Classic Homes Limited Warranty

HOMEOWNER GUIDE

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`https://guide.classichomes.com/`

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Limited Warranty Introduction

Welcome to Your Homeowner Guide

Welcome to the Classic Homes Homeowner Guide. This comprehensive resource provides all the information you need about your home warranty coverage, service procedures, and how to properly care for your new home.

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

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

Quick Links

Start Here

- **I Have a Problem** - Find solutions to common issues
- **Is It Covered?** - Check warranty coverage for specific items
- **Request Service** - Submit a warranty request

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Practical guides for maintaining your home:

- How systems work
- Routine maintenance tasks
- Troubleshooting tips
- What to avoid

Standards of Performance

Warranty coverage reference:

- What's covered and for how long
- Performance criteria
- Exclusions and limitations

I Have a Problem

Start here if something isn't working right:

- Water Issues
- Temperature Issues
- Electrical Issues
- Door & Window Issues
- And more...

Additional Resources

- **Warranty Terms** - Legal terms and conditions
- **Maintenance Schedules** - Complete maintenance calendar
- **Coverage Lookup** - Quick coverage reference

Contact Information

For warranty service requests, please visit our homeowner portal or call the Classic Homes Office at **719-592-9333**.

Warranty Coverage

Classic Homes provides comprehensive warranty coverage for your new home, organized into several tiers based on the type of coverage.

One Year Coverage on Materials & Workmanship

For a period of one (1) year from the date of closing (the commencement date of the Limited Warranty), Classic Homes expressly warrants to the original homeowner and to subsequent homeowners upon completion of the Warranty Transfer Agreement during the same time frame that the home will be free from defects in materials and workmanship resulting from noncompliance with the standards of performance detailed in this guide.

One Year Coverage on Appliances (Consumer Products)

For purposes of this limited warranty agreement, the term "consumer products" means all major kitchen and laundry appliances, air conditioners, heat pumps, water heaters, and other items that are consumer products for the purposes of the Magnuson-Moss Warranty Act (15 U.S.C., sections 2301-2312) that are located in the home on the commencement date of the warranty.

While the Magnuson-Moss Warranty Act excludes coverage from a builder's warranty for consumer products, Classic Homes, under the limited warranty, expressly warrants that all consumer products will, for a period of one (1) year after the commencement date of this warranty, be free from defects. Classic Homes hereby assigns to homeowner all rights under manufacturers' warranties covering consumer products. This warranty gives you specific legal rights.

Since the warranty on major kitchen and laundry appliances is with you as the homeowner, you will need to register the appliances with the manufacturer and place the service request. You will be provided at the Welcome Home Orientation with the information required to submit a manufacturer service request. While Classic Homes cannot submit the service request, during the first year of the limited warranty we will assist you with any issues you may have with the servicing of these appliances.

Two Year Internal Systems Coverage

For a period of two (2) years, Classic Homes expressly warrants to the original homeowner and to subsequent homeowners during the same time frame that the home will be free from defects in the internal distribution systems, including:

- Electrical distribution system, excluding visible fixtures
- Plumbing distribution system, excluding visible fixtures
- HVAC distribution system, excluding filters and vent covers
- Interior telephone and interior television cable systems, excluding visible fixtures

Eight Year Major Structural Coverage

For a period of eight (8) years from the commencement date of the warranty, Classic Homes expressly warrants to the homeowner and any subsequent homeowners during the same time frame, that the home will be free from major structural defects.

A major structural defect is defined as an actual defect in load-bearing portions of the house that seriously impairs their load-bearing function to the extent that the house is unsafe, unsanitary, or unlivable. For purposes of this definition, the following items comprise the structure of the house:

- Foundation system
- Load-bearing stud walls
- Floor joists
- Beams, columns, trusses, and rafters

Classic Homes' Obligations

If a covered defect occurs during the specified warranty period, Classic Homes agrees to repair, replace, or pay the homeowner the reasonable cost of repairing or replacing the defective item. Classic Homes' total liability under this warranty is limited to the purchase price of the home stated above. The choice among repair, replacement, or payment is Classic Homes'.

Any steps taken by Classic Homes to correct defects shall not act to extend the term of this warranty. All repairs by Classic Homes shall be at no charge to the homeowner and shall be performed within a reasonable length of time, defined as forty-five (45) days from the date on any warranty work order issued by Classic Homes unless other scheduling is arranged with homeowner.

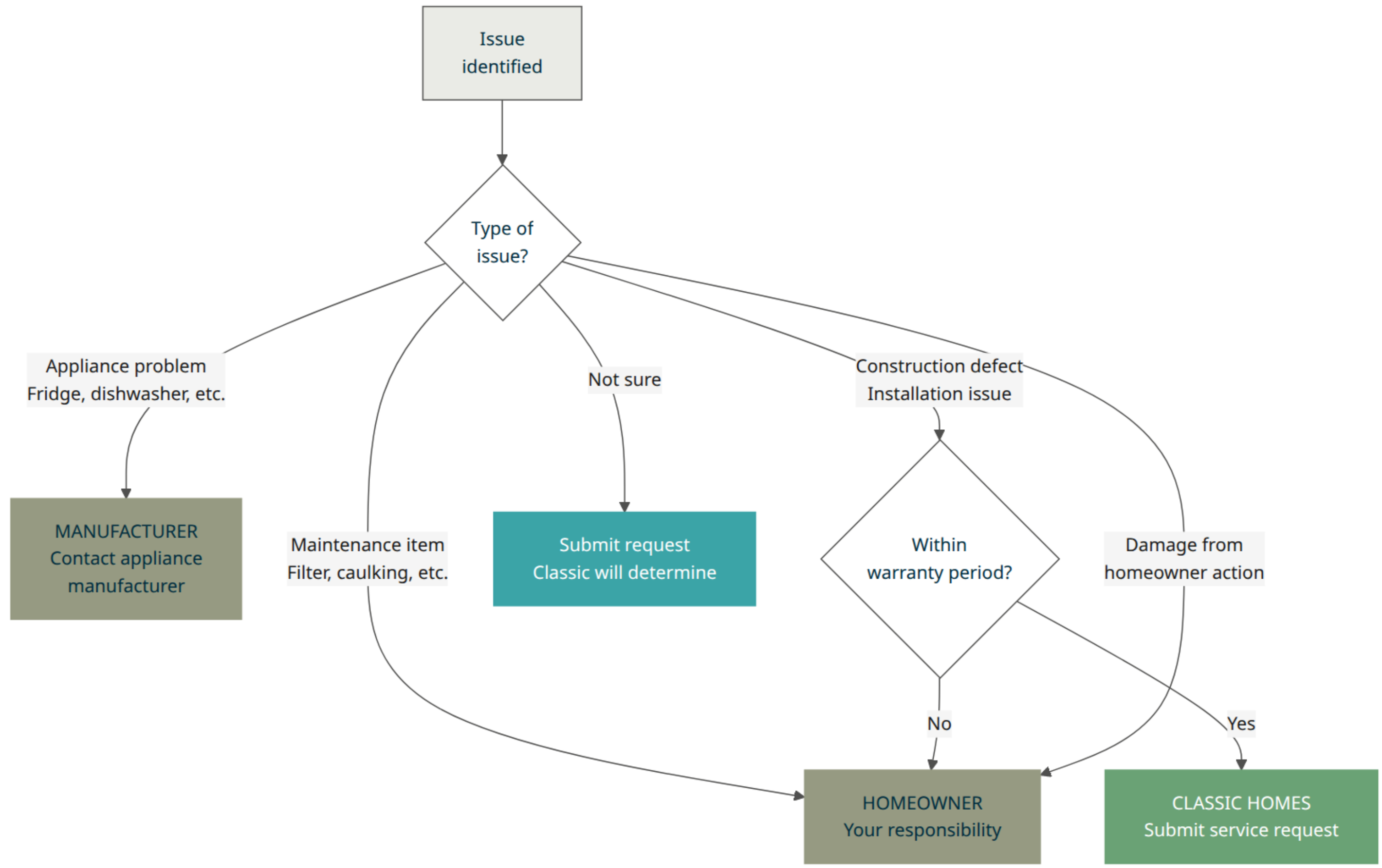
Related: Your Responsibilities | Warranty Terms (p. 19)

Your Responsibilities

As a homeowner, you have certain responsibilities to maintain your home and cooperate with Classic Homes during the warranty period.

Who's Responsible?

Use this flowchart to understand responsibility for common scenarios.



Maintenance Requirements

Homeowner must provide normal maintenance and proper care of the home according to this warranty, the warranties of manufacturers of consumer products, and generally accepted standards of the state in which the home is located.

Classic Homes must be notified in writing, by homeowner, of the existence of any defect before Classic Homes is responsible for the correction of that defect. Written notice of a defect must be received by Classic Homes prior to the expiration of the warranty on that defect and no action at law or in equity may be brought by the homeowner against Classic Homes for failure to remedy or repair any defect about which Classic Homes has not received timely notice in writing.

Access Requirements

Homeowner must provide Classic Homes with access to the home during normal business hours, Monday through Friday, 8:00 a.m. to 5:00 p.m., to inspect the defect reported and, if necessary, to take corrective action.

Investment Properties

If the home was purchased as an investment/rental property and a warranty request is placed by someone other than the owner, we will require written authorization from the owner permitting us to work directly with their property management company or tenant before we can respond to a request for service.

Classic Homes will not reimburse owners for claims relating to loss of use while repairs are being performed in the home. Investment properties will not receive the courtesy initial and eleven-month warranty appointments.

Insurance

In the event Classic Homes repairs or replaces or pays the cost of repairing or replacing any defect covered by this warranty for which homeowner is covered by insurance or a warranty provided by another party, homeowner must, upon request of Classic Homes, assign the proceeds of such insurance or other warranty to Classic Homes to the extent of the cost to Classic Homes of such repair or replacement.

Consequential or Incidental Damages

Consequential or incidental damages are excluded from this warranty.

Transfer of Warranty

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

Standards of Performance

The Classic Homes Standards of Performance detail the tolerances of workmanship and materials within which your home should perform. It is designed to help you the homeowner, Classic Homes and any arbiter assigned to rule on the presence of a construction defect, determine the validity of any request for warranty performance made under the limited warranty.

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

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

For convenience and ease of understanding, the standards of performance have been expressed in terms of performance standards, which set forth the acceptable tolerances for each area of concern. Items that do not comply with the standards of performance should be brought to Classic Homes' attention for inspection. If Classic Homes makes the determination that the item is a construction defect, it will be handled in accordance with the terms of the limited warranty. Please note that some of these standards specifically relate to Classic Homes courtesy repairs and not to the standards relative to the limited warranty.

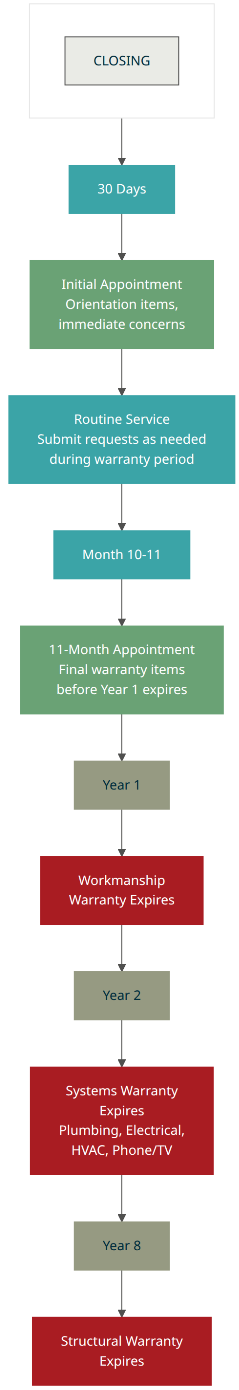
Related: Coverage Details | Standards of Performance (p. 28)

Limited Warranty Service Procedures

Warranty Appointments

Classic Homes provides scheduled warranty appointments to help ensure any items requiring attention are addressed in a timely manner.

Your Warranty Timeline



Initial Warranty Appointment

In order for our service program to operate at maximum efficiency, as well as for your own convenience, we will schedule an initial warranty appointment within thirty (30) days of your closing to review items in your home that you have observed after closing.

This thirty (30) day period allows you sufficient time to become settled in your new home and thoroughly examine all components. We fully understand that you may find items after closing that will require repair. So that we can complete these items in a timely manner that minimizes the inconvenience you may experience with having to schedule appointments, we ask that you hold these items until the Initial Warranty Appointment, unless they are an emergency as defined in the Limited Warranty.

Eleven Month Warranty Appointment

Before the expiration of the first year of the limited warranty period, we will contact you to schedule an appointment to address any outstanding warranty items or concerns you may have with the home.

Routine Warranty Requests

If you wish to initiate non-emergency warranty requests after the completion of the initial warranty appointment, you are welcome to do so by contacting the Classic Homes Customer Service Department. Any service requests received during the limited warranty period will be performed pursuant to the terms, conditions and limitations of the Limited Warranty. Based on when the request was submitted, we reserve the right to combine your request with the Eleven Month Warranty Appointment.

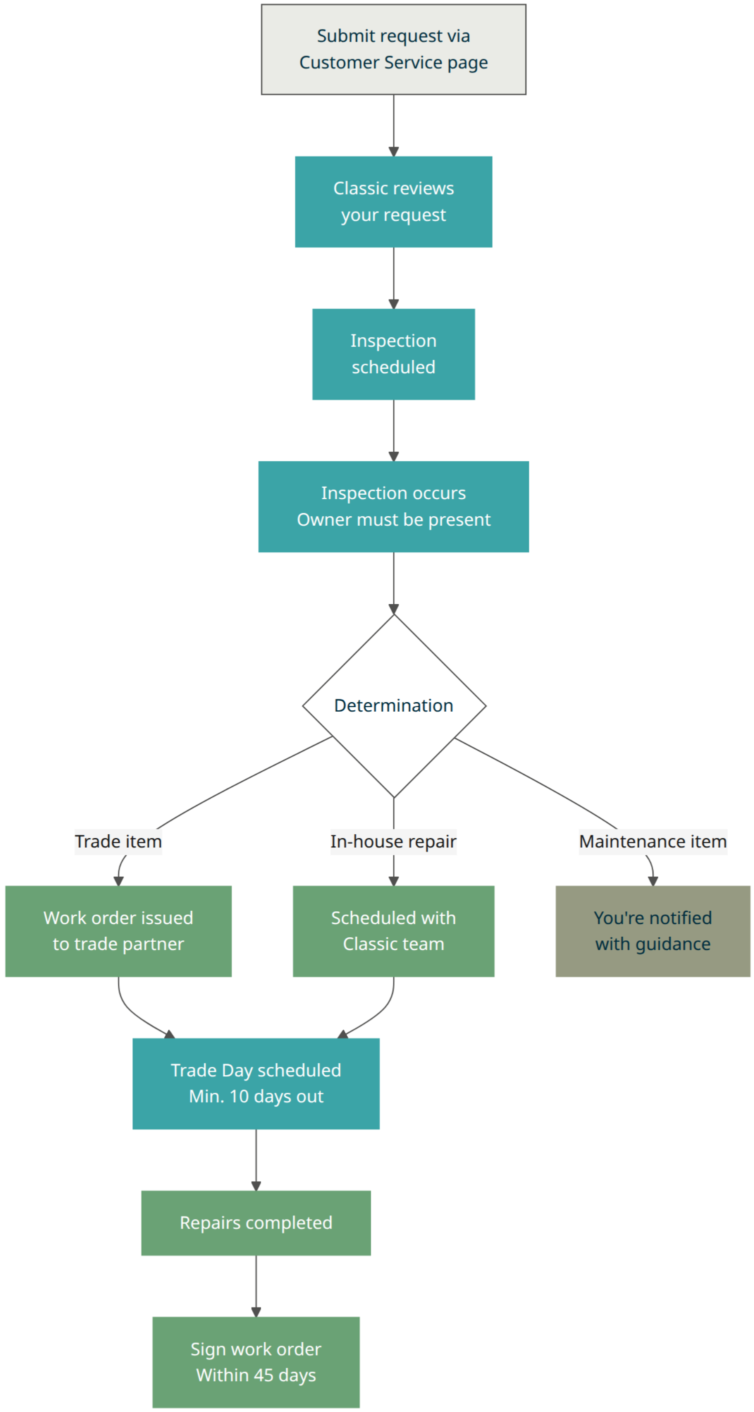
Related: Requesting Service (p. 11) | Emergency Service (p. 13)

Requesting Service

Learn how to properly submit warranty service requests to Classic Homes.

Service Request Process

Here's what happens after you submit a warranty service request:



To Request Warranty Service

For purposes of accuracy, all warranty requests are to be submitted in writing. Please submit all requests for warranty or information to Classic Homes New Home Warranty Department via our homeowner portal.

When submitting a request, you will be instructed to include the following:

- Name, address, and phone numbers where you can be reached during business hours
- Your closing date
- A complete description of the problem. For example, "Guest bath - cold water line leaks under sink," instead of "plumbing problem in bathroom"
- Photos of the requested repair item or problem

Scheduling Process

Upon receipt of a request, Classic Homes New Home Warranty Department will contact you to schedule an inspection appointment.

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

Completion of warranty requests can be expected within forty-five (45) calendar days of the inspection, unless you are otherwise notified.

Investment/Rental Properties

If you rent your home, a written authorization will permit us to work directly with your renter or property management company representative. You will receive copies of all correspondence and work orders. Without such authorization, we are able to accept requests for warranty service only directly from you.

Investment/Rental Properties do not receive an Initial or eleven month warranty appointment. Requests for warranty service are to be submitted via the Classic website for review and scheduling.

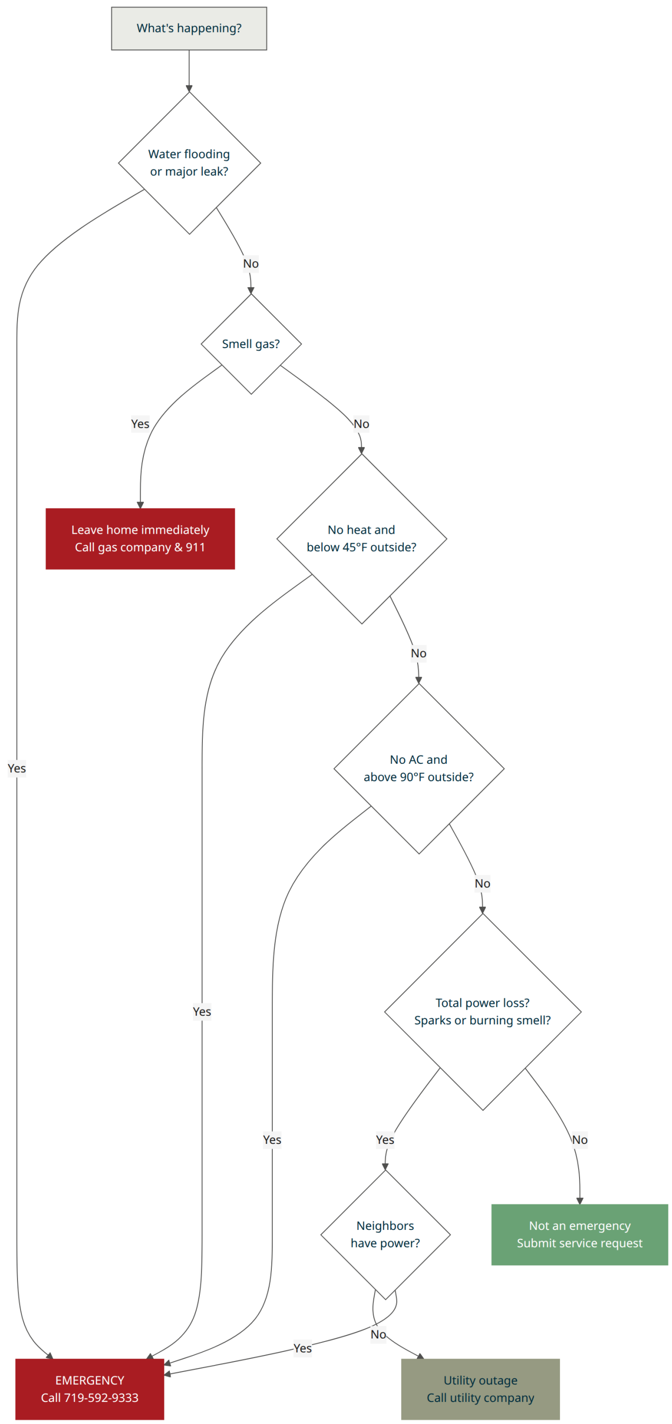
Related: Warranty Appointments (p. 10) | Repair Process (p. 15) | Emergency Service (p. 13)

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 Homes 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 Homes, handled by you with reimbursement by Classic Homes, or handled by you at your expense.

Is It an Emergency?

Use this flowchart to quickly determine if your situation requires emergency service.



Examples of Emergencies

Some examples of emergencies include:

- **Water intrusion** - Classic Homes 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 Homes
- **Plumbing leak** that requires entire water supply to be shut off
- **Total loss of water** - 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

Contact Information

For emergencies during business hours, call the Classic Homes Office at **719-592-9333**. Please do not report issues to the Sales Office.

After hours, weekends, or holidays, call the Classic Homes Office at **719-592-9333** for emergency assistance.

If You Cannot Reach Classic Homes

If you are unable to reach Classic Homes 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 Homes at the first practical opportunity.

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

Consumer Appliance Warranties

The manufacturers of your major kitchen and laundry 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.

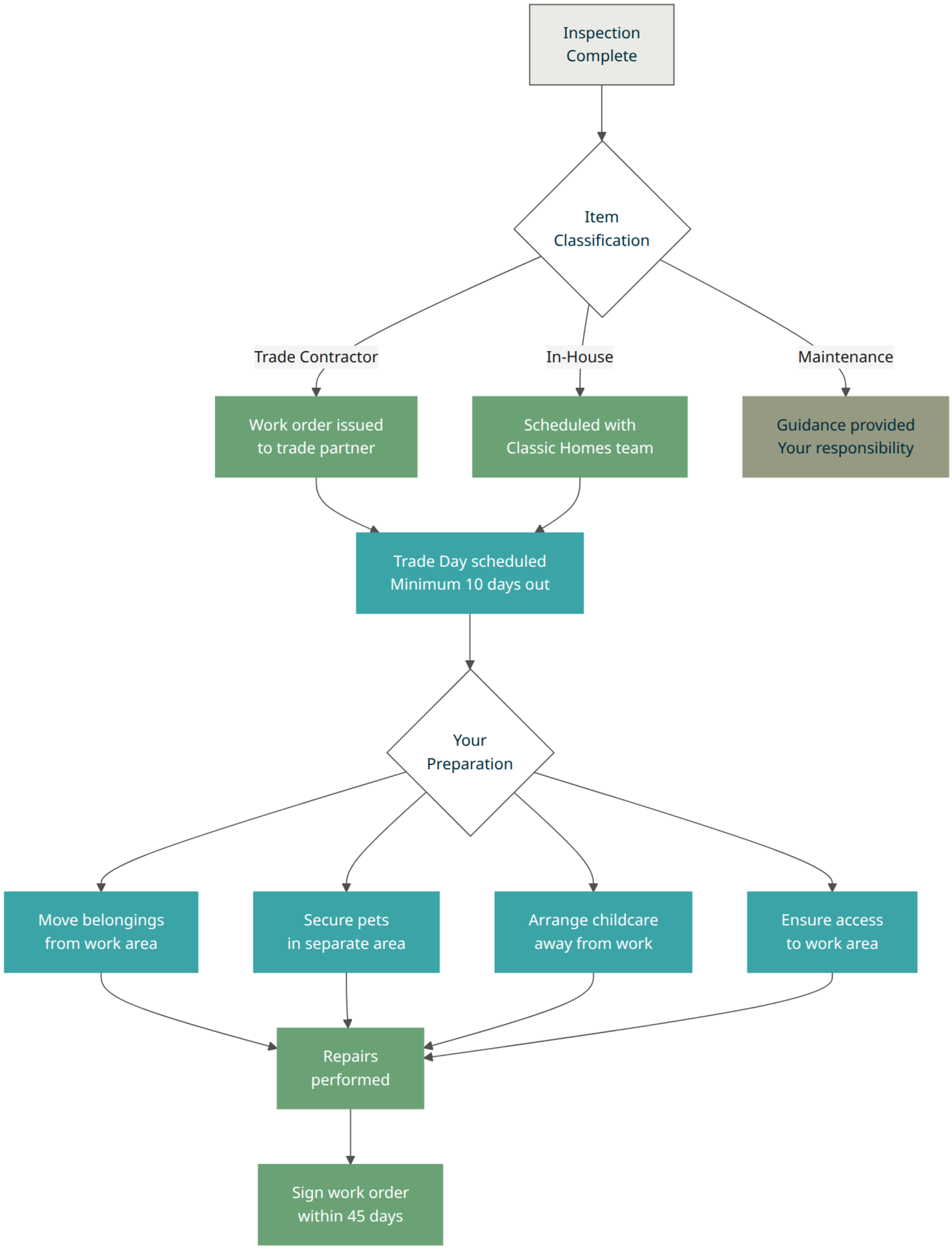
Related: Requesting Service (p. 11) | Repair Process (p. 15)

Repair Process

Understanding the warranty repair process helps ensure a smooth experience when service is needed.

How Repairs Work

After your inspection, here's what happens based on the type of repair needed:



Repair Categories

Items listed on warranty requests fall into one of three categories:

- **Trade contractor item** - Requires a specialized trade partner
- **In-house item** - Can be handled by Classic Homes staff
- **Home maintenance item** - Your responsibility as the homeowner

If a trade contractor is required to perform repairs, we issue a warranty work order describing the situation that needs to be addressed. If the item is a home maintenance task, we will review the maintenance steps with you and offer whatever informational assistance we can.

Warranty Decisions

In addition to the information contained in the limited warranty document itself, this Homeowner Guide includes details about the criteria we will use to evaluate concerns that you report. The purpose is to let you know what our warranty commitment is for the typical concerns that can come up in a new home. Descriptions include the corrective action we will take in many common situations.

If a warranty question arises other than those discussed here, we will assess them according to industry standards and practices.

With a product as complex as a home, differences of opinion can occur regarding which tasks are homeowner maintenance responsibilities and which are Classic Homes' warranty responsibilities. If you request warranty service on a maintenance item, we will explain the steps you should take to care for the item. We are available to answer your home-care questions during and after your warranty period. Providing normal maintenance for your home is your responsibility.

Warranty Appointments

Depending on the number and nature of items that need attention, we may ask you to designate a full day for a Trade Day Appointment - a date a minimum of 10 days from the inspection date - for repairs to be made. This time frame allows us to notify appropriate tradespeople, order any needed materials or parts, and arrange for the majority of repairs to occur on the same day.

Although on occasion work must occur in sequence and more than one appointment may be needed, this system works well in the majority of situations.

Please be sure that you are available the entire time that the trades are working in your home. This creates an opportunity to have as many trades as possible complete their warranty work on the same day. If a particular trade is unavailable or if the work needs to be completed in sequence, other arrangements will be made with you.

Exterior Items

Exterior items can usually be inspected or repaired without an adult present provided access is available (for instance, gate is unlocked, and pets are restrained).

Children

Children are naturally curious about tools and work in progress on your home. However, to protect them from possible injury and to allow repair personnel an uninterrupted opportunity to work, we ask that children be cared for away from ongoing work. This policy is for the protection of your children and our employees and trades' personnel. We have instructed all repair personnel to reschedule the appointment if children are in or around the work area.

Pets

We recognize that many homeowners count their pets as members of their households. To prevent the possibility of a pet becoming injured or lost, or giving in to its natural curiosity about tools and materials used for repairs, we ask that you restrict all pets to a separated area during any warranty visit, whether for inspection or warranty work. This policy is also for the protection of our employees and trades' personnel. Again, we have instructed all personnel to reschedule the appointment if pets have access to the work area.

Your Belongings

In all work that we perform we are concerned that your furnishings and personal items are protected. When warranty work is needed in your home, we will ask that you remove vulnerable items or items that might make performing the repair difficult. This includes furniture, jewelry, medications, or other personal items in or near the work area. We will reschedule the repair appointment rather than risk damaging your belongings.

Surfaces

We expect all personnel who work in your home to arrive on time, park in the street, and have appropriate materials to cover the work area, protecting your home from damage and catching any dust or debris from the work being performed. Similarly, all personnel should clean up the work area, removing whatever excess materials they brought in.

Prior to beginning any work, we require that repair personnel check the work area for any existing damage to surfaces. They will document any scratches, chips, or other cosmetic damage with you prior to beginning repairs to avoid any misunderstandings about how and when such damage occurred.

