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HANS HAGEN HOMES' WARRANTY MANUAL

Your new home has been built to conform with Hans Hagen Homes' quality standards in material and workmanship. Set forth in this manual are the warranty standards we apply to each new home we build.

To fully understand the warranty standards, it is *very important that you read this manual*. As stated throughout this manual, there are specific Hans Hagen Homes' warranty responsibilities to you and also your own specific maintenance responsibilities to your new home. Your limited warranty starts on the date of closing.

Terms of the Limited Warranty

During the first year your home is warranted against any defect caused by faulty workmanship, any non-manufactured product that does not meet Industry Standards or any manufactured product covered by the manufacturer's warranty.

During the second year your home is warranted against any electrical, plumbing, heating, cooling and ventilation defect caused by faulty workmanship or any manufactured product covered by the manufacturer's warranty.

During the first through tenth years your home is warranted against major structural defects. Major structural defects are defined as actual damage to the load-bearing function which affects the use of the home for residential purposes to the extent that the home becomes unsafe to occupy. Such load-bearing components may include: Foundation systems and footings, bearing walls and partitions, girders, beams, rafters and trusses and floor framing members. Load-bearing components does not include: Non-load-bearing walls, tile, drywall, flooring or subflooring material, brick, roof shingles or sheathing and any type of exterior siding.

Exclusions of Limited Warranty

- Defects - boundary walls, retaining bulkheads, fences, landscaping (including sodding, seeding, shrubs, trees and plantings), off-site improvements or any other improvements not a part of the home itself.
- After the first year, concrete floors or basements and concrete floors of attached garages that are built separate from foundation walls or other structural elements of the home.
- Damage to real property which is not part of the home and which is not included in the purchase price of the home.
- Loss or damage not reported in writing six months after the Homeowner discovers or should have discovered the loss or damage.
- Loss or damage caused by defects in design, installation, or materials which the Homeowner supplied or had installed under his direction.
- Secondary loss or damage such as personal injury or property damage.
- Loss or damage from normal wear and tear, or cosmetic damage, including but not limited to broken glass, chipped fixtures, appliances, ceramic, damaged flooring or torn screens which were not reported to Hans Hagen Homes at Final Inspection prior to closing.
- Loss or damage from normal shrinkage caused by drying of the dwelling within tolerances of building standards.
- Loss or damage from dampness and condensation due to insufficient ventilation or excess humidity after occupancy.
- Loss or damage from negligence, improper maintenance or alteration of the dwelling by parties other than Hans Hagen Homes.
- Loss or damage from changes in grading of the ground around the dwelling by parties other than Hans Hagen Homes.
- Landscaping or insect loss or damage.
- Loss or damage from failure to maintain the dwelling in good repair.
- Loss or damage which the Homeowner, whenever feasible, has not taken timely action to minimize.
- Loss or damage which occurs after the dwelling is no longer used primarily as a residence.
- Loss or damage from soil movement which is compensated by legislation or covered by insurance.
- Loss or damage due to soil conditions where construction is done upon lands owned by the

Homeowner and obtained by him from a source independent of Hans Hagen Homes.

- Loss or damage resulting from accidents, riot and civil commotion, fire, explosion, smoke, water escape, falling objects, aircraft, vehicles, Acts of God, lightening, windstorm, hail, flood, mudslide, earthquake, volcanic eruption, wind driven water and changes in the level of the underground water table which are not reasonably foreseeable.
- Costs of shelter, transportation, food, moving, storage or other incidental expenses related to relocation during repair.
- Any condition which does not result in actual physical damage to the home.
- Consequential damages.

Manufacturer's Warranties

You may have extended warranties that are provided by the manufacturers of certain materials in your home which may include for example appliances, windows or shingles. Hans Hagen Homes will pass on to you any such warranties that the manufacturers provided to Hans Hagen Homes.

Requesting Warranty Service

Before requesting warranty service, please refer to the warranty standards to determine if the item is covered by Hans Hagen Homes' warranty.

If warranty service is needed, you will need to submit a Service & Warranty request form that is provided in your Homeowner's Reference Manual. This form can be mailed or faxed to Hans Hagen Homes. In order to best serve you and to avoid any misinterpretation, we request that all warranty service requests be in writing.

Once Hans Hagen Homes receives your Service & Warranty request, it will be reviewed and submitted to the responsible subcontractor. The subcontractor should call you within seven days to schedule an appointment. If the subcontractor does not call within seven days, you may call the subcontractor directly.

24 Hour Emergency Service

Emergency service is available in the event of a serious problem such as a plumbing leak in a wall or ceiling, or failure of your heating system during cold weather. For emergency service that is needed, you should contact the subcontractor directly. The numbers are located in the Homeowner's Reference Manual and on your furnace and water heater.

CABINETS

Matters Pertaining to Your Cabinets

Warped cabinet doors or drawers.

Cabinets separating from the wall or ceiling.

Chips or scratches on cabinets.

Splits in cabinets doors or drawers.

Hinge screws striped.

Cabinet door is not aligned straight.

Cabinet drawer sticks or is hard to open.

Variations in wood grain or color of cabinets.

Knots or black graining of cabinets.

Hans Hagen Homes' Warranty Standards within 1 Year

Hans Hagen Homes shall repair or replace if warpage is in excess of ¼ inch from the face of the cabinet. Warped doors and drawers must go through a full heating and cooling season.

Hans Hagen Homes shall repair if separation is in excess of ¼ inch.

Chips or scratches not reported to Hans Hagen Homes prior to first occupancy will not be covered by this warranty.

Hans Hagen Homes shall repair or replace split cabinet doors or drawers.

Hans Hagen Homes shall repair by filling screw hole with wood shavings and securing hinge.

Hans Hagen Homes has no repair responsibility. This is considered routine maintenance and is the homeowner's responsibility to adjust hinges.

Hans Hagen Homes has no repair responsibility. This is considered routine maintenance and is the homeowner's responsibility to adjust drawers.

Hans Hagen Homes has no repair responsibility. Color and texture of wood will vary depending on wood species and wood grain.

Hans Hagen Homes has no repair responsibility. Wood is a natural product and knots or black graining is uncontrollable by Hans Hagen Homes.

Matters Pertaining to the Carpentry in Your Home

Floor joist causing bow in top jamb of basement window.

Floor squeak that is not in an isolated area or only occurs at certain times.

Uneven floors.

Walls that bulge, bow or are out-of-plumb.

Separation of trim or molding adjacent to walls.

Hans Hagen Homes' Warranty Standards within 1 Year

Window should not bind due to jamb deflection. Hans Hagen Homes shall make necessary repairs.

Hans Hagen Homes shall locate squeak and either face nail, screw floor from below, or use a cedar wedge to correct the squeak.

