



Homeowner's Warranty Manual

Introduction

Welcome to the growing family of Innovation Builders homeowners. Your new home has been designed and built with great care to provide you with the highest quality home. We are proud of your new home and are confident that you will find it all you thought it would be.

Our commitment to customer satisfaction and quality construction does not end at closing. Innovation Builders stands squarely behind each home we build, providing homeowners a written limited one-year warranty, two-year limited mechanical warranty, and a 10-year limited structural warranty.

In order to help make your move as pleasurable and effortless as possible, we have prepared this Homeowner's Warranty Manual. This manual contains many important items you should know regarding your new home and some valuable tips on the proper care of your home and your responsibilities as a homeowner. Also we have included some helpful hints and phone numbers that will make your move a lot easier. We truly care about your satisfaction and enjoyment.

Like any Warranty, this one specifies limits for responsibility and conditions under which it is valid or acceptable. This Warranty is the only warranty, express or implied that Innovation Builders, Inc. makes to you. No employee, representative or agent of Innovation Builders, Inc. is authorized to make any warranty except as herein contained.

Please take a few minutes to read this manual in its entirety to help you get acquainted with your new home and help to protect your investment. Any questions you may have concerning the Innovation Builders warranty program, homeowner maintenance requirements, customer service procedures or emergency repair information should be answered in these pages.

Thank you for choosing an Innovation Builders Home.

Even though this "your" home now, it will always be one of ours.

With joy and appreciation,

Innovation Builders, Inc.

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It's Final Walk-Through Day

To help you get formally introduced to your new house, Innovation Builders offers a Final Walk-Through Day. A successful Walk-Through will be a thorough introduction and inspection of your new home. We will explain all of the features and benefits of your new home and ensure you are aware of all of the manufacturer's warranties. In addition to introducing you to your new home, the Final Walk-Through Day is also an opportunity for you and Innovation Builders to confirm that the home meets the quality standards shown in our model homes and that we have completed all selections and changes.

Our staff will require a minimum of one hour of your time. During this time they will familiarize you with the location, purpose, operation and maintenance of all installed equipment. They will provide you with valuable warranty information on your appliances, carpet, faucets, as well as many other items in your home. It also allows you to learn about the way your new home works through education about:

- The operation of the house's components.
- Your responsibilities as the buyer for maintenance and upkeep.
- Warranty coverage and procedures.
- The larger community in which the home is located.

It is important that you read this manual. You will have a better idea of what to expect at the orientation and what items will require your special attention. In particular, you should inspect kitchen and bathroom cabinets, all counter tops, windows, appliances, and flooring. Visible defects—such as scratches, cracks or chips—not listed on your Final Walk-Through sheet will not be covered by this warranty.

LIGHTING FIXTURES

We will repair or replace defective lighting fixtures only if they have been listed on the Final Walk-Through sheet.

PLUMBING FIXTURES, COUNTERTOPS

Please carefully inspect all plumbing fixtures and countertops during your orientation as we cannot assume responsibility for these items after your orientation inspection. Damaged or chipped fixtures or countertops will only be repaired or replaced if they have been listed on the Final Walk-Through sheet and not thereafter.

GLASS DOORS, WINDOWS, MIRRORS AND SCREENS

Windows and mirrors are not warranted against breakage and window screens are not warranted against damage. However, any broken, chipped, or cracked glass or mirrors, and damaged screens, will be repaired or replaced if listed on the Final Walk-Through sheet.

BRICKS

Damaged bricks will only be repaired or replaced if noted on your the Final Walk-Through sheet.

GUTTERS AND DOWNSPOUTS (IF INSTALLED)

Damaged gutters and downspouts will be replaced only if recorded on the Final Walk-Through sheet.

CONCRETE OR ASPHALT DRIVEWAYS AND PATIOS

Please check all concrete or asphalt surfaces for any damage during your final walk-through. Cracks in concrete are expected and considered normal. Driveways and patios are not warranted for cracks or damage. However, damaged concrete or asphalt will be repaired if recorded on the Final Walk-Through sheet.

FLOORING

Please check all flooring for dings, dents, stains, scratches. These items will only be repaired if noted on the Final Walk-Through form. Please take your time and thoroughly inspect these items during the final walk-through since any defects not noted in the Final Walk-Through sheet are not covered under this warranty and will not be repaired or replaced.

After a successful completion of the Final Walk-Through, our staff will sign the Final Walk-Through Report and provide a copy to you. Make sure all items are written on the Final Walk-Through Report. Only written items will be covered and any verbal agreements are not covered or binding.

This is the day you've been waiting for since you began your home buying journey. Final Walk-Through Day is a very positive experience that will enhance the enjoyment of your new home for years to come. Don't be afraid to ask questions and be observant. We are happy to have you join our neighborhood and look forward to meeting your needs in the future.

Making a Warranty Claim

Requesting warranty service from Innovation Builders during the first year in your new home is easy. Simply fill out the Warranty Request Form to initiate a new home warranty request and your Warranty Concierge Representative will handle the details.

You can download the Warranty Request Form on our website at www.InnovationBuilders.com. Simply click on the Home Care Tab, open the Warranty Request Form, and fill out the form. The Warranty Request Form is also located at the end of this document.

Complete the Warranty Request Form and fax to 972.692.6904 or email the form to Warranty@InnovationBuilders.com.

Because of the importance of customer service to both our company and to you, we require all warranty requests for service to be made in writing through the internet or emailed in. **SALES COUNSELORS, PROJECT MANAGERS OR BUILDERS DO NOT ACCEPT REQUESTS FOR WARRANTY SERVICE.**

It is important to make sure all warranty claims are written on a Warranty Request Form and sent through the system so they can be tracked to ensure quick and prompt service. If you have questions, please do not hesitate to call your Warranty Concierge Representative at 972.379.8701 or send an email to Warranty@InnovationBuilders.com.

Scheduling a Warranty Service Call

Upon receipt of your service request and verifying that the item(s) requested are covered under this Warranty, our Warranty Concierge Representative will acknowledge your request in writing. Your Warranty Representative will contact you by the end of the next business day for an inspection of the items, to schedule needed repairs, and to answer any questions you may have.

Warranty service will be scheduled at a reasonable time during normal working hours—Monday through Friday from 8:00 a.m. to 5:00 p.m. We understand that scheduling access for service workers may sometimes present a problem for you, however **CORRECTIVE WORK CANNOT BE PERFORMED EXCEPT DURING NORMAL BUSINESS HOURS. YOUR FAILURE TO PROVIDE ACCESS DURING NORMAL BUSINESS HOURS WILL END INNOVATION BUILDERS WARRANTY OBLIGATION.**

We will not enter your house unless an adult is present. The homeowner must make arrangements to have themselves or their agent present at all times while work is being done inside the home.

Please contact your Warranty Service Representative in advance to cancel any appointments. Any appointments broken without advance notice will not be automatically rescheduled and you will be responsible to pay any trip charges for which we have been billed or incur.

If you fail to respond to our attempts to contact you and schedule service or cancel three appointments, we will cancel the request and not make any further attempts to contact you. Any future claim for the same repairs will be denied and not eligible for repair under this warranty.

Emergency Service

An emergency condition is one that affects the habitability of your home such that there is imminent danger to you and your family, or the potential for severe damage to your home. This would include:

- (a) A total failure of electric systems, plumbing systems, and or heating systems;
- (b) A sudden condition that will cause permanent damage to your home if not immediately corrected.

If you require emergency service during normal business hours please call your Warranty Service Representative at 972.379.8701.

In case of an emergency during non-business hours, please notify the contractor or utility company that installed the subject system or materials creating the emergency, and then call your Warranty Service Representative. These entities or persons have the knowledge and experience with matters at issue necessary to help you. Innovation Builders Service Directory for your subdivision contains the names and telephone numbers of the relevant contractors and utilities.

Innovation Builders Service Directory

	Subcontractor	Phone Number
A/C & Heating	Airtron	972-276-2117
Appliances	Frigidaire	1-800-374-4432
Cabinets	Cabinet Specialists	972-938-9623
Cabinets	Gatlin Cabinets	972-842-3100
Carpet / Wood Floors	Flooring Services	972-484-3999
Countertops	Allied Stone	580-931-3388
Electrical	C & B Electric	972-790-0707
Fireplace	Trinity Hearth & Home	972-215-7675
Garage Door	Trinity Hearth & Home	972-215-7675
Hardware (Door Knobs)	Quality Hardware	817-714-9365
Plumbing	L & S Plumbing	972-331-6850
Roof	Cornerstone	972-596-3488
Stairs	Arrowhead	972-394-9009
Exterior and Interior Doors	Arrowhead	972-394-9009
Tile	Baez Flooring	972-224-1293
Tubs	Royal Baths	817-589-7300

One-Year Limited Warranty Program

Innovation Builders warrants the construction of your home against defects in workmanship and materials in accordance with, and limited by, the performance standards contained in the Innovation Builders Warranty. The terms of warranty extends for a period of one (1) year after closing, except where otherwise expressly stated. The warranty period will begin on the first day following the closing of the sale. Any action taken to correct any defect covered by the Innovation Builders warranty will not extend the duration of the warranty. On the first anniversary of the close date, this warranty ends.

Innovation Builders obligations under the One-Year Limited Warranty are limited to repair or replacement of items or parts that do not conform to the performance standards for that item as set forth in the Innovation Builders Warranty. If no standard is provided or a condition is not covered, no warranty obligation exists. If an item or part fails to conform to the applicable performance standard, Innovation Builders will undertake to correct the defective condition through a means or method of corrective action that would be commonly employed in the home building industry, unless a specific corrective procedure is described in the warranty. In that regard, there is no assurance that replacement materials or corrective work will match existing surrounds in color or texture. Innovation Builders may decide to pay you the reasonable cost of repairing or replacing the defective item. The method of repair, replacement, or payment is at the sole discretion of Innovation Builders.