Signatures on Work Orders

Signing a work order acknowledges that a technician worked in your home on the date shown and with regard to the items listed. Your signature on a work order does not negate any of your rights under the warranty nor does it release us from any confirmed warranty obligation.

Completion Time

Regular review of outstanding work orders is part of our office routine. Checking with trades and homeowners alike, we strive to get warranty work completed within an appropriate and reasonable amount of time or to identify and address the cause for a delay.

We intend to complete warranty work orders within 45 days of the inspection unless you are unavailable for access. If a back-ordered part or other circumstance causes a delay, we will let you know. Likewise, when weather conditions prevent the timely completion of exterior items, we track those items and follow up to ensure that they are addressed when conditions improve. This can result in a lengthy delay.

Missed Appointments

Good communication is one key to successful completion of warranty items. We strive to keep homeowners informed and to protect them from inconvenience. One of our challenges in this regard is when unexpected events sometimes result in missed appointments. If an employee or trade contractor will be late, they should contact you as soon as the delay is recognized, offering you a choice of a later time the same day or a completely different appointment.

If you must miss an appointment, we appreciate being alerted as soon as you realize your schedule has changed. We can put work orders on hold for up to 30 days and re-activate them when your schedule offers a better opportunity to arrange access to the home.

Related: Warranty Appointments (p. 10) | Requesting Service (p. 11) | Emergency Service (p. 13)

Limited Warranty

Coverage Obligations

This section describes how Classic Homes determines whether a condition constitutes a construction defect and our obligations to remedy such defects.

About This Limited Warranty

Throughout the Classic Homes Limited Warranty, the words "you" and "your" refer to the homeowner and/or homeowners association. The words "we", "us" and "our(s)" refer to Classic Homes.

This limited warranty establishes an agreed method for determining when a construction defect exists and a clear understanding of our responsibilities for remedying any such construction defect. This limited warranty also helps distinguish a construction defect that is our responsibility from those minor imperfections that can reasonably be expected in a home or the common elements or result from normal wear and tear or are routine homeowner or homeowners association maintenance responsibilities.

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.

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.

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.

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.

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, or
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.

Standards for Determining a Defect

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:

- Any performance standards or guidelines that were provided to you at or prior to closing on the home
- Absent such standards, the Residential Construction Performance Guidelines published by the National Association of Home Builders shall apply
- Absent a specific standard, normal and accepted building practices and standards in use in the region shall apply

Consideration Factors

We will also consider whether the magnitude of the flaw or imperfection:

- Materially affects the structural integrity of the home or common elements
- Has an obvious and material negative impact on the appearance of the home or common elements
- Jeopardizes the life or safety of the occupants
- Results in the inability of the home or the applicable common elements to provide the functions that can reasonably be expected

Additional Considerations

- 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)

- Whether the condition was caused by failure to perform normal or routine maintenance
- Whether the condition was caused by the homeowner or their representatives after taking possession
- Whether the condition resulted from changes, additions, alterations or other actions by the homeowner

Legal Framework

This limited warranty does not affect any substantive rights or remedies you or we may have under the Construction Defect Action Reform Act, C.R.S. 13-20-801 et seq. or applicable law. Nothing in this limited warranty is intended to constitute a waiver of, or limitation on, the legal rights, remedies or damages provided to you or us by:

- Construction Defect Action Reform Act, C.R.S. 13-20-801 et seq.
- Colorado Consumer Protection Act, Article 1, Title 6, C.R.S., as described in the Construction Defect Action Reform Act

This limited warranty does include an election by you and us to resolve all claims, disputes and controversies by binding arbitration as stated in the Arbitration section.

> **Only Express Warranty**
>
> This limited warranty is the only express warranty given by us to you. Any express warranties other than this limited warranty, including any oral or written statement or representation made by us or any other person that is contrary to or inconsistent with the terms of this limited warranty are hereby disclaimed by us and waived by you.

Coverage Limitations

Understanding the limitations of warranty coverage helps set appropriate expectations for repairs.

Repair Scope

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.

Matching Materials

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
- Unavailability of the same materials

Alternative Shelter

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 homeowner's alternative shelter until the home is made habitable.

If homeowner must vacate the home during a repair, Classic Homes 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 Homes to be excessive.

In all cases, the maximum amount we will reimburse you for vacating the home is $250.00 per day.

Exclusions

This section details what is not covered by the Classic Homes Limited Warranty.

General Exclusions

This limited warranty does not cover any construction defects or other damages resulting, either directly or indirectly, from the following causes or occurring in the following situations:

Natural Events

- Fire
- Lightning

- Explosion
- Riot and Civil Commotion
- Smoke
- Hail
- Aircraft
- Falling Objects
- Vehicles
- Floods
- Earthquake
- Landslide or mudslide originating on property other than the site of the home or common elements
- Mine subsidence or sinkholes
- Changes in the underground water table not reasonably foreseeable by us
- Volcanic eruption, explosion or effusion

Wind Damage

Wind damage is excluded, including:

- Gale force winds; winds that exceed 50 MPH
- Hurricanes
- Tropical storms
- Tornadoes

Pest and Wildlife Intrusion

Intrusion into or damage to the home caused by birds, insects or mammals to include rodents is excluded from coverage.

Homeowner Actions

The following are excluded:

- Changes of the grading of the ground by anyone other than us or our agents which results in surface drainage towards the home or permits water to pond against the foundation
- Changes, additions, or alterations made to the home or the common elements by anyone after the warranty period begins, except those we authorize in writing
- Any defect in material or workmanship supplied or performed by anyone other than us, our agents, or trade partners
- Improper maintenance, negligence, or improper use of the home that results in rot, dry rot, moisture, rust, mildew, or any other damage
- Dampness or condensation due to your failure to maintain adequate ventilation
- 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

Normal Conditions

- Normal wear and tear or normal deterioration of materials
- Economic damages due to the home's failure to meet consumer expectations

Environmental and Other Exclusions

- Any costs arising from the actual, alleged or threatened discharge, dispersal, release or escape of pollutants
- Any costs arising from the effects of electromagnetic fields (EMF's) or radiation
- Any damage to personal property that does not result from a construction defect
- Any "consequential or incidental damages"
- Any damage to consumer products
- Any construction defect which you have not taken timely and reasonable steps to protect and minimize damage
- Any damage incurred after or as a result of your failure to notify us in a reasonable timely manner
- Any costs or obligations paid or incurred by you without prior written approval
- Any non-conformity with local building codes that has not resulted in a construction defect
- Any deviation from plans and specifications that has not resulted in a construction defect
- Any subrogation costs associated with repairs performed by buyer's insurance company when not approved by us
- Any item listed on a third-party inspection that is not a construction defect as determined by the standards of performance
- Homes that were foreclosed on and then resold by the foreclosing agency or at a public auction

- Any loss or damage that arises while the home is being used for rental, investment or non-residential purposes

Concurrent Causes

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, regardless of:

- The cause of the excluded event or condition
- Other causes of the loss or damage
- Whether other causes acted concurrently or in any sequence with the excluded event or condition to produce the loss or damage

Notification Procedures

Proper notification is essential to protect your rights under the Limited Warranty.

Notification Requirements

If you become aware of a condition that you believe is a construction defect under this limited warranty, you must notify us via our homeowner portal as soon as it is reasonably possible, after you have become aware or should have become aware of a construction defect.

Important: Your written notice of a construction defect or your written request for warranty performance may not 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 mail or by submitting a web request via our website.

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.

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 that 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.

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 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 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 of 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

Disputes subject to binding arbitration include, but are not limited to:

- Any disagreements that a condition in the home or common elements is a construction defect and is therefore covered by this Limited Warranty
- Any disagreements as to whether a construction defect has been corrected in compliance with this Limited Warranty
- Any alleged breach of this Limited Warranty
- Any alleged violations of consumer protection, unfair trade practice, or other statutes
- 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
- Any disputes concerning the issues that should be submitted to binding arbitration
- Any disputes concerning the timeliness of our performance requests and/or your notifications under this Limited Warranty
- Any disputes as to the payment or reimbursement of the arbitration filing fee
- Any disputes as to whether this Limited Warranty or any provision hereof is unenforceable
- Any other claim arising out of, or relating to, the sale, design or construction of your home or the common elements

Mediation and Arbitration Process

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 employees occurs, the parties agree to submit the dispute to non-binding mediation.

We and you shall jointly appoint an acceptable mediator and shall share equally in the costs of such mediator. Mediation shall be a condition precedent to arbitrating any dispute.

If mediation proves unsuccessful, either party may demand arbitration within thirty (30) calendar days of the date of the mediation. If no party demands arbitration within the specified time, the parties shall, to the fullest extent permitted by law, irrevocably waive any and all right to proceed to arbitration and any and all claims they may have against the other party(ies).

Following the mediation period and in a timely written demand for arbitration, arbitration shall be conducted in accordance with the construction industry arbitration rules of the American Arbitration Association with an arbiter appointed by us. The costs of the arbitration shall be borne equally by the parties subject to reallocation by the arbiter.

Both parties shall have the right to be represented by legal counsel and to join subcontractors and/or suppliers into any arbitration proceeding.

Arbiter's Decision

After evidence is presented by you, us or our representatives, a decision will be rendered by the arbiter. The decision is final and binding on you and us.

The arbiter first will determine whether any claimed or alleged construction defects exists and whether it is our responsibility. Second, if the arbiter finds us responsible for a construction defect, the arbiter will determine:

- The scope of any repair or replacement
- Our cost of any such repair or replacement
- The diminution in fair market value, if any, caused by such construction defects

Based upon the arbiter'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.

Expert Testimony Requirements

In any arbitration proceeding, you agree that the sole manner which may be used to establish breach of any of our obligations, any obligations which may exist by law or reason of any statutes, any applicable industry standards, and/or your damages, including but not limited to appropriate repair costs, shall be through the testimony of a homebuilder currently licensed by the Pikes Peak Regional Building Department who has:

- Built and sold at least **five (5) homes**
- With a sales price exceeding **$600,000**
- In the **two (2) calendar years** immediately preceding the calendar year in which the claim is brought

The arbiter shall completely exclude any testimony that does not meet these requirements.

General Conditions

This section covers general conditions and provisions of the Limited Warranty.

Purchase Agreement Provision

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.

Transfer to New Owners

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.

Manufacturer Warranty Assignment

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 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.

Subrogation Rights

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.

Severability

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.

Binding Nature

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.

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.

Definitions

Understanding these key terms will help you better understand the Limited Warranty.

Builder

BUILDER means Classic Homes. 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 homeowner association or district 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:

- Our cost to correct a construction defect including the correction of those surfaces, finishes and coverings damaged by the construction defect
- Our cost of repair or replacement of furniture, carpet, or personal property damaged by the construction defect (replacement limited to items providing the same function and quality that are readily available)
- Our costs of removal or replacement in order to repair or replace a construction defect
- 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

A flaw is a construction defect if either we or an arbiter 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 cooktop, range, range hood, refrigerator or refrigerator/freezer combination, gas oven, electric oven, microwave oven, trash compactor, garage door opener, clothes washer and dryer, 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 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 (HOA)/Metropolitan District (District)

HOMEOWNERS ASSOCIATION (HOA)/METROPOLITAN DISTRICT (DISTRICT) 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 means 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 means the following:

- **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
- **Electrical system** - all wiring, electrical boxes, switches, outlets, and connections up to the public utility connection
- **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 owner.

Notwithstanding anything to the contrary set forth in this Limited Warranty, the warranty period for the common elements of an individual structure/building commences on the date the title for the first home in the structure/building is transferred to the first owner or as concerns clubhouses or outbuildings or other common elements not part of the home the date the title to these structures is transferred to the homeowners association.

Classic Homes Standards of Performance

The Classic Homes standards of performance describe the tolerances of workmanship and materials to which your new Classic home should perform. Each section includes use and care guidelines followed by warranty standards.

Air Conditioning

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
System can't maintain 78°F (or 15°F below outside temp)	✓	2 years	Installation defects
Condenser not level	✓	1 year	One-time releveling only
Uneven temperatures between rooms/floors	×	—	Normal; excluded
Component/equipment failure	×	—	Manufacturer warranty
Damage from misuse or lack of maintenance	×	—	Homeowner responsibility

> **Emergency Conditions**
>
> Total loss of air conditioning when outside temperature is above 90°F qualifies as an emergency. Call **719-592-9333** immediately.

Performance Standards

Temperature Control

Standard: The air conditioning system should maintain an average temperature of 78°F or a differential of 15°F from the outside temperature, whichever is higher.

Measurement: Temperature is measured in the center of each room at a height of 5 feet above the floor.

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

Condenser Level

Standard: The outdoor condensing unit must be level for efficient operation.

Coverage: Classic Homes will re-level the condenser during the first year only. This is a one-time adjustment.

What's Not Covered

The following are excluded from warranty coverage:

- **Temperature variations between rooms and floors** - This is normal due to floor plan, sun exposure, window size, and heat rising to upper floors
- **Manufacturer component failures** - Refer to manufacturer warranty for equipment issues
- **Damage from improper use** - Including running AC with windows open, blocking vents, or neglecting filter changes
- **Damage from lack of maintenance** - Regular filter changes and system maintenance are homeowner responsibilities
- **Humidifier-related damage** - Classic Homes does not install humidifiers and is not responsible for damage from humidifier installation or use

Filing a Claim

If you believe you have a warranty issue:

1. Review the Use & Care Guide for troubleshooting steps
2. Gather information:
    - Outside temperature when issue occurs
    - Thermostat setting
    - Room temperatures (measured at 5 feet height)
3. Request Service (p. 11)

Related Standards

- Heating Systems (p. 56)
- Ventilation (p. 73)
- Condensation (p. 37)

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

Appliances

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Issues noted at orientation	✓	At closing	Listed on orientation form
Surface damage at closing	✓	At closing	Listed on orientation form
Manufacturer defects	✓	Varies	Use manufacturer warranty
Malfunctions after closing	×	—	Contact manufacturer
Normal wear and tear	×	—	Not covered
Improper use or lack of maintenance	×	—	Not covered

> **Important**
>
> Classic Homes does not provide warranty service for appliances. All appliance warranties are assigned to you at closing. Contact the manufacturer directly for any appliance issues.

Performance Standards

Orientation Inspection

Standard: All appliances must be in working condition with surfaces free of damage at closing.

Coverage: Classic Homes will confirm appliance operation and surface condition during the New Home Presentation/Welcome Home Orientation. Only items listed on the orientation form will be addressed.

Manufacturer Warranties

Standard: Appliance manufacturers warrant their products directly to you according to their written warranty terms.

Coverage: All appliance warranties are assigned to you effective on the date of closing.

What's Not Covered

The following are excluded from Classic Homes warranty coverage:

- **Manufacturer defects or malfunctions** - Contact the appliance manufacturer directly
- **Damage not documented at orientation** - Must be listed on the New Home Presentation or Welcome Home Orientation form
- **Normal wear and tear** - Expected deterioration from use
- **Damage from improper use or lack of maintenance** - Follow manufacturer guidelines

Filing a Claim

If you believe you have a warranty issue:

1. Review the Use & Care Guide for troubleshooting steps
2. Check if the issue was noted on your orientation form
3. For manufacturer issues, contact the manufacturer directly using warranty information provided with your appliance
4. For issues documented at orientation only: Request Service (p. 11)

Related Standards

- Electrical System (p. 43)
- Plumbing (p. 67)
- Fixtures (p. 46)

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

Cabinets

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Defects/damage at orientation	✓	At closing	Listed on orientation form
Doors/drawers out of level	✓	1 year	Visibly out of level or non-functional
Not functioning properly	✓	1 year	Will adjust
Warping >1/4" within 24"	✓	1 year	Adjust or replace
Gaps >1/8" (cabinet to wall/ceiling)	✓	1 year	Will caulk or repair
Surface scratches after closing	×	—	Homeowner responsibility
Wood grain/color variation	×	—	Natural characteristic
Gaps after first year	×	—	Homeowner maintenance

Performance Standards

Orientation Inspection

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

Coverage: Classic Homes will repair only those defects or cosmetic items listed on the New Home Presentation or Welcome Home Orientation form.

Alignment

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

Coverage: Classic Homes will repair any items that are visibly out of level or do not function properly for the first year of the limited warranty period.

Separations

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

Coverage: During the first year, Classic Homes will correct or repair gaps exceeding 1/8 inch by caulking or other means. After the first year, caulking these areas is the homeowner's responsibility.

Warping

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

Coverage: If warping exceeds this standard during the first year, Classic Homes will correct by adjustment or replacement.

Wood Grain

Standard: Readily noticeable variations in wood grain and color are normal in all wood or wood veneer.

Coverage: Replacements or repairs are not made due to variations in the wood or wood veneer.

What's Not Covered

The following are excluded from warranty coverage:

- **Surface scratches after closing** - Damage occurring after move-in is homeowner responsibility
- **Wood grain and color variations** - Natural characteristics of wood and how it takes stain
- **Gaps after the first year** - Caulking becomes homeowner maintenance
- **Damage from heat or moisture** - Operating appliances that generate heat/steam near cabinets

Filing a Claim

If you believe you have a warranty issue:

1. Review the Use & Care Guide for troubleshooting steps
2. Gather information:
    - Location of affected cabinet
    - Description of issue (warping, gap size, alignment problem)

- Photos if possible

3. Request Service (p. 11)

Related Standards

- Countertops (p. 38)
- Caulking (p. 33)
- Doors and Locks (p. 40)

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

Carpet

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Stains/defects at orientation	✓	At closing	Listed on orientation form
Loose/separating seams	✓	1 year	Courtesy repair for installation defects
Rippling (wall-to-wall)	✓	1 year	Will re-stretch
Visible seams	×	—	Normal, not a defect
Seam gaps from water damage	×	—	Improper maintenance
Shedding	×	—	Normal for new carpet
Crushing in traffic areas	×	—	Normal wear
Fading	×	—	Normal aging
Burns or stains after closing	×	—	Homeowner responsibility
Beater bar damage (loop carpet)	×	—	Improper maintenance

Berber/Loop Carpets

Always disengage the vacuum beater bar on Berber, shag, and cable carpets. Using the beater bar causes permanent damage and is excluded from the Limited Warranty.

Performance Standards

Orientation Inspection

Standard: Carpet must be properly installed with no defects, stains, or spots at closing.

Coverage: Classic Homes will correct stains or spots listed on the New Home Presentation or Welcome Home Orientation Form by cleaning, patching, or replacement. Classic Homes is not responsible for dye lot (color) variations if replacements are made.

Seams

Standard: Carpet seams will be visible and are excluded from this Limited Warranty.

Coverage: While Classic Homes does not warrant carpet seams, during the first year of the limited warranty period and as a courtesy, we will repair seams that become loose as a result of a defect with the original installation.

Rippling

Standard: Wall-to-wall carpet should lie flat without rippling.

Coverage: During the first year, Classic Homes will re-stretch carpet that ripples.

What's Not Covered

The following are excluded from warranty coverage:

- **Visible seams** - Seams are normal; carpet usually comes in 12-foot widths making seams necessary in most rooms
- **Seam gaps from water damage** - Improper maintenance or water damage
- **Shedding** - Normal for new carpet, especially wool; diminishes over time

- **Crushing in traffic areas** - Normal wear from foot traffic
- **Fading** - All carpets slowly lose color due to natural and artificial forces
- **Burns or stains after closing** - Homeowner responsibility
- **Beater bar damage on loop carpet** - Improper vacuum use

Filing a Claim

If you believe you have a warranty issue:

1. Review the Use & Care Guide for troubleshooting steps
2. Gather information:
   - Location of affected carpet
   - Description of issue (loose seam, rippling, etc.)
   - Photos if possible
3. Request Service (p. 11)

Related Standards

- Flooring - Hardwood (p. 47)
- Flooring - Resilient (p. 49)
- Ceramic Tile (p. 34)

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

Caulking

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Initial caulking issues at closing	✓	At closing	Must be on orientation form
One-time touch-up (courtesy)	✓	1 year	Courtesy service only
Ongoing caulking maintenance	×	—	Homeowner responsibility
Caulk shrinkage/cracking	×	—	Normal wear
Damage from failed caulk	×	—	Homeowner maintenance

> **Maintenance Item**
>
> Caulking is a homeowner maintenance item and is excluded from the Limited Warranty. As a courtesy, Classic Homes will touch up caulking once during the first year of the limited warranty period.

Performance Standards

Orientation Inspection

Standard: All appropriate areas must be adequately caulked at closing.

Coverage: Classic Homes will confirm that appropriate areas are adequately caulked during the New Home Presentation or Welcome Home Orientation and repair any caulking listed on the orientation form.

Courtesy Touch-Up

Standard: As a one-time courtesy, caulking will be touched up during the first year.

Coverage: This is a courtesy service, not a warranty obligation. Only one touch-up is provided.

Caulk Types

Latex Caulk: Used in areas that require painting (stair stringers, wood trim joints, interior joints).

Silicone Caulk: Used in wet areas (tub/tile joints, sink/countertop joints, backsplash areas). Note: Silicone caulk will NOT accept paint.

Colored Caulk: May be installed in areas where stone or tile are installed as backsplash. Grout-colored caulk is available at specialty tile stores.

What's Not Covered

The following are excluded from warranty coverage:

- **Ongoing caulking maintenance** - Time and weather will shrink and dry caulking; maintenance is homeowner responsibility
- **Caulk shrinkage and cracking** - Normal wear requiring routine maintenance
- **Damage from failed caulk seals** - Maintaining seals is homeowner responsibility
- **Multiple touch-ups** - Only one courtesy touch-up is provided during the first year

Filing a Claim

If you believe you have a warranty issue:

1. Check if the issue was noted on your orientation form
2. If requesting the courtesy touch-up:
   - Note all areas needing attention
   - This is a one-time service, so consolidate requests
3. Request Service (p. 11)

Related Standards

- Ceramic Tile (p. 34)
- Countertops (p. 38)
- Condensation (p. 37)

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

Ceramic Tile

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Cracked/chipped/loose tiles at orientation	✓	At closing	Listed on orientation form
Tiles cracking from settlement	✓	1 year	One-time repair; schedule at year-end
Grout cracks >1/16"	✓	1 year	One-time courtesy repair
Grout cracks ≤1/16"	×	—	Homeowner maintenance
Grout discoloration	×	—	Homeowner maintenance
Color variations in replacement tile	×	—	Not responsible for dye lot variations
Discontinued patterns	×	—	Not responsible for discontinued materials
Grout color variations in repairs	×	—	New grout may vary from original
Tile you replaced/adjusted	×	—	Warranty voided for that area

Performance Standards

Orientation Inspection

Standard: Tile and grout areas must be installed with no defects at closing.

Coverage: Classic Homes will repair or replace cracked, badly chipped, or loose tiles listed on the New Home Presentation or Welcome Home Orientation Form. Not responsible for variations in color or discontinued patterns.

Ceramic Tile Repairs: One-Time Repair

Standard: Tiles should not crack due to settlement.

Coverage: During the first year, Classic Homes will repair or replace tiles that crack due to settlement of the home. Recommend waiting until end of first year to schedule repair. Not responsible for color variations in grout or discontinued colored grout.

Grout Cracks: One-Time Repair

Standard: Grout cracks should not exceed 1/16 inch.

Coverage: As a courtesy, Classic Homes will repair cracks in grout joints in excess of 1/16 inch one time during the first year. Cracks are evaluated under normal viewing and lighting conditions. Not responsible for color variations in grout or discontinued colored grout.

Important: If you adjusted or replaced any of the original grout, the warranty becomes void for that area.

What's Not Covered

The following are excluded from warranty coverage:

- **Grout cracks 1/16" or less** - Minor cracks are normal and homeowner maintenance
- **Grout discoloration** - Cleaning and maintenance is homeowner responsibility
- **Color variations in replacement tile** - Dye lots vary
- **Discontinued patterns** - Cannot guarantee availability of original materials
- **Grout color variations in repairs** - New grout may vary from original
- **Tiles you replaced or adjusted** - Warranty voided for modified areas
- **Grout sealing maintenance** - If you seal grout, maintenance is your responsibility

Filing a Claim

If you believe you have a warranty issue:

1. Review the Use & Care Guide for troubleshooting steps
2. Gather information:
    - Location of affected tile/grout
    - Measurement of crack width (for grout cracks)
    - Photos if possible
3. For tile repairs due to settlement, consider waiting until end of first year
4. Request Service (p. 11)

Related Standards

- Caulking (p. 33)
- Countertops (p. 38)
- Carpet (p. 32)

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

Concrete

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Cracks >3/8" horizontal	✓	1 year	Will caulk or fill (not replace)
Settling/heaving >2"	✓	1 year	Or if causes negative drainage
Floor not level (>1/4" in 32")	✓	Warranty period	Habitable areas only
Damage to finish flooring from slab movement	✓	Warranty period	Classic-installed flooring only
Spalling from faulty materials	✓	1 year	As determined by Classic Homes
Color variations	×	—	Normal for concrete
Spalling from chemicals/deicers	×	—	Homeowner caused
Damage from heavy vehicles	×	—	Homeowner caused
Homeowner-installed concrete	×	—	No coverage

> **Heavy Vehicles**
>
> Concrete drives are designed for conventional residential vehicles only. Do not allow moving vans, large delivery trucks, or commercial vehicles on your driveway.

Performance Standards

Cracks

Standard: Cracks should not exceed 3/8 inch horizontally.

Coverage: Classic Homes will repair interior and exterior cracks in excess of 3/8 of an inch horizontally during the first year. Repairs will be by caulking or filling with cement. Classic Homes will not replace concrete due to cracks or color variation in repair materials.

Level Floors

Standard: Concrete floors in habitable areas will be level to within 1/4 inch within any 32-inch measurement.

Coverage: During the limited warranty period, Classic Homes will repair flooring that does not meet this standard. Exception: areas designed to slope toward floor drains.

Settling or Heaving

Standard: Exterior concrete should not settle or heave in excess of 2 inches, or create negative drainage or hazardous displacement.

Coverage: During the first year, Classic Homes will repair exterior concrete that exceeds this standard. Repair may be by lifting the concrete with injected expansive material (drilling small visible holes) at our discretion.

Finished Floors

Standard: Concrete movement should not damage finish floor materials.

Coverage: During the limited warranty period, Classic Homes will correct cracks, settling, or heaving of concrete floors that damage finish floor materials installed by Classic Homes. Floor materials installed by homeowners are not covered.

Spalling/Delamination

Standard: Surface should not chip due to faulty materials or installation.

Coverage: Spalling/delamination from faulty materials or installation (as determined by Classic Homes) will be repaired or replaced during the first year.

Color Variations

Standard: Due to the concrete mix, slabs will vary in color and appearance.

Coverage: Color variations in concrete are excluded from the Limited Warranty.

What's Not Covered

The following are excluded from warranty coverage:

- **Color variations** - Normal for concrete, especially in replaced sections
- **Spalling from chemicals** - Damage from deicing agents, pet urine, fertilizer, or radiator overflow
- **Damage from heavy vehicles** - Moving vans, delivery trucks, commercial vehicles
- **Homeowner-installed concrete** - Full responsibility assumed by homeowner
- **Damage from failure to remove snow** - Ice damage from uncleared snow
- **Repeated hosing of garage floors** - Water penetrating cracks increases soil movement

Filing a Claim

If you believe you have a warranty issue:

1. Review the Use & Care Guide for troubleshooting steps
2. Gather information:
    - Measurement of crack width or settling depth
    - Location (driveway, sidewalk, patio, garage floor)
    - Photos if possible
3. Request Service (p. 11)

Related Standards

- Foundation (p. 50)
- Grading and Drainage (p. 54)
- Decks (p. 39)

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

Condensation

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Condensation on windows	×	—	Result of humidity and temperature
Condensation damage	×	—	Unless caused by covered construction defect
Window seal failure (between panes)	✓	1 year	Different from surface condensation

> **Important Distinction**
>
> Condensation on the interior surface of windows is humidity-related and not covered. Condensation between window panes indicates a broken seal (covered under warranty for 1 year).

Performance Standards

Window Surface Condensation

Standard: Condensation on interior window surfaces is not a defect. It indicates high humidity inside the home.

Coverage: Not covered - this results from weather conditions and lifestyle factors that Classic Homes cannot control.

Window Seal Failure

Standard: Dual-pane windows should maintain their seal with no moisture between panes.

Coverage: If condensation appears between window panes (indicating a broken seal), this is covered for 1 year.

Condensation-Related Damage

Standard: Damage from condensation is generally not covered.

Coverage: Exception: Damages are covered if they are a direct result of a construction defect covered by the Limited Warranty.

