskets in the toilet.

Coverage: Failures that are the result of the use of these products are excluded from this Limited Warranty.

What's Not Covered

The following are excluded from warranty coverage:

- **Clogged drains after 30 days** - Homeowner responsibility, unless the clog results from a defect in installation
- **Household items in drains** - Drain service is billed if a household item is removed from a clogged drain during the first 30 days
- **Frozen or broken pipes** - Unless the problem is the direct result of an architectural or construction defect
- **Secondary damages from leaks** - No adjustments for damage to wallpaper, drapes, and personal belongings
- **Normal pipe noise and temperature variations** - Requires no repair
- **Water department system failures** - Not the responsibility of Classic

- **Toilet failures from in-tank cleaning agents** - Premature failure of the wax seal and plumbing gaskets caused by these products is excluded
- **Broken lines at exterior faucets** - Repair is the Homeowner's responsibility unless the freeze occurred as a result of a defect in the installation of the faucet; Classic will not repair or replace exterior faucets or repair any consequential damage that results from the Homeowner's failure to remove a hose or any faucet device from the exterior faucet

Filing a Claim

If you believe you have a warranty issue:

1. For a major leak, first turn off the water supply to the area involved (this may mean shutting off water to the entire home)
2. For a main line leak, turn water off at the meter and call Classic immediately for service
3. Review the troubleshooting tips before calling; the information you gather will be useful to the service provider
4. Request Service (p. 8)

Related Standards

- Water Heaters (p. 64)
- Fixtures (p. 37)
- Drywall (p. 32)
- Mold (p. 53)

Care Tips: See Plumbing Use & Care for maintenance and troubleshooting guidance.

Railings

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Installation defects at orientation	✓	At orientation	Confirmed during Final Walkthrough/Orientation
Railings not properly installed	✓	Limited Warranty Period	Repaired by Classic
Stain color variations	×	—	Due to wood grain
Seams in railings	×	—	Due to combining several components
Relocating railings	×	—	Positioned to comply with applicable building codes

Performance Standards

Orientation Inspection

Standard: Railings must be free of installation defects at the Final Walkthrough/Orientation.

Coverage: During the Final Walkthrough/Orientation Classic will confirm that there are no defects in the installation of the railings.

Installation

Standard: Railings must be properly installed.

Coverage: During the Limited Warranty period Classic will repair railings that are not properly installed.

What's Not Covered

The following are excluded from warranty coverage:

- **Stain color variations** - Due to wood grain, stained railings will have variations in the color of the stain
- **Seams** - Some railings will have seams due to combining several components to complete the railing
- **Relocation requests** - Classic installs railings in positions and locations to comply with applicable building codes, and they will not be relocated to accommodate the Homeowner

Filing a Claim

If you believe you have a warranty issue:

1. Check if the issue was noted on your Final Walkthrough/Orientation form

2. Note the affected railing locations
3. Request Service (p. 8)

Related Standards

- Wood Trim (p. 66)
- Paint and Stain (p. 53)
- Hardware (p. 47)

Care Tips: See Railings Use & Care for maintenance and troubleshooting guidance.

Roof

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Roof leaks	✓	Limited Warranty Period	Repairs made only when the roof is dry
Leaks caused by severe weather (hail or wind)	×	—	Unless caused by a defect in installation
Leaks caused by homeowner action (walking on the roof)	×	—	Not covered
Rain or snow entering through attic vents during severe weather	×	—	Unless caused by a defect in installation
Shingles loosened or blown off by severe weather	×	—	Unless caused by a defect in installation

> **Repairs Require a Dry Roof**
>
> Roof leaks cannot be repaired while the roof is wet. You can get on the schedule to be inspected when conditions dry out, so call in your roof leak to the Classic Homes Customer Care Department.

Performance Standards

Roof Leaks

Standard: The roof should not leak.

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

Ice Dam

Standard: An ice build-up (ice dam) may develop in the eaves during extended periods of cold and snow.

Coverage: See Gutters and Downspouts (p. 46) for Classic's responsibility.

Severe Weather

Standard: During severe weather it is not uncommon for rain and snow to enter the residence through attic vents and for shingles to become loose or blow off.