Innovation Builders warranty is the only warranty provided by innovation Builders. All other warranties, express or implied including but not limited to all implied warranties of fitness, merchantability, good and workmanlike construction, or habitability are hereby expressly disclaimed. Innovation Builders further expressly disclaims all warranties that may arise for the components, appliances, or consumer goods contained in your home under the Magnuson-Moss warranty act or the regulations promulgated thereunder, or under other state law. You may, however, have other rights under state law other than rights subject to this exclusion.

In the event of a dispute between you and innovation Builders concerning the scope, implementation or enforceability or the warranty, your rights of dispute resolution are limited to the rights set forth in the arbitration addendum provisions contained in your earnest money contract.

The One-Year Limited Warranty commitment relates only to Covered Defects which are defined as defects in material and workmanship that are either part of the structure or are elements of the home as supplied by the Builder at the date of the closing. The one year limited warranty is for the term of one year and starts at the day of closing or the first day of occupancy, whichever comes first. This is not an insurance policy nor a maintenance agreement, but a definition of what the owners have a right to expect in terms of warranties.

The Builder's liability under this Limited Warranty:

1. Shall not exceed the purchase price paid by the original purchaser for the residence.
2. Shall not extend to consequential damages such as bodily injury, damage to personal property or damage to real property which is not part of the residence.

Actions taken by the Builder to correct a defect(s) shall not extend the terms of this Limited Warranty.

We warrant to the original owner those components of your home as indicated by the express statements set out in the paragraphs labeled "WARRANTY" contained in this booklet. In each case the warranties we make are subject to the "limitations" specified in each such paragraph and further subject to the following general limitations and exclusions. Taken together, these provisions constitute the entire warranty, and the only warranty that we make on your home. Other than these express statements, we make no additional warranty, representation or understanding of any kind (express or implied, oral or written), nor is any person (for example salesperson, agent, broker, project manager, or other representative) authorized to do so on our behalf.

Items Not Covered by the Limited Warranty

Innovation Builders does not warrant your home against normal wear and tear, normal deterioration, or normal changes which are the result of characteristics common to the materials used.

Innovation Builders does not warrant your home against cosmetic defects after closing, which defects include but are not limited to dents, nicks, stains, scratches, and other imperfections in appearance.

Some of the subcontractors responsible for the construction of component parts of your home and many manufacturers of materials and appliances going into your home may have their own warranties for service, appliances, equipment, or material. As the provider of the subject item, these persons are in a much better position to provide remedy than Innovation Builders. We encourage you to take advantage of your rights with respect to them.

Only items constructed or manufactured by Innovation Builders are subject to the warranty provided. For items that Innovation Builders has not manufactured or built, Innovation Builders agrees to pass along the manufacturer's warranty without recourse. Innovation Builders shall not provide a warranty for these items, or any other items not described as subject to coverage in the Innovation Builders Warranty.

Innovation Builders does not warrant your home against consequential or special damages caused by nonconforming items or parts, nor is Innovation Builders responsible for nor will it pay for the cost of shelter, transportation, food, moving, storage, or other expenses associated with or related to any defect, or the repair or replacement of any defective design, material, or work.

After you start living in your home, minor problems covered by the terms of the Innovation Builders Warranty may appear. In order to invoke the terms of warranty coverage, you need to follow the procedures included in the warranty package given to you with your keys after closing. The Warranty Service contact phone number will be given to you by your Sales Counselor and written within this guide. A Warranty Request Form can be found in the Warranty Guide given to you with your keys. This enables you to list potential warranty items.

As minor problems appear, it's a good idea to keep a list and submit them all at one time to Innovation Builders. This has proved to be the most expeditious and efficient means of addressing these problems. We recommend that the first Customer Care Request be made for non-emergency items at least thirty (30) days after the closing of your home. This period of time will allow you to accumulate a list of repairs that we can efficiently correct in as few visits as possible, requiring less repeated access and homeowner inconvenience.

This Limited Warranty excludes any loss or damage which is not a covered defect, including:

1. Loss or damage, which the homeowner has not taken timely actions to minimize or prevent.
2. Loss or damage caused by or resulting indirectly from accidents, riots, theft, falling objects, aircraft, vandalism, explosions, military conflict, acts of God, water escape, lighting, windstorms, hail, floods, earthquakes, mudslides, volcano's, or any other circumstance that is deemed abnormal.
3. Loss or damage to any real property which is not part of the home originally sold as stated in the closing documents and covered by this Limited Warranty.
4. Normal wear and tear.
5. Loss or damage caused by termites, other insects, birds, vermin, rodents or other wild or domestic animals.
6. Any conditions which does not result in actual damage to the home, including but not limited to uninhabitability or health risks due to the presence or consequence of electromagnetic fields, radon gas, formaldehyde, organic growth, or other pollutants and contaminants; or the presence of hazardous or toxic materials.
7. Bodily injury or damage to personal property.
8. Consequential damages, including but not limited to, costs of shelter, food, transportation; moving and storage; any other expenses related to inconvenience or relocation during repairs to the home; and any diminution of the market value of the home.
9. Defects in outbuildings including, but not limited to detached garages and detached carports (except outbuildings which contain the plumbing, electrical, heating, cooling or ventilation systems serving the Home); site located swimming pools and other recreational facilities; driveways; walkways; patios; boundary walls; retaining walls; bulkheads; fences; landscaping (including siding, seeding, shrubs, trees and plantings); of-site improvements; or any other improvements not a part of the Home itself.

10. Any damage to the extent it is caused or made worse by:

a) Negligence, improper maintenance or improper operation by anyone other than Innovation Builders, Inc., its employees, agents or subcontractors.

b) Failure by the Home Owner or by anyone other than Innovation Builders, its employees, agents or subcontractors to comply with the warranty requirements of manufacturers of appliances, fixtures and items of equipment.

c) Failure by the Home Owner to give notice to Innovation Builders of any defects within a reasonable time.

d) Changes of the grading of the ground by anyone other than Innovation Builders, Inc., its employees, agents or subcontractors.

e) Changes, alterations or additions made to the Home by anyone after the Limited Warranty Commencement date.

f) Dampness or condensation due to the failure of Homeowner to maintain adequate ventilation.

g) Sprinkler systems must be installed so that they do not spray against your house. The use of a planter strip around the perimeter of your house is a must. This will limit the amount of water put against your foundation.

h) The improper use any type of sprinkler that puts water against the house must be avoided.

11. Any defect in, caused by, or resulting from materials or work supplied by anyone other than Innovation Builders, Inc., its employees, agents or subcontractors.

12. Loss or damage caused by or resulting from soil movement for which compensation is provided by legislation or which is covered by other insurance.

13. Loss or damage caused by or resulting from excessive loading on floors by the Homeowner, which exceed design loads as mandated by codes.

14. Lack of timely maintenance to the home and its components. It is important to recognize that the Innovation Builders Warranty is a limited warranty, as was explained and agreed to you in your Earnest Money Contract. Although Innovation Builders provides this warranty, maintenance of your home becomes your responsibility immediately following closing. You, as the owner of your home, are in the best position to monitor the condition of your residence and to care for your house and Innovation Builders is not responsible to advise you concerning how your home is to be maintained. Therefore, the ultimate responsibility for maintaining your home belongs to you, and your failure to maintain your home may limit or preclude your eligibility for warranty service.

If you perform the required maintenance, Innovation Builders is confident that the warranty and its service policy will generally enhance the enjoyment of your home.

Warranty

STRUCTURAL PROVISIONS

MAJOR STRUCTURAL COMPONENTS

For major structural components, Innovation Builders coverage set forth in this warranty should warrant against, and provide repair with respect to, the following for a period of ten (10) years after closing:

Innovation Builders will repair or replace a covered Major Structural Defect or pay you the reasonable cost of such repair or replacement. The repair of a Major Structural Defect consists of, and is limited to:

- Repair or replace the load-bearing portions of your home necessary to restore the load-bearing function to eliminate any unsafe, unsanitary or otherwise unliveable condition;
- Repair of those non-load bearing portions and systems of the home damaged by the Major Structural Defect and whose repair is necessary to make your home once again safe, sanitary or otherwise liveable, such as restoration of the functionality of damaged windows, exterior doors, and the electrical, plumbing, heating, cooling and ventilating systems; and
- Removal and repair or replacement of only those surfaces, finishes and coverings, original with the home damaged by the Major Structural Defect or which require removal and replacement to repair the Major Structural Defect. Repair or replacement is limited to an attempt to match the condition of the affected area just prior to the Major Structural Defect as closely as practical, but not necessarily to a like new condition. In no event shall Innovation Builders be liable for discontinued items, changes in dye lots, colors or patterns, or items not included in the original construction.

Innovation Builders shall have the sole option to repair, replace or pay you the reasonable cost of repair and/or replacement of any Major Structural Defect. The design, method and manner of such repair are within the sole discretion of Innovation Builders. By accepting enrollment of your home into the Innovation Builders Warranty Program you agree to the method and manner of repair and/or replacement selected by Innovation Builders. No repair or replacement shall extend the Warranty Period or any applicable part thereof.

You are responsible for any damage to any improvement, fixture or property not constructed, installed or provided by the Builder, which is damaged by a covered Major Structural Defect, or is damaged during the repair of a covered Major Structural Defect, and you shall pay for the cost of repair of such improvement, fixture or property necessitated by the repair of a covered Major Structural Defect. Before Innovation Builders repairs or pays for the repair of a claim, you must assign to Innovation Builders any rights you may have against any other person with respect to the claim including the Builder and/or its subcontractors or suppliers.

GARAGE SLABS AND SLABS ON GRADE

For garage slabs and slabs on grade, Innovation Builders coverage set forth in this warranty should warrant against, and provide repair with respect to, the following for a period of one (1) year after closing:

- Cracks in a garage slab greater than ¼ inch in width: Acceptable means of warranty compliance for cracks greater than ¼ inch will include filling the crack with a flexible concrete caulk.
- Cracks greater than ¼ inch in vertical displacement: Acceptable means of warranty compliance for cracks greater than ¼ inch in vertical displacement will include repair by grinding the surface or surface patching.
- Cracks that significantly impair the performance of the finish of the flooring material: Acceptable means of warranty compliance will include means reasonably necessary to keep the repair from being readily noticeable when the finish flooring is in place.