What's Not Covered

The following are excluded from warranty coverage:

- **Condensation on interior window surfaces** - This indicates high indoor humidity, not a window defect
- **Damage caused by condensation** - Mold, water stains, or material damage from moisture
- **Humidifier-related issues** - Classic Homes does not install humidifiers and is not responsible for damage from humidifier installation or improper use
- **Lifestyle-related humidity** - Cooking, showers, aquariums, plants, and other moisture sources

Understanding Condensation

Why It Happens: When warm, moist interior air contacts cooler surfaces (windows, doors), moisture condenses. This is the same process that creates dew outdoors.

New Construction Moisture: A typical new home contains approximately 50 gallons of water in lumber, concrete, drywall, paint, caulk, and other materials. This moisture evaporates over time, which is why condensation may be more noticeable in your first year of ownership.

Daily Activities: Cooking, laundry, baths, showers, aquariums, plants, and even breathing add moisture to indoor air.

Reducing Condensation

1. **Check your humidifier** - Lower setting or turn off if condensation appears
2. **Use exhaust fans** - Run during and after showers, and when cooking
3. **Verify dryer vent** - Ensure connected and venting outside
4. **Open windows briefly** - Air out the home when weather permits
5. **Moderate thermostat** - Avoid extreme temperature settings

Filing a Claim

If you believe you have a warranty issue:

1. Review the Use & Care Guide for troubleshooting steps
2. Determine if issue is:
   - Surface condensation (not covered)
   - Condensation between window panes (covered - broken seal)
3. For broken window seals: Request Service (p. 11)

Related Standards

- Windows (p. 76)
- Ventilation (p. 73)
- Air Conditioning (p. 29)

Care Tips: See Condensation Use & Care for prevention and management guidance.

Countertops

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Chips/cracks/scratches at orientation	✓	At closing	Listed on orientation form
Seam gaps >1/16"	✓	1 year	Not due to homeowner damage
Seam differential >1/16"	✓	1 year	Unevenness at seams
Cracks from installation defect	✓	1 year	Not from impact
Visible seams	×	—	Normal, not a defect
Separation from walls/backsplash	×	—	Normal shrinkage; caulk maintenance
Separation around sinks	×	—	Normal shrinkage; caulk maintenance
Natural stone color variations	×	—	Natural characteristic
Natural stone veining/pits/fissures	×	—	Natural characteristic
Damage from unsupported weight	×	—	Don't apply heavy weight over unsupported spans

Performance Standards

Orientation Inspection

Standard: All countertops must be installed without defects at closing.

Coverage: Classic Homes will repair only the noticeable surface damage such as chips, cracks, and scratches listed on the New Home Presentation or Welcome Home Orientation form.

Seams

Standard: Countertops will have one or more discernible seams. Gaps or differential at seams should not exceed 1/16 inch.

Coverage: During the first year, Classic Homes will repair gaps or differential at seams that exceed 1/16 inch when not due to homeowner damage.

Separations

Standard: Separation of countertops from walls, backsplash, and around sinks is expected due to normal shrinkage of materials.

Coverage: Caulking is homeowner maintenance and is excluded from the Limited Warranty.

Natural Stone Characteristics

Standard: All natural stone colors are species of natural materials. Coloration, veining, and texture (pits, fissures, fragmentation) will vary from samples.

Coverage: These variations are part of the finished product and are not defects. Classic Homes is not responsible for cracking or breakage from heavy weight or force over unsupported spans.

What's Not Covered

The following are excluded from warranty coverage:

- **Visible seams** - Seams are normal and expected
- **Separation from walls/backsplash** - Normal shrinkage requiring caulk maintenance
- **Separation around sinks** - Normal shrinkage requiring caulk maintenance
- **Natural stone color variations** - Natural characteristics
- **Natural stone veining, pits, and fissures** - Natural characteristics
- **Damage from unsupported weight** - Don't apply heavy weight or force over unsupported spans
- **Heat or cutting damage** - Use trivets and cutting boards
- **Damage from rubber drain mats** - Can trap moisture and cause warping/blistering

Filing a Claim

If you believe you have a warranty issue:

1. Review the Use & Care Guide for troubleshooting steps
2. Gather information:
   - Location of affected countertop
   - Measurement of seam gap or differential
   - Photos if possible
3. Request Service (p. 11)

Related Standards

- Cabinets (p. 30)
- Caulking (p. 33)
- Ceramic Tile (p. 34)

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

Decks

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Defective or unsafe wood framing	✓	1 year	At Classic Homes' discretion
Defective or unsafe rails/railing	✓	Warranty period	Will repair
Cosmetic damage	✓	At closing only	Must be on orientation form
Normal shrinkage, cracking, splitting	×	—	Natural wood characteristics
Cupping and twisting	×	—	Natural wood characteristics
Color variations in stained wood	×	—	Expected
Damage from lack of maintenance	×	—	Homeowner responsibility
Scratches, dents, stains after closing	×	—	Homeowner caused

> **Emergency Conditions**
>
> Only structural safety concerns qualify as an emergency. Contact Classic Homes immediately if you have a structural safety issue.

Performance Standards

Orientation Inspection

Standard: Deck must be constructed with no defects or damages at closing.

Coverage: Only the damages, including cosmetic items, listed on the New Home Presentation or Welcome Home Orientation form will be repaired.

Replacement of Wood Framing

Standard: Wood framing should be structurally sound and safe.

Coverage: In extreme situations during the first year where materials are defective or personal safety is involved (at Classic Homes' discretion), we will replace wood framing members deemed defective or unsafe. Replacement materials will vary in color from pieces exposed to elements and use.

Rails and Railing

Standard: Rails and railings must be safe and free of defects.

Coverage: Rails or railing deemed by Classic Homes to be defective or unsafe will be repaired during the full Limited Warranty period.

Natural Wood Characteristics

Standard: Some shrinkage, cracking, splitting, cupping, and twisting are natural occurrences in wood framing.

Coverage: These natural characteristics are excluded from the Limited Warranty.

What's Not Covered

The following are excluded from warranty coverage:

- **Normal shrinkage, cracking, splitting** - Natural wood characteristics
- **Cupping and twisting** - Natural wood characteristics
- **Color variations in stained wood** - Each board takes stain differently; variation increases with weather and use
- **Cosmetic damage after closing** - Including nicks, paint fading, or damage sustained after move-in
- **Damage from lack of maintenance** - Regular maintenance is required
- **Scratches, dents, stains after closing** - Damage from furniture, grills, foot traffic
- **Loose fasteners** - Nails and screws working loose is normal maintenance

Filing a Claim

If you believe you have a warranty issue:

1. Review the Use & Care Guide for troubleshooting steps
2. Gather information:
    - Description of safety concern or defect
    - Location on deck
    - Photos if possible
3. Request Service (p. 11)

Related Standards

- Fencing (p. 44)
- Concrete (p. 35)
- Exterior Issues (p. 110)

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

Doors and Locks

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Door won't latch due to settling	✓	1 year	Will adjust for proper fit
Hardware fails to function	✓	1 year	Repair or replacement
Door warping >1/4"	✓	1 year	See warping standards below
Split panels allowing light through	✓	1 year	Will repair

Issue	Covered	Period	Notes
Construction damage to doors	✓	At closing	Must be on orientation form
Seasonal sticking/loosening	×	—	Normal wood movement
Touch-up paint on panel shrinkage	×	—	Homeowner maintenance
Damage not listed at orientation	×	—	Excluded

Performance Standards

Orientation Inspection

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

Coverage: Classic Homes will only repair construction damage to doors listed on the New Home Presentation or Welcome Home Orientation form.

Adjustments

Standard: Doors should latch and operate properly.

Coverage: Because of normal settling, doors may require adjustment for proper fit. Classic Homes will make such adjustments during the first year only.

Hardware

Standard: All hardware must be installed without defects and function properly.

Coverage: Hardware listed on the New Home Presentation or Welcome Home Orientation Form will be replaced. Hardware that fails to function will be repaired during the first year.

Panel Shrinkage

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

Coverage: Touching up paint or stain on unfinished exposed areas is homeowner maintenance. During the first year, Classic Homes will repair split panels that allow visibility of light.

Warping

Standard: Doors should not warp in excess of 1/4" as measured across the plane of the door.

Coverage: During the first year, Classic Homes will repair doors that warp in excess of 1/4" in a section no greater than:

- 42" x 78" in a 1-3/4" thick door
- 36" x 78" in a 1-3/8" thick door

What's Not Covered

The following are excluded from warranty coverage:

- **Seasonal sticking/loosening** - Normal wood expansion/contraction due to humidity changes
- **Touch-up paint on panel shrinkage** - Homeowner maintenance responsibility
- **Damage not listed at orientation** - Must be documented at closing
- **Weather stripping replacement** - Homeowner maintenance
- **Threshold adjustments** - Occasional adjustment/replacement is homeowner responsibility

Filing a Claim

If you believe you have a warranty issue:

1. Review the Use & Care Guide for troubleshooting steps
2. Try these fixes first:
    - Sticking: Apply paste wax, paraffin, or candle wax
    - Won't latch: Check strike plate alignment
    - Loose hardware: Tighten screws
    - Squeaky hinge: Apply silicone lubricant
3. Gather information:
    - Location of affected door
    - Description of issue

  - Photos if possible
4. Request Service (p. 11)

Related Standards

- Windows (p. 76)
- Garage Door (p. 52)
- Cabinets (p. 30)

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
Nail pops	✓	1 year	One-time courtesy repair
Shrinkage cracks	✓	1 year	One-time courtesy repair
Seams becoming visible	✓	1 year	One-time courtesy repair
Defects noted at orientation	✓	At closing	Listed on orientation form only
Cracks visible only under certain lighting	×	—	Not covered
Damage after closing	×	—	Homeowner responsibility
Custom paint/wallpaper areas	×	—	Homeowner responsibility

> **Timing Recommendation**
>
> To allow your home to settle, schedule the one-time courtesy repair after living in the home for 10 months.

Performance Standards

Orientation Inspection

Standard: Drywall surfaces should be free of defects at the time of the New Home Presentation or Welcome Home Orientation.

Coverage: Classic Homes will only repair drywall defects listed on the New Home Presentation or Welcome Home Orientation Form.

One-Time Courtesy Repairs

Standard: As a one-time courtesy during the limited warranty period, Classic Homes will repair drywall shrinkage cracks, nail pops, and visible seams.

Repair Process:

- 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 due to paint aging and dye lot variations

Warranty-Based Repairs

Standard: If a drywall repair is needed as a result of poor workmanship or a warranty-based repair:

- Classic Homes will touch up the repaired area with the same paint that was on the surface when the home was delivered
- If more than one-third of the wall is involved, we will repaint the wall corner to corner

What's Not Covered

The following are excluded from warranty coverage:

- **Cracks visible only under certain lighting** - Drywall flaws that are only visible under particular lighting conditions are not covered
- **Damage after closing** - Scratches, holes, or damage occurring after you take possession
- **Custom paint or wallpaper** - You are responsible for custom paint colors or wallpaper applied after closing
- **Touch-up matching** - 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

- **Entire wall/room repainting** - Repainting an entire wall or room to achieve a perfect match is your choice and responsibility

Filing a Claim

If you believe you have a warranty issue:

1. Review the Use & Care Guide for maintenance and repair tips
2. Gather information:
   - Location of nail pops or cracks
   - Photos of the areas in question
   - Whether this is within the one-time courtesy repair period
3. Request Service (p. 11)

Related Standards

- Paint and Stain (p. 65)
- Expansion and Contraction (p. 51)
- Cabinets (p. 30)

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

Electrical

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Internal wiring not carrying designed load	✓	2 years	Will repair
Breakers, fixtures, outlets	✓	1 year	Consumer products
Alarm system wiring	✓	2 years	If original wiring not modified
Burned out bulbs	×	At closing	Only if on orientation form
Power surge damage	×	—	Weather/utility related
Homeowner-installed fixtures	×	—	Not covered
Fixture/outlet relocation	×	—	Unless documented before closing

> **Emergency Conditions**
>
> Total loss of power (after confirming no area outage) qualifies as an emergency. Call **719-592-9333** immediately.

Performance Standards

Internal Wiring

Standard: Internal wiring should carry the electrical load for which it was designed.

Coverage Period: 2 years

Measurement: If wiring fails to carry the designed load, Classic Homes will repair the affected wiring.

Breakers, Fixtures, and Outlets

Standard: All electrical breakers, fixtures, and outlets should function properly at closing and throughout the first year.

Coverage Period: 1 year (consumer products)

At Orientation: Classic Homes confirms that:

- Light fixtures and outlets are installed and working
- All bulbs are operable
- No defects in electrical components

Alarm System Wiring

Standard: Alarm system pre-wire should function properly if the original wiring has not been modified.

Coverage Period: 2 years

What's Not Covered

The following are excluded from warranty coverage:

- **Power surge damage** - Damage from lightning or utility power surges is excluded (we cannot control weather or utility conditions)
- **Homeowner-installed fixtures** - Fixtures installed after closing are not covered
- **Fixture/outlet relocation** - Moving fixtures or outlets is not covered unless documented before closing
- **Trip fees for non-wiring issues** - If the problem isn't an internal wiring issue, trip fees may apply
- **Burned out bulbs** - Light bulb replacement is your responsibility (only replaced if listed on orientation form)
- **Modified alarm wiring** - Alarm system wiring that has been altered during installation by a third party

Filing a Claim

If you believe you have a warranty issue:

1. Review the Use & Care Guide for troubleshooting steps
2. Gather information:
    - Specific outlets or circuits affected
    - Whether breakers are tripping
    - Whether GFCI outlets have been tested/reset
3. Request Service (p. 11)

Related Standards

- HVAC Systems (p. 29)
- Heating Systems (p. 56)
- Fixtures (p. 46)

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

Fencing

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Items noted at orientation	✓	Per orientation	Fence included with home only
Severe weather damage	×	—	Refer to homeowner's insurance
Homeowner-installed fencing	×	—	No coverage
Normal weathering	×	—	Expected

> **Note**
>
> Depending on your community, fencing may or may not be included with your home. This coverage only applies to fencing installed by Classic Homes as part of your home purchase.

Performance Standards

Orientation Inspection

Standard: If fencing is part of your home purchase, it should be in good condition at the time of the New Home Presentation or Welcome Home Orientation.

Coverage: Classic Homes will repair any fencing item that is listed on the New Home Presentation or Welcome Home Orientation Form.

Fencing Included with Home

Standard: Fencing installed as part of your home purchase should be free of defects at closing.

Documentation: Only items listed on the orientation form will be repaired.

What's Not Covered

The following are excluded from warranty coverage:

- **Severe weather damage** - Storm and weather damage to fencing should be referred to your homeowner's insurance
- **Homeowner-installed fencing** - Fencing you install after closing is not covered under any circumstances
- **Normal weathering** - Natural weathering and aging of fence materials is expected and not a defect
- **Drainage issues from fencing** - If fencing affects drainage patterns, any resulting damage is not covered

Filing a Claim

If you believe you have a warranty issue:

1. Review the Use & Care Guide for maintenance guidance
2. Gather information:
   - Check your orientation form for listed items
   - Take photos of the issue
   - Note whether damage is weather-related
3. Request Service (p. 11)

Related Standards

- Grading and Drainage (p. 54)
- Landscaping (p. 58)
- Decks (p. 39)

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

Fireplaces

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Fireplace not functioning properly	✓	1 year	When following manufacturer directions
Installation defects	✓	1 year	Consumer product warranty
Water intrusion during severe weather	×	—	Heavy/prolonged rain with high winds
Damage from water intrusion	×	—	Weather-related exclusion
Improper operation damage	×	—	Must follow directions
Normal wear and tear	×	—	Not covered

> **Gas Safety**
>
> If you smell gas, immediately shut off the switch, leave your home, and report it to the gas company. Do not operate any electrical switches.

Performance Standards

Fireplace Operation

Standard: The gas fireplace should function properly when the manufacturer's directions are followed.

Coverage Period: 1 year (consumer product)

Normal Operation:

- A slight delay between turning the switch on and flame ignition is normal
- Flames should ignite gently and silently
- Flames will be moderate - not a "roaring" fire

Heat Source Limitation

Standard: Fireplaces are not intended to be the sole heat source in the home.

Note: Gas fireplaces are designed for ambiance and supplemental comfort, not primary heating. Issues arising from using the fireplace as a primary heat source are not covered.

Initial Use Odors

Standard: During initial operation, odors associated with burning off new components are normal and will dissipate with time and use.

What's Not Covered

The following are excluded from warranty coverage:

- **Water intrusion during severe weather** - In unusually heavy or prolonged precipitation, especially when accompanied by high winds, some water can enter through the chimney
- **Damage from water intrusion** - Any damage resulting from weather-related water intrusion
- **Improper operation** - Damage from failing to follow manufacturer's directions
- **Normal wear and tear** - Expected degradation over time
- **Wind noise** - Noise through the vent during excessive winds is normal due to the direct-vent design

Filing a Claim

If you believe you have a warranty issue:

1. Review the Use & Care Guide for operation and maintenance guidance
2. Gather information:
    - Description of the malfunction
    - Whether manufacturer directions were followed
    - Any unusual sounds, smells, or behaviors
3. Request Service (p. 11)

Related Standards

- Heating Systems (p. 56)
- Ventilation (p. 73)
- Appliances (p. 30)

Care Tips: See Fireplaces Use & Care for operation and safety guidance.

Fixtures

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Installation defects noted at orientation	✓	At closing	Must be on orientation form
Damaged fixtures noted at orientation	✓	At closing	Must be on orientation form
Tarnishing, fading	×	—	Natural occurrence
Corrosion damage (external)	×	—	Natural occurrence
Corrosion damage (internal)	×	—	Natural occurrence
Damage from caustic cleaners	×	—	Improper maintenance
Scratches from cleaning	×	—	Improper maintenance

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

Performance Standards

Orientation Inspection

Standard: Electrical and plumbing fixtures should be installed without defects or damage at the time of the New Home Presentation or Welcome Home Orientation.

Coverage: Only fixtures listed on the New Home Presentation or Welcome Home Orientation Form will be repaired.

Fixture Condition

Standard: Fixtures should be free of manufacturing defects and properly installed at closing.

Protective Coating: The manufacturer typically treats fixtures with a clear protective coating to provide beauty and durability. This coating is not impervious to wear and tear.

What's Not Covered

The following are excluded from warranty coverage:

- **Tarnishing and fading** - Like sterling silver, metals will gradually tarnish and take on an antique appearance; this is natural and not covered
- **External corrosion damage** - Corrosion on visible surfaces of fixtures
- **Internal corrosion damage** - Corrosion affecting internal workings of fixtures
- **Damage from caustic cleaners** - Harsh chemicals can crack or peel protective coatings, causing spotting and discoloration
- **Scratches from improper cleaning** - Abrasive cleaners and scrubbers can damage fixture finishes
- **Atmospheric and sun damage** - Environmental exposure that affects fixture coatings

Filing a Claim

If you believe you have a warranty issue:

1. Review the Use & Care Guide for cleaning and maintenance guidance
2. Gather information:
    - Check your orientation form for listed items
    - Photos of the defect or damage
    - Whether the issue was present at closing
3. Request Service (p. 11)

Related Standards

- Plumbing (p. 67)
- Electrical (p. 43)
- Appliances (p. 30)
- Cabinets (p. 30)

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

Hardwood Floors

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Defects noted at orientation	✓	At closing	Listed on orientation form
Construction damage on form	✓	At closing	Listed on orientation form
Gaps/separations	×	—	Seasonal shrinkage is natural
Scratches from use	×	—	Homeowner responsibility
Finish wear in traffic areas	×	—	Normal wear
Knot holes	×	—	Natural wood characteristic
Minor dust/fibers in finish	×	—	Occurs during finishing; wears down over time

Issue	Covered	Period	Notes
Damage from improper cleaning	×	—	Use manufacturer-recommended products only

For Engineered & Laminate Floors

Since these floors are pre-finished, repairs and replacement boards will be visible and may not match existing floor. Classic Homes will not replace floors or sections that fail to match due to repairs.

Performance Standards

Orientation Inspection

Standard: Hardwood floors should be installed without defects at the time of the New Home Presentation or Welcome Home Orientation.

Coverage: Classic Homes will correct any readily noticeable cosmetic defects with the floors that are listed on the New Home Presentation or Welcome Home Orientation Form.

Finish Quality

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

Note: These minor imperfections are expected and will normally wear down over time. This is not a defect in the floor and is excluded from the Limited Warranty.

Knot Holes

Standard: Knot holes are natural characteristics of wood floors.

Coverage: Classic Homes will not fill knot holes or replace boards due to the presence of knot holes.

Separations and Gapping

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

Note: Since shrinkage is a natural occurrence, it is excluded from the Limited Warranty. Maintaining 35-55% humidity year-round can minimize but not eliminate this natural movement.

What's Not Covered

The following are excluded from warranty coverage:

- **Seasonal gaps and separations** - Wood naturally expands and contracts with humidity changes; gaps between boards, especially in winter, are normal
- **Scratches from use** - Wear from foot traffic, furniture, and everyday use
- **Finish wear in high-traffic areas** - Dulling of finish is expected over time
- **Knot holes** - Natural wood characteristics are not defects
- **Minor dust and fibers in finish** - Small imperfections from the finishing process
- **Damage from improper cleaning** - Including wet mopping, wax products, or unapproved cleaners
- **Sun damage** - Fading or damage from direct sunlight exposure

Filing a Claim

If you believe you have a warranty issue:

1. Review the Use & Care Guide for maintenance guidance
2. Gather information:
   - Photos of the defect
   - Whether the issue was noted at orientation
   - Home humidity levels
3. Request Service (p. 11)

Related Standards

- Resilient Flooring (p. 49)
- Carpet (p. 32)
- Ceramic Tile (p. 34)

Care Tips: See Hardwood Flooring Use & Care for maintenance and cleaning guidance.

Resilient Flooring

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Defects noted at orientation	✓	At closing	Listed on orientation form
Lifting, bubbling, nail pops	✓	1 year	Installation defects
Ridges >1/8"	✓	1 year	Measured with 6" straight edge
Seam gaps >1/16" (floor to floor)	✓	1 year	Where resilient pieces meet
Seam gaps >1/8" (floor to other material)	✓	1 year	Where floor meets other material
Seams gapping from water	×	—	Improper maintenance
Seams curling from water	×	—	Improper maintenance
Damage from moving furniture	×	—	Homeowner responsibility
Tears and wrinkles	×	—	Use care when moving items

> **Initial Care**
>
> Wait 2 weeks before using cleaning or finishing agents on new flooring to allow the adhesive to thoroughly set.

Performance Standards

Orientation Inspection

Standard: Floor coverings should be free of defects at the time of the New Home Presentation or Welcome Home Orientation.

Coverage: Classic Homes will only repair flooring items that are listed on the New Home Presentation or Welcome Home Orientation Form.

Adhesion

Standard: Linoleum floor covering should adhere properly to the subfloor.

Coverage Period: 1 year

Measurement: Classic Homes will repair lifting, bubbling, and/or nail pops that appear on the surface of the flooring during the first year.

Ridges

Standard: Ridging is measured by centering a 6-inch straight edge perpendicular to the ridge with one end tight to the floor.

Threshold: If the opposite end of the straight edge is 1/8 inch or more from the floor, Classic Homes will repair this condition during the first year.

Seams and Separations

Standard: Some seams and separations in resilient flooring will occur due to shrinkage.

Thresholds:

- **Floor to floor:** Gaps in excess of 1/16 inch where resilient flooring pieces meet
- **Floor to other material:** Gaps in excess of 1/8 inch where resilient flooring meets another material

Coverage Period: 1 year for gaps exceeding these thresholds

What's Not Covered

The following are excluded from warranty coverage:

- **Seams gapping or curling from water** - Excessive water from cleaning or leakage that causes seam damage
- **Damage from moving furniture** - Tears, wrinkles, or damage caused by moving furniture or appliances
- **Minor separations** - Slight separations due to natural shrinkage that don't exceed thresholds

- **Damage from improper cleaning** - Including excessive water or unapproved cleaning products
- **Wear and tear** - Normal wear from foot traffic and everyday use

Filing a Claim

If you believe you have a warranty issue:

1. Review the Use & Care Guide for maintenance guidance
2. Gather information:
   - Photos of the issue
   - Measurements of gaps or ridges
   - Whether the issue was noted at orientation
3. Request Service (p. 11)

Related Standards

- Hardwood Flooring (p. 47)
- Carpet (p. 32)
- Ceramic Tile (p. 34)

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

Foundation

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Cracks allowing water entry	✓	Structural	If grading/landscaping maintained
Standing water in crawl space	✓	Structural	If caused by construction
Cosmetic cracks (no water entry)	×	—	Normal shrinkage/settling
Visible seams between concrete pours	×	—	Cosmetic, no repair needed
Slight honeycombing	×	—	Unless allowing water entry
Water entry after altered drainage	×	—	Homeowner responsibility

> **Emergency Conditions**
>
> Basement flooding may qualify as an emergency. Call **719-592-9333** immediately if experiencing significant water entry.

Performance Standards

Foundation Design

Standard: The foundation has been designed and installed according to the recommendations of a state-registered structural engineer with engineered approved reinforcing rods.

Water Entry Coverage

Standard: Classic Homes will correct conditions that allow actual water to enter the basement during the structural warranty period.

Requirements: Coverage is contingent on the homeowner having:

- Complied with drainage and landscaping guidelines
- Not altered the original grading
- Maintained gutters and downspouts

Crawl Space Condition

Standard: Crawl spaces may be damp but should not have standing water.

Measurement: Classic Homes will correct conditions directly related to construction that result in persistent standing water, provided you have not:

- Altered the drainage

- Caused excessive moisture to accumulate with incorrect landscaping

Foundation Cracks

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

Coverage: Only cracks that allow water to enter are covered. Cosmetic cracks are normal and excluded.

What's Not Covered

The following are excluded from warranty coverage:

- **Cosmetic cracks** - Cracks that don't allow water entry are normal shrinkage/settling
- **Visible seams** - Seams where two concrete pours meet are cosmetic and don't require repair
- **Slight honeycombing** - Rough texture areas that don't allow water entry
- **Water entry after altered drainage** - If you or your landscaper alter drainage patterns, coverage may be voided
- **Damage from failure to maintain drainage** - Gutters, downspouts, and splash blocks must be maintained
- **Basement dampness** - Some dampness in new construction is normal as concrete cures (1 to 2 years)

Filing a Claim

If you believe you have a warranty issue:

1. Review the Use & Care Guide for maintenance guidance
2. Gather information:
   - Photos of any water entry or cracks
   - Documentation that drainage has been maintained
   - Whether grading has been altered
3. Request Service (p. 11)

Related Standards

- Grading and Drainage (p. 54)
- Concrete Flatwork (p. 35)
- Sump Pump (p. 67)
- Framing (p. 51)

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

Framing

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Floor slope >1" over 10ft	✓	1 year	Will repair
Walls out of plumb >¾" in 8ft	✓	1 year	Will correct
Walls bowed >3/8" in 32"	✓	1 year	Will correct
Railing installation defects	✓	1 year	Will repair
Floor squeaks	✓*	1 year	One reasonable attempt only
Floor deflection (bending)	×	—	Normal, especially in large spans
Party wall sound transmission	×	—	Some noise expected
Window opening variations	×	—	Natural wood variation
Stain color variation on railings	×	—	Natural wood grain

Performance Standards

Floor Level

Standard: Within a room, the floor should appear level when seen from a normal viewing position.

Threshold: Maximum slope of 1 inch over 10 feet, measured between opposite walls or defined limits of the room area.

Coverage Period: 1 year

Plumb Walls

Standard: Walls may vary slightly from perfectly plumb due to natural characteristics of construction materials.

Thresholds:

- Walls should not be out of plumb more than ¾" in an 8-foot distance
- Walls should not bow more than 3/8" in any 32-inch measurement

Coverage Period: 1 year

Floor and Stair Squeaks

Standard: Some floor and stair squeaks are unavoidable due to natural wood movement, humidity changes, and normal settling.

Coverage: Although we do not warrant against floor squeaks, we will make one reasonable effort to correct them during the first year.

Note: Squeaks may recur even after repair, and some squeaking is considered normal.

Railings

Standard: Railings should be properly installed without defects.

Coverage Period: 1 year

Note: Stained railings will have variations in color due to wood grain, and some railings have seams from combining components. These are normal and not defects.