Coverage: Damage that results from severe weather is excluded from the Limited Warranty, unless the damage results from a defect in the installation of the roof or attic vents.

What's Not Covered

The following are excluded from warranty coverage:

- **Severe weather damage** - Leaks and damage caused by severe weather, such as hail or wind, are excluded unless the damage results from a defect in the installation of the roof or attic vents
- **Homeowner actions** - Leaks caused by actions you have taken, such as walking on the roof
- **Rain or snow through attic vents** - Not uncommon during severe weather; excluded unless caused by an installation defect

After severe storms, do a visual inspection of the roof from the ground and notify your homeowners insurance if damage is apparent or suspected.

Filing a Claim

If you believe you have a warranty issue:

1. Confirm the source of the water is the roof rather than a plumbing leak, open window, ice dam, clogged gutter or downspout, blowing rain or snow through code-required roof vents, or a gap in caulking
2. Report the leak immediately to the Classic Homes Customer Care Department
3. Request Service (p. 8)

Related Standards

- Gutters and Downspouts (p. 46)
- Ventilation (p. 63)
- Plumbing (p. 56)
- Mold (p. 53)

Care Tips: See Roof Use & Care for maintenance and troubleshooting guidance.

Shower Doors or Tub Enclosures

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Damage noted at Final Walkthrough/Orientation	✓	At orientation	Must be listed on the Final Walkthrough/Orientation Form
Function per manufacturer specifications	✓	Limited Warranty Period	
Damage not listed on orientation form	×	—	Only listed items are repaired

Performance Standards

Condition at Orientation

Standard: During the Final Walkthrough/Orientation Classic will confirm the condition of all shower doors and tub enclosures.

Coverage: Classic will only repair items listed on the Final Walkthrough/Orientation Form.

Function

Standard: Shower doors and tub enclosures will function according to manufacturer specifications.

Coverage: During the Limited Warranty Period Classic warrants that shower doors and tub enclosures will function according to manufacturer specifications.

What's Not Covered

The following are excluded from warranty coverage:

- **Damage not listed on the Final Walkthrough/Orientation Form** - Classic will only repair items listed on the form

Filing a Claim

If you believe you have a warranty issue:

1. Check whether the issue was noted on your Final Walkthrough/Orientation Form
2. Confirm the door or enclosure is not functioning according to manufacturer specifications
3. Request Service (p. 8)

Related Standards

- Caulking (p. 24)
- Plumbing (p. 56)
- Mirrors (p. 52)

Care Tips: See Shower Doors or Tub Enclosures Use & Care for maintenance and troubleshooting guidance.

Siding

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Separation at joints or where siding meets another material exceeding 3/8"	✓	Limited Warranty Period	
Siding that comes loose or delaminates	✓	Limited Warranty Period	
Recaulking areas where caulk has shrunk	×	—	Homeowner responsibility

Performance Standards

Separation

Standard: Siding expands and contracts in response to changes in humidity and temperature; some separation at joints will occur.

Coverage: During the Limited Warranty Period Classic will correct separation at joints or where siding meets another material if the separation exceeds 3/8".

Loose or Delaminated Siding

Standard: Siding should remain attached and intact.

Coverage: During the Limited Warranty Period Classic will repair siding that comes loose or delaminates.

Caulking

Standard: Caulk will shrink over time.

Coverage: Classic will not recaulk areas where the caulk has shrunk; this is the Homeowner's responsibility. See Caulking (p. 24).

What's Not Covered

The following are excluded from warranty coverage:

- **Recaulking where caulk has shrunk** - Maintaining caulking is the Homeowner's responsibility
- **Separation of 3/8" or less** - Only separation exceeding 3/8" at joints or where siding meets another material is corrected

Filing a Claim

If you believe you have a warranty issue:

1. Measure the separation at joints or where siding meets another material (must exceed 3/8")
2. Note any siding that has come loose or delaminated
3. Request Service (p. 8)

Related Standards

- Caulking (p. 24)
- Stucco (p. 61)
- Wood Trim (p. 66)
- Paint and Stain (p. 53)

Care Tips: See Siding Use & Care for maintenance and troubleshooting guidance.