DRIVEWAYS AND PATIOS

Weather fluctuations in your chosen area of the country may cause the ground under driveway and patios to repeatedly freeze, thaw, and refreeze. The temperature and other weather changes cause the concrete slab to rise and fall. This in turn creates cracking and movement of concrete driveways and patios. For the purposes of the performance standards described in this document some cracking is to be expected.

For driveways and patios, Innovation Builders coverage set forth in this warranty should warrant against, and provide for repair with respect to, the following for a period of one (1) year after closing:

- Cracks in the driveway that are greater than ¼ inch in width: Acceptable means of warranty compliance for cracks greater than ¼ inch will include filling the crack with a flexible concrete caulk.
- Cracks that are greater than ⅛ inch in vertical displacement: Acceptable means of warranty compliance for cracks greater than ⅛ inch in vertical displacement could include repair by surface patching or other methods.
- Driveway and patio slab sections that separate more than ½ inch from adjacent sections: Acceptable means of warranty compliance for separation greater than ½ inch include repair by surface capping the immediate area in question.
- Driveway and patio slab sections that hold excessive water following a normally anticipated rainfall, with “excessive water” being defined as an amount of water still standing after 24 hours of sunshine in non-freezing temperatures. Some level of standing water is, in general, to be deemed reasonably acceptable.

- Driveway and patio slab sections that exhibit powdering, pitting, or scaling of concrete resulting in exposed or loose aggregate is acceptable in the course of normal usage. Damage caused by salt, chemicals, weather not common to the area, or excessive use is not covered under this warranty.

FOUNDATIONS

Small cracks in foundations are to be expected. Innovation Builders coverage set forth in this warranty should warrant against, and provide for repair with respect to, the following for a period of one (1) year after closing:

- Cracks in steps, in stoops, and in sidewalks that are greater than $\frac{1}{8}$ inch in width: To the extent that crack exceed this standard, acceptable means of warranty compliance will include filling the crack with a flexible concrete caulk.
- Cracks that are greater than $\frac{1}{4}$ inch in vertical displacement: Acceptable means of warranty compliance for cracks greater than $\frac{1}{4}$ inch in vertical displacement will include repair by grinding the surface or by surface patching.
- Steps, stoops and sidewalks that separate more than 1 inch from house structure: Acceptable means of warranty compliance for separation greater than 1 inch shall include repair by surface capping the immediate area in question.
- Steps, stoops, and sidewalks that hold excessive water following a normally anticipated rainfall, with “excessive water” being defined as an amount of water greater than that deemed reasonably acceptable: Some level of standing water is, in general, to be deemed reasonably acceptable.
- Steps, stoops, and sidewalks that exhibit powdering, pitting, or scaling of concrete resulting in exposed or loose aggregate in the course of normal usage: Damage caused by salt, chemicals, weather not common to the area, or excessive use is not covered under this warranty and is deemed reasonably acceptable.

FRAMING

The lumber used in your new home will dry over a period of time beyond the date that you occupy your home. The drying will result in some degree of shrinkage, settlement, or consolidation of the framing. However, Innovation Builders one year coverage set forth in this warranty should warrant against, and provide for the repair with respect to, the following for a period of one (1) year after closing:

- Finished floors that exhibit ridges or depressions greater than $\frac{1}{4}$ inch in a 32 inch measurement.
- Finished floors that exhibit a differential height in excess of $\frac{1}{2}$ inch measured over eight (8) feet.

- Interior and exterior walls that bow in excess of ½ inch measured over eight (8) feet.
- Interior and exterior walls that are out of plumb in excess of ½ inch measured over eight (8) feet.
- Floors that squeak as a result of defects or improper installation. Some squeaks are to be expected. Temporary squeaks cause by internal stresses or thermal expansion and contraction of materials are common and are not subject to this standard.

INSULATION

Innovation Builders one year coverage set for the in this warranty should warrant against, and provide repair with respect to, the following for a period of one (1) year after closing after purchase.

Insulation that does not conform to the installation requirements set forth in the manufacturer's specifications and building code requirements in the local jurisdiction in which your home is located.

ROOFS AND GUTTERS

For roofs and gutters, if applicable, Innovation Builders one year coverage set forth in this warranty should warrant against, and provide for repair with respect to, the following for a period of one (1) year after closing:

- Roof leaks occurring during normal anticipated weather conditions that are caused by defects in materials or improper installation.
- Damages to sheetrock or flooring installed in your home by Innovation Builders before closing as a direct result of covered leaks occurring during normal anticipated weather conditions, despite previous disclaimers of warranties for consequential and special damages. This exception to the exclusion against coverage for consequential damages shall not extend to any other items, including personal property.
- Shingles that come loose as a result of winds less than or equal to 54 miles per hour (Number 9 on the Beaufort Scale). To the extent winds less than or equal to 54 miles per hour cause shingles to become loose or detached, acceptable means of warranty compliance include reattachment. Your homeowner's insurance may provide coverage for wind damage, including wind damage caused by winds greater than 54 miles per hour, which are not warranted herein.
- Gutters that hold water in excess of 1 inch. Acceptable means of warranty compliance under this warranty shall include one service readjustment during the period of this warranty.
- Gutters that detach or leak as a result of expected weather conditions, but not including overflow of gutters during heavy rains. Acceptable means of warranty compliance include reattachment.

ELECTRICAL SYSTEMS

Innovation Builders provides coverage for one (1) year after closing and two (2) years for certain described defects as hereinafter explained. It is important to note Innovation Builders does not warrant finishes on electrical fixtures, such as tarnishing, for example. As with other aspects of your home, your maintenance, beginning the first day you close on your home, is important. Any additions or modifications to the electrical system will void the warranty on the system. Innovation Builders coverage set forth in this warranty should warrant against, and provide repair with respect to, the following for a period of one (1) year after closing:

- Electrical problems resulting from defects in material or installation.

Innovation Builders coverage set forth in this warranty should warrant against, and provide repair with respect to, the following for a period of two (2) years:

- Wiring problems resulting from the defects in material or installation.

HEATING, VENTING AND AIR CONDITIONING SYSTEMS

Innovation Builders provides coverage for one (1) year after closing and two (2) years after close for certain described defects as hereinafter explained. The temperature in second floor rooms and finished lower levels will vary from temperatures in the room or rooms where a thermostat is located. Also, the temperature in rooms over garages will vary due to the unique configuration and location of these rooms and the exposed spaces around such rooms. Any additions or modifications to the HVAC system will void the warranty of the system.

Innovation Builders coverage set forth in this warranty should warrant against, and provide for repair with respect to, the following for a period of one (1) year after closing:

- A condition of the heating system where it cannot produce a temperature of 70 degrees F under local outdoor winter design conditions as measured at a point in the center of the room five (5) feet above the floor as further described in the ASHRAE Handbook. Acceptable means of warranty compliance include the adjustment of the system.
- A condition of the air conditioning system where it is not capable of producing a temperature of 78 degrees F under outdoor conditions where the temperature is less than 95 degrees F.
- Where the temperature is more than or equal to 95 degrees F, a condition of the air conditioning system where it is not capable of producing a temperature of 15 degrees cooler than the outdoor temperature.

Innovation Builders coverage set forth in this warranty should warrant against, and provide for the repair with respect to, the following for a period of two (2) years after closing:

- Refrigerant lines that leak.

PLUMBING

Innovation Builders provides coverage for thirty (30) days, one (1) year after closing, and two (2) years for certain described plumbing defects as hereinafter explained. Damage to plumbing fixtures and pipes caused by freezing is not covered under this warranty under any circumstances. Damage caused by freezing should not occur as long as heat is maintained within the home at or above 68 degrees F, exterior lines are shut off and drained during periods of the freeze, and other reasonable precautions are taken during extreme cold weather. Your plumbing warranty shall be null and void by additions or modifications to the plumbing system as originally installed. Furthermore, failure to immediately email a Customer Care Request to Innovation Builders with regard to covered leaks in plumbing shall void any warranty protection provided for damages to products Innovation Builders installs in the home. If the cause of a clog in a sewer or other defect in plumbing is determined to be due to homeowner action or negligence, the homeowner agrees to indemnify and hold Innovation Builders harmless for the cost of the requested warranty compliance.

Innovation Builders coverage set forth in this warranty should warrant against, and provide for repair with respect to, the following for a period of thirty (30) days:

- Clogging of the sewer occurring as result of defective installation or construction debris. Acceptable means of warranty compliance include the unclogging of the line.

Innovation Builders coverage set forth in this warranty should warrant against, and provide for repair with respect to, the following for a period of one (1) year after closing:

- Plumbing fittings, valves, fixtures, and faucets that exhibit defects in operation.
- Noise in plumbing that is a result of an air hammer or loose pipes. By way of explanation and as an aid to interpretation, noise of flowing water is not to be deemed the result of an air hammer or loose pipes. Normal thermal expansion and contraction noise are not deemed the result of an air hammer or loose pipes.

Innovation Builders coverage set forth in this warranty should warrant against, and provide for repair with respect to, the following for a period of two (2) years:

- A waste, vent, or water supply line that leaks.
- Damages to products that are installed by Innovation Builders before the closing of the sale of your home that occur as a consequence of a covered leak. This exception to the exclusion against coverage for consequential damages shall not extend to any other items, including personal property and finishes installed by the homeowner.

DOORS

EXTERIOR DOORS

It is important to note that the difference in temperature between the inside faces and outside faces of an exterior door will cause the door to warp to some degree. Also, the finish on brass hardware requires special care and maintenance that is not provided under this warranty or by Innovation Builders.