What's Not Covered

The following are excluded from warranty coverage:

- **Floor deflection** - Floors will bend when walked on, especially in large open spaces; this is normal structural behavior, not a defect
- **Party wall sound transmission** - Some sound transmission through shared walls is normal; loud music or high-impact noise may be noticed
- **Window opening variations** - Slight variations in window openings due to natural wood characteristics
- **Stain color variations** - Color variations in stained railings due to wood grain
- **Floor squeaks beyond one attempt** - Additional repair attempts after the one reasonable effort

Filing a Claim

If you believe you have a warranty issue:

1. Review the Use & Care Guide for understanding normal conditions
2. Gather information:
   - Specific location of the issue
   - Measurements if applicable
   - Whether this is for the one-time squeak repair
3. Request Service (p. 11)

Related Standards

- Foundation (p. 50)
- Roof (p. 70)
- Drywall (p. 42)
- Expansion and Contraction (p. 51)

Care Tips: See Framing Use & Care for understanding structural behavior.

Garage Overhead Door

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Door adjustment (installation defect)	✓	1 year	Will adjust for proper operation
Sensor adjustment (installation defect)	✓	1 year	Will adjust for proper operation
Garage door opener	×	—	Manufacturer warranty (consumer product)
Opener damage from 3rd party installation	×	—	Use original installer
Light visible around door edges	×	—	Normal; doors aren't airtight
Snow/rain/dust entry	×	—	Normal; doors aren't weathertight
Minor door sag	×	—	Normal due to weight and span

Safety Notice

Garage door springs are under extreme tension. Never attempt to adjust or repair springs yourself - this is dangerous and should only be done by professionals.

Performance Standards

Door Operation

Standard: Garage doors should operate properly without binding or scraping when due to installation.

Coverage Period: 1 year for adjustments due to installation defects

Sensor Function

Standard: Safety sensors should function properly to stop and reverse the door when an obstruction is detected.

Coverage Period: 1 year for adjustments due to installation defects

Garage Door Openers

Standard: Garage door openers installed by Classic Homes are consumer products covered by the manufacturer's warranty.

Note: Classic Homes will not repair damages associated with a door opener that was not installed by Classic Homes during construction.

What's Not Covered

The following are excluded from warranty coverage:

- **Garage door openers** - Consumer products excluded from Limited Warranty; refer to manufacturer warranty
- **Third-party opener installation** - Damage from openers not installed by Classic Homes during construction
- **Light visible around door** - Garage doors cannot be airtight; some light around edges is normal
- **Weather entry** - Some precipitation entering around the door in weather conditions is normal
- **Dust infiltration** - Normal, especially until most homes in the community have landscaping
- **Door sag** - The garage door may sag slightly due to its weight and span

Filing a Claim

If you believe you have a warranty issue:

1. Review the Use & Care Guide for troubleshooting steps
2. Gather information:
   - Description of the malfunction
   - Whether the door is manually lockable and unlocked
   - Whether sensors are aligned (check indicator lights)
3. Request Service (p. 11)

Related Standards

- Doors and Locks (p. 40)
- Electrical (p. 43)
- Concrete (p. 35)

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

Grading and Drainage

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Ponding >24 hrs within 5' of home	✓	1 year	If original grade not altered
Ponding >72 hrs in swales (within 10' of foundation)	✓	1 year	If original grade not altered
Settlement >4" in backfilled areas	✓	1 year	Will fill to restore grade
Settlement under exterior concrete	✓	1 year	Will fill visible sunken areas
Drainage issues after grade alteration	×	—	Warranty voided
Weather-caused changes to non-landscaped yards	×	—	After grading established
Temporary issues from new sod watering	×	—	Normal; will resolve
Settling in non-excavated areas	×	—	Homeowner responsibility

Critical Homeowner Responsibility

Maintaining drainage patterns is YOUR responsibility. Altering the original grading may void your warranty coverage for drainage-related issues.

Performance Standards

Ponding Water Near Foundation

Standard: Water should not stand for more than 24 hours within 5 feet of the residence after rain stops.

Measurement: Standing water duration is measured from when precipitation ends.

Swale Drainage

Standard: Water should not stand for more than 72 hours in drainage swales within 10 feet of the foundation.

Condition: Coverage requires that the final grade installed has not been altered by the homeowner, landscaper, district, or HOA.

Settlement in Backfilled Areas

Standard: Backfilled or excavated areas around the foundation and utility trenches should not settle more than 4 inches during the first year.

Coverage: Classic Homes will fill settling areas to restore grade, provided you have not changed the grades, swales, and drainage patterns.

Settlement Under Exterior Concrete

Standard: If settlement occurs under exterior concrete during the first year, Classic Homes will fill visible sunken areas.

What's Not Covered

The following are excluded from warranty coverage:

- **Drainage issues after grade alteration** - If you, your landscaper, district, or HOA alter the drainage pattern after closing, Classic Homes reserves the right to void this Limited Warranty
- **Weather-caused changes** - Classic Homes is not responsible for weather-caused changes to non-landscaped yards after grading is established
- **Temporary issues from new sod** - New sod installation and extra watering can cause temporary minor drainage problems
- **Settlement in non-excavated areas** - You are responsible for settlement in areas that were not excavated during construction
- **Water features within 10 feet** - Water features installed within 10 feet of the foundation may void your Limited Warranty

Filing a Claim

If you believe you have a warranty issue:

1. Review the Use & Care Guide for maintenance guidance

2. Gather information:
    - How long has water been standing? (Document with photos and timestamps)
    - Location relative to foundation (within 5 feet? 10 feet?)
    - Have any grade changes been made since closing?
3. Request Service (p. 11)

Related Standards

- Gutters and Downspouts (p. 55)
- Landscaping (p. 58)
- Concrete (p. 35)
- Foundation (p. 50)

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	✓	1 year	Gutters >3' need slope to downspouts
Leaks from installation	✓	1 year	Installation-related only
Overflow during excessive rain	×	—	Expected; may indicate clogged gutters
Standing water up to 1" after rain	×	—	Normal; no repair needed
Ice buildup in gutters	×	—	Homeowner responsibility
Ice on walkways from overflow	×	—	Homeowner responsibility
Clogged gutters	×	—	Maintenance responsibility

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 first year, Classic Homes will repair gutters that are not properly sloped.

Leak-Free Installation

Standard: Gutters should not leak at joints or connections due to installation defects.

Coverage: During the first year, Classic Homes will correct leaks that are directly related to the installation of the gutter.

Standing Water Tolerance

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

Note: This is normal and no correction is required.

What's Not Covered

The following are excluded from warranty coverage:

- **Overflow during excessive rain** - Gutters may overflow during periods of excessive rain; this is expected and may indicate clogged gutters
- **Standing water up to 1"** - Small amounts standing briefly after rain are normal
- **Ice buildup** - Ice buildup in gutters and downspouts is excluded from warranty
- **Ice on walkways** - Ice accumulation on walkways resulting from gutter ice buildup is the homeowner's responsibility
- **Clogged gutters** - Regular gutter cleaning is a maintenance responsibility
- **Damage from debris accumulation** - Keeping gutters clear is homeowner responsibility

Homeowner Responsibility

You are responsible for removing ice that accumulates in gutters and on walkways. Classic Homes is not responsible for any incidents that may occur as a result of failure to remove ice.

Filing a Claim

If you believe you have a warranty issue:

1. Review the Use & Care Guide for maintenance guidance
2. Gather information:
   - Is the issue related to slope or installation?
   - Are gutters clean of debris?
   - Where specifically is the problem occurring?
3. Request Service (p. 11)

Related Standards

- Grading and Drainage (p. 54)
- Roof (p. 70)
- Landscaping (p. 58)

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

Heating Systems

Classic Homes Limited Warranty Guidelines

Coverage Summary

Gas Forced Air Systems

Issue	Covered	Period	Notes
System can't maintain 70°F (or 80°F differential in extreme cold)	✓	2 years	Installation defects
Ductwork becomes unattached	✓	2 years	Will repair
Uneven temperatures between rooms/floors	×	—	Normal; excluded
Component/equipment failure	×	—	Manufacturer warranty
Duct cleaning	×	—	Homeowner responsibility
Duct relocation for furniture	×	—	Not provided

Heat Pump Systems

Issue	Covered	Period	Notes
Installation defects	✓	2 years	Contact Classic Homes
Heat pump equipment	×	—	Manufacturer warranty only
Component failures	×	—	Contact manufacturer

Emergency Conditions

Total loss of heat when outside temperature is below 45°F qualifies as an emergency. Call **719-592-9333** immediately.

Performance Standards

Gas Forced Air Temperature Control

Standard: The heating system should maintain an average temperature of 70°F, measured in the center of the room, 5 feet above the floor.

Extreme Cold Standard: In extremely cold temperatures (10°F below zero or colder), the system should maintain an 80°F differential from outside temperature.

> *Temperature variations of approximately 15°F between locations are normal on extremely cold days due to floor plan, windows, and heat rising.*

Heat Pump Temperature Control

Standard: Heat pumps provide both heating and cooling using the same system. Air from vents may feel cooler than with a gas furnace—this is normal.

Auxiliary Heat: At lower outside temperatures, auxiliary (backup) heat kicks in to maintain set temperature. If auxiliary heat light stays on when outside temp is above 30°F, contact a service technician.

Ductwork Integrity

Standard: Ductwork must remain properly connected throughout the warranty period.

Coverage: Classic Homes will repair ductwork that becomes unattached during the first 2 years.

What's Not Covered

The following are excluded from warranty coverage:

- **Temperature variations between rooms and floors** - This is normal due to floor plan, sun exposure, window size, and heat rising to upper floors
- **Manufacturer component failures** - Refer to manufacturer warranty for equipment issues
- **Heat pump equipment** - Heat pumps are classified as consumer products and are excluded from the Classic Homes Limited Warranty
- **Damage from improper use** - Including neglecting filter changes or blocking vents
- **Duct cleaning** - Not provided; EPA studies found no proof it improves indoor air quality
- **Duct relocation** - Classic Homes will not relocate HVAC ducts to accommodate furniture placement or homeowner interior design
- **Humidifier-related damage** - Classic Homes does not install humidifiers and is not responsible for damage from humidifier installation or use
- **Modifications by other firms** - Having another firm modify your system during the warranty period will void that portion of your warranty

> **Heat Pump Warranty**
>
> Heat pumps are a consumer product and are excluded from the Limited Warranty. For warranty service on your heat pump, refer to manufacturer's warranty documentation and contact manufacturer directly.

Filing a Claim

If you believe you have a warranty issue:

1. Review the Use & Care Guide for troubleshooting steps
2. Gather information:
    - Outside temperature when issue occurs
    - Thermostat setting
    - Room temperatures (measured at 5 feet height)
    - Filter condition
3. Request Service (p. 11)

Related Standards

- Air Conditioning (p. 29)
- Ventilation (p. 73)
- Insulation (p. 57)

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

Insulation

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Installation to meet code	✓	1 year	Must meet code at time of construction
Insulation disturbed by homeowner	×	—	Your responsibility to restore
Cold air from outlets	×	—	Normal convection
Natural settling of blown insulation	×	—	Accounted for in original installation

Performance Standards

Code Compliance

Standard: Insulation is installed to meet or exceed the building codes applicable at the time of construction and as described in your purchase agreement.

Coverage: During the first year, Classic Homes will address insulation that does not meet code requirements.

R-Value Requirements

Standard: Insulation meets or exceeds R-value requirements specified in your purchase agreement for different areas (attic, walls, floors).

Note: Different areas of the home have different insulation requirements based on building codes.

Attic Insulation Installation

Standard: Blown insulation is installed with adequate coverage to maintain performance after natural settling.

Note: The insulation installed exceeds what's needed after settling to ensure ongoing performance.

What's Not Covered

The following are excluded from warranty coverage:

- **Insulation disturbed by homeowner activities** - Including installation of speaker wire, storage, cable/network lines, or HVAC inspection. You are responsible for restoring insulation to smooth, even coverage
- **Cold air from electrical outlets** - Electrical outlets on exterior walls may emit detectable amounts of cold air due to natural convection in wall cavities; this is normal
- **Natural settling of blown insulation** - Settling is normal, expected, and accounted for in the original installation amount

> **Note**
>
> Cold air from electrical outlets on exterior walls is normal due to convection in the wall cavity. This is not a sign of missing or inadequate insulation.

Filing a Claim

If you believe you have a warranty issue:

1. Review the Use & Care Guide for maintenance guidance
2. Gather information:
   - Has insulation been disturbed (after attic work, speaker installation, etc.)?
   - Location of drafts or cold spots
   - Weatherstripping condition on doors and windows
3. Request Service (p. 11)

Related Standards

- Heating Systems (p. 56)
- Air Conditioning (p. 29)
- Ventilation (p. 73)
- Roof (p. 70)

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

Landscaping

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Classic-installed landscape materials	✓	1 growing season	Spring through fall, max 12 months
Sprinkler system (Classic-installed)	✓	1 year	Final adjustments after move-in
Curbs, gutters, sidewalks damage noted at closing	✓	At closing	Documented condition
Trees existing before construction	×	—	Not covered for any reason
Landscaping maintenance	×	—	Homeowner/HOA responsibility
Sprinkler damage from failure to winterize	×	—	Homeowner caused
Trees removed during construction	×	—	Will not be replaced
Homeowner-installed landscaping	×	—	No coverage

Performance Standards

Landscape Materials

Standard: Landscape materials installed by Classic Homes are warranted to be properly installed and in healthy condition at the time of installation.

Coverage Period: One growing season, spring through fall (but never longer than 12 months from the original date of purchase).

Verification: During the New Home Presentation, Welcome Home, or post-closing after landscaping is installed, representatives will confirm that landscaping is properly installed and in healthy condition.

Sprinkler System

Standard: Sprinkler systems installed by Classic Homes will function properly and provide adequate coverage.

Coverage: Final adjustments will be made shortly after move-in. Installer will note and correct any deficiencies during the first year.

Curbs, Gutters, and Sidewalks

Standard: Classic Homes documents the condition of concrete street curbs, gutters, and sidewalks prior to closing.

Coverage: Any damage noted will be repaired as part of the transition to public or private ownership.

What's Not Covered

The following are excluded from warranty coverage:

- **Trees on lot prior to construction** - Trees and other plant materials that existed before construction are not covered for any reason
- **Trees removed during construction** - Classic Homes will not replace trees removed or damaged during construction
- **Landscaping maintenance** - Maintenance is the responsibility of the homeowner, district, or HOA
- **Damage from lack of maintenance** - Including failure to water appropriately
- **Sprinkler damage from failure to winterize** - Damage from failure to drain the system before freezing is excluded
- **Homeowner-installed landscaping** - No coverage for landscaping you install
- **Erosion** - Correcting erosion is homeowner responsibility
- **Damage to curbs/gutters/sidewalks after closing** - Owner's responsibility to repair

> **Critical - Foundation Protection**
>
> Do not install sprinkler heads within 5 feet of foundation. Excess moisture near the foundation causes settling, movement, wet basements, foundation cracks, and floor slab movement.

Filing a Claim

If you believe you have a warranty issue:

1. Review the Use & Care Guide for maintenance guidance
2. Gather information:
   - Was landscaping installed by Classic Homes?

- Is it within the first growing season (max 12 months)?
- Have you maintained appropriate watering?

3. Request Service (p. 11)

Related Standards

- Grading and Drainage (p. 54)
- Gutters and Downspouts (p. 55)
- Concrete (p. 35)
- Fencing (p. 44)

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 at closing	✓	At closing	Must be on orientation form
Cracks >3/16" in width	✓	1 year	One-time courtesy repair
Efflorescence (white powder)	×	—	Cosmetic, not a defect
Normal weathering	×	—	Expected over time
Damage not documented at closing	×	—	Homeowner responsibility

Performance Standards

Installation Quality

Standard: Man-made stone is properly installed without damage at the time of closing.

Verification: During the New Home Presentation or Welcome Home Orientation, Classic Homes will confirm that the man-made stone is properly installed and that there is no damage.

Coverage: Only damage listed on the New Home Presentation or Welcome Home Orientation Form will be repaired.

Crack Repair (Courtesy)

Standard: As a courtesy, Classic Homes will repair masonry cracks that exceed 3/16 inch in width.

Coverage Period: First year of the limited warranty period.

Note: This is a one-time courtesy repair.

Weep Hole Function

Standard: Weep holes in the mortar along the lower row of stone allow moisture to escape from behind the stone.

Important: Do not fill weep holes or allow landscaping materials to cover them.

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 not a defect in the stone
- **Normal weathering** - Expected deterioration over time due to weather exposure
- **Damage not documented at closing** - Any damage not listed on the orientation form
- **Blocked weep holes** - Damage from filling or covering weep holes is homeowner responsibility

> **About Efflorescence**
>
> Efflorescence is a natural occurrence that can sometimes be removed with soap and water. It may reappear periodically. This is cosmetic and excluded from warranty coverage.

Filing a Claim

If you believe you have a warranty issue:

1. Review the Use & Care Guide for maintenance guidance
2. Gather information:
    - Was this damage noted on your orientation form?
    - For cracks: measure the width (must exceed 3/16")
    - Location and extent of the issue
3. Request Service (p. 11)

Related Standards

- Siding and Stucco (p. 72)
- Caulking (p. 33)
- Paint and Stain (p. 65)

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 at orientation	✓	At closing	Listed on orientation form
Chips at orientation	✓	At closing	Listed on orientation form
Other damage at orientation	✓	At closing	Listed on orientation form
Coming loose from wall	✓	1 year	Installation defect
Damage not on orientation form	×	—	Homeowner responsibility
Deterioration from improper cleaners	×	—	Maintenance issue
Water damage to silvering	×	—	Moisture exposure
Black spots from moisture	×	—	Environmental damage

Performance Standards

Installation Quality

Standard: All mirrors are installed without defects at the time of closing.

Verification: During the New Home Presentation or Welcome Home Orientation, Classic Homes will confirm that all mirrors are installed without defects.

Coverage: Classic Homes will only correct scratches, chips, or other damage to mirrors listed on the New Home Presentation or Welcome Home Orientation Form.

Secure Mounting

Standard: Mirrors remain securely attached to the wall.

Coverage: During the first year, Classic Homes will repair mirrors that come loose from the wall due to installation defects.

What's Not Covered

The following are excluded from warranty coverage:

- **Damage not documented at orientation** - Any scratches, chips, or damage not listed on the orientation form
- **Deterioration from improper cleaning products** - Using ammonia or vinegar-based cleaners can damage the silvering
- **Water damage to silvering** - Moisture can damage the reflective coating, causing black spots
- **Black spots from moisture** - Environmental moisture damage is not covered
- **Damage from cleaning method** - Spraying cleaner directly on mirror can cause edge damage

Protecting Your Mirrors

Spray cleaner on cloth, not directly on mirror, to prevent moisture from reaching the edges and damaging the silvering.

Filing a Claim

If you believe you have a warranty issue:

1. Review the Use & Care Guide for maintenance guidance
2. Gather information:
   - Was this issue noted on your orientation form?
   - Is the mirror coming loose from the wall?
   - When did black spots or deterioration first appear?
3. Request Service (p. 11)

Related Standards

- Drywall (p. 42)
- Paint and Stain (p. 65)
- Fixtures (p. 46)

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 causing mold (if construction defect)	✓	Per warranty terms	Must be covered defect
Mold growth	×	—	Result of moisture/lifestyle
Mold damage	×	—	Unless from covered defect
Humidifier-related damage	×	—	Classic Homes doesn't install humidifiers
Damage from unreported leaks	×	—	Prompt reporting required
Homeowner-caused moisture	×	—	Lifestyle dependent

Important

Mold can potentially cause serious side effects, such as allergic reactions and infections. Moisture is the only mold growth factor that can be controlled in a home. By minimizing moisture, you reduce or eliminate mold growth.

Performance Standards

Water Leak Response

Standard: During the limited warranty period, Classic Homes will respond to and repair water leaks and intrusions that comply with the Standards of Performance.

Coverage: The underlying water leak may be covered if it is a construction defect covered under warranty terms.

Construction Standards

Standard: Homes are constructed to meet building codes and standards for moisture management, including proper drainage, ventilation, and waterproofing.

Note: Designing or building homes that completely exclude mold spores is impossible—mold occurs naturally and is found everywhere.

What's Not Covered

The following are excluded from warranty coverage:

- **Mold growth itself** - Mold is the result of moisture and lifestyle factors

- **Mold damage** - Unless resulting from a covered construction defect
- **Humidifier-related damage** - Classic Homes does not install humidifiers and is not responsible for damages associated with installation or usage of humidifiers
- **Damage from unreported or delayed-report leaks** - Failure to report leaks promptly increases your risk and responsibility for repairs
- **Homeowner-caused moisture** - Moisture from lifestyle factors (inadequate ventilation, excessive humidity, etc.)

Report Leaks Promptly

Failure to report leaks promptly increases your risk and responsibility for repairs.

Key Prevention Responsibilities

Your Moisture Control Duties

Moisture is the only mold growth factor you can control. You must:

- **Ventilate properly** - Use exhaust fans when cooking and bathing; do not cover fresh air supply to furnace
- **Clean regularly** - Mold grows well on dust and dirt
- **Maintain caulking** - Around windows, doors, sinks, tubs, and showers
- **Address condensation** - Wipe up immediately and reduce humidity
- **Report leaks immediately** - During warranty period, report any leaks to Classic Homes
- **Know shut-off valves** - Be familiar with water shut-off locations
- **Maintain drainage** - Keep positive drainage away from home

Inspection Areas

Check regularly for signs of water intrusion:

- Inside cabinets under all sinks
- Behind toilets
- Seldom-used closets
- Refrigerator pan
- Air conditioning condensate line, coils, and condenser pan

Filing a Claim

If you discover a water leak that may be a construction defect:

1. Review the Use & Care Guide for prevention guidance
2. Take immediate action:
   - Shut off water at the source if applicable
   - Contain water and protect belongings
   - Clean up standing water immediately
3. Request Service (p. 11) promptly

Related Standards

- Condensation (p. 37)
- Ventilation (p. 73)
- Caulking (p. 33)
- Plumbing (p. 67)

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

Multi Family Homes

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Your unit (standard warranty items)	✓	Per warranty terms	Standard coverage applies

Issue	Covered	Period	Notes
Sound transfer between units	×	—	Lifestyle dependent
Light from neighboring units	×	—	Lifestyle dependent
Odors from neighboring units	×	—	Lifestyle dependent
Common areas	—	—	HOA responsibility

Performance Standards

Unit Construction

Standard: Your individual unit is constructed to the same standards as single-family homes and covered under the standard Limited Warranty terms.

Coverage: See individual warranty sections for specific coverage on items within your unit.

Sound Mitigation

Standard: Construction planning takes sound transfer into account, and steps are taken to mitigate sound transfer between units.

Important: No reasonable method exists that completely eliminates the transfer of sound. Lifestyle and schedule differences among neighbors affect what you may hear.

Expected Sounds

Normal daily activities that may result in sound transfer include:

- Opening and closing doors
- Operating appliances
- Footsteps
- Running up or down stairs
- Some vibrations

What's Not Covered

The following are excluded from warranty coverage:

- **Sound transfer between units** - Because lifestyles and schedules are outside of our control as the Builder
- **Your awareness of light from neighboring units** - Lifestyle dependent
- **Odors from neighboring units** - Including cooking and smoking odors; lifestyle dependent
- **Common areas** - Common area maintenance and repairs are typically the responsibility of the HOA, not Classic Homes

> **Common Areas**
>
> Contact your HOA management company for common area concerns. Exterior and common area maintenance responsibilities vary depending on the services provided by the management company retained by the district or HOA.

Living in a Multi-Family Community

Your Responsibilities

Each owner has responsibility for their neighbors' peaceful enjoyment of their homes:

- Stay informed about building policies
- Ensure your family, guests, workmen, vendors, and service providers are aware of and adhere to building policies
- Direct questions to the management company or your board

HOA Contact

Keep contact information for your HOA's management company handy for:

- Common area concerns
- Neighbor-related issues
- Building policy questions
- Maintenance schedule inquiries

Filing a Claim

If you believe you have a warranty issue within your unit:

1. Verify the issue is within your unit (not common areas)
2. Review relevant warranty sections for your specific concern
3. Gather information about the issue
4. Request Service (p. 11)

For common area or neighbor-related concerns, contact your HOA management company.

Related Standards

- Framing (p. 51)
- Ventilation (p. 73)
- Condensation (p. 37)

Note: Your district or HOA creates building policies to balance individual privacy with protection of neighbors' comfort. Stay informed about these policies through your HOA management company.

Paint and Stain

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Defects noted at orientation	✓	At closing	Listed on orientation form only
Touch-up during warranty repair	✓	Per repair	May be visible; may paint wall corner-to-corner if >1/3 affected
Touch-up not matching	×	—	Expected due to aging
Paint fading	×	—	Normal aging
Exterior paint deterioration	×	—	Weather-related maintenance
Wood grain showing through paint	×	—	Natural characteristic
Color variations in stain	×	—	Natural wood characteristic
Custom paint/wallpaper	×	—	Homeowner responsibility

Performance Standards

Initial Installation Quality

Standard: Painted and stained surfaces are free of defects at the time of closing.

Verification: During the New Home Presentation or Welcome Home Orientation, Classic Homes will confirm that there are no defects in the painted and stained surfaces.

Coverage: Classic Homes will only touch up paint items that were listed on the New Home Presentation or Welcome Home Orientation Form.

Touch-Up During Warranty Repairs

Standard: When warranty repairs require paint touch-up, Classic Homes will try to blend touch-up areas to match the existing painted surface as closely as possible.

Large Areas: Where applicable, Classic Homes will paint the entire wall (corner to corner) if more than one-third of the wall is affected.

Note: Classic Homes will not repaint an entire room due to paint touch-ups.

Touch-Up Visibility

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

Note: This is expected and excluded from warranty coverage.

What's Not Covered

The following are excluded from warranty coverage:

- **Touch-up not matching** - Even with the same paint mix, touch-ups may not match exactly due to aging and environmental factors
- **Paint fading** - Normal aging and weather exposure causes fading
- **Exterior paint deterioration** - Weather-related maintenance is homeowner responsibility
- **Wood grain showing through paint** - Today's water-based paints often make wood grain visible on painted trim; this is natural
- **Color variations in stain** - Because of wood characteristics, color variations result when stain is applied to wood; this is natural
- **Exterior wood cracking** - As it ages, exterior wood trim will develop minor cracks and raised grain; this is not a defect
- **Custom paint or wallpaper** - Homeowner modifications are not covered
- **Touch-up visibility** - Visible touch-ups under certain lighting conditions are expected

> **Exterior Wood**
>
> As it ages, exterior wood trim will develop minor cracks and raised grain. Much of this will occur during the first year. Paint maintenance of wood trim and gutters is the homeowner's responsibility.

Filing a Claim

If you believe you have a warranty issue:

1. Review the Use & Care Guide for maintenance guidance
2. Gather information:
   - Was this issue noted on your orientation form?
   - Have you tried cleaning the area first?
   - Do you have your original paint samples?
3. Request Service (p. 11)

Related Standards

- Drywall (p. 42)
- Wood Trim (p. 77)
- Cabinets (p. 30)

Care Tips: See Paint and Stain Use & Care for maintenance and touch-up guidance.

Pests and Wildlife

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Pest/wildlife entry	×	—	Homeowner responsibility
Damage from pests/wildlife	×	—	Homeowner responsibility
Pest-proofing the home	×	—	Not possible to seal completely
Insect infestations	×	—	Homeowner responsibility
Animal intrusion	×	—	Homeowner responsibility

> **Important**
>
> Classic Homes cannot build a home that is airtight or pest & wildlife proof. There will be numerous areas where pests and wildlife can enter the home.

Performance Standards

Building Construction

Standard: The home is constructed to meet building code requirements for sealing and weatherization, but complete pest-proofing is not possible.

Reality: Insects such as ants, spiders, wasps, and bees, and wildlife such as woodpeckers, squirrels, mice, and snakes may enter through normal construction gaps.

Entry Points

Common entry points that cannot be fully eliminated include:

- Gaps around utility penetrations
- Weep holes in masonry (required for drainage)
- Roof vents (required for ventilation)
- Foundation/sill plate transitions
- Window and door frames

What's Not Covered

The following are excluded from warranty coverage:

- **Pest entrance into the home** - No home can be built completely pest-proof
- **Wildlife entrance into the home** - Normal construction has entry points
- **Damage caused by pests** - Insect damage, nesting, etc.
- **Damage caused by wildlife** - Woodpecker holes, rodent gnawing, etc.
- **Costs of pest control services** - Homeowner responsibility
- **Costs of wildlife removal** - Homeowner or HOA responsibility

Filing a Claim

Pests and wildlife are **not covered** under the warranty. Instead:

1. For pest issues, contact a licensed pest control professional
2. For wildlife issues, contact:
    - State wildlife service
    - Animal control authorities
    - Wildlife removal professionals
3. For informational resources:
    - County extension service
    - Internet resources
    - Public library

Related Standards

- Ventilation (p. 73)
- Landscaping (p. 58)
- Roof (p. 70)

Care Tips: See Pests and Wildlife Use & Care for prevention and management guidance.