Stucco

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Cracks exceeding 1/8"	✓	Limited Warranty Period	Repairs will show discoloration
Re-stucco of entire walls or homes due to repair discoloration	×	—	
Color variations	×	—	Normal in a natural product

Issue	Covered	Period	Notes
Wall cap damage from placement of post-construction items	×	—	

Performance Standards

Cracks

Standard: Since stucco is a cementitious product, it will crack.

Coverage: During the Limited Warranty Period, Classic will repair any cracks that exceed 1/8". When a repair is performed, there will be discoloration between the repaired area and the original stucco. Classic will not re-stucco entire walls or homes because of discoloration from stucco repairs.

Color Variations

Standard: Since stucco is a natural product, there will be color variations in the finished product.

Coverage: Color variations are normal and are excluded from this Limited Warranty.

Wall Caps

Standard: The tops of stucco deck walls and deck posts are finished with stucco to match the walls and deck columns. To prevent damage to these areas, do not set plants or decorative items on wall caps.

Coverage: Damage caused to wall caps from placement of post-construction items is excluded from this Limited Warranty.

What's Not Covered

The following are excluded from warranty coverage:

- **Cracks of 1/8" or less** - Only cracks exceeding 1/8" are repaired
- **Discoloration from repairs** - Classic will not re-stucco entire walls or homes because of discoloration from stucco repairs
- **Color variations** - Normal in a natural product
- **Wall cap damage** - Damage caused by placement of post-construction items such as plants or decorative items

Filing a Claim

If you believe you have a warranty issue:

1. Measure the crack width (must exceed 1/8")
2. Note the affected locations
3. Request Service (p. 8)

Related Standards

- Siding (p. 60)
- Concrete (p. 26)
- Paint and Stain (p. 53)

Care Tips: See Stucco Use & Care for maintenance and troubleshooting guidance.

Sump Pump

Classic Homes Limited Warranty Guidelines

Where applicable, if conditions on your lot made it appropriate, the foundation design includes a perimeter drain and sump pump.

Coverage Summary

Issue	Covered	Period	Notes
Operational confirmation at Final Walkthrough/Orientation	✓	At orientation	Discussed and confirmed operational
Sump pump	×	—	Consumer Product, excluded from the Limited Warranty

Performance Standards

Orientation Confirmation

Standard: The sump pump should be operational at delivery of the home.

Coverage: During the Final Walkthrough/Orientation we will discuss the sump pump and confirm it is operational.

Consumer Product Exclusion

Standard: Sump pumps are a Consumer Product.

Coverage: Sump pumps are excluded from the Limited Warranty.

What's Not Covered

The following are excluded from warranty coverage:

- **Sump pumps** - Sump pumps are a Consumer Product and are excluded from the Limited Warranty

Filing a Claim

If you believe you have a warranty issue:

1. Confirm the pump is plugged in and the circuit breaker is on
2. Refer to the manufacturer's directions for use and care of your sump pump
3. Request Service (p. 8)

Related Standards

- Grading and Drainage (p. 44)
- Gutters and Downspouts (p. 46)
- Crawl Space (p. 29)

Care Tips: See Sump Pump Use & Care for maintenance and troubleshooting guidance.

Ventilation

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Ventilation issues from a defect in construction	✓	Limited Warranty Period	
Ventilation issues from installation of a Humidifier	✓	Limited Warranty Period	
Active components (e.g. exhaust fans)	See notes	—	Covered under the appropriate headings (electrical systems, heating system, and so on)
Other ventilation issues	×	—	Excluded
Condensation dripping through bath exhaust fans in extreme cold	×	—	Due to condensation

Performance Standards

Active Components

Standard: Active ventilation components (for example, exhaust fans) are addressed under the appropriate headings.

Coverage: Classic Homes warranty guidelines for active components are discussed under the appropriate headings (such as electrical systems, heating system, and so on).

Ventilation Issues

Standard: Beyond the active component sections, ventilation performance depends on homeowner habits and home operation.

Coverage: Ventilation or ventilation issues, unless they result from a defect in the construction of the home or from the installation of a Humidifier, are excluded from this Limited Warranty.