Hans Hagen Homes shall repair, if floor is more than $\frac{1}{4}$ inch off level in a 32 inch span or floor slope is more than $\frac{1}{240}$ of width or length within a room. Example: The slope in a room ten feet wide may not exceed $\frac{1}{2}$ inch.

Hans Hagen Homes shall repair bows in excess of $\frac{1}{4}$ inch within a 32 inch horizontal or vertical measurement.

Hans Hagen Homes shall correct any separation in excess of $\frac{1}{8}$ inch by caulking or by puttying.

CONCRETE & MASONRY

Background

Masonry and concrete work in residential construction provides the base structure upon which the house is built. The work is performed with quarried natural materials or with products manufactured by relatively simple processes which have been selected for their wearing qualities. As such, they are subject to the same weathering phenomena as in their natural state, such as erosion, freezing and thawing, chipping, natural color variations and non-uniformity of size.

Masonry work can be performed with an almost infinite variety of materials, methods of application and techniques of installation. This provides a wide variety of personal choice, but at the same time, once created, that color, texture and finish can never again be duplicated.

Masonry and concrete work consists of four primary divisions:

1. The construction of a basement which may be either cast-in-place (poured) concrete or concrete block masonry installed on footings.
2. Flat slab areas consisting of footings, basement garage floors, stoops, patios, walks or drives.
3. Exterior veneer with brick, stone or other masonry products.
4. Fireplaces and chimneys.

Shrinkage cracks will occur as concrete hardens during the curing process. Expansion joints are used in basement floors to help reduce "spider" cracking. Shrinkage cracks do not affect the integrity of the surface.

Concrete is subject to attack by certain chemicals. Pitting of concrete can be encountered when salts are placed on a slab or deposited from car tires. Proper homeowner maintenance can avoid this problem. Sand is an alternative to salt. It is recommended that the garage floor be kept free of salt and chemicals.

Wherever possible, the construction of floating slabs, such as patios, walks and drives, be postponed until the end of the first year of occupancy so that a relatively stabilized soil condition will be available prior to installing concrete.

Masonry and concrete products are always subject to color and texture variation. Therefore, the homeowner should expect such variation to occur during construction or any repair of the product.

**Matters Pertaining to Your
Concrete Floors**

**Hans Hagen Homes' Warranty
Standard within 1 Year**

Cracking of basement floor.

If cracks are greater than 3/16 inch in width or 1/8 inch in vertical displacement, Hans Hagen Homes shall correct to meet tolerance by filling with a latex or equivalent filler. Finished repair shall be feathered and grinded as necessary. A hairline crack may appear as the filler cures.

Cracking of garage slab.

If cracks are greater than 1/4 inch in width or 1/4 inch in vertical displacement, Hans Hagen Homes shall correct to meet tolerance by filling with a latex or equivalent filler. Finished repair shall be feathered and grinded as necessary. A hairline crack may appear as the filler cures.

Low spots in concrete floors.

If low spots exceed 1/4 inch in a 32 inch span, Hans Hagen Homes shall correct to meet tolerance by filling with a latex or equivalent filler. Finished repair shall be feathered and grinded as necessary. A hairline crack may appear as the filler cures.

Concrete Sidewalk

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| <p>Matters Pertaining to Your Sidewalk</p> |
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Concrete sidewalk cracks.

Concrete work pitting, scaling or spalling.

Concrete work powdering or chalking.

Discoloration of concrete surfaces.

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| <p>Hans Hagen Homes' Warranty Standards within 1 Year</p> |
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If cracks in patios, walks and drives are greater than 3/8 inch in width or 1/4 inch in vertical displacement, Hans Hagen Homes shall replace the minimum section which can be removed from the walk, drive or patio at the blind or open joints.

Hans Hagen Homes shall correct to meet tolerance by filling with a latex or equivalent filler. Finished repair shall be feathered and grinded as necessary. A hairline crack may appear as the filler cures.

Hans Hagen Homes shall seal the affected surface with a suitable compound.

Hans Hagen Homes is not responsible for any concrete surface color.

Concrete Stoop

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| <p>Matters Pertaining to Your Concrete Stoop</p> |
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Separation of stoop vertically or horizontally away from the house.

Low spots on stoop or step.

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| <p>Hans Hagen Homes' Warranty Standard within 1 Year</p> |
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If the concrete stoop separates more than 1 inch, Hans Hagen Homes shall repair with a latex or equivalent filler.

If low spots exceeds 1/4 inch in a 32 inch span that cause pockets of water, Hans Hagen Homes shall replace the stoop.

**Matters Pertaining to Your
Concrete Walls**

**Hans Hagen Homes' Warranty
Standards within 1 Year**

Cracks in concrete block.

If cracks exceed 1/8 inch in width, Hans Hagen Homes should delay the repair until one year after occupancy to permit normal settling. Cracks in mortar joints should be chiseled out and re-grouted or repaired by other acceptable methods. Broken blocks should be removed from the inside and refaced with a 4 inch block. Exterior repairs are not made unless the structural integrity of the wall is compromised by the crack.

Cracks on concrete wall.

If cracks exceed 3/16 inch, Hans Hagen Homes shall correct to meet tolerance by filling with a latex or equivalent filler. Finished repair shall be feathered and grinded as necessary. A hairline crack may appear as the filler cures.

Masonry

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| <p>Matters Pertaining to Masonry</p> | <p>Hans Hagen Homes' Warranty Standard within 1 Year</p> |
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Fireplace or chimney does not draw properly.

Correct fireplace or chimney to meet acceptable tolerance if caused because of improper construction or design.

Trees too close to the chimney or high winds can cause down drafts. Some homes are extremely air-tight and a window may have to be opened in order to maintain an effective draft.

Cracking of grout on brick.

If cracks exceeds 3/16 inch, Hans Hagen Homes shall tuck point the crack.

Rusting of angle iron.

Hans Hagen Homes is not responsible for rusting of angle iron used in masonry.

Brick discoloration.

Hans Hagen Homes is not responsible for brick discoloration. The homeowner should prevent water containing iron or other minerals or soil to splash on any masonry surface since discoloration may occur.

Cracking of firebrick located inside of fire box.

Hans Hagen Homes has no repair responsibility. It is expected that heat will cause cracking.

Chimney separated from the house.

Hans Hagen Homes shall repair any separation in excess of ½ inch in any 10 foot measurement by caulking or other measures.

Water infiltration into the firebox.

Hans Hagen Homes has no repair responsibility. A certain amount of water infiltration may occur under certain weather conditions, such as wind driven rains or snow.

COUNTERTOPS - LAMINATED

Matters Pertaining to Your Laminated Countertops

Countertop is delaminating.

Chips or cracks in countertop.

Backsplash pulls away from the wall.

Countertop is loose.

Hans Hagen Homes' Warranty Standard within 1 Year

Hans Hagen Homes shall repair delamination.