Plumbing

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Plumbing system leaks	✓	2 years	Installation defects
Clogged drains	✓	30 days	After 30 days, only if installation defect
Cosmetic damage to fixtures	✓	At closing	Must be on orientation form
Persistent water hammer	✓	2 years	Will repair
Gas leaks (from meter into home)	✓	2 years	Gas company handles up to meter
Sump pump operation	✓	1 year	If applicable to your home
Frozen pipes	×	—	Unless construction defect

Issue	Covered	Period	Notes
Normal pipe noise	×	—	Temperature changes cause sounds
Exterior faucet damage from hose	×	—	Homeowner responsibility
Toilet damage from chemical cleaners	×	—	Products damage seals

> **Emergency Conditions**
> Major water leak requiring main water shut-off or sewer backup qualifies as an emergency. Call **719-592-9333** immediately.

Performance Standards

Plumbing System

Standard: All plumbing fixtures should function properly with faucets and drains operating freely.

Leaks: Except where excluded, Classic Homes repairs plumbing leaks during the first 2 years.

Noise: Some pipe noise from temperature changes is normal. Persistent water hammer will be repaired during the first 2 years.

Clogged Drains

First 30 days: Classic Homes will correct clogs.

Exception: If a household item is removed from the drain, you will be billed.

After 30 days: Homeowner responsibility unless caused by installation defect.

Sump Pump (If Applicable)

Standard: If your home includes a sump pump, it should operate as designed to remove water from the foundation area.

Coverage: First year only. The pump is confirmed operational at orientation.

After Year 1: Sump pump maintenance and replacement is homeowner responsibility.

Cosmetic Standards

At Orientation: Classic Homes confirms condition of plumbing fixtures.

Damage Coverage: Only items listed on the orientation form will be repaired.

What's Not Covered

The following are excluded from warranty coverage:

- **Frozen pipes** - Unless caused by construction defect; keep heat at minimum 62°F when away
- **Damage from toilet cleaning agents** - Products like Tidy Bowl that stay in the tank can cause premature failure of wax seals and gaskets
- **Exterior faucet damage** - When hose is left attached in freezing weather or when pressurized hose is left connected
- **Secondary water damage** - Wallpaper, drapes, personal belongings damaged by water
- **Clogs after 30 days** - Unless caused by installation defect
- **Normal pipe noise** - Temperature changes cause expansion/contraction sounds
- **Sump pump after Year 1** - Maintenance and replacement is homeowner responsibility
- **Extending sump discharge line** - Classic Homes installs to exterior; extending is your responsibility

Filing a Claim

If you believe you have a warranty issue:

1. Review the Use & Care Guide for troubleshooting steps
2. For sump pump issues, test by pouring 5 gallons of water into the crock
3. Document the issue:
    - Location of leak or problem
    - When it started
    - Photos if applicable
4. Request Service (p. 11)

Related Standards

- Water Heaters (p. 74)
- Fixtures (p. 46)
- Grading and Drainage (p. 54)

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

Property Boundaries

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Property pins shown at orientation	✓	At closing	Shown during orientation
Re-establishing property pins after closing	×	—	Homeowner responsibility
Professional survey for improvements	×	—	Homeowner responsibility
Boundary disputes	×	—	Not a warranty matter

Important

Classic Homes will NOT identify or re-establish property pins after the closing of the home. If you need property boundaries identified after closing, you must hire a professional surveyor.

Performance Standards

At Closing

Standard: At closing you will receive a drawing that shows your home site, the location of your home on it, and property boundary information.

Property Pin Location: Property pins are shown at the New Home Presentation or Welcome Home Orientation.

Construction Impact

During construction, some property line markers may be affected or covered up by:

- Grading
- Excavation
- Installation of utility lines
- Other typical construction activities

What's Not Covered

The following are excluded from warranty coverage:

- **Re-establishing property pins** - After closing, this is homeowner responsibility
- **Professional surveys** - Required for any permanent improvements
- **Boundary disputes** - Not a construction or warranty matter
- **Locating corners for improvements** - Homeowner must hire surveyor

Filing a Claim

Property boundaries are **not covered** under the warranty after closing. If you need boundary information:

1. Review the drawing received at closing
2. For permanent improvements (fence, pool, deck, patio), hire a professional surveyor
3. The surveyor will locate and mark property boundaries accurately

Why Professional Survey Matters

Accurate property boundaries are essential for:

- Avoiding encroachment on neighbors' property
- Complying with setback requirements

- Preventing future disputes
- Ensuring HOA compliance (if applicable)
- Meeting local building codes

The cost of a professional survey is typically much less than the cost of resolving a boundary dispute or relocating an improperly placed structure.

Related Standards

- Fencing (p. 44)
- Landscaping (p. 58)
- Grading and Drainage (p. 54)

Roof

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Roof leaks (installation defects)	✓	2 years	Repairs only when roof is dry
Leaks caused by severe weather	×	—	Contact homeowner insurance
Damage from walking on roof	×	—	Homeowner responsibility
Shingles blown off in storm	×	—	Weather damage - insurance claim
Rain/snow through roof vents	×	—	Normal during severe weather
Ice dam damage	×	—	Weather-related exclusion
Damage from treatments/sealers	×	—	May void manufacturer warranty

Emergency Conditions

Active roof leak into living space qualifies as an emergency. Call **719-592-9333** immediately. Note: Roof repairs can only be made when the roof is dry.

Performance Standards

Roof Installation

Standard: The roof is installed to prevent water infiltration under normal weather conditions.

Coverage Period: Classic Homes will repair roof leaks during the first 2 years, except those caused by severe weather or homeowner actions.

Repair Conditions

Standard: Roof repairs are made only when the roof is dry.

Timing: If you report a leak during wet weather, we will schedule the repair for when conditions allow.

Attic Ventilation

Standard: Your roof has vents required by building code for proper attic ventilation.

Normal Behavior: During severe weather, rain and snow may enter through these vents. This is normal and expected, not a defect.

What's Not Covered

The following are excluded from warranty coverage:

- **Severe weather damage** - Hail, wind, and storm damage is a homeowner insurance matter
- **Walking on roof** - Damage from foot traffic is not covered
- **Roof vents during storms** - Water entry through code-required vents during severe weather is normal
- **Ice dam damage** - Ice build-up at roof edges during extended cold is weather-related
- **Homeowner-applied treatments** - Applying sealers or treatments may void manufacturer warranty
- **Equipment mounting** - Damage from mounting equipment or fixtures without professional guidance

Filing a Claim

If you believe you have a warranty issue:

1. Confirm the water source is actually the roof and not:
    - Plumbing leak from above
    - Open window on higher floor
    - Clogged gutter or downspout overflowing
    - Gap in caulking
2. Place a container under dripping water where practical
3. Move personal belongings to prevent damage
4. If damage occurs, contact your homeowner insurance company
5. Request Service (p. 11) - Report leak immediately to get on schedule

Related Standards

- Gutters and Downspouts (p. 55)
- Ventilation (p. 73)
- Insulation (p. 57)

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

Shower Doors and Tub Enclosures

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Door doesn't function per manufacturer specs	✓	Warranty period	Will repair
One-time adjustment	✓	1 year	Courtesy adjustment for natural movement
Damage noted at orientation	✓	At closing	Must be on orientation form
Adjustments after first year	×	—	Homeowner responsibility
Damage from improper use	×	—	e.g., hanging items on door
Caulking maintenance	×	—	Homeowner responsibility
Items not on orientation form	×	—	Excluded

Performance Standards

Operation

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

Confirmation: During the New Home Presentation or Welcome Home Orientation, Classic Homes will confirm the condition of all shower doors and tub enclosures.

Adjustments

Standard: Due to natural movement of the home, shower doors and tub enclosures will require periodic adjustments.

Coverage: As a courtesy, Classic Homes will adjust shower doors and tub enclosures one time during the first year of the limited warranty period.

After First Year: Adjustments become a homeowner maintenance responsibility.

Documentation

At Orientation: Classic Homes will only repair items listed on the New Home Presentation or Welcome Home Orientation Form.

What's Not Covered

The following are excluded from warranty coverage:

- **Items not listed on orientation form** - Damage must be documented at closing

- **Adjustments after the first year** - One courtesy adjustment is provided during Year 1
- **Damage from improper use** - Such as hanging wet towels or clothing on door corners (weight can pull door out of alignment)
- **Caulking maintenance** - Regular caulking upkeep is homeowner responsibility
- **Wear on seals** - Normal wear requiring replacement

Filing a Claim

If you believe you have a warranty issue:

1. Review the Use & Care Guide for troubleshooting steps
2. Check if the issue is:
    - Door sticking: Clean track and rollers of soap buildup
    - Door leaking: Ensure door is properly seated and positioned inside tub/shower
    - Door misaligned: Check if rollers are seated properly in track
3. Gather information about the problem
4. Request Service (p. 11)

Related Standards

- Doors and Locks (p. 40)
- Caulking (p. 33)
- Plumbing (p. 67)
- Ceramic Tile (p. 34)

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

Siding and Stucco

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Siding joint separation >3/8"	✓	1 year	Will repair
Siding coming loose	✓	Warranty period	Will repair
Stucco cracks >1/8"	✓	1 year	Repair may show color variation
Re-caulking shrunk caulk	×	—	Homeowner responsibility
Stucco color variations	×	—	Natural product variation
Stucco repair discoloration	×	—	Cannot match original color
Wall cap damage from planters	×	—	Homeowner caused

Performance Standards

Siding Joints

Standard: Siding joints and transitions to other materials should not exceed 3/8" separation.

Coverage: During the first year, Classic Homes will correct separation at joints or where siding meets another material if the separation exceeds 3/8".

Caulking: Classic Homes will not re-caulk areas where the caulk has shrunk; this is homeowner responsibility.

Siding Attachment

Standard: Siding should remain securely attached to the structure.

Coverage: During the limited warranty period, Classic Homes will repair siding that comes loose.

Stucco Cracks

Standard: Stucco cracks should not exceed 1/8" in width.

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

Coverage: During the first year, Classic Homes will repair any cracks that exceed 1/8".

Important: When a repair is performed, there will be discoloration between the repaired area and the original stucco. Classic Homes 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.

Exclusion: Color variations are normal and are excluded from the Limited Warranty.

What's Not Covered

The following are excluded from warranty coverage:

- **Caulk shrinkage** - Re-caulking is homeowner responsibility (see Caulking (p. 33))
- **Stucco color variations** - Natural product variation is expected
- **Stucco repair discoloration** - Original color cannot be matched exactly
- **Wall cap damage** - Damage caused to wall caps from placement of post-construction items (planters, decorative objects)
- **Siding expansion/contraction effects** - Slight waves and seasonal gaps are normal
- **Wood siding maintenance** - Refinishing is homeowner responsibility
- **Cement siding repainting** - Periodic maintenance is homeowner responsibility

Filing a Claim

If you believe you have a warranty issue:

1. Review the Use & Care Guide for maintenance guidance
2. Measure the issue:
    - Joint gaps: Coverage only if >3/8"
    - Stucco cracks: Coverage only if >1/8"
3. Confirm sprinklers are not spraying on siding or stucco
4. Request Service (p. 11)

Related Standards

- Man-Made Stone (p. 60)
- Caulking (p. 33)
- Paint and Stain (p. 65)
- Wood Trim (p. 77)

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

Ventilation

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Exhaust fan components	✓	See electrical	Motor and wiring coverage
Ventilation construction defects	✓	Warranty period	If due to construction defect
Condensation dripping from bath fan vents	×	—	Weather-related, excluded
Ventilation issues from lifestyle/humidity	×	—	Not a construction defect
Humidifier-related issues	×	—	Classic doesn't install humidifiers

Performance Standards

Exhaust Fan Operation

Standard: Exhaust fans should operate as designed when activated.

Coverage: Fan motors and wiring are covered under electrical system standards. See Electrical System (p. 43) for details.

Attic Ventilation

Standard: Attic ventilation is provided through soffit vents, gable end vents, and/or ridge vents as required by building code.

Important: These vents must remain unblocked for proper attic ventilation.

Normal Behavior: Driving rain or snow may sometimes enter through these vents. Do not cover them - proper attic ventilation is essential.

Mechanical Ventilation

Standard: The mechanical ventilation system should be set to operate a minimum of 15 minutes per hour.

Purpose:

- Balance temperature variations throughout the home
- Provide fresh air from outside to all registers
- Prevent excessive moisture from forming on windows

What's Not Covered

The following are excluded from warranty coverage:

- **Bath fan condensation** - During extreme cold, condensation can form inside bath exhaust fan venting and drip through the fan. This is caused by temperature differential, not a defect
- **Lifestyle-related issues** - High humidity from cooking, bathing, or lifestyle choices
- **Humidifier damage** - Classic Homes does not install humidifiers and is not responsible for any related damage
- **Rain/snow through attic vents** - Normal during severe weather; vents are code-required
- **Blocked vents** - Homeowner-caused obstructions

Filing a Claim

If you believe you have a warranty issue:

1. Review the Use & Care Guide for troubleshooting steps
2. Verify exhaust fans are being used during cooking and bathing
3. Check that mechanical ventilation is running at least 15 minutes per hour
4. Confirm attic vents are not blocked
5. For exhaust fan electrical issues, see Electrical System (p. 43)
6. Request Service (p. 11)

Related Standards

- Air Conditioning (p. 29)
- Heating Systems (p. 56)
- Condensation (p. 37)

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

Water Heaters

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Installation defects (electric)	✓	1 year	Classic Homes warranty
Installation defects (gas)	✓	1 year	Classic Homes warranty
Equipment/component failure	×	—	Manufacturer warranty
Damage from lack of maintenance	×	—	Homeowner responsibility

> **Gas Smell?**
>
> If you smell gas, **leave the home immediately** and call the gas company. Do not flip switches or create sparks.

> **Note**
>
> Water heaters are classified as appliance/consumer products. After the first year, refer to the **manufacturer's warranty** for coverage.

Performance Standards

Electric Water Heaters

Standard: Electric water heaters should heat water to the set temperature and maintain it.

Temperature Settings:

Setting	Approximate Temperature
Hot	120°F
A	130°F
B	140°F
C	150°F
Very Hot	160°F

Coverage: Classic Homes covers installation defects for the first year. After that, refer to manufacturer's warranty.

Gas Water Heaters

Standard: Gas water heaters should heat water to the set temperature with proper combustion.

Recommended Setting: "Normal" for typical use.

Coverage: Classic Homes covers installation defects for the first year. After that, refer to manufacturer's warranty.

Condensation: New gas water heaters may have condensation inside that drips onto the burner flame. This causes no harm and usually disappears within a short time.

General Standards

All Water Heaters:

- Should provide adequate hot water for normal household use
- Installation should comply with building codes
- Gas units should have proper venting and combustion air

What's Not Covered

The following are excluded from warranty coverage:

- **Equipment/component failure** - Refer to manufacturer warranty for equipment issues
- **Damage from lack of maintenance** - Annual draining, element cleaning (electric), keeping area clean (gas)
- **Improper temperature settings** - Adjusting temperature is homeowner responsibility
- **Scalding from high temperature settings** - Higher settings increase risk
- **Energy waste from high settings** - Temperature selection affects efficiency
- **Extended absence issues** - Proper shutdown procedures are homeowner responsibility

Filing a Claim

If you believe you have a warranty issue:

1. Review the Use & Care Guide for troubleshooting steps
2. Check basics first:
    - **Electric:** Breaker ON, temperature setting correct, water supply valve OPEN
    - **Gas:** Pilot light lit (if applicable), temperature setting correct, water supply valve OPEN
3. Refer to manufacturer's literature for specific troubleshooting
4. For issues after Year 1, contact the manufacturer directly
5. Request Service (p. 11) for first-year installation issues

Related Standards

- Plumbing (p. 67)

- Electrical (p. 43)
- Energy Conservation

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

Windows

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Window doesn't operate properly	✓	1 year	Will adjust
Broken seal (condensation between panes)	✓	1 year	Manufacturer warranty after
Scratches visible from 8 feet	✓	At closing	Must be on orientation form
Damaged screens	✓	At closing	Must be on orientation form
Condensation on interior surface	×	—	Result of humidity, not defect
Air/dust infiltration around frames	×	—	Some infiltration is normal
Damage from adding window tinting	×	—	Voids all warranties

Performance Standards

Window Operation

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

Pull Force: Most sliding windows (vertical and horizontal) are designed for a 10-pound pull. If more force is needed, lubrication usually helps.

Coverage: During the first year, Classic Homes will provide adjustments on windows that do not operate properly.

Glass Condition

Standard: Window glass should be free of scratches and damage visible from a distance of 8 feet.

At Orientation: Classic Homes confirms that all window glass is free of scratches and damage.

Coverage: Classic Homes will repair or replace windows with scratches readily visible from 8 feet - only those listed on the orientation form.

Broken Seals

Standard: Dual-glazed windows should maintain their seal to prevent condensation between panes.

Indication: Condensation between the panes of glass indicates a broken seal.

Coverage: During the first year, Classic Homes will replace glass with broken seals as a courtesy. After the first year, refer to the manufacturer's warranty.

Screens

Standard: Screens should be intact and properly fitted.

At Orientation: Classic Homes confirms that all screens are not damaged.

Coverage: Only damaged screens listed on the orientation form will be repaired or replaced.

What's Not Covered

The following are excluded from warranty coverage:

- **Interior surface condensation** - Result of high humidity within the home and low outside temperatures; you influence the humidity level
- **Air and dust infiltration** - Some infiltration is normal, especially before landscaping is installed in the general area
- **Window tinting** - If you add tinting to dual-glazed windows, all warranties are voided; damage can result from condensation or excessive heat build-up between panes
- **Items not on orientation form** - Scratches and damage not documented at closing

- **Broken seals after Year 1** - Refer to manufacturer's warranty

Filing a Claim

If you believe you have a warranty issue:

1. Review the Use & Care Guide for troubleshooting steps
2. Check common issues:
   - Window sticks: Apply silicone lubricant to tracks
   - Window won't lock: Ensure window is fully closed before engaging lock
   - Drafty window: Verify window is fully closed AND latched
   - Water in track: Check that weep holes at bottom are clear
3. For broken seal (condensation between panes), document with photos
4. Request Service (p. 11)

Related Standards

- Doors and Locks (p. 40)
- Condensation (p. 37)
- Shower Doors (p. 71)

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

Wood Trim

Classic Homes Limited Warranty Guidelines

Coverage Summary

Issue	Covered	Period	Notes
Construction damage (chips, gouges)	✓	At closing	Must be on orientation form
Minor imperfections in wood	×	—	Natural material variation
Shrinkage/separation	×	—	Natural occurrence
Exterior trim cracks/twisting	×	—	Natural wood behavior
Raised grain (exterior)	×	—	Expected with weather exposure
Wood rot	×	—	Homeowner maintenance

> **Key Fact**
>
> Shrinkage of wood trim continues for 2+ years, especially during heating season. All lumber is more vulnerable to shrinkage during heating season.

Performance Standards

Initial Condition

Standard: Wood trim should be installed properly without construction damage at closing.

At Orientation: Classic Homes will confirm that wood trim is installed properly without damage.

Minor Imperfections: Minor imperfections in wood materials will be visible and require no action. These are natural characteristics of wood.

Construction Damage

Standard: Readily noticeable construction damage such as chips and gouges should be documented.

Coverage: Classic Homes will correct only the readily noticeable construction damage listed on the New Home Presentation or Welcome Home Orientation Form.

Shrinkage Behavior

Standard: Shrinkage of wood trim occurs during the first two years or longer, depending on temperature and humidity.

Key Factors:

- All lumber is more vulnerable to shrinkage during heating season
- Maintaining a moderate and stable temperature helps minimize effects
- Wood shrinks less lengthwise than across the grain

What You May See:

- Separation at joints of trim pieces
- Trim pulling away from the wall
- Gaps at mitered corners
- Nail pops

Exterior Trim

Standard: Cracks, twisting, shrinking, and raised grain of exterior trim boards (particularly cedar) are considered normal.

Reality: These are a function of the expansion and contraction of natural wood.

Raised Grain: Because of weather effects on natural wood, expect raised grain to develop over time. This is normal and not a defect in the wood or paint.

What's Not Covered

The following are excluded from warranty coverage:

- **Minor imperfections** - Natural characteristics of wood
- **Shrinkage and separation** - Natural occurrence, especially during first two years
- **Exterior trim cracks and twisting** - Normal expansion/contraction of natural wood
- **Raised grain** - Normal weather effect on natural wood, not a defect
- **Wood rot** - Since exterior wood is exposed to elements, it will rot over time even when protected; includes decking, railings, and trim
- **Items not on orientation form** - Damage must be documented at closing

Filing a Claim

If you believe you have a warranty issue:

1. Review the Use & Care Guide for maintenance guidance
2. For interior trim gaps: Caulk and paint typically conceal minor shrinkage
3. For trim pulling away: Re-nail and touch up with paint
4. Document any construction damage noted at orientation
5. Request Service (p. 11) for items listed on orientation form

Related Standards

- Paint and Stain (p. 65)
- Caulking (p. 33)
- Expansion and Contraction (p. 51)

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

Troubleshooting Common Issues

Quick reference guides for identifying and resolving common home issues.

Water Issues

Water problems range from minor condensation to major leaks. This guide helps you identify the issue, try basic troubleshooting, and understand your warranty coverage.

Emergency Water Situations

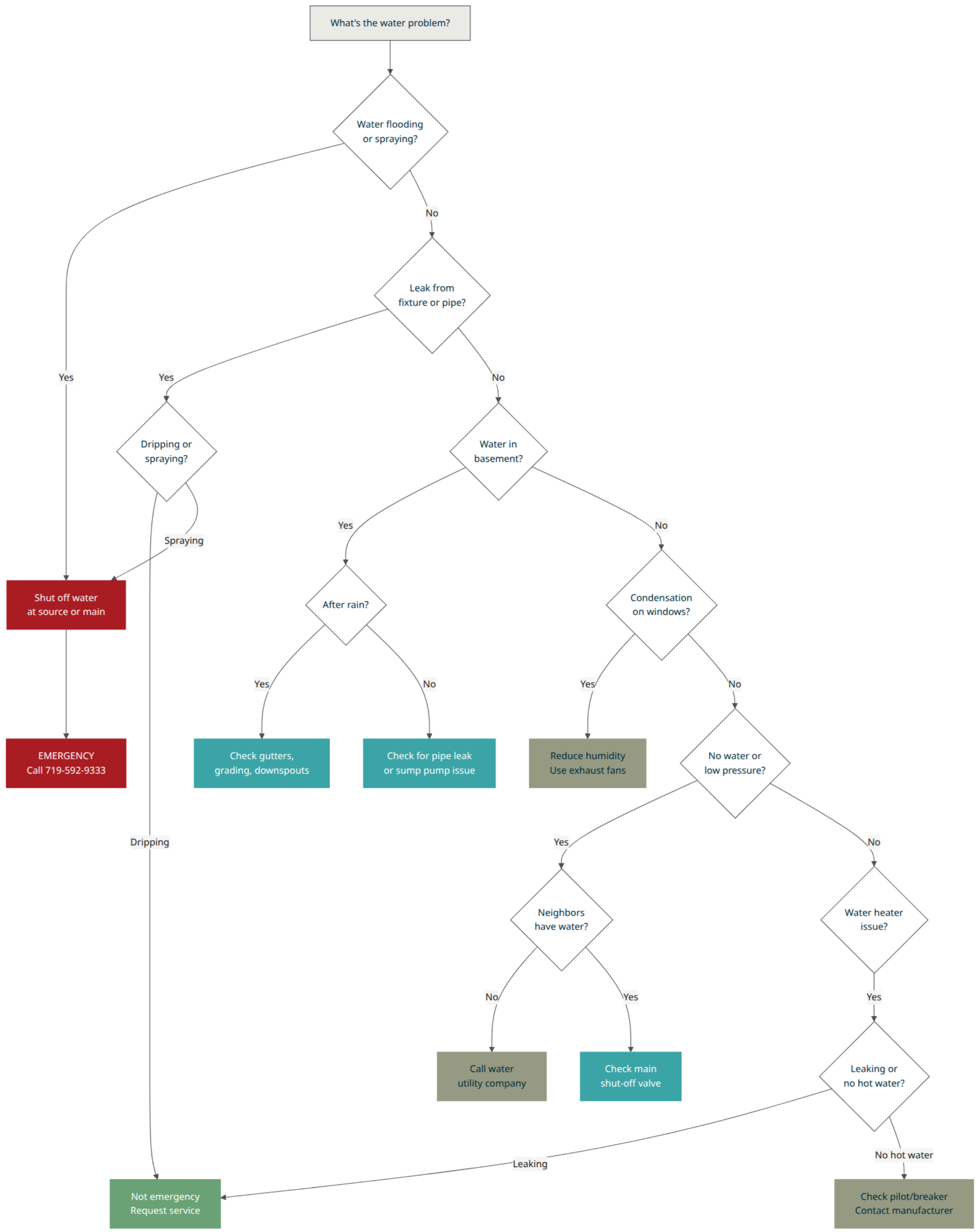
Call Classic Homes immediately (719-592-9333) if:

- Major leak requiring you to shut off main water supply
- Water intrusion from outside
- Sewer backup affecting entire home

While waiting: Shut off water at the source or main shut-off, and move belongings away from affected area.

Diagnose Your Water Problem

Use this flowchart to identify your issue and determine the appropriate action.



Identify Your Issue

Leak Inside Home

Common Causes:

- Loose faucet connections
- Failed supply line
- Clogged drain causing overflow
- Water heater failure

Try This First:

- ☐ Locate the source - check under sinks, around toilets, near water heater
- ☐ Turn off water supply to affected fixture (shut-off valves under sinks/behind toilets)

- ☐ Check if leak is from supply line (constant) or drain (only when water runs)
- ☐ For faucets with pull-out sprayers, check if base connection is loose

Is It Covered?

Issue	Covered	Period	Notes
Plumbing system leaks	Yes	2 years	Installation defects
Clogged drains	Yes	30 days	After 30 days, homeowner responsibility unless installation defect
Fixture failure	Varies	—	May be manufacturer warranty

Detailed Info: Plumbing System (p. 67)

Condensation on Windows

Common Causes:

- High indoor humidity
- Normal moisture from new construction materials
- Daily activities (cooking, showers, laundry)
- Temperature differential between inside and outside

Try This First:

- ☐ Use exhaust fans when cooking and showering
- ☐ Open windows briefly when weather permits
- ☐ Check that dryer vents to outside
- ☐ If you have a humidifier, lower the setting or turn off
- ☐ Avoid drying clothes indoors

Is It Covered?

Issue	Covered	Notes
Condensation on windows	No	Result of humidity and lifestyle, not defect
Damage caused by condensation	No	Unless caused by covered construction defect

Why It Happens: New homes contain significant moisture in building materials (estimated 50 gallons). This evaporates over time. Combined with daily living, this can cause condensation, especially in winter.

Detailed Info: Condensation (p. 37)

Basement or Crawl Space Water

Common Causes:

- Grading/drainage issues
- Foundation crack allowing water entry
- Sump pump failure
- Landscaping directing water toward foundation

Try This First:

- ☐ Check that gutters and downspouts are clear and directing water away
- ☐ Verify splash blocks are in place and sloped away from home
- ☐ Inspect grading around foundation - soil should slope away from home
- ☐ If you have a sump pump, verify it's operating
- ☐ Check for obvious cracks in foundation walls

Is It Covered?

Issue	Covered	Period	Notes
Water entry through foundation	Yes	Structural warranty	If grading/landscaping maintained properly
Sump pump failure	Yes	2 years	Installation defects
Grading correction	Yes	1 year	If original grade altered, coverage voided

Issue	Covered	Period	Notes
Crawl space standing water	Yes	Limited	If caused by construction defect

Important: Coverage may be voided if you or your landscaper altered the drainage patterns established by Classic Homes.

Detailed Info: Foundation (p. 50) | Grading & Drainage (p. 54) | Sump Pump (p. 67)

Drainage Problems (Yard)

Common Causes:

- Altered grading after closing
- Landscaping blocking drainage swales
- Settlement of backfilled areas
- Clogged subsurface drains

Try This First:

- ☐ Check if you or landscaper changed the original grade
- ☐ Clear any debris from drainage areas and swales
- ☐ Verify downspout extensions are in place
- ☐ Check subsurface drain covers for blockage

Is It Covered?