Innovation Builders coverage set forth in this warranty should warrant against, and provide for the repair with respect to, the following for a period of one (1) year after closing:

- Exterior doors that warp greater than the standards provided by the manufacturer and that warp or bind to the extent that they become inoperable. Acceptable means of warranty compliance shall include adjustment of the door.
- Exterior doors that are not weather resistant, or that do not latch in the manner for which they were designed: Acceptable means of warranty compliance for a failure in weather resistance shall include adjustment of the door. Some air infiltration around exteriors is to be expected and is not deemed a failure in weather resistance.

GARAGE DOORS

It is important to note that some water and insects will come in around the perimeter of the door. It is also important to note that you should not expect warranty coverage to continue if you add an electric garage door opener, unless purchased through Innovation Builders. While convenient, the opener changes the door's operation. Therefore, the installation of a garage door opener after closing shall void the terms of any coverage provided with respect to garage doors.

Innovation Builders coverage set forth in this warranty should warrant against, and provide for repair with respect to, the following for a period of one (1) year after closing:

- Garage doors that do not operate in a manner for which they were designed. Acceptable means of warranty compliance shall include the adjustment of the garage door in the event the garage door does not operate properly.

INTERIOR DOORS

A condition of warranty coverage for interior doors is that you must maintain the proper level of humidity and season temperature plus or minus 10 degrees in your home.

Innovation Builders coverage set forth in this warranty should warrant against, and provide for the repair with respect to, the following for a period of one (1) year after closing:

- Interior doors that warp, bow, cup, or twist greater than ¼ inch: Acceptable means of warranty compliance shall include adjustment.

- An interior door that does not open and close in a reasonably acceptable manner.
- Laminated doors that exhibit separated veneers: Acceptable means of warranty compliance shall include repair by re-gluing the veneers.
- Interior door locks that do not latch in a reasonably acceptable manner: Acceptable means of warranty compliance shall include adjustment.

SLIDING GLASS DOORS AND POCKET DOORS

Innovation Builders coverage set forth in this warranty should warrant against, and provide for repair with respect to, the following for a period of one (1) year after closing:

- Sliding glass doors and pocket doors that fail to operate properly and latch correctly in the manner in which they were designed to function. Acceptable means of warranty compliance shall include adjustment.

INTERIOR ASPECTS

DRYWALL

When interpreting the terms of the warranty provisions regarding drywall, it is important to note that slight imperfections in drywall are commonplace and not subject to repair. The one year drywall warranty does not include feathering out tape seams or re-sanding minor imperfections. Also, wood framing expansion often causes nail pops, and except as stated in the following coverage provisions, these items are not warranted.

Innovation Builders will touch up drywall repairs covered by warranty one (1) time only. The homeowner may select the time, but is limited to only one touch up. We recommend the homeowner wait for a complete heating cycle and complete cooling cycle to allow the house maximum time to dry out and settle.

Innovation Builders will not repaint an entire wall or ceiling or room in repairing covered items. Nail pops on wallpapered walls are not covered. The period of coverage shall end once walls are painted or wallpapered by homeowner after closing.

Innovation Builders coverage set forth in this warranty should warrant against, and provide repair to, the following for a period of one (1) year after closing:

- Blemishes in drywall that are readily visible as viewed from six (6) feet away under natural daylight conditions.
- Drywall surfaces that exhibit ridges or depressions greater than ¼ inch in a 32 inch section of wall.

Innovation Builders will provide drywall repairs once during the warranty period for the following:

- Nail pops on painted walls that break the surface of the drywall.
- Drywall cracks that are greater than ¼ inch wide.
- Drywall corner beads that become detached. Acceptable means of compliance include repair of the item and painting the immediate area in which the repair was made. An exact paint match cannot be guaranteed due to the effects of fading and wear on painted surfaces.

FIREPLACES

The speed and direction of wind will occasionally cause a chimney to fail to draft. Tree branches and other obstructions will likewise cause failure of the chimney to draft. By accepting the terms of this warranty, you agree that a failure of the chimney due to such conditions is not warranted. Also, cracks may appear in refractory walls and glass doors. These cracks can sometimes be caused by large fires and movement of wood in the fireplace. Regardless of the source to which you may attribute cracks, Innovation Builders provides no coverage with respect to them.

Innovation Builders coverage set forth in this warranty should warrant against, and provide for repair with respect to, the following for a period of one (1) year after closing:

- A fireplace or chimney that fails to draft as a consequence of design or construction. Acceptable means of warranty compliance shall include repairs that remedy the failure to draft.

CARPET

Innovation Builders coverage set forth in this warranty should warrant against, and provide repair with respect to, the following for a period of one (1) year after closing:

- Carpet seams that exhibit gaps greater than ¼ inch: Acceptable means of warranty compliance for seams in excess of this standard shall include repair by re-seaming.
- Carpet wrinkles that are not a result of lack of maintenance or extraordinary use or misuse. Acceptable means of warranty compliance for covered wrinkles shall be re-stretching the affected area one time and one time only during the period of coverage.
- Carpet loose from its point of attachment: Acceptable means of warranty compliance shall be re-securing the carpet at its loose point of attachment.
- Carpet that visibly exhibits defects in the materials in the carpet: Acceptable means of warranty compliance shall be replacement of the affected area in which defects in the material that can be seen. In such an event, Innovation Builders does not warrant exact match between original and replacement materials due to dye-lot differences. Spotting or fading of carpet are not deemed defects in the material.

WOOD FLOORS

Unlike plastic, vinyl, and other synthetic materials, wood varies in color, grain, shade, tone and sometimes texture. The lack of uniformity in natural wood due to the inherent nature of this natural material in wood flooring affects the primary aesthetic values of such wood flooring. Wood is used in construction because it is a natural material.

Boards in wood flooring expand and contract during the year due to changes in temperature and humidity. Minor separations between the boards occur as result of these changes and are typical characteristic of wood flooring. Minor separations are not warranted. Other types of problems or aspects of wood flooring that you may perceive to be defects are not warranted. Dents, scratches, or any damage caused by lack of maintenance, misuse, negligence, spiked heels, animals, water, sand, abrasives or furniture are not covered. Damage resulting from improper cleaning, excessively high or low temperatures or humidity are not covered, including floor cupping, warping, buckling, swelling, or gapping. Squeaking floors resulting from seasonal changes in temperature and humidity are not covered.

Innovation Builders coverage set forth in this warranty should warrant against, and provide repair with respect to, the following for a period of one (1) year after closing:

- Squeaks due to defective installation
- Material or installation defects. Acceptable means of warranty compliance include repairs making the floors conform to manufacturers standards.
- Cracks within a board or gaps greater than $\frac{1}{8}$ inch in width where two boards are adjacent, resulting from material or installation error.
- Cupping of boards that is greater than $\frac{1}{8}$ inch depth within a three (3) inch width as measured perpendicular to the long axis of the board. Cupping of boards caused by temperature and humidity conditions is not covered under warranty.

INTERIOR TRIM AND MOULDING

Innovation Builders coverage set forth in this warranty should warrant against, and provide repair with respect to, the following for a period of one (1) year after closing:

- Joints in moldings or immediately adjacent to moldings that are greater than $\frac{1}{8}$ inch in width: Recaulking of the affected joint once shall constitute warranty compliance.
- Wooden moldings that become detached. Acceptable means of warranty compliance shall include repair by resealing the molding.

KITCHENS AND BATHS

APPLIANCES

Consult product information in the event of defects in appliances. Problems in appliances that are defective may be covered under a manufacturer's or supplier's warranties. Innovation Builders makes no warranties against defects in appliances installed in the home.

Innovation Builders coverage set forth in this warranty should warrant against, and provide repair with respect to, the following for a period of one (1) year after closing:

- Problems in appliances caused by defective installation. Acceptable means of repair shall include repairs recommended by the manufacturer or installer.

CABINETS

Innovation Builders coverage set forth in this warranty should warrant against, and provide for repair with respect to, the following for a period of one (1) year after closing:

- Cabinet doors that warp greater than $\frac{1}{4}$ inch under constant conditions of proper humidity: Acceptable means of warranty compliance shall include adjustment of the affected door.
- Drawer face warpage greater than $\frac{1}{4}$ inch under constant conditions of proper humidity: Acceptable means of warranty compliance shall include adjustment of the affected face.
- Gaps between cabinets and countertops and an adjacent finished surface greater than $\frac{1}{8}$ inch:
- Acceptable means of warranty compliance shall include repair by the use of caulk or matching filler.

COUNTERTOPS AND VANITY TOPS

Innovation Builders coverage set forth in this warranty should warrant against, and provide repair with respect to, the following for a period of one (1) year after closing:

- Delamination or surface cracks in countertops: The deck area may have a maximum $\frac{1}{16}$ inch gap.
- Separation in countertops from adjacent walls more than $\frac{1}{8}$ inch: Acceptable means of complete and full warranty compliance shall include one repair made one time during the warranty period.
- Cracking or loose tile caused by structural settlement: Acceptable means of complete and full warranty compliance shall include one repair made one time during the warranty period. Damage caused homeowner neglect and lack of maintenance is not covered.

- Cracks in tile grout joints, except shrinkage cracks, which are not covered: Acceptable means of complete and full warranty compliance shall include one repair made one time during the warranty period.

CERAMIC TILE

Shrinkage cracks are normal and re-caulking and re-grouting is a maintenance responsibility of the homeowner. Without regard to the nature of the problem or issue raised, damage to ceramic tile caused by homeowner neglect is not covered by this warranty. Also, it is important to note that structural surfaces and finish materials adjacent to tile floors and walls can be severely damaged by leaks caused by grout and tile cracks. Such damages are not covered by this warranty. Any other damages that may be the result of a lack of homeowner maintenance are also not covered by this warranty.

FLOORS

Innovation Builders coverage set forth in this warranty should warrant against, and provide repair with respect to, the following for a period of one (1) year after closing:

- Cracked tiles or loose tiles caused by structural settlement: Acceptable means of complete and full warranty compliance shall include one repair made one time during the warranty period.
- Cracks in tile grout joints, except shrinkage cracks, which are not covered: Acceptable means of complete and full warranty compliance shall include one repair made one time during the warranty period.