Chips or cracks not reported to Hans Hagen Homes prior to first occupancy will not be covered by this warranty.

Hans Hagen Homes shall repair if backsplash pulls away more than ¼ inch. This must go through a full heating and cooling season. The homeowner is responsible to maintain caulking.

Hans Hagen Homes shall reattach countertop.

DOORS - INTERIOR & EXTERIOR

Interior Doors

Matters Pertaining to Your Interior Doors

Warped door.

Shrinkage of door panel.

Door panels split.

Door knob does not operate.

Finish on interior door knob comes off.

Door does not shut or rubs on jamb.

Door delaminates.

Variation in wood grain or color.

Hans Hagen Homes' Warranty Standard within 1 Year

Hans Hagen Homes shall repair or replace door if the door is warped more than ¼ inch measured diagonally from corner to corner. The repair or replacement shall occur after the home goes through a full heating and cooling season.

Hans Hagen Homes has no repair responsibility. Expansion and contraction is normal and may cause unfinished surfaces to appear.

Some splitting is normal. Split panels shall not allow light to be visible through the door. If light is visible, Hans Hagen Homes shall repair or replace door.

Hans Hagen Homes shall repair or replace.

Hans Hagen Homes shall repair or replace.

Hans Hagen Homes shall repair or replace after the home has gone through a full heating and cooling season.

Hans Hagen Homes shall repair or replace.

Hans Hagen Homes has no repair responsibility. Natural variations in the color or texture of the wood are not to be considered defects.

**Matters Pertaining to Your
Exterior Doors**

**Hans Hagen Homes' Warranty
Standard within 1 Year**

Warpage of exterior passage door.

Hans Hagen Homes shall repair or replace if door becomes inoperable, ceases to be weather resistant, or warpage exceeds ¼ inch, measured diagonally from corner to corner.

Peeling of paint on exterior passage door.

Any peeling of paint, with the exception of dark colors, shall be properly prepared and repainted, matching color as closely as possible.

Tarnishing of exterior door handles or kick plates; peeling finish on door handles or kickplates.

Hans Hagen Homes has no repair responsibility.

Drafts around exterior door.

Minor alterations to adjustable thresholds, weather-stripping and caulking are considered as routine maintenance and are the responsibility of the homeowner. Improperly fitted doors are a defect and Hans Hagen Homes shall repair or replace as necessary to correct the defect.

Water infiltration around doors.

Minor alterations to adjustable thresholds, weather-stripping and caulking are considered as routine maintenance and are the responsibility of the homeowner. Improperly fitted doors are a defect and Hans Hagen Homes shall repair or replace as necessary to correct the defect.

Door knobs or handles do not operate.

Hans Hagen Homes shall repair or replace as necessary to correct the defect.

Seal failure on sidelights.

Hans Hagen Homes shall repair or replace as necessary to correct the defect.

Patio Doors

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| <p>Matters Pertaining to Your Patio Doors</p> |
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Patio door will not operate or is hard to open.

Patio door will not lock.

Seal failure of glass on patio doors.

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| <p>Hans Hagen Homes' Warranty Standard within 1 Year</p> |
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Adjustment of patio doors is considered as routine maintenance and is the responsibility of the homeowner. Improperly fitted doors is a defect and Hans Hagen Homes shall repair as necessary to correct the defect.

Adjustment of patio doors is considered as routine maintenance and is the responsibility of the homeowner. Improperly fitted doors is a defect and Hans Hagen Homes shall repair as necessary to correct the defect.

Hans Hagen Homes shall replace the glass.

**Matters Pertaining to Your
Garage Door**

Garage door does not operate properly.

Rain or snow enters around perimeter of garage door.

Paint peeling on garage door.

Warpage of overhead garage door.

Garage door bucks (cedar trim) have knots or cracks.

**Hans Hagen Homes' Warranty
Standard within 1 Year**

Hans Hagen Homes shall repair as necessary to correct the defect.

Some entrance of the elements should be expected under certain weather conditions and from normal settlement of garage floor and driveway. Hans Hagen Homes has no repair responsibility unless the garage door is not installed correctly.

Garage door shall be properly prepared and repainted, matching color as closely as possible.

Hans Hagen Homes shall repair or replace if the door becomes inoperable or warpage exceeds ¼ inch measured diagonally from corner to corner.

Hans Hagen Homes has no repair responsibility. As a natural process, when wood dries it will crack or split.

DRIVEWAY - ASPHALT

Background

The driveway consists of a 2 inch blacktop mat that is laid on a 4 inch base of select gravel material. After the installation, there are a number of precautions to take so that the driveway remains in good condition:

1. Hans Hagen Homes recommends that the asphalt driveway not be driven on for the first seven days after installation. After seven days, drive the vehicle directly into the garage and avoid any prolonged parking on the asphalt driveway for at least two weeks.
2. Keep the driveway free of stones and debris. Traffic over stones and debris will cause indentations in the surface of the driveway.
3. Do not allow heavy vehicles (moving vans, cement trucks, fuel oil trucks, etc.) on the driveway. Heavy loads may cause breakup and are excluded from the warranty.
4. Do not spill gas or oil on the driveway. The solvents will cause the driveway to deteriorate. Vehicles with oil or gas leaks should not be parked on the driveway. Damage to the driveway surface from gas or oil spills is excluded from the warranty.
5. Avoid driving over either side edges of the driveway. During periods of heavy moisture, water could accumulate under side edges of the driveway and the weight of the vehicle may cause some breakage. Do not turn the wheels of vehicles unless the vehicle is moving.
6. Avoid any heavy pressure on a small area, this will mark or depress the surface. Most common are: trailer hitches, car jacks, bicycle and motorcycle kickstands and lawn chairs.
7. It is recommended to sealcoat the driveway with a dilute asphalt emulsion sealant, usually after one year.

**Matters Pertaining to Your
Driveway**

Settlement of driveway.

Cracks in driveway. Long, relatively straight cracks are normal and do not indicate breakage but rather is a surface crack that will open and close with every freeze/thaw cycle. This has no relation to the quality or installation of the driveway.

Depressions in the driveway.

**Hans Hagen Homes' Warranty
Standard within 1 Year**

Hans Hagen Homes shall patch the affected area if the settlement is in excess of 1 ½ inches from the garage apron or sidewalk. The patch will seldom match in color and is to be expected by the homeowner.

Hans Hagen Homes has no responsibility. This is considered to be a homeowner's maintenance item.

Hans Hagen Homes shall patch depressions that are more than 1 inch over an 8 foot radius. The patch will seldom match in color and is to be expected by the homeowner.

DRYWALL

Background

Drywall is a relatively inflexible gypsum material that is applied in sheets and nailed to the interior framed lumber surfaces. The sheets are then taped and sanded or the entire surface is sprayed and textured.