Issue	Covered	Period	Notes
Standing water >24hrs within 5ft of home	Yes	1 year	If grade not altered
Standing water >72hrs in swales	Yes	1 year	If grade not altered
Settlement >4 inches in backfilled areas	Yes	1 year	Will fill affected areas
Drainage after grade alteration	No	—	Homeowner responsibility

Detailed Info: Grading & Drainage (p. 54)

No Water or Low Pressure

Common Causes:

- Shut-off valve closed
- Municipal water issue
- Clogged aerator
- Frozen pipes (winter)

Try This First:

- ☐ Check main shut-off at meter inside home - ensure it's open
- ☐ Check individual shut-offs under affected fixtures
- ☐ Contact water department to verify no area outage
- ☐ For low pressure at one faucet, clean the aerator (unscrew, rinse, replace)
- ☐ In winter, check if pipes may have frozen (especially in garage or exterior walls)

Is It Covered?

Issue	Covered	Period	Notes
Construction defects affecting supply	Yes	2 years	Installation issues
Frozen pipes	No	—	Unless caused by construction defect
Municipal supply issues	No	—	Contact water department

Detailed Info: Plumbing System (p. 67)

Water Heater Problems

Common Causes:

- Pilot light out (gas)

- Breaker tripped (electric)
- Thermostat issue
- Sediment buildup
- Unit failure

Try This First:

- ☐ **Gas:** Check if pilot light is lit; follow manufacturer instructions to relight
- ☐ **Electric:** Check breaker in electrical panel
- ☐ Verify temperature setting hasn't been changed
- ☐ Check for visible leaks around base

Is It Covered?

Issue	Covered	Period	Notes
Installation defects	Yes	2 years	Classic Homes warranty
Unit/component failure	Varies	—	Manufacturer warranty
Damage from sediment buildup	No	—	Maintenance responsibility

Detailed Info: Water Heaters (Gas) (p. 74) | Water Heaters (Electric) (p. 74)

Gutter & Downspout Issues

Common Causes:

- Debris clogging gutters
- Loose or misaligned sections
- Missing splash blocks
- Ice dams (winter)

Try This First:

- ☐ Clear debris from gutters (do this seasonally)
- ☐ Check that downspouts are connected and directing water away
- ☐ Verify splash blocks are in place and positioned correctly
- ☐ Look for visible gaps or sagging sections

Is It Covered?

Issue	Covered	Period	Notes
Loose or leaking gutters	Yes	1 year	Installation defects
Gutter clogging	No	—	Maintenance responsibility
Ice dam damage	No	—	Weather-related

Detailed Info: Gutters & Downspouts (p. 55)

When to Request Service

Contact Classic Homes if:

- Troubleshooting doesn't resolve the issue
- You have a leak you cannot stop
- Water is entering your basement (and grading hasn't been altered)
- You're within warranty period for the specific issue

Have Ready:

- Specific location of the problem
- When you first noticed it
- What you've already tried
- Photos if possible

Request Service (p. 11) | Emergency Service (p. 13)

Temperature Issues

Temperature problems can range from minor adjustments to system failures. This guide helps you troubleshoot common issues and understand your warranty coverage.

Emergency Temperature Situations

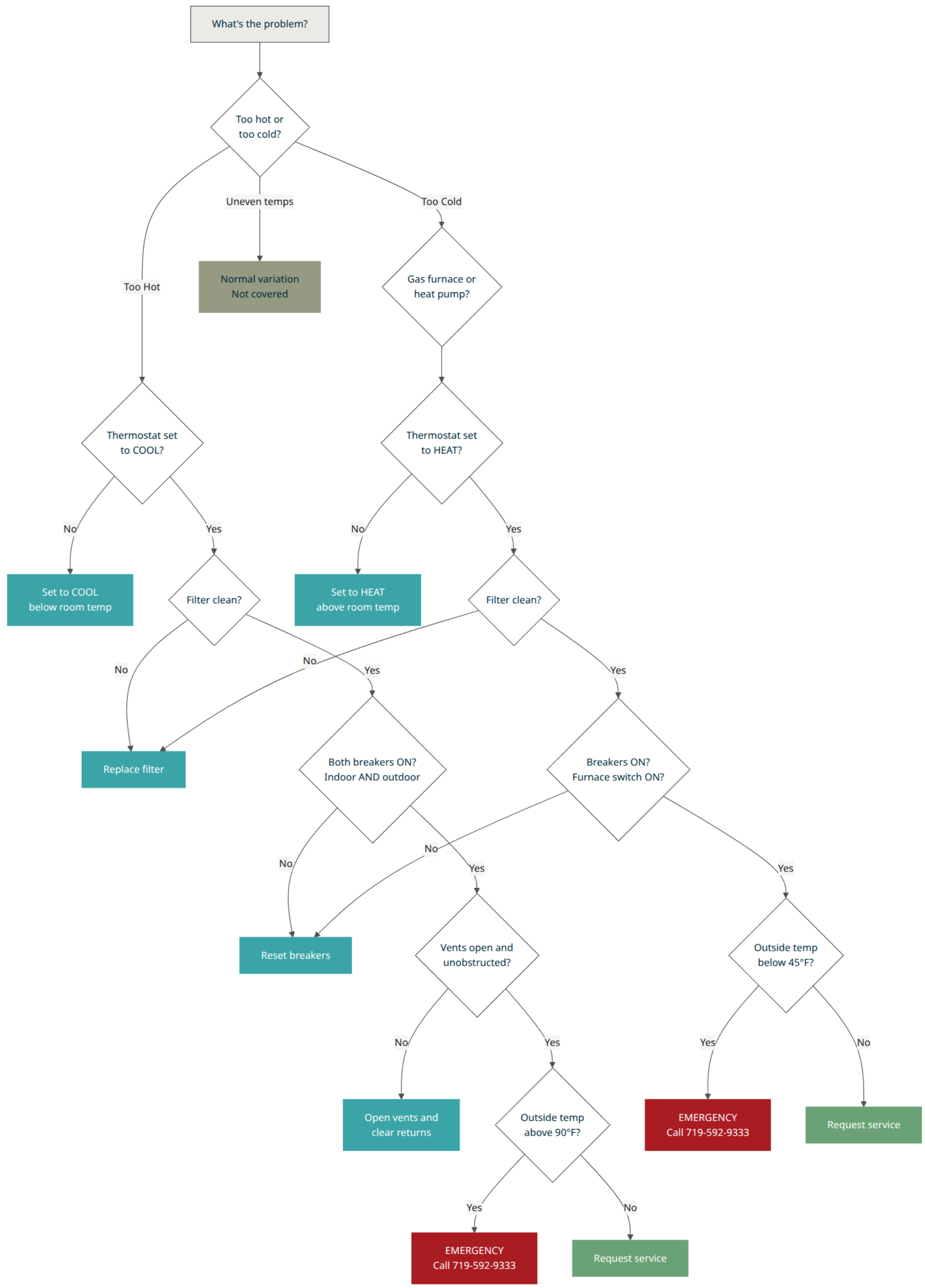
Call Classic Homes immediately (719-592-9333) if:

- **Total loss of heat** when outside temperature is below 45°F
- **Total loss of cooling** when outside temperature is above 90°F

These are warranty emergencies requiring immediate attention.

Diagnose Your Temperature Problem

Use this flowchart to troubleshoot your HVAC issue before calling for service.



Identify Your Issue

House Too Hot (AC Not Cooling)

Common Causes:

- Thermostat settings
- Dirty filter restricting airflow
- Breaker tripped
- Frozen coils (from overuse or low refrigerant)
- Outside unit obstructed

Try This First:

- ☐ Confirm thermostat is set to "cool" and temperature is set BELOW current room temperature

- ☐ Check that filter is clean - replace if dirty
- ☐ Verify breakers are on (both main panel AND 220 disconnect near outdoor unit)
- ☐ Confirm blower panel cover on furnace is properly installed (has safety switch)
- ☐ Check that vents in rooms are open and unobstructed
- ☐ Ensure air returns are not blocked by furniture
- ☐ Check outdoor unit - clear any debris, ensure it's running

Warning

Do NOT set thermostat to 60°F thinking it will cool faster. This can freeze the unit and cause damage. Set to your desired temperature (typically 75-78°F) and let the system work.

Is It Covered?

Issue	Covered	Period	Notes
System can't maintain 78°F (or 15°F below outside temp)	Yes	2 years	Installation defects
Component failure	No	—	Manufacturer warranty
Damage from misuse	No	—	Including freeze-ups from extreme settings
Condenser not level	Yes	1 year	One-time releveling

Realistic Expectations: Your AC is designed to maintain 78°F OR a temperature 15°F below outside temperature, whichever is higher. On extremely hot days, lower temperatures may not be achievable.

Detailed Info: Air Conditioning (p. 29)

House Too Cold (Heat Not Working)

For Gas Forced Air Systems:

Try This First:

- ☐ Check thermostat - set to "heat" and temperature ABOVE current room temperature
- ☐ Verify filter is clean
- ☐ Check that furnace breaker is on
- ☐ Confirm switch on side of furnace is in "on" position
- ☐ Look at furnace - is the blower running? Any error lights blinking?
- ☐ Check that gas valve to furnace is open

For Heat Pump Systems:

Try This First:

- ☐ Check thermostat settings
- ☐ Verify outdoor unit is running and not covered in ice
- ☐ Check breakers
- ☐ Note: Heat pumps work differently - air from vents may feel cooler than gas furnace

Is It Covered?

Issue	Covered	Period	Notes
System can't maintain 68°F (measured 5ft high, center of room)	Yes	2 years	Installation defects
Component failure	No	—	Manufacturer warranty
Thermostat failure	No	—	Manufacturer warranty

Detailed Info: Heating (Gas Forced Air) (p. 56) | Heating (Heat Pump) (p. 56)

Uneven Temperatures Between Rooms

Common Causes:

- Normal variation due to floor plan, sun exposure, window coverings
- Closed or blocked vents
- Doors closed preventing air circulation

- Upper floors naturally warmer than lower floors

Try This First:

- ☐ Ensure vents are open in affected rooms
- ☐ Check that air returns are not blocked
- ☐ Adjust window coverings - close blinds on sun-facing windows
- ☐ Open interior doors to improve air circulation
- ☐ Adjust vent dampers to direct more airflow to problem areas

Is It Covered?

Issue	Covered	Notes
Temperature variations between rooms	No	Normal and expected
Temperature variations between floors	No	Normal and expected

Why It Happens: Temperature variations of several degrees between rooms and floors are normal. Factors include:

- Sun exposure (south/west-facing rooms are warmer)
- Heat rises (upper floors warmer)
- Room usage and traffic
- Window coverings
- Floor plan and duct layout

Detailed Info: Air Conditioning (p. 29) | Ventilation (p. 73)

Humidity Problems

High Humidity / Muggy Feeling:

Try This First:

- ☐ Use exhaust fans when cooking, showering, doing laundry
- ☐ Make sure dryer vents to outside and connection is secure
- ☐ If you have a humidifier, turn it off during cooling season
- ☐ Run AC - it removes humidity as it cools
- ☐ Open windows when outdoor humidity is lower than indoor

Low Humidity / Too Dry:

Try This First:

- ☐ Consider adding a humidifier (not installed by Classic Homes)
- ☐ Keep houseplants
- ☐ Use humidifier on low-moderate settings in winter

Is It Covered?

Issue	Covered	Notes
Humidity levels	No	Result of weather and lifestyle
Damage from humidity	No	Unless caused by construction defect
Humidifier-related damage	No	Classic Homes doesn't install humidifiers

Detailed Info: Condensation (p. 37) | Ventilation (p. 73)

Drafty Windows or Doors

Common Causes:

- Weatherstripping worn or compressed
- Window not fully closed/latched
- Normal air infiltration around frames
- Settling affecting door/window alignment

Try This First:

- ☐ Ensure windows are fully closed AND latched
- ☐ Check weatherstripping for visible gaps or damage
- ☐ Feel for drafts - is it around the frame or through the glass?
- ☐ Check door threshold and sweeps

Is It Covered?

Issue	Covered	Period	Notes
Window won't close/latch properly	Yes	1 year	Will adjust or repair
Excessive air infiltration	Yes	1 year	Workmanship defect
Normal air movement around frames	No	—	Some infiltration is normal
Weatherstripping wear	No	—	Maintenance item

Detailed Info: Windows (p. 76) | Doors & Locks (p. 40)

HVAC Making Strange Noises

Common Causes:

- Normal operation sounds (startup, shutdown)
- Loose duct connections
- Debris in outdoor unit
- Expansion/contraction of ducts

Try This First:

- ☐ Note when noise occurs (startup only? continuous?)
- ☐ Check outdoor unit for debris
- ☐ Make sure nothing is blocking vents or returns
- ☐ Check filter - restricted airflow can cause noise

Is It Covered?

Issue	Covered	Period	Notes
Unusual persistent noises	Varies	2 years	If due to installation defect
Normal operation sounds	No	—	Startup/shutdown sounds expected
Duct expansion sounds	No	—	Normal with temperature changes

Detailed Info: Air Conditioning (p. 29) | Heating (Gas Forced Air) (p. 56)

Maintenance Tips

Monthly:

- Check and replace filter (more often in heavy use seasons)

Seasonally:

- Spring: Schedule professional AC inspection before summer
- Fall: Schedule professional heating inspection before winter
- Clear debris from around outdoor unit
- Check that vents and returns are unobstructed

Annually:

- Professional HVAC service

When to Request Service

Contact Classic Homes if:

- System cannot maintain minimum temperatures (78°F cooling / 68°F heating)
- Complete system failure

- Troubleshooting doesn't resolve the issue
- You notice unusual odors from the system

Have Ready:

- Current thermostat setting and room temperature
- What troubleshooting you've already done
- When the problem started
- Any error codes or blinking lights on the unit

Request Service (p. 11) | Emergency Service (p. 13)

Electrical Issues

Electrical problems can often be resolved with simple troubleshooting. This guide helps you safely diagnose issues and understand when to call for service.

Emergency Electrical Situations

Call Classic Homes immediately (719-592-9333) if:

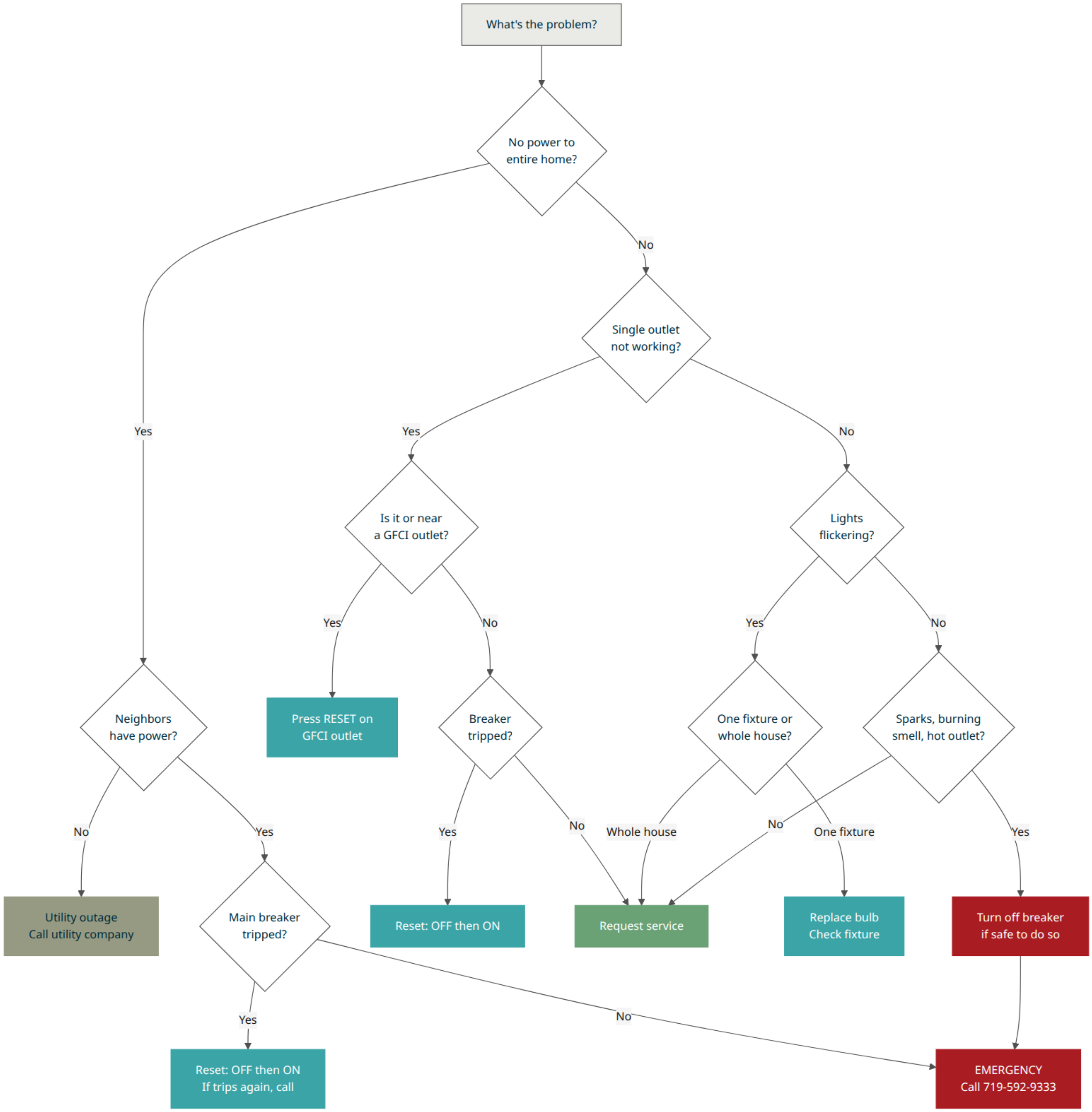
- **Total loss of electricity** (after confirming no area-wide outage with your utility company)

Safety First:

- Never touch exposed wires
- Never work on electrical panels if wet
- If you smell burning, leave the home and call 911

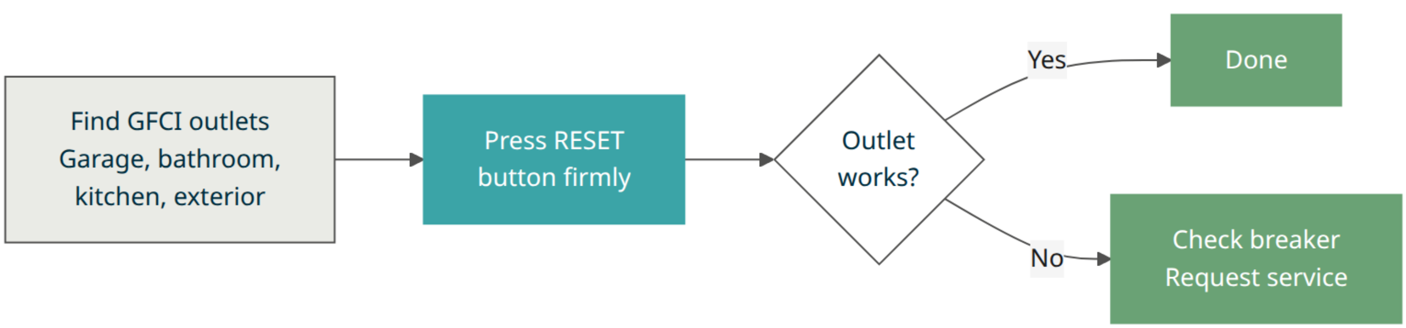
Diagnose Your Electrical Problem

Use this flowchart to safely troubleshoot electrical issues.



GFCI Reset Procedure

If an outlet isn't working, try resetting GFCI outlets first:



Identify Your Issue

No Power to Entire Home

Common Causes:

- Utility company outage
- Main breaker tripped
- Problem at meter

Try This First:

- ☐ Check with neighbors - are they also without power?
- ☐ Contact your utility company to verify no area outage
- ☐ Check main breaker in electrical panel - it may have tripped
- ☐ To reset a tripped breaker: turn it fully OFF first, then back ON

Is It Covered?

Issue	Covered	Notes
Utility company outage	No	Contact utility provider
Construction defects in wiring	Yes	2 years

Detailed Info: Electrical System (p. 43)

Outlet Not Working

Common Causes:

- Tripped breaker
- Tripped GFCI (bathroom/kitchen outlets)
- Loose connection
- Overloaded circuit

Try This First:

- ☐ Check if breaker has tripped - look for breaker in "middle" position, turn OFF then ON
- ☐ Look for GFCI outlets (outlets with TEST/RESET buttons) - press RESET
- ☐ Note: GFCI outlets protect other outlets too - a GFCI in bathroom may control outlets elsewhere
- ☐ Test if other outlets on same wall/circuit work
- ☐ Check if issue is with the device you're plugging in (try it elsewhere)

Understanding GFCI Outlets: GFCI (Ground Fault Circuit Interrupter) outlets have TEST and RESET buttons. They protect against electrical shock in wet areas. When they trip:

1. Press the RESET button firmly
2. You should hear a click
3. Test the outlet

One GFCI outlet can protect multiple "downstream" outlets. A tripped GFCI in your garage might affect outlets in your bathroom.

Is It Covered?

Issue	Covered	Period	Notes
Outlet not working (installation defect)	Yes	2 years	After troubleshooting
GFCI tripping frequently	Varies	2 years	May indicate wiring issue
Outlet damaged by homeowner	No	—	Homeowner responsibility

Detailed Info: Electrical System (p. 43)

Breaker Keeps Tripping

Common Causes:

- Circuit overload (too many devices)
- Faulty appliance

- Short circuit

Try This First:

- ☐ Identify what's on the circuit (check panel labels)
- ☐ Unplug devices on that circuit
- ☐ Reset breaker (OFF first, then ON)
- ☐ Plug devices back in one at a time to identify problem device
- ☐ Check if a specific appliance causes the trip - that appliance may be faulty

Is It Covered?

Issue	Covered	Period	Notes
Breaker trips due to wiring defect	Yes	2 years	Installation defects
Breaker trips due to overload	No	—	Reduce load on circuit
Faulty appliance causing trips	No	—	Appliance manufacturer warranty

Detailed Info: Electrical System (p. 43)

Lights Flickering

Common Causes:

- Loose bulb
- Loose connection in fixture
- Voltage fluctuation (utility issue)
- High-draw appliances starting up (momentary flicker)

Try This First:

- ☐ Check if bulb is screwed in tightly
- ☐ Try a different bulb
- ☐ Note if flickering is in one fixture or throughout house
- ☐ Note if flickering coincides with appliances turning on (AC, refrigerator)

Is It Covered?

Issue	Covered	Period	Notes
Loose fixture connection	Yes	1 year	Installation defect (fixtures excluded from 2-year)
Voltage fluctuation from utility	No	—	Contact utility provider
Bulb issue	No	—	Replace bulb
Momentary flicker from appliance startup	No	—	Normal

Detailed Info: Electrical System (p. 43) | Fixtures (p. 46)

Light Fixture or Switch Not Working

Common Causes:

- Burned out bulb
- Tripped breaker
- Switch in wrong position (multi-switch circuits)
- Loose connection

Try This First:

- ☐ Check/replace the bulb
- ☐ Check breaker panel for tripped breaker
- ☐ If light has multiple switches, try each switch
- ☐ Verify outlet works if fixture plugs in

Is It Covered?

Issue	Covered	Period	Notes
Fixture not working (installation defect)	Yes	1 year	Fixtures excluded from 2-year systems
Burned out bulbs	No	—	Homeowner responsibility
Fixture malfunction	No	—	Manufacturer warranty

Detailed Info: Fixtures (p. 46)

Appliance Not Working

Common Causes:

- Tripped breaker
- Appliance-specific issue
- Outlet problem

Try This First:

- ☐ Check that appliance is plugged in securely
- ☐ Test outlet with another device
- ☐ Check breaker panel - large appliances often have dedicated breakers
- ☐ Check appliance manual for troubleshooting steps
- ☐ Look for reset buttons on the appliance

Is It Covered?

Issue	Covered	Notes
Appliance malfunction	No	Contact manufacturer directly
Outlet/circuit to appliance not working	Yes (2 years)	If installation defect

Important: By federal law, appliances are excluded from the Classic Homes Limited Warranty. Contact the appliance manufacturer for service. Keep your purchase documentation and register appliances for warranty coverage.

Detailed Info: Appliances (p. 30)

Electrical Safety Tips

- Never overload outlets with multiple high-draw devices
- Use surge protectors for sensitive electronics
- Test GFCI outlets monthly using the TEST button
- Know where your main electrical panel is located
- Label your breaker panel for easy identification during outages

When to Request Service

Contact Classic Homes if:

- Outlet or fixture doesn't work after troubleshooting
- Breaker trips repeatedly for no apparent reason
- You notice burning smell from outlets or fixtures (leave home first if severe)
- Multiple circuits affected without explanation

Have Ready:

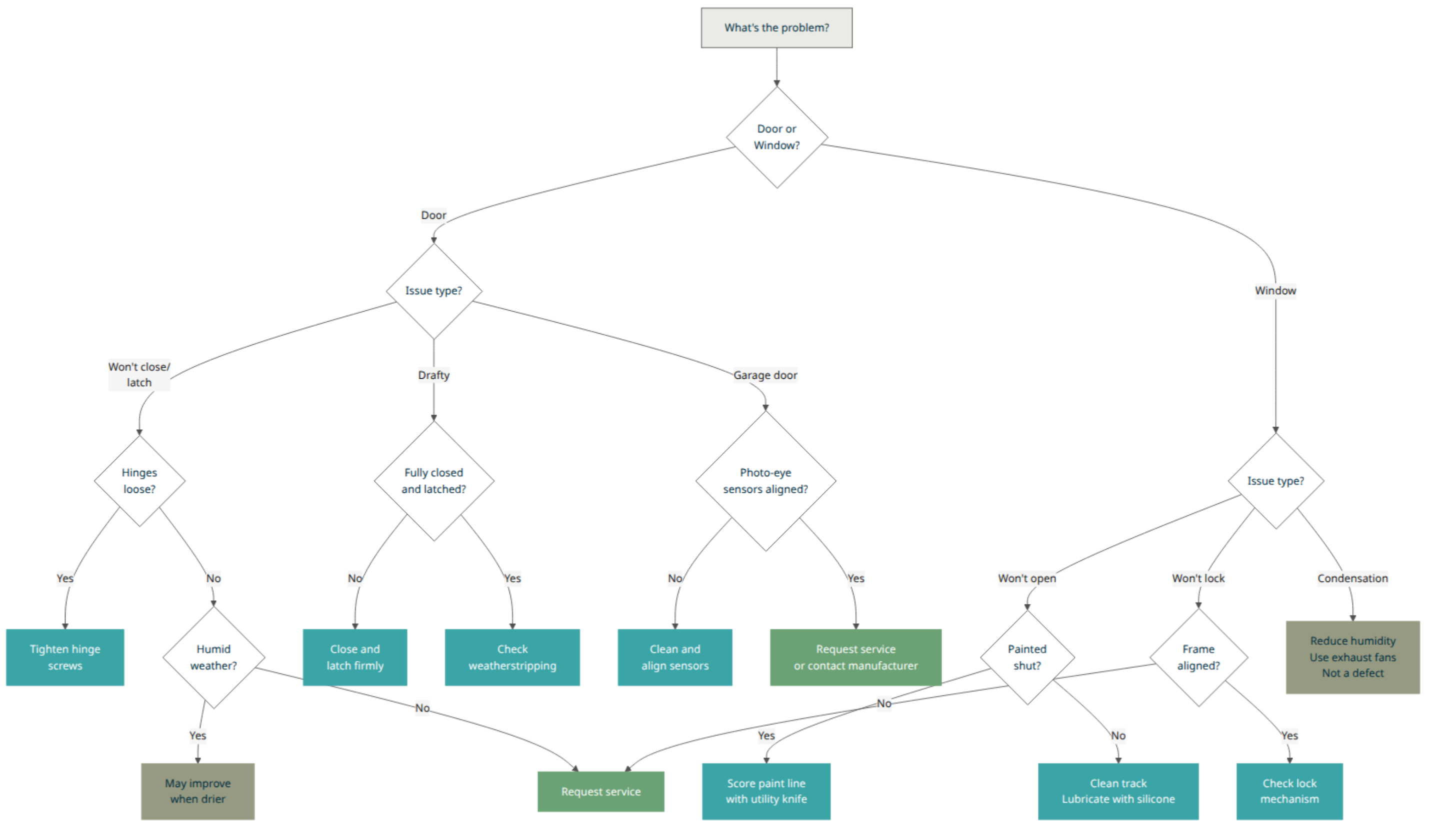
- Location of affected outlet/fixture
- Troubleshooting steps you've already taken
- Any pattern you've noticed (time of day, specific devices)

Request Service (p. 11) | Emergency Service (p. 13)

Door & Window Issues

Door and window problems are often caused by normal settling and seasonal changes. Many issues can be resolved with simple adjustments.