Bath Exhaust Fan Condensation

Standard: During periods of extreme cold you may experience condensation that forms on the inside of the venting for the bath exhaust fans. When this condensation forms, it may drip through the fan into the bathroom.

Coverage: Since this is due to condensation, it is excluded from this Limited Warranty.

What's Not Covered

The following are excluded from warranty coverage:

- **General ventilation issues** - Unless they result from a defect in the construction of the home or from the installation of a Humidifier
- **Condensation dripping through bath exhaust fans** - Occurs during periods of extreme cold and is due to condensation

Filing a Claim

If you believe you have a warranty issue:

1. Determine whether the issue involves an active component (see Electrical (p. 33) or Heating Systems (p. 48))
2. Consider whether the issue results from a defect in construction or the installation of a Humidifier
3. Request Service (p. 8)

Related Standards

- Condensation (p. 27)
- Humidifier (p. 49)
- Electrical (p. 33)
- Heating Systems (p. 48)

Care Tips: See Ventilation Use & Care for maintenance and troubleshooting guidance.

Water Heater: Gas

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Water heater	×	—	Appliance, excluded from the Limited Warranty
Manufacturer coverage	See notes	Per manufacturer	Refer to the manufacturer's limited warranty

Performance Standards

Appliance Exclusion

Standard: Water heaters are an appliance.

Coverage: Water heaters are excluded from this Limited Warranty. Refer to the manufacturer's limited warranty for information regarding coverage of the water heater.

What's Not Covered

The following are excluded from warranty coverage:

- **Water heaters** - Water heaters are an appliance and are excluded from this Limited Warranty; refer to the manufacturer's limited warranty for coverage information

Filing a Claim

If you have no hot water, before calling for service check to confirm that the:

1. Pilot is lit (directions will be found on the side of the tank)
2. Temperature setting is not on "vacation" or too low
3. Water supply valve is open

Refer to the manufacturer's literature for specific locations of these items and possibly other troubleshooting tips. Even if these troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call. For coverage, refer to the manufacturer's limited warranty; for other concerns, Request Service (p. 8).

Related Standards

- Appliances (p. 21)
- Plumbing (p. 56)
- Gas Shut-Offs (p. 43)

Care Tips: See Water Heater: Gas Use & Care for maintenance and troubleshooting guidance.

Windows, Screens, and Sliding Glass Doors

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Damaged windows and screens noted at orientation	✓	At orientation	Must be listed on the Final Walkthrough/Orientation Form
Windows that do not operate properly	✓	Limited Warranty Period	Adjustments provided
Glass with broken seals (condensation between panes)	✓	First year (courtesy)	After the first year, refer to the manufacturer's warranty
Scratches readily visible from 8 feet at orientation	✓	At orientation	Must be listed on the Final Walkthrough/Orientation Form
Condensation on interior window surfaces	×	—	Result of humidity in the home
Air and dust infiltration	×	—	
Tinted dual-glazed windows	×	—	Adding tinting voids all warranties

Performance Standards

Condition at Orientation

Standard: During the Final Walkthrough/Orientation Classic will confirm that all windows, screens, and sliding glass doors are not damaged.

Coverage: Classic will only repair or replace the damaged windows and screens listed on the Final Walkthrough/Orientation Form.

Operation

Standard: Windows should operate with reasonable ease and locks should perform as designed.

Coverage: During the Limited Warranty Period Classic will provide adjustments on windows that do not operate properly.

Condensation

Standard: Condensation on interior surfaces of the window and frame is the result of high humidity within the home and low outside temperatures. You influence the humidity level within your home; see Condensation (p. 27).

Coverage: Condensation on windows is excluded from this Limited Warranty.

Broken Seals

Standard: Condensation that accumulates between the panes of glass in dual-glazed windows indicates a broken seal.

Coverage: During the First Year of the Limited Warranty Period and as a courtesy, Classic will replace glass with broken seals. After the first year, refer to the Manufacturer's Warranty for replacement.

Infiltration

Standard: Some air and dust will infiltrate around windows, especially before the installation of landscaping in the general area.

Coverage: Dust and air infiltration is excluded from this Limited Warranty.