The lumber that the drywall is applied to may shrink and warp as the wood frame of the house dries. If a stud twists in the drying process, this twist will be reflected in either a concave or a convex surface to the drywall. If lumber shrinkage exceeds the flexibility of the drywall, a crack will occur. Normal shrinking may cause nails or screws to pop from drywall. These nail or screw pops do not alter the strength of the wall.

The drying process is usually complete 12 months after the house is complete. Therefore, 12 months after occupancy, and upon request by the homeowner, a year-end drywall repair will be completed at no cost to the homeowner. Drywall repairs are only completed one time during the warranty period. Thus, it is best to make all drywall repairs at the end of 12 months. The homeowner is responsible for sanding and paint touchups after drywall repairs.

In evaluating the need for drywall repairs, the following general rule is applied: If the defect is readily noticed by visual inspection, without resorting to light placement, it should be repaired.

Repairs will be slightly visible due to a color or texture variance. The variance will be even more noticeable when a special textured finish has been employed such as ceiling spray. Hans Hagen Homes will attempt to match the repair texture as closely as possible but the exact color match of the unpainted surface is impossible to achieve. Where the repair has been made on a painted surface, Hans Hagen Homes is not responsible for paint touchup.

**Matters pertaining to
Drywall**

Drywall defects caused by normal shrinkage of the home such as nail pops, cracks, seam lines or ridging.

Drywall defects caused by poor workmanship during installation such as blisters in the tape, excess compound in joints, cracked corner beads or trowel marks.

Drywall damage to the ceiling caused by water leak.

Bowing of walls.

**Hans Hagen Homes' Warranty
Standard within 1 Year**

Hans Hagen Homes shall repair any of the defects which can be readily determined by visual inspection without resorting to light placement except where normal repainting will cover the defect (as in the case of a hairline crack). This will be completed at the year-end drywall inspection.

Hans Hagen Homes shall repair such defects which can be readily observed by visual inspection without resorting to light placement except where normal repainting will cover the defect.

Hans Hagen Homes shall repair ceiling with a respray patch. The patched area may have a texture or color variance after the repair has been made.

All interior and exterior walls have slight variances on their finished surfaces. If a wall should have a bow more than ¼ inch in a 32 inch span, Hans Hagen Homes shall repair.

ELECTRICAL

Background

Ground fault interrupters are sensitive safety devices installed into the electrical system to provide protection against electrical shock. These sensitive devices can be tripped very easily. If any outlet or switch does not work, the homeowner is advised to check all ground fault interrupters before a service technician is called to the home.

The homeowner shall mail appliance warranty forms to the manufacturer immediately following closing. Any defect, other than defects caused by faulty workmanship, is covered by the manufacturer's warranty.

Warranty issues with light fixtures are not the responsibility of Hans Hagen Homes. Any defect, other than a problem with the wiring, is covered by the manufacturer's warranty. It shall be the responsibility of the homeowner to contact the lighting studio directly. If the lighting studio is not responding or correcting the problem, the homeowner should contact Hans Hagen Homes.

**Matters Pertaining to
Electrical**

Switches or outlets do not operate.

Lights flicker in parts of home.

Lights flicker in the entire home.

Air infiltration around electrical outlets.

Consistently blown fuses or circuit breakers tripping off.

Smoke detector goes off when there is no smoke.

**Hans Hagen Homes' Warranty
Standards within 2 Years**

Hans Hagen Homes shall repair or replace defective switches or outlets.

Flickering may occur during the starting of some motor driven equipment. Hans Hagen Homes shall check wiring if flickering is not caused by motor driven equipment.

Lights should not flicker throughout the entire home at one time. The homeowner should first check with the power company for possible defects in the supply source. Then, Hans Hagen Homes should check wiring to determine the cause and correct.

Hans Hagen Homes shall correct.

Hans Hagen Homes shall correct defects caused by improper workmanship. Hans Hagen Homes is not responsible if the homeowner overloads the system.

The homeowner should vacuum and wipe the smoke detectors down with a damp cloth. If problem still persists, Hans Hagen Homes shall repair or replace the smoke detector.

FIREPLACE - GAS

Matters Pertaining to Your Gas Fireplace

Fireplace will not light.

Glass on fireplace fogs.

Mantle pulls away from the wall.

Scratches, chips or dents on glass, metal or the surround of the fireplace.

Gas fireplace smells of smoke.

Hans Hagen Homes' Warranty Standard within 1 Year

The homeowner should check the pilot light and re-light if it is not on. Also, check to see if the gas is on. If gas is on and pilot light is on, Hans Hagen Homes shall repair.

The glass will fog with moisture during the warm up period each time the fireplace is turned on. The homeowner needs to clean the inside and outside of the glass after a few hours of operation. If the problem still persists, Hans Hagen Homes shall repair.

Because the wood is drying and the house is settling, some separation is to be expected. If separation is in excess of ¼ inch, Hans Hagen Homes shall repair.

Scratches, chips or dents not reported to Hans Hagen Homes prior to first occupancy is the homeowner's responsibility.

Hans Hagen Homes has no repair responsibility. Oils used during manufacturing burn off and the paint cures during the first few hours of operation. This "hot motor" smell is normal and goes away after several hours of burning.

**Matters Pertaining to
Your Carpet**

**Hans Hagen Homes' Warranty
Standard within 1 Year**

Gaps in carpet seam.

Hans Hagen Homes shall correct.

Carpet seam shows.

Hans Hagen Homes has no repair responsibility. Seams will be apparent.

Carpet becomes loose on the stairs.

Hans Hagen Homes shall correct. Carpet on the stairs will tend to stretch because of higher traffic and the carpet is not on one flat surface.

Carpet tacks can be felt through the carpet.

Hans Hagen Homes has no repair responsibility. The homeowner should lightly tap tacks down with a hammer.

Carpet shows footprints or shading.

Hans Hagen Homes has no repair responsibility. Most cut piles that are solid colors with a dense construction may appear "shaded". This normal occurrence is caused by a change in the direction of the pile, affecting the way light reflects off the surface.

Indentation in the carpet.

Hans Hagen Homes has no repair responsibility. The homeowner should place rubber or plastic guides under furniture to help reduce indentations.

FLOORING - HARDWOOD

Background

Hardwood floors are easy to maintain and are a beautiful alternative to tile, vinyl and carpet. Hardwood floors are finished with a polyurethane or urethane finish that requires regular maintenance to help preserve the life of the hardwood floor.

There are several things that the homeowner should be aware of with hardwood floors:

- The hardwood floor will expand and contract in direct correlation with the relative humidity in the house.
- The hardwood floor will shrink in the winter months and expand in the summer months.
- The homeowner should try to maintain the humidity level at 30 to 35% year round.
- Throw rugs should be placed at doors and in heavy traffic areas to help reduce tracking. Rugs that are rubber backed or hard backed should not be used.
- Chairs and any other furniture that is in contact with the hardwood floor should be protected with a pad to prevent scratching.
- Regular dust mopping and occasional cleaning is recommended.