Diagnose Your Door or Window Problem



Identify Your Issue

Door Won't Close or Latch Properly

Common Causes:

- Seasonal expansion/contraction of wood
- House settling affecting frame alignment
- Loose hinges
- Strike plate misalignment
- Humidity causing wood to swell

Try This First:

- ☐ Check hinge screws - tighten if loose
- ☐ Look at gap around door - is it even on all sides?
- ☐ Check strike plate alignment - you may see wear marks showing where latch hits
- ☐ For sticking in humid weather, wait for drier conditions to see if it resolves
- ☐ Check for debris in the track (sliding doors)

Is It Covered?

Issue	Covered	Period	Notes
Door won't latch due to installation	Yes	1 year	Will adjust to operate properly
Warped door allowing visible light through	Yes	1 year	If warping is significant
Seasonal sticking	No	—	Normal expansion/contraction
Door finish/paint	No	—	Excluded; staining is homeowner choice

Note: Some sticking or loosening with seasons is normal. Doors that work fine most of the year but stick in very humid or dry conditions are experiencing normal wood movement.

Detailed Info: Doors & Locks (p. 40)

Drafty Doors or Windows

Common Causes:

- Weatherstripping worn or compressed
- Window/door not fully closed and latched
- Normal air infiltration around frames
- Settlement affecting fit

Try This First:

- ☐ Ensure window is fully closed AND locked/latched (latching pulls window tight)
- ☐ Check weatherstripping for visible gaps, tears, or compression
- ☐ Feel where draft is coming from - around frame or through glass?
- ☐ For doors, check threshold and door sweep at bottom

Is It Covered?

Issue	Covered	Period	Notes
Excessive air infiltration from installation defect	Yes	1 year	Workmanship defect
Normal air movement around frames	No	—	Some infiltration expected
Weatherstripping wear	No	—	Maintenance item
Window won't latch properly	Yes	1 year	Will adjust/repair

Detailed Info: Windows (p. 76) | Doors & Locks (p. 40)

Window Won't Open, Close, or Lock

Common Causes:

- Paint seal (new home)
- Debris in track
- Lock mechanism issue
- Seasonal swelling
- Balance or spring issue (single/double-hung windows)

Try This First:

- ☐ For painted-shut windows, carefully score paint line with utility knife
- ☐ Clean window tracks of debris
- ☐ Lubricate track with silicone spray (not WD-40)
- ☐ Check that lock isn't engaged when trying to open
- ☐ For double-hung windows, check balance mechanisms on sides

Is It Covered?

Issue	Covered	Period	Notes
Window doesn't operate properly	Yes	1 year	Installation/hardware defects
Hardware failure	Varies	—	May be manufacturer warranty
Damaged screens	Yes	At closing only	Must be noted on orientation form
Broken glass	Varies	—	If defect, not if damaged

Detailed Info: Windows (p. 76)

Condensation on Windows

Note: This is not a window defect. See Water Issues - Condensation (p. 80) for full details.

Quick Summary:

- Condensation forms when humid indoor air contacts cool glass
- Reduce indoor humidity (exhaust fans, ventilation)
- New homes have more moisture in materials initially

- **Not covered under warranty** - result of conditions, not defect

Detailed Info: Condensation (p. 37)

Garage Door Issues

Common Causes:

- Photo-eye sensors misaligned
- Track obstruction
- Limit switch needs adjustment
- Opener programming
- Spring or cable issue

> **Safety**
>
> Garage door springs are under extreme tension. Never attempt to adjust or repair springs yourself - this is dangerous and should only be done by professionals.

Try This First:

- ☐ Check photo-eye sensors at bottom of door (small boxes on each side)
  - Clean lenses
  - Ensure they're aligned (usually have indicator lights)
  - Remove any obstructions
- ☐ Check for debris in tracks
- ☐ Ensure manual lock isn't engaged
- ☐ Try reprogramming remote (see opener manual)
- ☐ Check that emergency release cord hasn't been pulled

Is It Covered?

Issue	Covered	Period	Notes
Installation defects	Yes	1 year	Doors should operate properly
Opener component failure	No	—	Manufacturer warranty
Adjustments needed	Yes	1 year	Will adjust for proper operation
Springs, cables	Yes	1 year	If installation defect

Annual Maintenance:

- Lubricate hinges, rollers, and tracks
- Test safety reverse function (place 2x4 under door - should reverse when contacting it)
- Visually inspect springs and cables for wear
- Test manual release operation

Detailed Info: Garage Door (p. 52)

Shower Door Issues

Common Causes:

- Rollers out of adjustment
- Debris in track
- Frame misalignment
- Worn seals

Try This First:

- ☐ Clean track and rollers
- ☐ Check if door is properly seated on track
- ☐ For leaking, ensure door is positioned inside tub/shower (not outside)
- ☐ Check seals for damage

Is It Covered?

Issue	Covered	Period	Notes
Door doesn't operate properly	Yes	1 year	Installation defects
Leaking (if properly installed)	Varies	—	May be usage issue
Damaged glass	Varies	At closing	Must be noted on orientation form

Detailed Info: Shower Doors (p. 71)

Lock Problems

Common Causes:

- Misalignment from settling
- Lock mechanism wear
- Key issues
- Strike plate misalignment

Try This First:

- ☐ Try lubricating lock with graphite (not oil-based lubricant)
- ☐ Check strike plate alignment
- ☐ For deadbolts, ensure door is fully closed before engaging
- ☐ Try alternate key if you have one

Is It Covered?

Issue	Covered	Period	Notes
Lock doesn't operate properly	Yes	1 year	Installation defects
Lock hardware failure	No	—	Manufacturer warranty
Broken key in lock	No	—	Not a defect

Detailed Info: Doors & Locks (p. 40)

Seasonal Expectations

Summer (Humid):

- Wood doors may swell and stick
- Windows may be tighter

Winter (Dry):

- Wood doors may shrink, causing gaps
- Windows may feel looser
- More drafts may be noticeable

This is normal. Most issues that appear in one season will improve in another.

When to Request Service

Contact Classic Homes if:

- Door/window doesn't function after troubleshooting
- Excessive light visible around closed exterior door
- Hardware is broken or defective
- Significant misalignment (not seasonal)

Have Ready:

- Which door/window is affected
- Specific problem (won't open, won't latch, drafty, etc.)
- When you first noticed the issue
- What you've tried

Request Service (p. 11) | Emergency Service (p. 13)

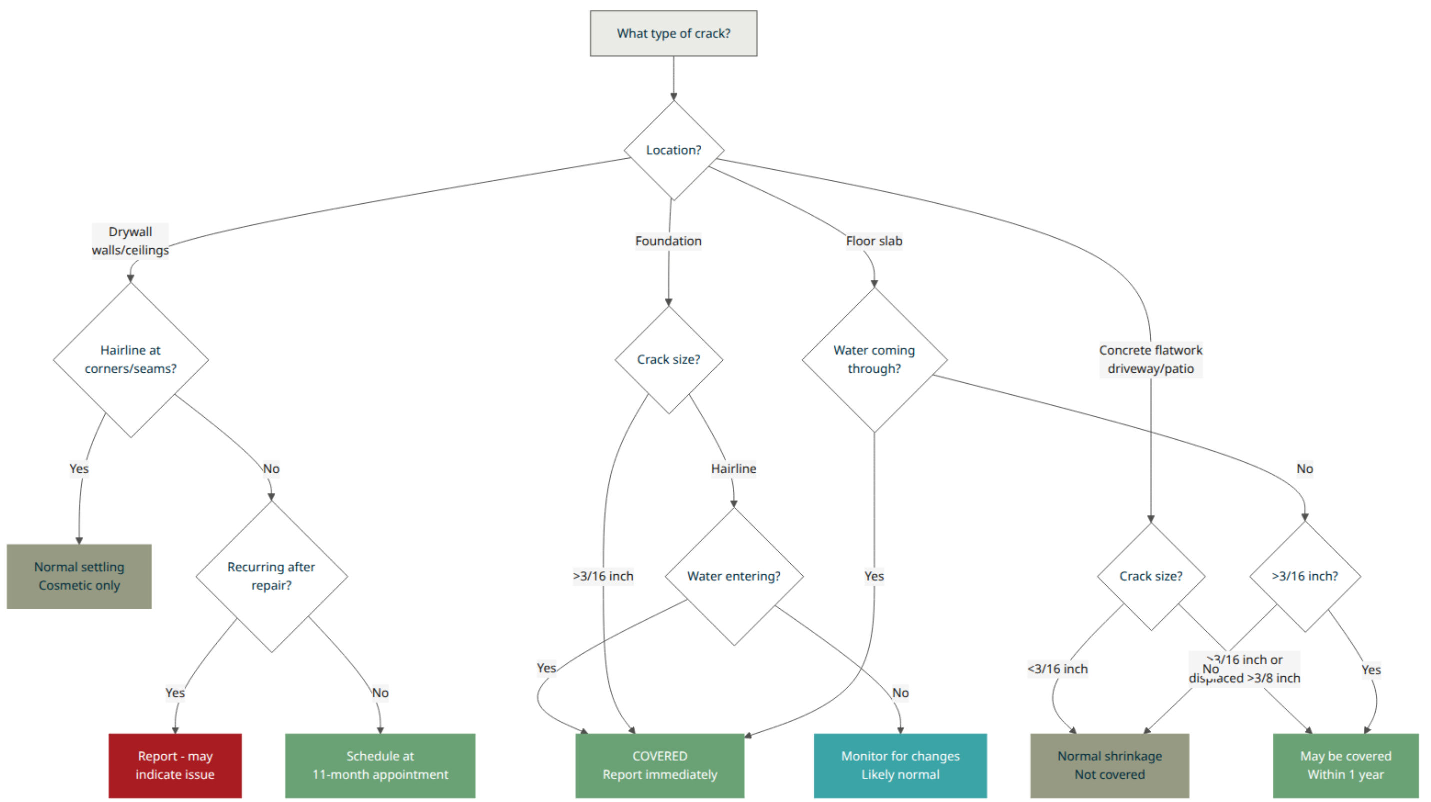
Cracks & Structural Damage

Cracks in a new home can be alarming, but many are normal results of the home settling and materials adjusting to temperature and humidity changes. This guide helps you understand which cracks are concerning and what's covered under warranty.

> **Why New Homes Develop Cracks**
>
> New homes contain materials that naturally shrink as they dry:
>
> - **Lumber** loses moisture and shrinks
> - **Concrete** cures and contracts
> - **Drywall** is attached to wood that moves
>
> This is normal and expected. Most cracks are cosmetic, not structural.

Is This Crack a Problem?

Use this flowchart to evaluate if a crack is concerning and whether it's covered.



Identify Your Issue

Wall or Ceiling Cracks (Drywall)

Common Causes:

- Wood framing shrinkage as lumber dries
- Normal settling of the home
- Temperature and humidity changes
- Stress at corners of windows and doors

Types of Cracks:

- **Hairline cracks:** Very thin, often at corners of doors/windows - normal settling
- **Nail pops:** Circular bumps where nail heads push through - lumber shrinkage
- **Seam cracks:** Along drywall joints - normal movement
- **Larger cracks:** May indicate more significant movement - worth monitoring

Try This First:

- ☐ Measure and photograph the crack
- ☐ Note the location and direction
- ☐ Monitor for changes over 2 to 3 months
- ☐ Hairline cracks can be touched up with paint; larger cracks with spackle

Is It Covered?

Issue	Covered	Period	Notes
Shrinkage cracks, nail pops, seams	Yes	One-time	Courtesy repair (recommend scheduling after 10 months)
Cracks visible only under certain lighting	No	—	Excluded
Cracks after custom paint/wallpaper	Partial	—	Classic will repair drywall; you're responsible for custom finishes

One-Time Drywall Repair: Classic Homes offers one courtesy drywall repair during the warranty period. We recommend scheduling this after living in the home for about 10 months to allow initial settling to occur. We will:

- Repair shrinkage cracks
- Fix nail pops
- Touch up with original paint color

Note: Touch-ups may be visible. Repainting entire walls for a perfect match is homeowner's choice and responsibility.

Detailed Info: Drywall (p. 42) | Expansion & Contraction (p. 51)

Foundation Cracks

Common Causes:

- Concrete curing and shrinkage (normal)
- Soil settlement
- Temperature changes
- Water pressure against foundation

Types of Foundation Cracks:

- **Hairline cracks:** Common, usually cosmetic, no repair needed
- **Vertical cracks:** Often from shrinkage, usually not structural
- **Horizontal cracks:** More concerning, may indicate pressure
- **Stair-step cracks:** In block foundations, may indicate movement
- **Cracks allowing water entry:** Need attention regardless of size

Try This First:

- ☐ Photograph and measure the crack
- ☐ Note if crack is allowing water to enter
- ☐ Check exterior grading - is soil sloped away from foundation?
- ☐ Monitor crack for changes over time

Is It Covered?

Issue	Covered	Period	Notes
Cracks allowing water entry	Yes	Structural	If grading/landscaping maintained
Cosmetic foundation cracks	No	—	Normal shrinkage
Visible seams between pours	No	—	Cosmetic, no repair needed
Slight honeycombing	No	—	Unless allowing water entry

Important: Maintaining proper drainage is essential. If you alter the grading or landscaping in a way that directs water toward the foundation, warranty coverage may be voided.

Detailed Info: Foundation (p. 50)

Concrete Flatwork Cracks (Driveway, Sidewalk, Patio)

Common Causes:

- Concrete shrinkage (normal - control joints are placed to control where cracks occur)
- Soil settlement
- Tree roots
- Heavy loads
- Freeze-thaw cycles

Understanding Control Joints: Those lines cut into your concrete are intentional "control joints" designed to encourage cracking to occur in a straight, controlled line rather than randomly across the slab.

Try This First:

- ☐ Note if crack is at a control joint (expected) or random (potential issue)
- ☐ Measure crack width
- ☐ Check for settlement (one side higher than other)
- ☐ Look for tripping hazards

Is It Covered?

Issue	Covered	Period	Notes
Cracks > 3/16" wide	Yes	1 year	Beyond normal shrinkage
Cracks causing >3/8" vertical displacement	Yes	1 year	Tripping hazard
Settling under exterior concrete	Yes	1 year	Will fill visible sunken areas
Normal shrinkage cracks at control joints	No	—	Expected behavior
Surface scaling/spalling	Varies	1 year	May be installation or maintenance related
Discoloration	No	—	Normal variation

Maintenance: Seal concrete periodically. Avoid using deicing salts during first winter.

Detailed Info: Concrete Flatwork (p. 35)

Floor Cracks (Basement/Garage Slab)

Common Causes:

- Concrete shrinkage
- Soil settlement beneath slab
- Heavy loads

Try This First:

- ☐ Note crack width and location
- ☐ Check if water is coming through crack
- ☐ Monitor for changes

Is It Covered?

Issue	Covered	Period	Notes
Cracks > 3/16" wide	Yes	1 year	Beyond normal shrinkage
Water entry through floor cracks	Yes	Structural	If drainage maintained
Normal shrinkage cracks	No	—	Expected

Detailed Info: Concrete Flatwork (p. 35) | Foundation (p. 50)

Nail Pops

What They Are: Small circular bumps or craters in drywall where nail/screw heads have pushed through the surface.

Why They Happen: As lumber dries and shrinks, fasteners may push out slightly.

Try This First:

- ☐ Note locations

- ☐ Wait to report - best to allow settling before one-time repair
- ☐ For DIY repair: tap nail below surface, apply spackle, sand when dry, paint

Is It Covered?

Issue	Covered	Period	Notes
Nail pops	Yes	One-time	Part of courtesy drywall repair

Recommendation: Wait until 10+ months in home before requesting one-time drywall repair to address multiple nail pops at once.

Detailed Info: Drywall (p. 42)

Understanding Expansion & Contraction

Your home is made of materials that expand and contract with:

- **Temperature changes:** Materials expand when warm, contract when cold
- **Humidity changes:** Wood absorbs moisture and swells, releases moisture and shrinks
- **Seasonal cycles:** Most visible during first 1 to 2 years

This is why you may notice:

- Gaps appearing in winter, closing in summer
- Slight separations at corners and joints
- Door fit changing with seasons
- More cracks in very dry or humid conditions

This is normal and not a defect.

Detailed Info: Expansion & Contraction (p. 51)

When to Be Concerned

Contact Classic Homes if you notice:

- **Cracks that grow significantly** over weeks (not months)
- **Water entering through cracks**
- **Doors or windows suddenly won't open/close**
- **Floors noticeably out of level**
- **Large horizontal cracks in foundation**
- **Cracks accompanied by bulging walls**

When to Request Service

For Drywall:

- Schedule one-time repair after 10 months for best results
- Note all locations of cracks and nail pops

For Foundation/Concrete:

- Report cracks allowing water entry promptly
- Report significant cracks (>3/16") or displacement (>3/8")
- Document with photos and measurements

Have Ready:

- Photos with measurements showing crack size
- How long you've noticed the issue
- Whether it seems to be growing
- Any water intrusion

Request Service (p. 11) | Emergency Service (p. 13)

Surface Damage

Surface finishes in your home are subject to wear and maintenance needs. Understanding what's normal wear versus defects helps set expectations for warranty coverage.

Identify Your Issue

Paint Issues

Common Issues:

- Touch-up paint doesn't match
- Peeling or flaking
- Nail pops showing through
- Color variation between areas

Understanding Paint Expectations:

- All paint fades over time due to light exposure
- Touch-ups rarely match perfectly due to aging of surrounding paint
- Sheen variations are normal and not defects
- Custom colors applied after closing are your responsibility

Try This First:

- ☐ For nail pops, tap nail below surface, spackle, then touch up
- ☐ For small chips, use leftover paint (keep yours in a cool, dry place)
- ☐ Clean marks/scuffs before assuming paint damage

Is It Covered?

Issue	Covered	Period	Notes
Touch-up from warranty repair	Yes	During repair	May not match; repainting entire wall is homeowner choice
Paint defects noted at orientation	Yes	At closing	Must be on orientation form
Fading	No	—	Normal aging
Touch-up not matching	No	—	Expected
Custom paint/wallpaper	No	—	Homeowner responsibility

Detailed Info: Paint & Stain (p. 65)

Carpet Problems

Common Issues:

- Stains
- Seam visibility
- Rippling or buckling
- Shedding or pilling
- Crushing in traffic areas

Understanding Carpet Expectations:

- Seams ARE visible in carpet - this is normal, not a defect
- New carpet sheds fibers initially
- Traffic areas will show wear
- Stain-resistant doesn't mean stain-proof

Try This First:

- ☐ Vacuum regularly (twice weekly, more in high traffic)
- ☐ Blot spills immediately - don't rub
- ☐ For rippling, humidity may be the cause - wait for drier conditions
- ☐ For seam issues, check if seam is coming apart or just visible

Is It Covered?

Issue	Covered	Period	Notes
Stains/spots noted at orientation	Yes	At closing	Cleaning, patching, or replacement
Visible seams	No	—	Normal; not a defect
Loose seams (coming apart)	Yes	1 year	Courtesy repair for installation defects
Rippling	Yes	1 year	Will re-stretch
Shedding	No	—	Normal for new carpet
Crushing in traffic areas	No	—	Normal wear
Burns or stains after closing	No	—	Homeowner responsibility

Maintenance: Professional cleaning at least annually; more often with pets or heavy traffic.

> **Berber/Loop Carpets**
>
> Always disengage vacuum beater bar on Berber, shag, and cable carpets. Using beater bar causes damage excluded from warranty.

Detailed Info: Carpet (p. 32)

Hardwood Floor Issues

Common Issues:

- Scratches
- Gaps between boards
- Cupping or crowning
- Squeaks
- Finish wear

Understanding Hardwood Expectations:

- Wood is a natural material that moves with humidity
- Gaps appear in dry seasons (winter), close in humid seasons (summer)
- Minor imperfections are part of natural wood character
- Scratches will occur with normal use

Try This First:

- ☐ Maintain humidity between 35-55% year-round
- ☐ Use felt pads under furniture
- ☐ Clean with manufacturer-recommended products only
- ☐ For scratches, check if finish is damaged or just scuffed

Is It Covered?

Issue	Covered	Period	Notes
Defects noted at orientation	Yes	At closing	Must be on orientation form
Gaps < 1/8"	No	—	Normal seasonal movement
Squeaking	No	—	Natural characteristic
Cupping from moisture	No	—	Usually environmental
Scratches from use	No	—	Homeowner responsibility
Finish wearing in traffic areas	No	—	Normal wear

Note: "Rustic" or "character" grade wood will have more variation, knots, and color differences. This is the product, not a defect.

Detailed Info: Hardwood Flooring (p. 47)

Tile Floor Issues

Common Issues:

- Cracked tile

- Grout cracking or discoloring
- Loose tile
- Lippage (uneven tile edges)

Understanding Tile Expectations:

- Some variation in color and pattern is normal for ceramic/porcelain tile
- Grout will need maintenance over time
- Minor lippage (up to 1/16") is within industry standards

Try This First:

- ☐ Keep grout sealed (reapply annually)
- ☐ Clean with pH-neutral cleaners
- ☐ Check if crack is in tile or just grout

Is It Covered?

Issue	Covered	Period	Notes
Defects noted at orientation	Yes	At closing	Must be on orientation form
Cracked tile (if no impact)	Varies	1 year	If installation defect
Loose tile	Yes	1 year	Installation defect
Grout cracking	No	—	Maintenance item
Grout discoloration	No	—	Maintenance item
Lippage > 1/16"	Yes	1 year	If installation defect
Color variation	No	—	Natural product characteristic

Detailed Info: Ceramic Tile (p. 34)

Vinyl/Resilient Floor Issues

Common Issues:

- Scratches or cuts
- Dents from furniture
- Seam lifting
- Discoloration
- Bubbling

Try This First:

- ☐ Use furniture pads
- ☐ Avoid dragging heavy items
- ☐ Clean with manufacturer-recommended products
- ☐ Check if bubbles are from installation or moisture

Is It Covered?

Issue	Covered	Period	Notes
Defects noted at orientation	Yes	At closing	Must be on orientation form
Lifting seams	Yes	1 year	Installation defect
Dents from furniture	No	—	Use protective pads
Cuts or gouges	No	—	Homeowner damage
Discoloration	No	—	Environmental/chemical exposure

Detailed Info: Resilient Flooring (p. 49)

Countertop Issues

Common Issues:

- Chips or cracks

- Stains
- Seam visibility
- Surface damage

Understanding Countertop Expectations:

- Seams in countertops are necessary and will be visible
- Granite/natural stone will have variations
- Some countertop materials scratch more easily than others
- Hot pans and cutting directly on surface cause damage

Try This First:

- ☐ Clean with appropriate cleaner for material type
- ☐ Re-seal natural stone as recommended
- ☐ Use cutting boards and trivets
- ☐ Check if damage is chip vs. natural fissure in stone

Is It Covered?

Issue	Covered	Period	Notes
Defects noted at orientation	Yes	At closing	Must be on orientation form
Visible seams	No	—	Normal; not a defect
Chips from impact	No	—	Homeowner damage
Stains	No	—	Maintenance responsibility
Natural variations in stone	No	—	Product characteristic
Cracks from installation defect	Yes	1 year	If not from impact

Detailed Info: Countertops (p. 38)

Cabinet Issues

Common Issues:

- Doors not aligned
- Hardware loose
- Surface damage
- Drawer sticking
- Warping

Try This First:

- ☐ Adjust hinges (most cabinet hinges are adjustable)
- ☐ Tighten loose hardware screws
- ☐ Check drawer slides for debris
- ☐ Clean with manufacturer-recommended products

Is It Covered?

Issue	Covered	Period	Notes
Doors/drawers not operating properly	Yes	1 year	Will adjust
Defects noted at orientation	Yes	At closing	Must be on orientation form
Warping > 1/4"	Yes	1 year	Excessive warping
Surface scratches/damage	No	—	After closing, homeowner responsibility
Color/grain variation	No	—	Natural wood characteristic

Detailed Info: Cabinets (p. 30)

Mirror Issues

Common Issues:

- Scratches
- Black spots appearing
- Separation from wall

Try This First:

- ☐ Clean with standard glass cleaner
- ☐ Check if spots were there at orientation

Is It Covered?

Issue	Covered	Period	Notes
Defects noted at orientation	Yes	At closing	Must be on orientation form
Black spots/de-silvering	Varies	1 year	If defect, not if from moisture exposure
Scratches after closing	No	—	Homeowner responsibility
Coming loose from wall	Yes	1 year	Installation defect

Detailed Info: Mirrors (p. 61)

The Orientation Form Matters

Many surface finish issues are only covered if documented on your **New Home Presentation or Welcome Home Orientation Form** at closing.

Before closing, inspect:

- All flooring for damage, stains, scratches
- All countertops for chips, cracks, stains
- All cabinets for damage and proper operation
- All paint for defects
- All mirrors for scratches and spots

If it's not on the form, it's not covered for cosmetic repairs.

When to Request Service

Contact Classic Homes if:

- Issue was noted on orientation form
- Seams are coming apart (not just visible)
- Tiles are loose (not just cracked grout)
- Cabinet doors/drawers don't function
- Issue appears to be installation defect, not wear

Have Ready:

- Photos of the issue
- Location in home
- Whether it was on orientation form
- When you first noticed it

Request Service (p. 11)

Noise Issues

New homes make sounds as they settle and materials adjust to temperature and humidity changes. Most noises are normal, but some may indicate issues needing attention.

Common Home Sounds

Pipe Noises

Water Hammer (Banging):

- Occurs when water flow is suddenly stopped
- Common when quick-closing valves shut (dishwasher, washing machine)
- Usually heard in walls near these appliances

Ticking/Clicking:

- Hot water flowing through pipes causes expansion
- Pipes cool and contract when hot water stops
- Normal, especially noticeable at night when house is quiet

Try This First:

- ☐ Note when noise occurs (during water use? after?)
- ☐ Identify location of noise
- ☐ Check if water pressure seems unusually high

Is It Covered?

Issue	Covered	Period	Notes
Persistent water hammer	Yes	2 years	If installation defect; Classic will repair
Normal pipe expansion sounds	No	—	Normal behavior

Detailed Info: Plumbing System (p. 67)

Settling & Structural Sounds

Popping/Cracking:

- Materials expand and contract with temperature/humidity
- Most noticeable during first 1 to 2 years
- Often heard during heating/cooling cycles or day/night transitions

Creaking:

- Wood framing adjusting
- Normal as lumber dries and settles
- May be more noticeable in certain weather

Try This First:

- ☐ Note when sounds occur (time of day, weather conditions)
- ☐ Check if sounds accompany visible cracks (see Cracks & Damage (p. 98))
- ☐ Monitor - sounds should decrease over time

Is It Covered?

Issue	Covered	Notes
Normal settling sounds	No	Expected behavior in new homes
Sounds with structural concerns	Varies	Report if accompanied by visible damage

Detailed Info: Expansion & Contraction (p. 51) | Framing (p. 51)

Floor Squeaks

Common Causes:

- Subfloor movement against fasteners
- Wood shrinkage creating gaps
- Normal with wood framing

Try This First:

- ☐ Note location and when it occurs

- ☐ Check if more noticeable in certain seasons (dry vs. humid)
- ☐ Monitor for changes

Is It Covered?

Issue	Covered	Notes
Floor squeaking	No	Natural characteristic of wood construction

Note: Some floor squeaking is considered a normal characteristic of wood-frame construction and is excluded from warranty coverage.

Detailed Info: Framing (p. 51) | Hardwood Flooring (p. 47)

HVAC Noises

Normal Sounds:

- Air rushing through vents
- Clicks when system turns on/off
- Hum of motors running
- Outdoor unit cycling

Potentially Abnormal:

- Grinding or scraping
- Loud banging during operation
- Unusual whistling
- Rattling that persists

Try This First:

- ☐ Check filter - dirty filter can cause unusual sounds
- ☐ Make sure vents are open and unobstructed
- ☐ Check for debris in/around outdoor unit
- ☐ Note when sound occurs and from where

Is It Covered?

Issue	Covered	Period	Notes
Unusual persistent noise from installation	Yes	2 years	If defect in installation
Component noise	No	—	Manufacturer warranty
Normal operation sounds	No	—	Expected
Duct expansion sounds	No	—	Normal

Detailed Info: Air Conditioning (p. 29) | Heating (Gas) (p. 56)

Appliance Noises

Appliances make various sounds during operation. Consult your appliance manuals for specific guidance. Appliance issues should be directed to the manufacturer - they are excluded from the Classic Homes warranty.