WALLS

Innovation Builders coverage set forth in this warranty should warrant against, and provide repair with respect to, the following for a period of one (1) year after closing:

- Cracked tiles or loose tiles caused by structural settlement. Acceptable means of complete and full warranty compliance shall include one repair made one time during the warranty period.
- Cracks in tile grout joints, except shrinkage cracks, which are not covered. Acceptable means of complete and full warranty compliance shall include one repair made one time during the warranty period.

WINDOWS

The condensation section of the Maintenance and Operations portion of the Guide explains the problems of condensation on the inside surface of windows. Maintaining proper levels of humidity in the home should help ensure that you will not face condensation problems. Please be aware that this warranty does not cover window condensation or its effects.

Please be sure that the windows are freely operating at the time of closing. Innovation Builders will address any concerns of window operation at that time. Innovation Builders will not provide warranty or other service to adjust windows after closing except as stated in the following coverage provisions.

Innovation Builders coverage set forth in this warranty should warrant against, and provide repair with respect to, the following for a period of one (1) year after closing:

- Defects in material and installation that cause the window to fail to function properly.
- Windows that, when fully closed, exhibit a visible crack between the parting stops and the top sash or between the sill and the bottom sash.
- Windows that are not operable with less than or equal to the application of a force of 35 pounds as a result of improper installation. Acceptable means of warranty compliance shall include adjustment.
- Water condensation between the panes of insulated glass in windows. Acceptable means of warranty compliance shall include replacement. Please note that you may have further warranty coverage from the manufacturer or through the supplier.

PAINTED SURFACES

Normal fading of exterior paint is to be expected due to climatic conditions. The formation of mildew or fungus is caused by exposure to moist conditions in the presence of organic or other material that provides a host. This cannot be controlled by Innovation Builders. You should undertake whatever maintenance you feel will control mildew or fungus. Varnish and lacquer surfaces similarly require homeowner maintenance and are not covered under this warranty.

Innovation Builders coverage set forth in this warranty should warrant against, and provide for repair with respect to, the following for a period of one (1) year after closing:

- Exterior paint that peels or deteriorates due to defective paint or application. Acceptable means of repair shall include refinishing the affected area only.

Painting that is required as a corollary repair as a result of other warrantable work will be completed to match the surrounding areas to the extent reasonably possible.

EXTERIOR

SOFFIT AND FASCIA

Innovation Builders coverage set forth in this warranty should warrant against, and provide for repair with respect to, the following for a period of one (1) year after closing:

- Detachment in soffit or fascia boards, except to the extent the boards are detached or damaged by winds greater than 54 MPH (Number Nine (9) on the Beaufort Scale).
- Bowing of fascia boards beyond the drip line of the roof shingles.

BRICK

Innovation Builders coverage set forth in this warranty should warrant against, and provide for repair with respect to, the following for a period of one (1) year after closing:

- Deviation greater than $\frac{3}{8}$ inch in the width of a mortar joint.
- Brick windows sills that do not direct water away from the window: Acceptable means of warranty compliance shall include repairs. Sill repairs that direct water away from the window comply with this warranty.
- Cracks in mortar joints that are greater than $\frac{1}{8}$ inch in width. Acceptable means of complete and full warranty compliance shall include pointing up an affected area one time and one time only during the warranty period.

WOOD TRIM AND SIDING

Innovation Builders coverage set forth in this warranty should warrant against, and provide for repair with respect to, the following for a period of one (1) year after closing:

- Cracks between exterior trim boards greater than $\frac{3}{8}$ inch.
- A butt or miter joint between exterior trim boards greater than $\frac{1}{4}$ inch.
- A butt joint between siding boards in excess of $\frac{1}{4}$ inch. Acceptable means of warranty compliance for the three types of items shall include re-caulking the affected cracks, butt or miter joints, or butt joints one time and one time only during the warranty period.
- Cracks in trim boards greater than $\frac{1}{4}$ inch.
- Warp or bows in trim boards greater than $\frac{3}{4}$ inch in eight (8) feet.
- Bows in fiber cement siding greater than $\frac{1}{2}$ inch in thirty-two (32) inches. Acceptable means of warranty compliance shall include repair of the affected unit of material.

LANDSCAPING AND GRADING

Innovation Builders only takes responsibility for establishing the initial grading and swales at the homesite in the immediate area of the home. By accepting the house at closing and by accepting this warranty, the homeowner agrees that Innovation Builders will not be held responsible for maintaining swales and grades after closing, regardless of the conditions that may arise due to lack of maintenance.

LANDSCAPING, INCLUDING SEED, SOD TREES, AND SHRUBBERY IS NOT WARRANTED. INNOVATION BUILDERS IS NOT RESPONSIBLE FOR EROSION AND DOES NOT WARRANT THE YARD, LANDSCAPING, GRADING, SOD OR ANY OTHER ASPECT OF THE LOT AGAINST EROSION.

EROSION

The movement of water causes soil erosion over landscaped areas that are not completely stabilized. The homeowner is responsible for maintaining the homesite, including established grades and swales to prevent runoffs and soil erosion. Innovation Builders will not repair eroded areas.

GRADING

The final grade to your property is applied to achieve adequate drainage for the property under the conditions in existence on the date of closing. Innovation Builders is not responsible for changes in the grading of your property after closing. Innovation Builders will not be required to address any items while the ground is saturated or while there is frost, ice or snow on the ground.

Innovation Builders coverage set forth in this warranty should warrant against, and provide for repair with respect to, the following for a period of one (1) year after closing:

- Settlement (sink holes) resulting from the installation of utility lines prior to closing. Acceptable means of complete and full warranty compliance shall be filling the affected area one time and one time only during the warranty period.
- Standing or ponding water in a landscaped area affecting the home that lasts for more than 24 hours after cessation of precipitation.
- Standing or ponding water in a swale that lasts for more than 48 hours unless the area of concern is a designated drainage easement.

LANDSCAPING PLANTS

Shrubs, trees, and other plants included in the homesite landscaping package are warranted to be alive at closing. "Alive" shall include dormant sod and plants installed in the winter months. Innovation Builders is not responsible for freezes that kill winter installed sod or plants and does not warrant same. Innovation Builders will not replace any landscaping plants that die after closing.

SOD

Innovation Builders provides a basic warranty of the condition of the sod at closing. After closing, it is important that you care for your yard and protect it against weather extremes to the extent possible. Newly installed sod must be watered during winter because this is when the sod establishes its roots. Newly planted trees require even more attention. Your local nursery can advise you on watering, fertilizing, and the the general care for a new lawn and plants.

Innovation Builders coverage set forth in this warranty should warrant against, and provide for repair with respect to, the following for a period of one (1) year after closing:

- Sod that was not alive (not to include dormant winter sod) at the time of closing and that was specifically identified by the homeowner as not being alive at the time of the buyer orientation.
- Gaps between pieces of sod greater than one (1) inch in width. Acceptable means of warranty compliance shall include filling the gap with sod.

TREE REMOVAL

Innovation Builders will not remove or take down any existing tree upon a homesite unless Innovation Builders considers it to be an obstruction to the building pad.

Homeowner Maintenance

APPLIANCES

Q: Whom do I call for repairs during my one year warranty?

A: Call the manufacturer directly. See your Service Directory for the phone number.

Q: How do I unclog my disposal?

A: The best thing to do is not put large particles of food or other fibrous materials in the disposal. If it does become clogged you can use a wooden spoon handle or a broom handle pushed down the sink drain to turn the flywheel and see if this dislodges whatever is stuck. A reset button is located on the bottom of the disposal. Additionally a wrench is provided by the manufacturer to be inserted on the underside of the motor housing to “crank” debris loose.

ATTIC

Q: Why is there insulation in my attic?

A: Insulation in the attic reduces heat transfer between the attic and the living space. If any of the attic insulation is disturbed, return it to where it was installed. Avoid compressing blown-in insulation as this causes a loss in effectiveness.

Q: Can I use my attic for storage?

A: No. Neither the attic joists or truss system is designed for storage. Temperature and humidity variations also make this spaces inappropriate for storage.

Q: Why does my roof have vents?

A: Attic vents are installed in the attic of your new home to help remove excess heat and moisture. Several types may be used including: gable, soffit, baffle, and turtle vents. These vents should not be blocked by insulation or other barriers to air flow.

Q: How do I safely use my disappearing stairway?

A: Always face the stair when going up or down and always hold on to the rail. Always keep stairway nuts and bolts tight to maintain the stair integrity as designed.

BRICK

Variations in brick size and color distribution contribute to the aesthetics of a brick home. Brick surfaces will chip and crack. Mortar will shrink and crack. These conditions are normal and can be expected. Repair is not required.

You may notice a white powdery deposit on the face of a brick wall. This is efflorescence, caused by salts in the components of the brick wall. Water dissolves these salts and then deposits them on the surface as the water evaporates. Efflorescence can usually be removed by cleaning the wall with a scrub brush.

CABINETS

Q: How do I care for my cabinets?

A: Clean with a damp, soft cloth and dry immediately with a dry, soft cloth.

Q: What can I do if I damage my cabinets?

A: Repair minor nicks and scratches with matching putty or stain available from the cabinet manufacturer or from a local hardware store.

Q: How much weight can shelves hold?

A: Shelves are intended to support weight less than 20 pounds per square foot. Canned goods and heavy products should be placed on the bottom shelf.

Q: How do I maintain drawers and hinges?

A: Check cabinet hinges at least once a year from proper adjustment. Use a screwdriver to tighten or adjust alignment. Apply silicone spray to the drawer guides if any drawers are difficult to open.

Cabinet interiors have a water resistant top coat. Water or other liquids allowed to sit on the surface for prolonged periods may cause staining and/or bubbling. Make certain that dishes, glasses, and other items are dry before storing in the cabinets.

CARPET

Certain household products can cause irreparable damage to your carpet. Bleach, tile cleaner, mildew removers, oven cleaners, drain openers and some medications can discolor or dissolve carpet fibers.

Q: What should I do if liquid is spilled on my carpet?