Eventually the hardwood floor may need to be recoated when the original finish is showing signs of wear, but before the original finish has worn down to the bare wood. Bare wood will be stained by dirt and grime and would need to be re-sanded. New wood floors may need to be recoated in 2 to 3 years from original installation and every 5 to 10 years thereafter depending on the wear of the floor.

Matters Pertaining to Your Wood Floor

Hans Hagen Homes' Warranty Standard within 1 Year

Gaps in wood floor.

Hans Hagen Homes shall repair if the gaps are in excess of 1/8 inch.

Un-even finish on wood floor.

Hans Hagen Homes shall correct.

Scratches on wood floor.

Hans Hagen Homes has no repair responsibility unless reported to Hans Hagen Homes prior to first occupancy.

Buckling or warping of wood floor.

Hans Hagen Homes has no repair responsibility unless the problem is caused by a defective product.

FLOORING - VINYL

Matters Pertaining to Your Vinyl Flooring

Nail pops appear on the surface of the vinyl floor.

Depressions or ridges in vinyl floors.

Vinyl flooring lifts, bubbles or becomes unglued at the seams.

Shrinkage gaps on the vinyl floor.

Damage to vinyl floor caused by shoes, indentations from furniture or other homeowner negligence.

Hans Hagen Homes' Warranty Standards within 1 Year

Hans Hagen Homes shall repair nail pops which have not broken the surface by driving the nail back into place. If the nail pop has broken the surface, Hans Hagen Homes shall repair or replace the minimum area that was damaged. Hans Hagen Homes is not responsible for discontinued patterns or color variations in the vinyl.

Minor ridges or indentations not exceeding 1/8 inch are common and should be expected. The ridge or indentation is measured by placing a 6 inch straight edge perpendicular over the ridge or indentation, with 3 inches of the straight edge extending over the ridge or indentation, while tightly holding the other 3 inches to the floor. If the ridge or indentation is in excess of 1/8 inch, Hans Hagen Homes shall repair the affected area only. Hans Hagen Homes is not responsible for discontinued patterns or color variations in the vinyl.

Hans Hagen Homes shall repair the affected areas.

Minor gaps or separations not exceeding 1/8 inch is considered normal and should be expected by the homeowner. Hans Hagen Homes shall repair separations in excess of 1/8 inch.

Hans Hagen Homes has no repair responsibility.

GRADING & DRAINAGE

Rough Grading

Using a bulldozer or other necessary equipment, Hans Hagen Homes grades the lot to the approximate rough grade to provide drainage away from the foundation. Excess material shall be removed from the lot.

Finish Grading

Hans Hagen Homes shall place top soil on the lot. The final grade shall be in accordance with the approved grading plan. In addition, top soil is not necessarily black in color.

Site Drainage

The necessary grades and swales shall be established by Hans Hagen Homes to insure proper drainage away from the house. Hans Hagen Homes is responsible only for initially establishing the proper grades and swales. The homeowner is responsible for maintaining such grades and swales once they have been properly established.

Standing or ponding water shall not remain for extended periods (generally no more than 24 hours) in the immediate area after a rain, except in swales or in areas where sump pumps discharge, where a longer period of time can be expected (generally no more than 48 hours). The possibility of standing water after an unusually heavy rainfall should be anticipated. No grading determination shall be made while there is frost or snow on the ground or while the ground is saturated.

Hans Hagen Homes will not assume any responsibility for disruption of the grade and drainage of a yard caused by settling, silting, retaining walls, homeowner's landscaping or homeowner's desire to "save" existing trees on a lot.

Matters Pertaining to the Grade

Ground settlement, utility trenches or other filled areas.

Final grade elevation does not match proposed elevation on survey.

Wet walls in the basement during construction.

Hans Hagen Homes' Warranty Standard within 1 Year

Settlement around the foundation, at utility trenches and other filled areas of up to 6 inches should be expected. The homeowner is responsible for maintaining such grades and swales once they have been established. If settlement is in excess of 6 inches, Hans Hagen Homes shall replace fill only once.

Hans Hagen Homes has no responsibility. Proposed elevations may have been changed for several different reasons such as improper soil conditions or to maintain proper drainage.

Dampness of the walls, particularly at the upper two and lower one foot, are common in new construction and should not be construed as "wet". Also, during times of high humidity, dampness may occur on the basement walls and floor.

HEATING, COOLING & VENTILATION

Background

Heating system shall be capable of producing an inside temperature of 70 degrees F, as measured in the center of each room at a height of five feet above the floor, under local outdoor winter design conditions as specified in the American National Society of Heating, Refrigerating, and Air-Conditioning Engineers Handbook (ASHRAE).

It is common that the inside temperature may not maintain 70 degrees F when the outside temperature falls below -15 degrees F for prolonged periods of time. Also, the inside temperature may not maintain 70 degrees F when the wind speed is in excess of 15 m.p.h., particularly in rooms on the windward side of the home. Continuous fan operation is recommended under the above conditions.

Each individual rooms heat supply shall be equipped with a volume damper. It is acceptable that rooms may vary in temperature by 4 to 6 degrees. It is the homeowner's responsibility to make minor adjustments such as balancing dampers and registers, and to keep heat registers and cold air returns free from blockage, such as dressers, beds and pictures. It is also recommended that the furnace filter be change every month.

There is a two year warranty on defects caused by faulty workmanship or any manufactured product covered by the manufacturer's warranty on heating, cooling, ventilating and mechanical systems. Any defects after the second year are covered under the manufacturer's warranty.

Where air-conditioning is provided, the cooling system should be capable of maintaining a temperature of 78 degrees F, as measured in the center of each room at a height of five feet above the floor, under local outdoor summer design conditions as specified in the ASHRAE Handbook.

It is common that the inside temperature may not maintain 78 degrees F, when the outside temperature exceeds 95 degrees F or relative humidity exceeds 55-60%. When outside temperature exceeds 95 degrees F, or relative humidity exceeds 55-60%, a 15 degree temperature difference is acceptable. Continuous fan operation is recommended under the above conditions.

Matters Pertaining to Your Heating System

Hans Hagen Homes' Warranty Standard within 2 Years

Booming noises caused by "oil canning".

Hans Hagen Homes will correct to eliminate.

Room that is 6 degrees warmer or cooler than the rest of the home.

Hans Hagen Homes will balance system one time to correct. The homeowner should be present to learn how to balance system in the future.

Ductwork that separates.

Hans Hagen Homes will reattached all separated ductwork.

"Ticking" or "cracking" noises in ductwork.