Scratches

Standard: During the Final Walkthrough/Orientation Classic confirms that all window glass is free of scratches and damage.

Coverage: Classic will repair or replace windows that have scratches readily visible from a distance of eight (8) feet at the Final Walkthrough/Orientation. Only the scratches and damage listed on the Final Walkthrough/Orientation Form will be repaired or replaced.

Tinting

Standard: Damage can result from condensation or excessive heat build-up between the panes of glass when tinting is added.

Coverage: If you add tinting to dual-glazed windows, all warranties are voided. Refer to the manufacturer's literature for additional information.

What's Not Covered

The following are excluded from warranty coverage:

- **Condensation on windows** - Result of high humidity within the home and low outside temperatures
- **Dust and air infiltration** - Some infiltration will occur, especially before landscaping is installed in the general area
- **Scratches and damage not listed on the Final Walkthrough/Orientation Form**
- **Tinted dual-glazed windows** - Adding tinting voids all warranties
- **Broken seals after the first year** - Refer to the Manufacturer's Warranty for replacement

Filing a Claim

If you believe you have a warranty issue:

1. Check whether damage or scratches were noted on your Final Walkthrough/Orientation Form
2. For fogging between panes, note which windows show condensation between the glass (broken seal)
3. Request Service (p. 8)

Related Standards

- Condensation (p. 27)
- Doors and Locks (p. 31)
- Caulking (p. 24)
- Humidifier (p. 49)

Care Tips: See Windows, Screens, and Sliding Glass Doors Use & Care for maintenance and troubleshooting guidance.

Wood Trim

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Readily noticeable construction damage (chips, gouges) noted at orientation	✓	At orientation	Must be listed on the Final Walkthrough/ Orientation Form
Minor imperfections in wood materials	×	—	Visible and require no action
Cracks, twisting, shrinking, raised grain of exterior trim and decking	×	—	Normal for natural wood, unless a construction defect
Warping of exterior decking	×	—	

Performance Standards

Condition at Orientation

Standard: During the Final Walkthrough/Orientation Classic will confirm that wood trim is installed properly without damage. Minor imperfections in wood materials will be visible and will require no action.

Coverage: Classic Homes will correct only the readily noticeable construction damage such as chips and gouges listed on the Final Walkthrough/Orientation Form.

Exterior

Standard: Cracks, twisting, shrinking, and the raising of the grain of exterior trim boards and decking, particularly cedar, are considered normal and are a function of the expansion and contraction of natural wood.

Coverage: These items are excluded from the Limited Warranty unless they constitute a construction defect. It is the Homeowner's responsibility to maintain these areas with caulking. All natural exterior decking is delivered and installed in its natural condition. Unless dictated by the design guidelines for the community, Classic does not stain or seal the decking. Because of the effects of weather on natural wood, Classic strongly recommends that all natural exterior decking be weatherproofed. Cracking, twisting, shrinking, raised grain, or warping is excluded from this Limited Warranty.

Raised Grain

Standard: Because of the effects of weather on natural wood, you should expect raised grain to develop.

Coverage: This is normal and not a defect in the wood or paint and is not covered by this Limited Warranty.

What's Not Covered

The following are excluded from warranty coverage:

- **Minor imperfections in wood materials** - Visible imperfections require no action
- **Damage not listed on the Final Walkthrough/Orientation Form** - Only listed chips and gouges are corrected
- **Cracks, twisting, shrinking, raised grain, or warping of exterior trim and decking** - Normal behavior of natural wood, unless it constitutes a construction defect
- **Staining or sealing of decking** - Decking is delivered in its natural condition; maintenance with caulking and weatherproofing is the Homeowner's responsibility

Filing a Claim

If you believe you have a warranty issue:

1. Check whether the damage (chips, gouges) was listed on your Final Walkthrough/Orientation Form
2. For exterior trim or decking, consider whether the condition constitutes a construction defect rather than normal expansion and contraction of natural wood
3. Request Service (p. 8)

Related Standards

- Paint and Stain (p. 53)
- Caulking (p. 24)
- Siding (p. 60)
- Expansion and Contraction (p. 34)

Care Tips: See Wood Trim Use & Care for maintenance and troubleshooting guidance.