A: For wet stains, blot up excess liquid and sponge with cool clear water before using cleansers. Work from the outside of the stain to the center. This keeps the stain from spreading.

Q: Will my carpet fade?

A: Carpet exposed to direct or reflected sunlight will fade. Window treatments can be used to reduce potential fading.

Q: What can I do if the seams show?

A: Some types of carpet are more likely to have visible seams. Most carpet seams will be visible to some extent. However, if seams become excessively noticeable, vacuum in the same direction as the seam to minimize their visibility.

Q: What if a carpet fiber pulls up?

A: It is normal for loose fibers to be removed from your carpet when vacuumed. If a secure tuft lifts above the carpet surface, do not pull on the tuft. It should be cut off flush with very sharp scissors.

CERAMIC TILE

The ceramic tile in your house will require regular maintenance. In the bathroom, cracks between the tub and the tile walls, between tile wall corners, between the shower pan and the tile walls, and between floor tiles and base tiles are common. These cracks are caused by settlement of the home, thermal expansion and contraction, high humidity, and normal shrinkage of caulk. Re-caulking these cracks is considered normal homeowner maintenance and should be done regularly to prevent damage. Re-caulk cracks with a silicone-based caulk. Grout joints are not waterproof and will require regrouting and caulking to prevent water from causing damage to other materials.

Q: Will my warranty cover cracked tiles?

A: If a ceramic tile cracks due to settlement of your home during the first year, it will be repaired. Tiles that crack due to any other cause will not be repaired.

Q: How do I maintain my tile walls and floor?

A: Tile grouting requires regular home maintenance. When required, you will need to regrout the lines between the individual tiles of your tile walls to keep the wall water resistant.

All caulked surfaces require recaulking. The joints between adjacent walls and between other adjacent surfaces like your tub or shower pan must be recaulked as required to maintain the water-resistant properties of your tile walls. Most shower leaks can be resolved by regrouting or recaulking the shower walls. Always check for proper grouting and caulking before calling for service.

Q: If I have a repair, will the tile and grout match?

A: If necessary repairs require the installation of new ceramic tiles or grout, Innovation Builders will use the original brand and color, if available. However, slight variations in color can be expected between the new and original surfaces.

Q: How do I clean my tiles walls?

A: Tile walls can normally be kept clean by washing with a damp cloth. Remove accumulated film with a nonabrasive detergent or tile cleaner.

COMMUNE

Q: My commode will not flush. Is this covered by my warranty?

A: Commodes that will not flush due to mechanical defects will be repaired during the warranty period. However, stopped-up commodes are not covered by the warranty unless due to construction deficiency.

CONDENSATION

Q: What is condensation?

A: The air we breathe is a combination of dry air and water vapor. The temperature of the air determines how much water vapor it can hold. Cold air holds considerably less moisture than warm air. Condensation appears when warm, saturated air touches a surface that is colder than the dew point of the air. Since glass surfaces are usually the coldest interior surface of the house, condensation first occurs here.

Q: How can condensation be reduced?

A: To reduce the moisture level in your home:

- Operate exhaust fans whenever unusual amounts of moisture are added to the air when cooking, dishwashing, laundering and bathing.
- Turn off humidifiers; consider installing a dehumidifier.
- Make sure that all windows and doors are properly caulked around the outside.
- Open the fireplace damper.
- Keep shades or draperies open whenever practical.

GRANITE COUNTERTOPS

Q: How do I care for my new granite countertops?

A: Granite countertops can be cleaned with natural stone cleanser from the hardware or grocery store. You may also use a damp cloth with a nonabrasive cleanser.

DOORS

Q: What should I do if a door does not operate properly?

A: Interior doors will sometimes shift out of alignment due to changes in humidity and temperature. Humid summers can cause the door to swell; dry winters may cause trim to contract and shrink. Adjustment is not usually required because the door will return to normal operation as the season changes.

Q: How do I adjust a door?

A: First check hinge screws for tightness. If they are secure and the door still binds, use sandpaper to gently sand the part of the door jamb causing the door to bind. Be sure to paint or seal the sanded area to protect the door from future binding due to moisture absorption. You may need to raise or lower the strike plate if the door will not latch. Simply remove the screws, adjust the plate and replace the screws.

Q: May I hang towels, bathrobes or ties on the door?

A: Your interior doors and hardware are not designed to support additional weight. Hanging objects from the door knobs or tops of doors can cause them to warp or bind.

Q: What should I do if my door will not stay open?

A: Remove the middle hinge pin. Slightly bend the pin and reinsert it.

Q: Is there an easy fix if the hinges on my door squeak?

A: Apply a lubricant to the hinge pin. Use oil sprays sparingly, as they can leave a black residue with frequent use. Wipe hinges off and protect your floors from drips of excess lubricant.

Q: Do exterior doors require special care?

A: The weatherstripping around your exterior door must be maintained to prevent excess air and water infiltration from the exterior. You should replace any loose or damaged weatherstripping. Coating the weatherstripping with silicone spray will increase the lifespan of these materials.

DRIVEWAYS

Exterior concrete surfaces are exposed to uncontrollable environmental factors that can cause slight cracking and movement. This is normal and may be caused by the winter freeze-thaw-cycle, settlement of the underlying soil or by normal traffic. Exterior, poured concrete may also rise and fall due to the effects of weather on the soil. Minor low spots in exterior concrete surfaces that hold water may be anticipated.

Q: How can I avoid damage to my driveway or patio?

A: Your exterior concrete surfaces can be damaged by salt and other deicing chemicals. Use these products with care. Even if these products are not applied directly to the concrete surface, they can still be left on the driveway by cars.

DRYWALL

Q: What causes drywall cracks and nail pops?

A: Natural settling of the house and drying of wood framing members and drywall materials can cause drywall cracks and nail pops. Repairing drywall cracks and nail pops are the most common drywall maintenance repairs.

Q: How do I repair drywall cracks?

A: Minor drywall cracks can be repaired with drywall compound. Skim the area to be repaired with drywall compound. Allow the compound to dry and sand it smooth. Repaint the repaired area to blend the area into the rest of the wall.

Repair drywall cracks larger than ¼ inch by using drywall tape and drywall compound. First, skim the area to be repaired with drywall compound. Cover the area with a piece of drywall tape. Apply an additional coat of drywall compound over the drywall tape. Sand the area and apply additional coats of compound as necessary to achieve a smooth finish. Repaint the repaired area to blend the area into the rest of the wall.

Q: How can I repair damaged drywall?

A: a damaged drywall area can be repaired by filling the damaged area with drywall compound. Allow the repaired area to dry, sand it smooth and paint the repaired area. If more than one coat of compound is required, allow each coat to dry fully and sand it smooth before applying the next coat.

ELECTRIC SYSTEM

The electrical system and fixtures in your home were installed by the electrical contractor noted in the Service Directory.

If your electrical system requires service, contact the electrical contractor noted in your Service Directory. Any changes or additions to your electrical system made by others can void your warranty.

Q: What should I do if the power goes off?

A: First, find out if others in the community are without power. If your home is the only one without power, check the main circuit breaker for your home. The breaker box is located near the electric meter.

Q: Is my home cable ready?

A: Innovation Builders homes are prewired for telephone and cable.

Q: What if an electrical outlet does not work?

A: First determine if it is controlled by a wall switch or if it is GFCI protected. Finally, check the circuit breaker panel box and reset the breaker if necessary. If you reset the breaker and it continues to trip, please initiate a warranty service request.

Q: What causes an electrical breaker to trip?

A: Circuit breakers can trip due to thunderstorms, power surges or power failures. To reset a circuit breaker, switch the breaker to the OFF position and then back to the ON position. If the breaker trips again when it is switched in the ON position, do not attempt to reset the breaker. This is an indication that the Electrical System should be serviced by a qualified electrician. Call the electrical contractor noted on the Service Directory. The most common cause of a tripped circuit breaker is an overloaded circuit. A circuit can become overloaded if too many electrical devices are plugged into any one circuit. Reduce the number of devices plugged into the circuit, and follow the procedure we have outlined.

You may require the service of an electrician to install a special outlet for any additional appliances, such as microwave or freezer, not present at the time the original electrical system was installed.

Q: What is the purpose of the outlets with reset buttons?

A: GFCI outlets are designed to reduce a potential electrical shock. They are installed in locations where a person could be in contact with water and a faulty electrical device. These locations include your kitchen, bathroom, garage, basement and all exterior outlets.

Q: What if I have an outlet near a water source that does not have a reset button?

A: One GFCI outlet can control several other outlets, including outlets located in different rooms of your home. For example, the GFCI outlet located in the kitchen may control the outlet in the garage.

Q: Is there anything that should not be plugged into a GFCI protected outlet?

A: DO NOT plug a refrigerator, freezer, alarm clock or security system into a GFCI outlet. It can carry the load, but is subject to shutting off without warning by any power surge or overload. Plug appliances that need to run continuously into a non-GFCI outlet.

Q: How do I reset a GFCI that shuts off?

A: If an outlet controlled by a GFCI is not operating, press the reset button on the face of the outlet. The outlet should reset and operate. If the outlet fails to function or it does not have a reset button, check the circuit breaker in the panel box and reset if required. You may also need to check the other GFCI outlets and check if any of them need to be reset. With the circuit breaker reset, you can now reset the individual GFCI outlet by pressing the reset button on the outlet. If the outlet or the circuit breaker trips again, verify that the appliances in use are not defective. For your safety, repair any defective appliances. If a defective appliance is not the problem, call the Electrical Contractor on your Service Directory.

Q: How can drafts at outlets be stopped?

A: You may notice some air infiltration from an electrical switch or outlet located on an outside wall. Air infiltration is normal and can be expected. If you would like to further reduce these air drafts, your local hardware store can recommend products designed to seal your exterior switches and outlets.

EXTERIOR TRIM AND SIDING

Inspect the siding and trim of your home at least once a year. Check all caulked joints carefully. Caulk will shrink, allowing moisture to penetrate the surface. This can lead to deterioration of your siding and trim material. Proper maintenance is essential to the soundness of your siding and trim. It is the Homeowner's responsibility to maintain the caulk. Failure to do so could void your warranty protection.