Hans Hagen Homes has no repair responsibility. When metal is heated it expands, and when cooled it contracts. The result is a "ticking" or "cracking" noise.

HUMIDITY & CONDENSATION

Understanding Moisture In Your Home

Condensation is visible evidence of excessive moisture in the air. It may appear as water, frost or ice on the room surface of windows and doors. The warmer the air, the more water the air can hold. The air in the center of any given room will hold more water than the air adjacent to the windows or door walls, since this area is always cooler. When the warm, moisture laden air moves toward the cooler window or door wall, it becomes cooler and cannot hold the moisture. Moisture then appears as water on the glass and frames of windows and doors. This occurs more frequently during the winter months because of the extreme differences between the inside and outside temperatures. To avoid condensation during the winter months, it is recommended to maintain a 25 - 30 percent relative indoor humidity when the outdoor temperature drops to 35 degrees or less.

All homes will on occasion have temporary condensation which is the result of one of three occurrences:

1. New construction or remodeling: Building materials contain a great deal of moisture. As soon as the heat is turned on, this moisture will flow out into the air and settle on doors and windows. This will usually disappear following the first heating season.
2. Humid summers: During humid summers, houses absorb moisture. This will be apparent during the first few weeks of heating, after which the house should dry out.
3. Temperature changes: Sharp, quick and sudden drops in temperature, especially during the heating season, will create condensation problems.

Hans Hagen Homes installs Heat Recovery Ventilation Systems in all of our homes to provide a constant exchange of inside air for outside air.

If there is more than 1 inch of condensation on the bottom of the window panes, there are several places to check.

1. Check the Heat Recovery Ventilation System to make sure the unit is running, plugged in and that there is power to the unit.
2. Check the toggle switch. The switch should be on the low setting.
3. Make sure the filters and heating core have been cleaned according to the cleaning instruction located on the front of the unit.
4. Check intake and exhaust hoods located on the exterior of the home to make sure that they are not clogged.
5. Keep window coverings open at the bottom of the window about 6 inches.
6. When cooking, showering or doing laundry make sure exhaust fans are turned on.
7. When temperatures are below zero, it may be necessary to turn the Heat Recovery Ventilation System to the medium setting by switching the toggle switch on the unit. When temperatures rise above zero or there is no indication of condensation on the windows, set the unit back to the low setting.

INSULATION

Matters Pertaining to Insulation

Air infiltration at baseboards.

Air infiltration from electrical outlets.

Air infiltration around doors and windows.

Inadequate insulation.

Hans Hagen Homes' Warranty Standard within 1 Year

Hans Hagen Homes shall inspect the area to determine if adequate sill sealer was installed at the plate. The juncture of the floor and wall system is conductive and a certain amount of air flow may occur.

Hans Hagen Homes shall correct.

Hans Hagen Homes shall correct.

Hans Hagen Homes shall check to make sure that the insulation meets the applicable energy code requirements. The homeowner is advised that during high winds, where soffit material has blown off, attic insulation may get disturbed. In the event that insulation is disturbed by high winds, storm damage, or homeowner disruption, Hans Hagen Homes is not responsible.

Matters Pertaining to Your Cultured Marble

Cultured marble backsplash pulls away from the wall.

Scratches, chips or cracks in cultured marble.

Minor variations in shade or veining between sample and finished product.

Loose cultured marble top or shower wall.

Standing water in shower base.

Hans Hagen Homes' Warranty Standard within 1 Year

Hans Hagen Homes shall repair if backsplash pulls away in excess of ¼ inch. This must go through a full heating and cooling season. The homeowner is responsible to maintain caulking.

Scratches, chips or cracks in cultured marble not reported to Hans Hagen Homes prior to first occupancy will not be covered by this warranty.

Hans Hagen Homes has no repair responsibility.

Hans Hagen Homes shall repair.

There will be some standing water after a shower. If water is still standing in the shower base 4 hours after use, Hans Hagen Homes shall repair.

MIRRORS

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| Matters Pertaining to Mirrors | Your |
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| Hans Hagen Homes' Warranty Standard within 1 Year |
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Mirror comes loose from the wall.

Hans Hagen Homes shall repair.

Scratches or chips in mirror.

Scratches or chips in mirror not reported to Hans Hagen Homes prior to first occupancy will not be covered by this warranty.

Desilvering of mirror.

Hans Hagen Homes has no repair responsibility if mirror is located by tubs or whirlpools. Hans Hagen Homes shall repair or replace if the mirror is installed in other areas.

PAINTING & STAINING

Background

The purpose for painting and staining is for decoration and protecting exposed surfaces from moisture.

Due to the different textures of taping mud and drywall board, they may have a tendency to take paint differently. There may be taping line shadows that are visible with light placement. This can be more predominate in rooms with ceilings over 8 feet high. If semi-gloss, gloss or custom paint is used, tape marks, touch up marks and nail pops will be more visible than with flat paint.

Different wood species will absorb different amounts of stain resulting in a variation in color. White oak and red oak will show different tints when stained with the same color. The same species of wood has distinctive color variations, resulting in color variations. Reverse grain and the softer areas of the same species absorb different amounts of stain. It is the nature of hardwood to have a variety of colors and grain textures. Because these variations are the real natural beauty of the wood, unusual or wild grain patterns will not constitute a reason for replacement or re-staining.

Wood filler and putty color variations in nail holes and miter joints will exist because of the differences in wood grain and natural color variations and will not constitute a reason to replace the putty.

White washed wood will show putty holes more predominately because of the lighter shade of the stain.

Wood may change color with age, exposure to sunlight and the elements. A color change will occur over time, thus effecting the actual color (natural or stained) of the color sample.

With enameled woodwork, because of settling and drying, nail holes may sink and leave a divot in the finish coat, and miters may separate. Hans Hagen Homes has no repair responsibility and is considered routine maintenance of the homeowner.

Matters Pertaining to Paint

Peeling of exterior paint.

Deterioration of varnish or lacquer finishes.

Homeowner's wallpaper or homeowner's painting is affected by related repairs.

Paint inside of closets or other confined areas is not of the quality of the other interior surfaces.

Mildew or fungus on painted surfaces.

Paint touch ups after year-end drywall repairs.

Hans Hagen Homes' Warranty Standards within 1 Year

With the exception of dark colors on metal doors, the door shall be properly prepared and repainted, matching color as closely as possible. No warranty will be extended on the newly painted surfaces. The homeowner is advised to check and repaint exterior paint as needed.

Millwork must be cared for like furniture and cannot be scrubbed or cleaned with certain cleaning products. Hans Hagen Homes shall retouch any areas that have deteriorated from causes other than cleaning. Varnish-type finishes used on the exterior may deteriorate because of exposure to weather and is not Hans Hagen Homes' responsibility.

Hans Hagen Homes has no repair responsibility.