Detailed Info: Appliances (p. 30)

When to Be Concerned

Most sounds are normal, but contact Classic Homes if:

- Noise is accompanied by visible damage (cracks, movement)
- Water hammer is persistent and severe
- HVAC sounds indicate potential system failure
- Sounds suddenly change or become much louder

When to Request Service

Contact Classic Homes if:

- Persistent water hammer that doesn't resolve
- HVAC noises suggesting installation issues
- Sounds accompanied by visible structural concerns

Have Ready:

- Description of the sound
- When it occurs (time, conditions)
- Location in home
- Any changes you've noticed

Request Service (p. 11)

Exterior Issues

Exterior components face constant exposure to weather and require regular maintenance. This guide helps you identify issues and understand warranty coverage.

Identify Your Issue

Siding & Stucco

Common Issues:

- Cracks in stucco
- Siding damage or warping
- Paint peeling
- Gaps or separations
- Fading

Understanding Exterior Finish Expectations:

- Hairline cracks in stucco are normal (thermal movement)
- Some color variation and fading is expected over time
- Caulk joints need periodic maintenance
- All exterior finishes require maintenance

Try This First:

- ☐ Clean siding with appropriate cleaner (check manufacturer recommendations)
- ☐ Inspect caulk at windows, doors, and trim
- ☐ Note size and location of any cracks
- ☐ Check if damage is from impact or weathering

Is It Covered?

Issue	Covered	Period	Notes
Significant cracks (not hairline)	Yes	1 year	If installation defect
Hairline stucco cracks	No	—	Normal thermal movement
Loose or separating siding	Yes	1 year	Installation defect
Paint peeling	Varies	1 year	If installation defect
Color fading	No	—	Normal weathering
Impact damage	No	—	Homeowner responsibility

Maintenance: Inspect annually, touch up paint as needed, maintain caulk, clean periodically.

Detailed Info: Siding & Stucco (p. 72)

Roof Concerns

Common Issues:

- Missing or damaged shingles
- Leaks
- Ice dams
- Flashing issues
- Moss or algae growth

Roof Leaks

Active roof leaks should be reported immediately. Water intrusion can cause significant damage.

Try This First:

- ☐ After storms, visually inspect roof from ground (use binoculars)
- ☐ Check gutters for excessive granules (some is normal for new shingles)
- ☐ Ensure attic ventilation is not blocked
- ☐ For leaks, try to identify location (water may travel before dripping)

Is It Covered?

Issue	Covered	Period	Notes
Roof leaks	Yes	1 year	Installation defects
Missing shingles (not storm)	Yes	1 year	Installation defect
Storm damage	No	—	Homeowner insurance
Ice dam damage	No	—	Weather-related
Flashing defects	Yes	1 year	Installation defects
Moss/algae growth	No	—	Maintenance

Safety: Never walk on your roof. Hire professionals for roof inspections and repairs.

Detailed Info: Roof (p. 70)

Gutter & Downspout Issues

Common Issues:

- Clogged gutters
- Leaking at joints
- Pulling away from house
- Improper drainage

Try This First:

- ☐ Clean gutters of debris (do this seasonally)
- ☐ Check that downspouts are connected and directing water away
- ☐ Verify splash blocks are in place and positioned correctly
- ☐ Look for sagging sections

Is It Covered?

Issue	Covered	Period	Notes
Leaking joints	Yes	1 year	Installation defect
Gutters pulling loose	Yes	1 year	Installation defect
Clogged gutters	No	—	Maintenance responsibility
Damage from cleaning	No	—	Homeowner responsibility

Detailed Info: Gutters & Downspouts (p. 55)

Deck Issues

Common Issues:

- Board warping or cupping
- Checking/cracking along grain
- Nail pops
- Loose boards
- Staining/discoloration

Understanding Deck Expectations:

- Natural wood decks will weather and change color
- Some checking (cracks along the grain) is normal for wood
- Wood expands and contracts with moisture
- Composite decks have different maintenance needs

Try This First:

- ☐ Clean annually
- ☐ Check fasteners - tighten or replace as needed
- ☐ Seal or stain wood decks per manufacturer recommendations
- ☐ Remove debris from between boards

Is It Covered?

Issue	Covered	Period	Notes
Structural issues	Yes	1 year	If installation defect
Loose boards	Yes	1 year	Installation defect
Checking along grain	No	—	Natural wood characteristic
Warping > 3/8" per 8' board	Yes	1 year	Excessive warping
Color change/weathering	No	—	Normal for wood
Staining/finishing	No	—	Homeowner responsibility

Detailed Info: Decks (p. 39)

Fence Issues

Common Issues:

- Leaning posts
- Loose boards
- Gate not latching
- Weathering/color change
- Rot

Try This First:

- ☐ Check if posts are firmly set
- ☐ Tighten loose fasteners
- ☐ Adjust gate hinges/latch
- ☐ Look for signs of ground settling around posts

Is It Covered?

Issue	Covered	Period	Notes
Posts out of plumb >1" per 8'	Yes	1 year	Installation defect
Structural failures	Yes	1 year	If installation defect
Gate alignment	Yes	1 year	Will adjust
Weather damage	No	—	Exposure is expected
Wood aging/color change	No	—	Natural characteristic

Issue	Covered	Period	Notes
Staining/finishing	No	—	Homeowner responsibility

Detailed Info: Fencing (p. 44)

Concrete Flatwork (Driveway, Sidewalk, Patio)

Common Issues:

- Cracks
- Settling/heaving
- Surface scaling
- Staining/discoloration

Understanding Concrete Expectations:

- Concrete WILL crack - control joints direct where
- Some variation in color is normal
- Surface wear occurs over time
- Deicing chemicals can damage concrete

Try This First:

- [ ] Note crack width and location
- [ ] Check for trip hazards (one side higher than other)
- [ ] Seal concrete periodically
- [ ] Avoid salt/deicers, especially in first year

Is It Covered?

Issue	Covered	Period	Notes
Cracks > 3/16" wide	Yes	1 year	Beyond normal shrinkage
Displacement > 3/8"	Yes	1 year	Trip hazard
Settling under concrete	Yes	1 year	Will fill sunken areas
Normal shrinkage cracks	No	—	Expected at control joints
Scaling from deicers	No	—	Chemical damage
Color variation	No	—	Normal

Detailed Info: Concrete Flatwork (p. 35)

Landscaping & Grading

Common Issues:

- Trees/shrubs not thriving
- Grading causing drainage issues
- Settlement in yard
- Sprinkler problems

Important: Classic Homes establishes initial grading for drainage. Maintaining this is YOUR responsibility.

Try This First:

- [ ] Water new plants according to their needs (varies by species)
- [ ] Ensure soil slopes away from foundation
- [ ] Check sprinkler coverage and timing
- [ ] Address settling by adding soil as needed

Is It Covered?

Issue	Covered	Period	Notes
Plant material (where provided)	Yes	1 year	Trees and shrubs
Drainage issues	Yes	1 year	If you haven't altered grade

Issue	Covered	Period	Notes
Settlement >4" in backfilled areas	Yes	1 year	Will fill
Drainage after grade alteration	No	—	You void coverage by altering
Sod/seed failure	Varies	Limited	Check specific coverage
Sprinkler issues	Varies	1 year	If installed by Classic

Warning

Altering the drainage patterns established by Classic Homes may void your warranty coverage for drainage-related issues.

Detailed Info: Landscaping (p. 58) | Grading & Drainage (p. 54)

Seasonal Exterior Maintenance

Spring:

- Inspect roof from ground
- Clean gutters
- Check drainage, repair any settling
- Inspect caulking and touch up
- Service sprinkler system

Fall:

- Clean gutters again
- Disconnect hoses from exterior faucets
- Check weatherstripping on exterior doors
- Apply wood sealant to deck if needed

For detailed seasonal maintenance checklists, see the **Maintain Your Home** section in the main navigation.

When to Request Service

Contact Classic Homes if:

- Roof leak or missing shingles (not storm damage)
- Significant cracks in siding/stucco
- Structural deck issues
- Drainage problems (if you haven't altered grading)
- Concrete displacement creating trip hazard

Have Ready:

- Photos of the issue
- Location on property
- When you first noticed it
- Any relevant context (recent storm, etc.)

Request Service (p. 11) | Emergency Service (p. 13)

Appendix

Maintenance Schedules

This page provides consolidated maintenance checklists organized by frequency. Use these schedules to stay on top of routine home care tasks.

Looking for Detailed Instructions?

For step-by-step guidance on how to perform maintenance tasks, see the Use & Care Guides (p. 28). This page focuses on when to do them.

Maintenance and Your Warranty

Your warranty coverage assumes normal maintenance. Issues caused by lack of maintenance may not be covered. See Your Responsibilities (p. 6) for details.

Monthly Tasks

These quick checks should be done every month:

Task	Details	Guide
Check/replace HVAC filter	Replace if dirty; monthly during heavy use	HVAC Care
Test smoke/CO detectors	Press test button	Electrical
Check under sinks	Look for leaks or moisture	Plumbing
Run unused fixtures	Prevents drain traps from drying out	Plumbing
Inspect caulking	Look for gaps around tubs, showers, sinks	Caulking

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Seasonal Tasks

Spring

Task	Guide
Schedule AC inspection before summer	Air Conditioning
Clean gutters	Gutters & Downspouts
Check exterior drainage and grading	Grading & Drainage
Inspect roof from ground	Roof
Check exterior caulking	Caulking
Touch up exterior paint if needed	Paint & Stain

Summer

Task	Guide
Check AC condensate drain	Air Conditioning
Maintain landscaping away from foundation	Landscaping
Check exterior faucets for leaks	Plumbing
Inspect windows and screens	Windows
Check deck for needed maintenance	Decks

Fall

Task	Guide
Schedule heating inspection before winter	Heating Systems
Clean gutters (again)	Gutters & Downspouts
Disconnect outdoor hoses	Plumbing
Check weatherstripping on doors	Doors & Locks

Task	Guide
Reverse ceiling fans (clockwise for winter)	Electrical
Check attic ventilation	Ventilation

Winter

Task	Guide
Monitor indoor humidity (35-55%)	Condensation
Keep garage doors closed in cold weather	Garage Door
Check for ice dams on roof	Roof
Maintain minimum 62°F if away	Heating Systems

Annual Tasks

Task	Timing	Details	Guide
Professional HVAC service	Spring or Fall	Both heating and cooling	Air Conditioning
Professional carpet cleaning	Any time	More often with pets	Carpet
Water heater flush	Any time	Removes sediment buildup	Water Heaters
Garage door safety test	Any time	Test auto-reverse feature	Garage Door
Dryer vent cleaning	Any time	Fire prevention	Ventilation
Attic inspection	Any time	Check insulation, ventilation	Insulation
Re-caulk wet areas as needed	Any time	Tubs, showers, sinks	Caulking

Quick Reference: Essential Rules

Protect Your Foundation

- Maintain 6" clearance between soil and siding/stucco
- Keep drainage sloped away from home
- Don't plant large shrubs against foundation
- Keep gutters clear and downspouts extended

Protect Your Plumbing

- Disconnect hoses from exterior faucets before freezing weather
- Keep garage doors closed in cold weather
- If away in winter, maintain minimum 62°F heat
- Clean faucet aerators every 3 to 4 months

Protect Your HVAC

- Change filters monthly during heavy use
- Don't set thermostat to extreme temperatures
- Keep outdoor unit clear of debris
- Schedule professional service annually

Protect Your Finishes

- Use appropriate cleaners for each surface type
- Place felt pads under furniture
- Use cutting boards and trivets
- Control indoor humidity (35-55%)

Know Your Home

Shut-Off Locations

Locate these before you need them:

- **Main water shut-off:** Near water meter inside home
- **Individual fixture shut-offs:** Under sinks, behind toilets
- **Gas shut-off:** At meter (requires special tool)
- **Main electrical panel:** Typically in garage or utility area

Important Contacts

- **Classic Homes Warranty:** 719-592-9333
- **Utility companies:** Keep these numbers handy
- **Your homeowner's insurance:** For storm damage, major incidents

Product Information

Keep your Design Studio selection sheet and all manufacturer manuals. These contain:

- Model numbers for replacements
- Specific care instructions
- Warranty registration information

Getting Started

If you're not sure where to start:

1. **Walk through your home** and locate all shut-offs
2. **Set monthly reminders** for filter checks and detector tests
3. **Create a seasonal calendar** for major maintenance tasks
4. **Keep a maintenance log** to track what you've done

Regular maintenance takes little time but provides significant benefits in comfort, efficiency, and home value.

Coverage Lookup

Use this section to quickly determine whether an issue is covered under your Classic Homes Limited Warranty.

Coverage Periods at a Glance

Period	What's Covered	Examples
At Closing	Cosmetic items noted on orientation form	Scratches, stains, dents visible at walkthrough
30 Days	Clogged drains	Drain blockages (unless caused by homeowner)
1 Year	Workmanship and materials	Doors, windows, finishes, most components
2 Years	Major systems	Plumbing, electrical, HVAC, phone/TV cable
8 Years	Structural defects	Foundation, load-bearing walls, framing

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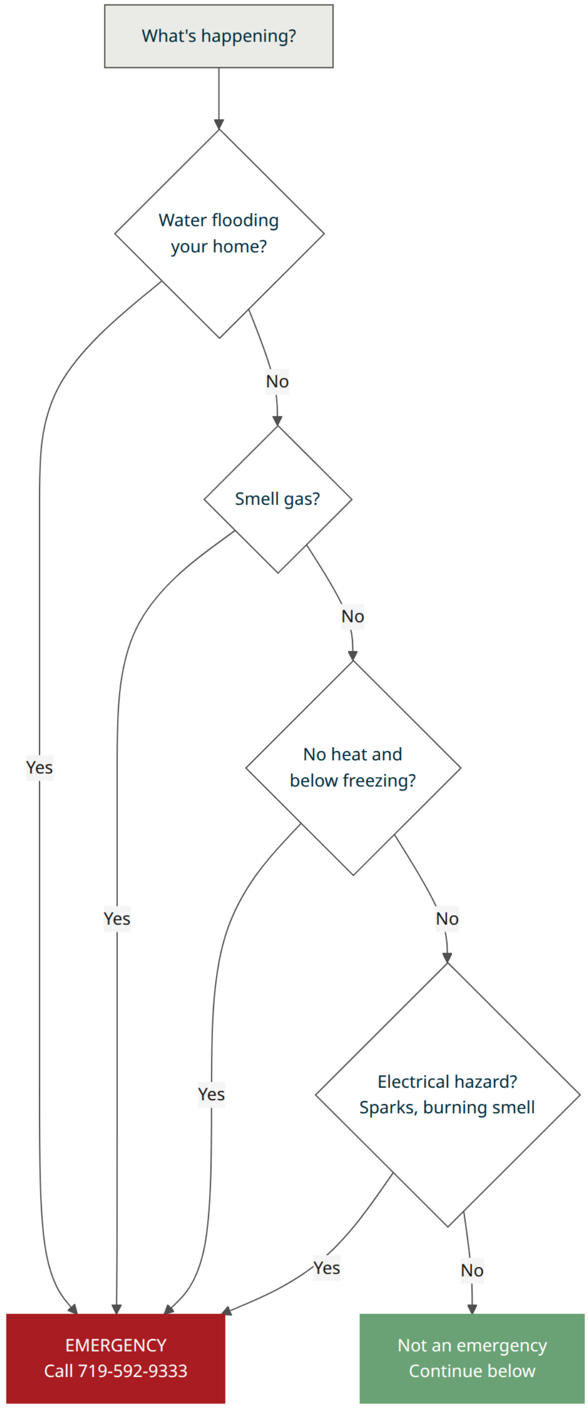
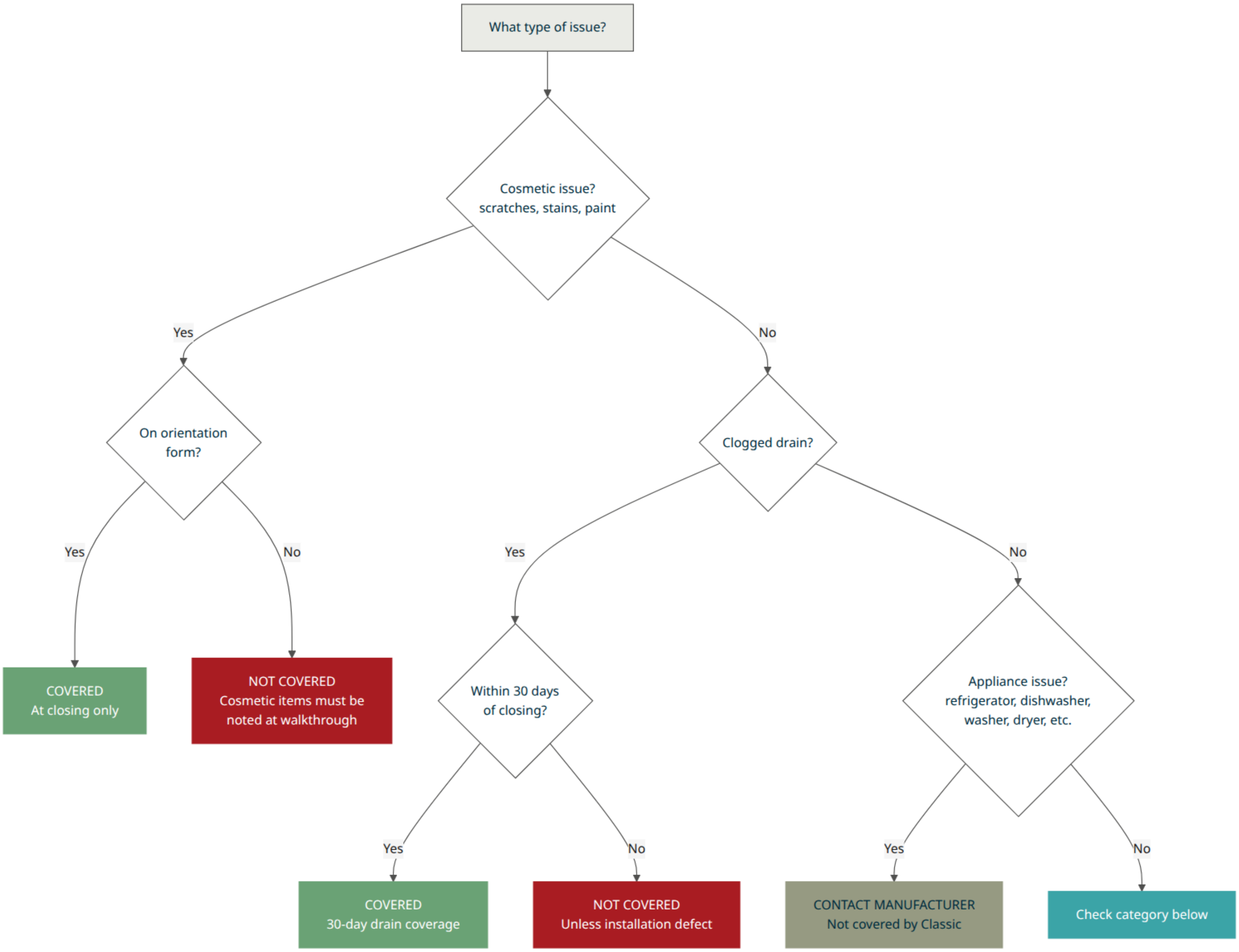
Is it an Emergency?

Start here to determine if you need immediate assistance.



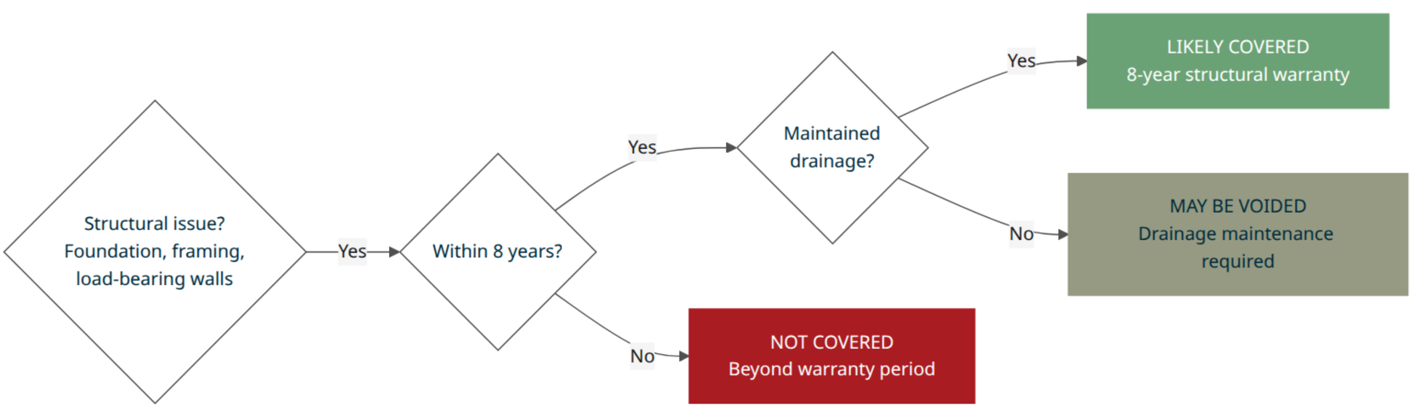
Coverage Decision Flowchart

Use this flowchart to determine if your issue is likely covered under warranty.

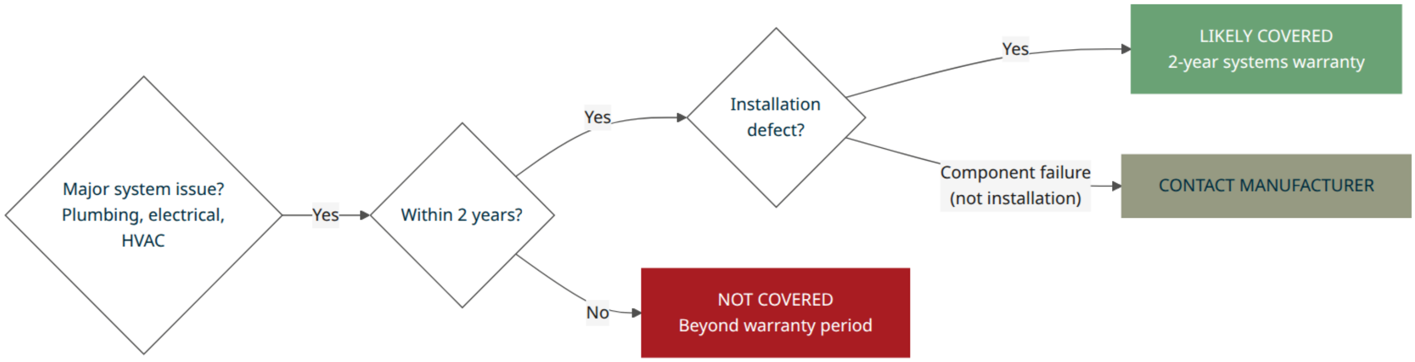


Coverage by Category

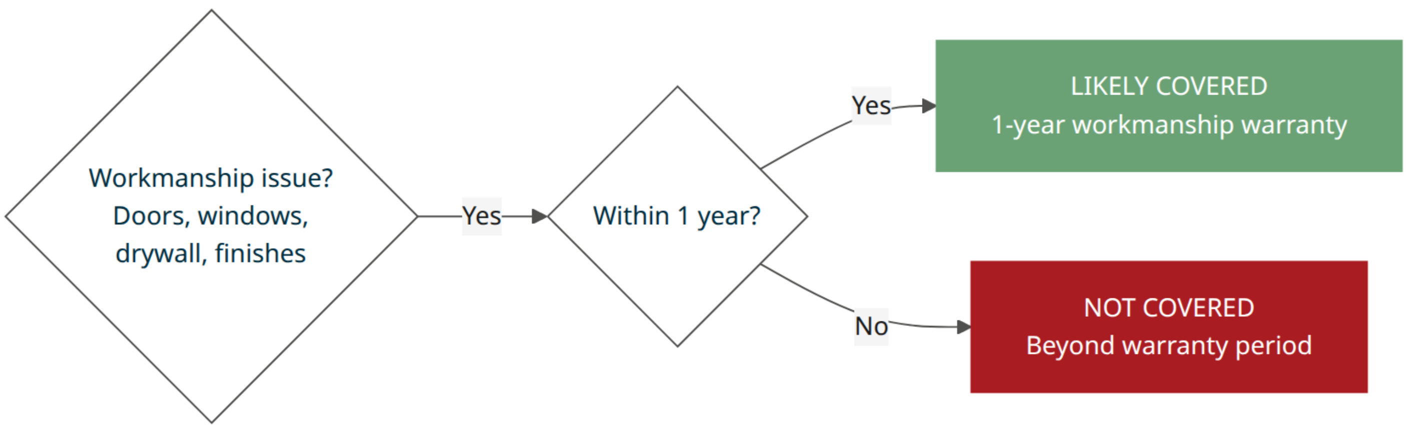
Structural Issues (Foundation, Framing, Load-Bearing Walls)



Major Systems (Plumbing, Electrical, HVAC)



Workmanship & Materials (Doors, Windows, Finishes)



Year 1 Coverage Summary

Most workmanship and materials are covered for one year. Common examples:

Item	Covered	Notes
Doors not closing/latching	Yes	Will adjust
Windows not operating	Yes	Will repair/adjust
Cabinet doors misaligned	Yes	Will adjust
Carpet loose seams	Yes	Courtesy repair
Drywall cracks/nail pops	Yes	One-time repair
Gutters leaking	Yes	Installation defects
Concrete cracks > 3/16"	Yes	Beyond normal shrinkage
Garage door not operating	Yes	Will adjust

For full 1-year coverage details, see: Warranty Coverage (p. 6)

Year 2 Coverage Summary

Major systems are covered for two years:

System	What's Covered	Notes
Plumbing	Leaks, supply/drain lines, installation	Not clogs after 30 days
Electrical	Wiring, outlets, circuits	Not fixtures/appliances
HVAC	Installation defects	Not components (manufacturer warranty)
Phone/TV cable	Interior wiring	Excluding visible fixtures

For full 2-year coverage details, see: Warranty Coverage (p. 6)

Structural Coverage (8 Years)

The structural warranty covers:

Item	Coverage
Foundation walls	Defects allowing water entry or structural failure
Load-bearing walls	Structural integrity
Floor framing	Structural integrity
Roof framing	Structural integrity
Beams, columns	Load-bearing capacity

Conditions: Coverage assumes proper maintenance of drainage and landscaping. Alterations to grading may void coverage.

For full structural coverage details, see: Warranty Coverage (p. 6)

What's NOT Covered

Common exclusions from the Limited Warranty:

Homeowner Responsibility

Item	Reason
Normal maintenance	Expected upkeep
Cosmetic items not on orientation form	Should be noted at closing
Damage from homeowner actions	Misuse, alterations
Clogged drains after 30 days	Unless installation defect
Frozen pipes from lack of heat	Maintenance failure

Excluded Items

Item	Who to Contact
Appliances	Manufacturer
HVAC components	Manufacturer
Water heater components	Manufacturer
Garage door openers	Manufacturer

Normal Characteristics

Item	Notes
Temperature variations between rooms	Normal and expected
Carpet seam visibility	Normal for carpet
Wood grain/color variation	Natural characteristic
Minor settling sounds	Normal for new homes
Condensation on windows	Environmental, not defect

For full exclusions list, see: Warranty Terms - Exclusions (p. 21)

Manufacturer Warranties

These items are covered by the manufacturer, NOT Classic Homes:

Item	Action
Refrigerator	Contact manufacturer
Dishwasher	Contact manufacturer
Washer/Dryer	Contact manufacturer
Range/Oven	Contact manufacturer

Item	Action
Microwave	Contact manufacturer
HVAC equipment	Contact manufacturer
Water heater	Contact manufacturer
Garage door opener	Contact manufacturer

Important: Register your appliances with manufacturers and keep documentation for warranty service.

Important Coverage Conditions

For Coverage to Apply:

1. **Report within warranty period** - Timely notification required
2. **Maintain your home** - Lack of maintenance can void coverage
3. **Don't alter conditions** - Changing grading, for example, can void drainage coverage
4. **Allow inspection** - Classic Homes must be able to inspect

Coverage May Be Voided By:

- Failure to maintain proper drainage
- Adding water features within 10' of foundation
- Failure to disconnect hoses before freezing weather
- Using damaging cleaning products
- Unauthorized modifications

Getting Help

Not sure if something is covered?

1. Check the tables above
2. Review the specific topic in Standards of Performance
3. Submit a service request (p. 11) - we'll determine coverage during inspection

Need immediate help?

- Emergencies: Call 719-592-9333
- Service requests: Submit via our homeowner portal