Your home is constructed with fiber-reinforced cement exterior siding. The manufacturer guarantees this type of siding will not rot and is immune to water damage, termite infestations and high winds.

Q: How do I clean my siding?

A: Bad weather and soil contribute to dirty siding. Surfaces soiling can be removed by washing your siding as necessary.

Q: When do I need to repaint the exterior of my home?

A: As a result of the normal aging process, slight cracking or peeling of painted surfaces can be experienced as early as one year after installation. Usually the trim needs painting before the siding. If you have gaps at joints in wood trim or siding, re-caulk or fill them before repainting. Sunlight, wind, water and vegetation exposure can cause uneven weathering on different sides of your home. This will also cause paint not to match exactly when retouching.

FIREPLACES

Q: Why does my fireplace smell when I turn it on?

A: There may be residue left from the manufacturing process. Burn the fireplace for 1-2 hours and the residue should burn off.

Q: Why do I feel cold air drafts and currents around my fireplace?

A: At the time of installation, special precautions are taken to reduce cold air drafts when the fireplace is not in operation. If you feel a draft out of the front of the fireplace, check the outside air intake to make sure it is closed properly. If you feel a draft at the side of the fireplace, check the damper to make sure it is closed properly.

DO NOT burn pressure treated wood, paper, cardboard, or plastic items in your fireplace. These items can damage your fireplace and may void your warranty.

FOUNDATIONS AND GARAGE SLABS

Q: Are cracks in concrete surfaces normal?

A: Hairline cracks are often found in concrete and garage slabs. These cracks are caused by both home settlement and thermal expansion and contraction. Cracks are normal and cannot be eliminated.

GARAGE DOORS

Q: How do I maintain my garage door?

A: At least once a year, check the hinges and tighten any loose bolts that secure the garage door hardware.

WOOD FLOORS

Wood floors will exhibit the following traits:

- New, small splinters of wood may appear.
- Dimples or scratches can be caused by moving furniture, dropping heavy sharp objects, etc.
- Some shrinkage or warping can occur around heat vents or other heat producing appliances.
- Warping will occur if the floor becomes wet repeatedly, or is thoroughly soaked even once.
- The finish may dull in heavy traffic areas.
- A white film may appear from moisture, often from wet shoes or boots.

Wood floors respond noticeably to changes in humidity. The changing seasons cause a change in the humidity level in your home. This in turn causes thermal expansion and contraction of the individual floor boards and squeaking of the hardwood floors. This is normal behavior for wood floors and therefore is not covered by your warranty. A humidifier will help, but will not completely eliminate this reaction.

Q: How do I care for my wood floors?

A: Always follow the manufacturer's instructions and guidelines for cleaning and maintaining your hardwood floors. Clean your floors only with products that are approved by the manufacturer of your floors.

Q: How do I protect my wood floors from damage?

A: The following ideas will help protect your wood floors:

- Direct sunlight can cause fading of the finish on your hardwood floors. Window treatments can be used to protect the floors from direct sunlight. Heavy floor rugs can contribute to uneven fading.
- Spike or stiletto heels shoes, especially those in poor repair can cause denting or other damage to hardwood floors.
- Use protective caps on heavy furniture and felt pads under chairs and tables. Also place rugs inside exterior doors, hallways, in front of the kitchen sink, etc.
- If your floor abuts exterior doors, put outside door mats at the entrances to keep dirt and moisture from being tracked in. Add an area rug inside to further prevent dirt and moisture from being tracked onto your hardwood floor. To prevent slippage of an area rug, use an approved vinyl rug underlay from a reputable manufacturer.

We recommend that in a period of (18) eighteen months to two years, you have an additional coat of polyurethane applied to your wood floors.

HEATING, VENTILATION AND AIR CONDITIONING

Q: How should my HVAC system perform?

A: The heating system installed in your home is designed to achieve a temperature of 70 degrees F in the center of each room, 5 feet above the floor.

The air conditioning system installed in your home is designed to maintain a temperature of 78 degrees F, in the center of the room, 5 feet above the floor. If the outside temperature exceeds 95 degrees F, your system is designed to maintain a temperature 15 degrees cooler than the outside temperature. Use of ceiling fans and window treatments will improve the ability of the HVAC system to cool the interior.

Q: Why are some registers adjustable and others are not?

A: The HVAC system has two kinds of registers: Air Supply Registers and Air Return Registers.

Air Supply Registers may be located on floors, walls, or ceilings. They deliver conditioned air to the rooms. These registers can generally be adjusted between fully opened and fully closed, increasing or decreasing the volume of conditioned air flowing into each room. To reduce utility bills, close the registers of rooms not in use.

Air Return Registers are located on ceilings or walls. They return air from the room back to the fan unit to be reconditioned. These registers are not adjustable. Keep supply and return registers free from obstructions, such as draperies or furniture, and vacuum regularly to keep them clean.

Q: How often should I change my air filter?

A: Your air filter is designed to reduce the circulation of dust in your air. It should be changed monthly for your HVAC system to operate with the greatest efficiency.

Q: How do I care for my outside compressor units?

A: Keep the compressor level. Keep the area clear to allow free air circulation. Do not plant bushes near the unit.

Q: How do I care for my furnace?

A: Your gas furnace may have a pilot light that stays lighted all the time or a pilotless ignition. If your furnace has a pilotless ignition, never try to light it with an open flame. Call your HVAC contractor for servicing.

DO NOT store combustible items such as cardboard boxes or clothing near a gas furnace. This creates a fire hazard.

Q: Is it typical for rooms above the garage to be warmer in the summer months and cooler in the winter months?

A: Rooms above garages typically have more exterior wall and roof surface areas than other rooms. These rooms will typically vary in temperature more than other rooms.

Before requesting a Service Call review the following checklist and take action as recommended:

- Is your thermostat set at the correct temperature?
- Is the switch in the correct position?
- Is the power to the unit on?

For an air conditioner:

- Is the electrical power supply switch ON?
- Is the blower access door in place and secure?
- Has a circuit breaker tripped?
- Are any fuses in the fan unit blown?
- Is the exterior disconnect switch located in a box near the compressor unit ON?

For a gas furnace:

- Is the electrical power supply switch ON?
- Is the blower access door in place and secure?
- Has a circuit breaker tripped?
- Are any fuses in the fan unit blown?
- Is the manual shut-off valve in the gas supply pipe open? The valve is open when the lever points in the same direction that the pipe runs.
- Is the control knob on the gas valve inside the furnace unit turned to the ON position?
- Have you followed the start-up procedures found in the operation and maintenance manual provided with your HVAC system?

A burning smell is normal the first time the unit is turned on each year. It is caused by dust accumulation and should clear out within 24 hours.

If your HVAC system still fails to operate after following the above procedures, contact the HVAC contractor specified in your Service Directory. Service provided by other contractors can void your warranty.

PLUMBING

Q: How can I avoid frozen pipes?

A: To reduce the chance of an exterior hose bib being damaged by freezing conditions, close the shut off valve for each hose bib, then open the hose bibs to allow the line to drain. Disconnect any hoses from the hose bibs before draining the lines.

Allowing faucets to drip during periods of cold weather will help protect the pipes from freezing. Opening the cabinet doors below the kitchen sink and bathroom vanities will allow heat from the house to warm these lines and reduce the chance of damage to them.

Q: How do I cut off the water if a major problem occurs?

A: If you have a major plumbing problem, cut off the water to your home at the main cut off valve. Every resident of the home should know where this valve is located and understand how it operates. Look for the main shut-off valve near the water heater.

Q: How do I turn off water to an individual fixture?

A: Most plumbing fixtures in your home have a water valve to shut off the water supply from that fixture. Every resident of the home should know where these valves are located and how to operate each valve. Toilet valves are below the water tank, and sink valves are under the sink. The valves for the water heater are above the tank. The valve for the dishwasher is below the kitchen sink.

Q: What do I need to know about my home's hot water heater?

A: An automatic temperature and pressure relief valve is installed on your water heater. This device is designed to reduce any excessive pressure or temperature condition. If a problem develops, the valve will open and allow water to flow from the heater until the pressure or temperature is reduced to the proper level.

To avoid potential accidents do not store any flammable products such as gasoline, solvents, adhesives, paints, or any other combustibles in them same room or area near your water heater.

The temperature of the water in the heater can be regulated by setting the temperature dial on the front of the thermostat. There is a hot water scald potential if the thermostat is set too high. Water temperatures above 125 degrees F can cause severe burns.

Drain the water heater tank at least once a year to remove accumulated scale deposits. Open the valve at the bottom of the water heater to allow the residue to drain out. You may connect a garden hose from the tank, as indicated, to the exterior.

Q: What should I do if I have water heater problems?

A: The following checklist may eliminate the need for a repair call and assist in restoring hot water service:

- Make sure that the heater pilot switch is turned to the ON position.
- Check to see if the pilot is lit (Gas Only).
- If the water has been excessively hot, and is now cold, the high temperature limit control on the thermostat may have been activated. Call the plumber for instructions on resetting the thermostat.
- The storage capacity of the heater may be have been exceeded by large demands of hot water.
- Recovery time will vary with the season. Colder incoming water temperatures in the winter will create the effect of less hot water.
- Look for a leaking or open hot water faucet.

Q: How can noisy pipes be corrected?

A: Quickly closing a faucet can sometimes produce a banging sound. To correct this, partially close the fixture shut-off valve or the main shut-off valve to your home. Air can become trapped in your plumbing systems, creating a hammering noise when a faucet is opened or closed. Correct this problem by opening all the interior and exterior faucets. Let the water run for a few minutes. The trapped air will leave the plumbing system with the flowing water.

You may hear a noise when your exterior hose bibs are being used. This high pitched sound is caused by the back-flow preventer installed in some communities. This sound is normal and does not indicated a plumbing issue.

Q: How do I care for the showers in my home?