Quality of workmanship may be lower in confined areas where space limitations affect the ability to work freely. Hans Hagen Homes shall paint in proper workmanship manner within the limitations stated above.

Mildew or fungus will form on painted surfaces if the structure is subject to abnormal weather or climate exposures. Hans Hagen Homes has no repair responsibility and it is a homeowner's maintenance item.

Hans Hagen Homes has no responsibility to touch up paint. This is the homeowner's responsibility to sand and paint year-end drywall repairs.

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| Matters Pertaining to Plumbing | Your |
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| Hans Hagen Homes' Warranty Standards within 2 Years |
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Leakage of any kind.

Hans Hagen Homes shall make necessary repairs to eliminate leakage unless the leak is due to a defective washer as stated below

Faucet leak or valve leak.

Hans Hagen Homes shall repair or replace the leaking faucet or valve, unless leakage is due to a defective washer. Washer replacement is normally a homeowner's maintenance item.

Fixtures do not hold water.

Hans Hagen Homes to correct until fixture holds water to meet acceptable tolerance.

Chipped, warped or defective fixtures and brass goods.

Hans Hagen Homes shall replace any fixture or fitting which is outside acceptable standards as defined by the manufacturer. Chipping not reported to Hans Hagen Homes prior to first occupancy is the homeowner's responsibility.

Stopped-up sewers, fixtures and drains.

Sewers, fixtures and drains can easily be clogged through the homeowner's negligence. If requested, Hans Hagen Homes shall make the necessary repairs to put the sewer fixture or drain in proper operating condition; however, if the problem which caused the stoppage can be shown to be due to the homeowner's negligence, the homeowner shall assume the cost of the repair.

Waste disposal unit does not operate properly.

Hans Hagen Homes has no repair responsibility unless the homeowner can demonstrate that installation has been faulty or that the product has not met the manufacturer's standards.

Noisy water pipes.

Hans Hagen Homes should remove noises not due to the flow of water.

**Matters Pertaining to
Plumbing**

Your

Frozen pipes, drains or faucets.

**Hans Hagen Homes' Warranty
Standards within 2 Years**

Drain, waste, vent and water pipes shall be adequately protected as required by applicable code, during normally anticipated cold weather as defined in accordance with ASHRAE design temperatures to prevent freezing.

Hans Hagen Homes will correct situations not meeting the code. It is the homeowner's responsibility to drain or otherwise protect lines and exterior faucets exposed to freezing temperatures.

The purpose of roofing material is to form a weatherproof surface which prevents water or snow from entering the house. The materials used must be both waterproof and windproof to guard against early deterioration of the roof boards below.

Most roofing materials can be expected to last about twenty years. The flatter the roof, however, the less the life expectancy because of more weather beating and less drainage. The manufacturer guarantees the materials used on a pro-rata basis. Any material defects that occurs during the manufacturer's warranty will be paid by the manufacturer (materials only) on a pro-rata basis. Although the sun is the major damaging force, wind and moisture of one form or another also cause deterioration.

There are several types of roofing material used including asphalt, wood, tile and slate. In single-family residential construction, the normal material is a 240 pound seal-down asphalt shingle, with some use in lower roof pitch applications of 90 pound roll shingling or a built up roof system. Hans Hagen Homes uses a 250 pound seal down asphalt roof shingle.

The normal measurement of shingling material is "the square" which represents 100 square feet of material when applied to the roof. The poundage rating, i.e. 240 pounds, indicates that the weight of the finished asbestos shingle material is 240 pounds per 100 square feet.

The common asphalt shingle is manufactured by coating a dry felt core made of wood chips, paper and felt with asphalt and finally rolling colored granules, primarily of granite and/or slate, on the outer surface to provide the finished color. The material is cut to the shape of the particular shingle, bundled and shipped to the site for installation. The individual shingle is a 90 pound per 100 square foot product and the overlapping process of shingle installation provides the 240 pound roofing system described above.

Because the process of coating shingles with colored granules is a batch-type process, dye lots are created when it becomes necessary to replenish or change the supply of the colored chips. Color variations in the material itself can arise from this process. Therefore, the homeowner can expect a color variation if a repair is made.

The asphalt shingle system begins with the applications of a 15 pound felt layer directly over the roof deck. The purpose for this initial felt paper installation is to protect against entry of wind-driven rain which drives below the shingle system.

Wood shakes, slate and tile roofs each have a specific method of installation recommended by the manufacturer. Because this type of roof occurs in only a small percentage of the residential construction industry, the customer should refer back to the manufacturer's specification.

Hans Hagen Homes does not include gutters and downspouts on their homes unless specifically ordered by the homeowner and it is then added to the sales price of the home.

**Matters Pertaining to
Roof**

Your

Roof leaks.

**Hans Hagen Homes' Warranty
Standard within 1 Year**

The leakproofness of the roof is a combination of the characteristics of the shingling material and the sheet metal work which is used at the junctures of various angles of the roof and at the opening, such as chimneys. In any case of a leak, Hans Hagen Homes should inspect the problem to make the initial determination as to whether the initial correction should be made by the roofing contractor or by the sheet metal contractor, except where the leakage is a homeowner's maintenance responsibility.

**Homeowner's Maintenance
Responsibility**

Excessive ice or snow build-up with alternate freezing and thawing can create a capillary effect causing leakage, which is a homeowner's maintenance responsibility. The homeowner can correct this by preventing leaf build-up in gutters and removal of excess snow and ice from the roof. On some occasions, a driving rain with high wind velocity from a particular direction with relation to the shingles can produce a temporary leaking condition. These conditions are not covered under warranty.

Chimney leaks.

Hans Hagen Homes should correct the leak by checking the chimney flashing and shingle juncture. In cases where the masonry leaks, silicone waterproofing of the masonry material or the mason's correction of the chimney cap may correct the problem. On particularly persistent and severe leaks, Hans Hagen Homes may find it necessary to modify the saddle between the roof and the chimney to divert roof water run off from the chimney.

**Matters Pertaining to
Roof**

Your

Wind damage.

Leakage of elements through attic louvers, vents, including ridge and soffit vents.

**Hans Hagen Homes' Warranty
Standard within 1 Year**

Under normal conditions, shingles should not blow off the roof deck. The homeowner would be responsible for damage to the roof cause by storms or homeowner negligence.

Even when properly installed, wind driven snow and rain may enter through vents. This is not a defect. If leakage is due to poor workmanship or materials, Hans Hagen Homes shall correct it.

SHOWER DOORS & SURROUNDS

Matters Pertaining to Shower Doors & Surrounds

Shower door or surround leaks.

Shower door or surround is scratched.

Shower door does not operate properly.

Shower door or surround comes loose from
the wall.

Hans Hagen Homes' Warranty Standard within 1 Year

Hans Hagen Homes shall repair to correct
leak.

Scratches in shower doors or surrounds not
reported to Hans Hagen Homes prior to first
occupancy will not be covered by this
warranty.

Hans Hagen Homes shall repair.

Hans Hagen Homes shall repair.

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| Matters Pertaining to Siding | Your |
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| Hans Hagen Homes' Warranty Standard within 1 Year |
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Separation of exterior vinyl trim.

Hans Hagen Homes shall repair separation of 3/8 inch or more by caulking or other methods.

Separation of vinyl siding, so that the built-rite is showing.

Hans Hagen Homes shall repair or replace vinyl siding to correct.

Vinyl siding comes loose or is not interlocked.

Hans Hagen Homes shall repair vinyl siding to correct.

Soffit, fascia, freeze-board or vinyl siding comes loose or blows off during high winds.

Hans Hagen Homes has no repair responsibility. This is the responsibility of the homeowner. The homeowner should check with their insurance policy to determine if the damage is insured.

Dents, scratches or holes in vinyl siding.

Dents, scratches or holes not reported to Hans Hagen Homes prior to first occupancy is the homeowner's responsibility.

Water leaks caused by shrinkage or cracking of caulk.

All caulking materials expand and contract because of temperature variations and dissimilar materials. Maintenance of caulking is considered routine maintenance and is the responsibility of the homeowner.

TILE - CERAMIC

Matters Pertaining to Your Ceramic Tile

Cracked or loose ceramic tile.

Cracks in grouting of ceramic tile joints.

Discoloration or “dirty” grout.

Hans Hagen Homes’ Warranty Standard within 1 Year

Hans Hagen Homes shall replace cracked tiles and re-secure loose tiles after the home has gone through one complete heating and cooling season. Hans Hagen Homes is not responsible for discontinued patterns or colors or for variation in color.

Hans Hagen Homes shall repair grouting once during the first year after the home has gone through one complete heating and cooling season. Hans Hagen Homes is not responsible for color variations or discontinued colored grout. Re-grouting of these cracks is a maintenance responsibility of the homeowner during the life of the home.

Hans Hagen Homes has no repair responsibility. This is considered routine maintenance and is the homeowner’s responsibility.

The waterproofing system is designed to prevent water from entering the basement. Dampness of the walls or floors may occur in new construction and is not considered a deficiency.

There are several things a homeowner can do to help maintain a dry basement:

- If the drainage system empties to a sump pit, insure that the pump is working. If in a high water table area, you may want the added insurance of a battery powered emergency backup pump. Also, clean out the sump pit once a year, removing any rocks or other debris that may clog the sump pump. A sump pump extension to the sump discharge hose to divert water away from the house should be installed by the homeowner.
- Insure that the grade slopes away from the basement walls. Natural settlement will occur causing the grade to slope toward the basement walls. The grade should slope downward and away from the walls at least 5% (about 6 inches) over the first 10 feet around the basement walls.
- Gutters and downspouts are recommended and should direct water away from the basement walls. Keep the gutters free from debris and use a splash block to keep water from splashing up against the foundation. Sprinkler systems should not be allowed to soak the untreated concrete above the grade. These practices help stop water from entering untreated walls or ponding against basement walls.

Do not allow the grade line of the yard or landscaping beds to extend above the waterproofing. If water is allowed to enter above the waterproofing, it is likely that water will appear in the basement. If adding a patio, deck, retaining wall or room addition, make sure not to damage the waterproofing. Maintain the grade so it is sloping away from the basement walls. When installing landscaping around the house, use landscape fabric instead of plastic under rocks or wood chips. Plastic will hold water and not allow it to drain. When using edging material, make sure it is perforated to allow drainage. When installing retaining walls, it is recommended to use some type of drainage such as draitile and rock is placed behind the wall to allow water to drain out of the retaining wall.

During placement of a poured wall basement and floor slab, roughly 400 gallons of water is present in the concrete. This water will escape into the basement in the form of humidity. It is important to circulate the air into and around the basement for a period of time and in addition it may be necessary to run a dehumidifier for several weeks after moving in and during the summer months.

Dampness of the walls and floors may occur and is not considered a deficiency. This may occur because of high humidity levels or because of capillary action. Capillary action is the flow of

liquid moisture through small interconnected pores or spaces due to adhesion and surface tension, commonly referred to as “wicking”. The moisture can rise many feet against the force of gravity.

If the foundation is insulated on the outside, Protect-o-Coat is the stucco like material that covers the insulation above grade. Protect-o-Coat should not be covered more than 1 ½ inches with soil as it may heave as the soil freezes, crack the coating, and push up on the siding. The fiberglass insulation may become exposed because of settlement of fill. Be sure to maintain grade to cover this exposed insulation as it may be damaged by weed whips and lawnmowers.

**Matters Pertaining to Your
Waterproofing**

Water leakage into the basement.

Condensation on walls, joists, support columns and other components of the crawl space or basement.

Sump pump does not work.

Protect-o-Coat buckles or is damaged.

**Hans Hagen Homes' Warranty
Standard within 1 Year**

Hans Hagen Homes shall repair any actual leakage of water (actual flow and accumulation).

Hans Hagen Homes has no repair responsibility. Maintaining adequate ventilation and moisture control is considered routine maintenance and is the responsibility of the homeowner.

Hans Hagen Homes shall repair.

Hans Hagen Homes has no repair responsibility for damage to the Protect-o-Coat.

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| Matters Pertaining to Windows | Your |
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| Hans Hagen Homes' Warranty Standard within 1 Year |
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Glass breakage.

Broken glass not reported to Hans Hagen Homes prior to first occupancy is the homeowner's responsibility.

Window hardware does not operate according to manufacturer's warranty.

Hans Hagen Homes shall make adjustments or repair as needed.

Condensation on windows or wood turning black from moisture on wood.

Hans Hagen Homes has no repair responsibility. Refer to page 34 on window condensation.

Drafts around windows.

Hans Hagen Homes shall adjust or replace poorly-fitted weather stripping. Some air infiltration may occur around windows, especially during high winds.

Water leaks in windows.

All caulking materials expand and contract due to temperature variations and dissimilar materials. Maintenance of weather-stripping and caulking is considered routine maintenance and is the responsibility of the homeowner.

Window will not latch.

Latch adjustments are the responsibility of the homeowner. If the latch adjustments are inoperable, then Hans Hagen Homes will correct according to the window manufacturer's warranty.

Seal failure on window (moisture between panes of glass).

Hans Hagen Homes shall replace glass with seal failure. Window manufacturer may have an extended window warranty.

Screen panels do not fit properly; screen mesh is torn or damage.

Damaged (or improperly fitted) screens not reported to Hans Hagen Homes prior to first occupancy is the homeowner's responsibility. Hans Hagen Homes will repair if reported before first occupancy.

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