A: Regularly inspect the tubs and showers in your home for cracks in the grout lines and caulked area. Check the joint between the shower pan or tub and the tile walls, as well as the corners of the tile walls. It is very important that you maintain these areas properly. If these cracks are not repaired, water can damage the drywall and wood materials below these surfaces. Our warranty does not cover this type of required maintenance and does not provide for repair or replacement of materials damaged by lack of maintenance.

When caulk has separated, you will need to recaulk these areas. Tub and tile caulk is designed for this purpose and is available at hardware stores. Remove all existing caulk and clean the surfaces to be recaulked. The surfaces must be dry before they are recaulked and kept dry until the caulk cures. Following the directions on the caulk container, apply the new caulk to the areas to be recaulked.

Q: How do I care for my fiberglass tub?

A: Clean fiberglass tubs with a nonabrasive cleanser or a liquid detergent. To maintain the luster of your fiberglass tub, apply a coat of good quality automotive paste wax and buff with a clean cloth.

Q: How do I care for the faucets in my home?

A: The faucets in your kitchen and bathroom have aerators installed in the faucet spout. These can be easily removed and cleaned when required. The faucets in your home have a delicate finish that can be easily damaged by abrasive cleaning products. Use only warm soapy water and a clean cloth to clean your faucets.

Q: How do I care for my stainless steel sink?

A: Your stainless steel sink should only be cleaned with nonabrasive cleaning products approved for use on stainless steel surfaces. Always use a clean sponge to avoid scratching the surface. Be careful not to allow sharp edges of cooking utensils, pots and pans to damage the finish of your sink.

SMOKE DETECTORS

Q: How do I maintain my smoke detectors?

A: Smoke detectors have been installed in your home to warn people in the event of a fire. Smoke detectors are permanently connected to the electrical system of the home. To protect the inhabitants during an electrical fire or power failure, the detectors have battery back ups. In the spring and fall, change the batteries in all the smoke detectors.

Vacuum the openings of the smoke detectors regularly to keep them clean. Test your smoke detectors once a month to verify their proper operation.

ROOFING

It is not uncommon for some shingles to be uplifted after a severe wind storm. If these uplifted shingles do not fall back into place with warmer weather, reset these shingles.

Inspect your roof after all storms. Any damaged or missing shingles should be repaired to prevent a roof leak. Roof leaks caused by storm damage are not covered by your warranty.

Snow, ice and high winds can damage a roof. Once a year or after a heavy storm check for water stains under the overhang and in the attic. Replace loose damaged shingles. Check the flashing around the chimney and against walls to see that it is secure and watertight. Damage of this nature is not covered by the warranty.

Roof flashing is required at roof penetrations around chimneys and in locations where shingles abut siding or brick. You may notice a slight uplifting of shingles where flashing is used. This is normal and does not require repair.

Keep the valleys of your roof clean of leaves and other debris. If the valley is not kept clean, water can be trapped in the valley, causing a roof leak. Leaks of this nature are not covered by the warranty.

VANITY TOPS

Q: How do I care for my vanity tops?

A: Your vanity tops are made of cultured marble. Clean them with a damp cloth and a nonabrasive cleaning product approved for use on cultured marble. At least once a year, you can expect that your vanity tops will need re-caulking.

Vanity tops can be damaged by hot objects. Do not place a hot hairdryer, coffee pot, hot iron or burning cigarette directly on vanity surfaces.

WINDOWS

Your windows have been designed to give you years of trouble free performance. Window glass can be cleaned using once cup of vinegar to one gallon warm water.

For easy operation of the sash, keep the window tracks clean. If a sash does not open or close with ease, vacuum out the track and spray the track with silicone.

Common Requests for Warranty Service that are NOT COVERED Under Your Warranty

1. Paint

At your Final Walk-Through Day, you will receive a paint touch-up kit that is perfect for those minor move-in nicks, scratches, and other cosmetic issues. Maintenance and touch-ups that are not noted during the Final Walk-Through are the homebuyer's responsibility.

2. Caulk

Shrinkage of caulk occurs. For best results re-caulk interior and exterior areas regularly, especially wet areas.

3. Countertops

Granite, marble and laminate tops must be protected from sharp objects, heat and abrasives. Some markings may be apparent from the manufacturing process. Do not allow water to stand on countertop seams as damage may occur. Variation in color and appearance of granite and marble is a normal condition.

4. Sheetrock

As your home settles, hairline cracks may form in walls and ceilings, especially corners. This is to be expected and not the result of a construction defect. Seam lines and separations due to normal shrinkage may appear.

5. Windows

Exterior windows are carefully inspected at your Final Buyer Walk-Through. Items not noted at the time of your Buyer Walk-Through are not warrantable after closing. Condensation of moisture on windows is not the fault of the windows. Condensation forms on the windows when the temperature of the frames and glass drops below the dew point temperature as it relates to the humidity in your home. This can occur when the temperature outside is colder than inside your home.

6. Exterior Brick, Veneer and Mortar

Exterior brick, veneer and mortar of most houses may develop some degree of cracking during the warranty period which is related to normal settlement of the foundation and/or thermal expansion and contraction. Repeated cleaning of brick to remove common mortar stain may damage intended finish and is not a warrantable item. Cracks, surface chips and white chalk-like substances are inherent in stone and brick and are not a sign of defect.

7. Concrete

Cracks, pitting, chipping or scaling in concrete (driveways, sidewalks, patio, and foundation) will develop during the warranty period. They are usually not an indication of a construction deficiency and will not impair the intended use of the concrete surface. Small cracks are normal and should be expected.

8. Drainage

Maintenance of established drainage pathways is a homeowner's responsibility. Please look at the established drainage carefully with your Construction Supervisor.

10. Wood

Exterior and interior wood can develop minor separations, shrinkage or warpage. Cedar knots and grain may split and shift. Variation in color or appearance of woods is a normal condition. Warpage of wood doors, cabinet doors and other wood trim items, which do not affect functionality, are not warrantable.

11. Plumbing

Plumbing stoppage due to foreign material being deposited inline by occupants is not warrantable.

12. Miscellaneous

Cracks in floor coverings such as tile and marble, nicks, chips, scratches, loss of finish, or mars in tile, marble, vinyl flooring, woodwork, walls, porcelain, brick, mirrors, plumbing fixtures, plastic laminate, glass or any other materials not recognized at time of homebuyer's new home orientation are not warrantable items. Cold weather damage is not warrantable. Please take appropriate preventative action prior to the onset of cold weather.

13. Storm Damage

Damage to the home due to weather conditions including high winds, rain, floods, hail and other natural weather occurrences are not warrantable.

A Final Note

If you need clarification or additional details about any topic discussed in this manual, please do not hesitate to call your Warranty Concierge Representative at 972.379.8701 or send an email to Warranty@InnovationBuilders.com. We are delighted to welcome you as part of the Innovation Builders, Inc. family and are always ready to serve you. Again, congratulations on the purchase of your new home!

Preventive Maintenance Checklist

The importance of maintaining your home on a regular basis is directly comparable to maintaining a car. If you never change the oil or get the car tuned up, little problems will eventually become big problems. Numerous components and equipment require periodic maintenance. This checklist will help you pinpoint some specific maintenance items that should be performed at different time periods.

MONTHLY

- Check and replace your air conditioning filter, vacuum air supply and air-return registers to remove dust and lint. Use your electric bill to remind you.

QUARTERLY

- Test all of the smoke alarms and replace batteries if needed. Clean and vacuum detectors and openings as necessary.
- Inspect and caulk ceramic tile and/or marble surrounds at tubs and/or showers. Use white silicone.
- Clean out faucet aerators in kitchen sinks, spray nozzles and check for clogs in drains.
- Add water to all house drains if they have not been used regularly in the past month. This will prevent sewer fumes from backing up into house.
- Check all ridge vents, roof vents and plumbing stacks. Reseal with clear silicone when necessary.
- Check pipes and drains for water leakage.
- Clean disposal blades by grinding up ice cubes. Freshen it with baking soda and by grinding citrus fruit rinds.
- Inspect heating and air conditioning system. Inspect pans and overflow for any standing water.
- Lubricate door hardware and locks. Check screws on door lockset and hardware and tighten as necessary.
- Check weather stripping at exterior doors and adjust if necessary.
- Check and repair (if needed) all exterior caulking at windows, doors and siding. Check exterior painted surfaces for damage and weathering.
- Check roof to verify no debris is blocking proper water drainage.
- Check and verify that there is proper drainage around home. Check around foundation for erosion and fill eroded areas.

ANNUALLY

- Inspect water heater; drain water heater and refill.
- Lubricate garage overhead door tracks. Tighten all bolts on garage door.
- Inspect and clean any discoloration and repaint exterior (if needed).
- Check and repair settling cracks in walls and/or ceiling drywall after first year.
- Have chimney professionally cleaned as necessary.
- Have HVAC contractor perform seasonal maintenance checkup.
- Check attic to insure that soffit vents are not blocked with insulation due to dislocation of insulation from wind.
- Move insulation back to its original location to fill voids on the attic floor.

New Home Service and Warranty Request Form

Help When You Need It

Requesting warranty service from Innovation Builders is easy. Simply fill out the form below to initiate a new home warranty request and our Concierge Warranty Representative will contact you by the end of the next business day for an inspection of the items, to schedule needed repairs, and to answer any questions you may have. For all emergency requests such as plumbing problems, heating or air conditioning, electrical problems, extensive roof leaks, or any circumstance that endangers the occupants of your home call your Warranty Representative at 972.379.8701.

First and Last Name _____

Address _____

Community _____

Email Address _____

Best Number to Call _____

Best Time to Call _____

Builder _____

Please Describe the Service Requested Below:

Warranty work is performed during normal business hours Monday through Friday. An adult 18 years or older must be present during the repair. All warranty tickets must have this form filled out and submitted via email to Warranty@InnovationBuilders.com or faxed to 972.692.6904. Please **do not** submit warranty requests to our sales consultants or construction superintendents, they are not allowed to accept them.