



## **EXHIBIT A: LIMITED WARRANTY GUIDELINES**

The Limited Warranty Guidelines hereafter set forth, describe the quality of workmanship and materials which Campbell Homes LLC, hereinafter CAMPBELL, will adhere to in the construction of your new home and are designed to help you, hereinafter OWNER, determine the validity of any potential claim that may be a defect in workmanship and/or materials in your new home during the applicable Warranty Periods.

Only the most frequent problems which concern new home purchasers are addressed in these Limited Warranty Guidelines. To the extent that standards have not been provided for given items in your home, CAMPBELL will warrant that your home has been constructed in accordance with local building codes in effect at the time your home is constructed, to the level of workmanship and materials exhibited in CAMPBELL model home(s) and to the industry standards of El Paso County Colorado.

For convenience and ease of understanding, the Limited Warranty Guidelines have been expressed in terms of performance standards that set forth the acceptable tolerances for each area of concern. Non-compliance with the performance standards beyond the acceptable tolerances should be brought to CAMPBELL's attention for inspection. If it is determined by CAMPBELL that there is a defect in workmanship or materials, corrective action will be provided under the Limited Warranty.

### ***One Time Repairs***

CAMPBELL provides one-time repairs for your home during the one-year warranty. CAMPBELL provides this service as a courtesy and to give you an opportunity to observe methods and materials needed for ongoing maintenance of your home. These one-time repairs are noted under the appropriate headings below. To maximize the benefit of this service, CAMPBELL recommends that you make a one-time warranty claim near the end of the CAMPBELL warranty period.

## **AIR CONDITIONING**

### **OWNER Use and Maintenance**

If provided with your purchase, air conditioning can greatly enhance the comfort of your home, but if it is used improperly or inefficiently, wasted energy can result. These tips and suggestions are provided to help you maximize the benefits of your air conditioning system.

Your home air conditioning is a closed system, which means that the interior air is continually recycled and cooled until the desired air temperature is reached. Warm outside air disrupts this process and makes cooling impossible. Therefore, you should keep all windows closed. The heat from the sun shining through windows with open drapes is intense enough to overcome the cooling effect of the air conditioning unit. For best results, close the drapes while the air conditioner is in use. Unlike a light bulb, which reacts instantly when you turn on a switch, the air conditioning unit only begins a process when you set the thermostat to cool.

For example, if you come home at 6:00 p.m. when the temperature inside your home has reached 85 degrees and set your thermostat to 65 degrees, the air conditioning unit will begin cooling, but will take much longer to reach the desired temperature. Throughout the day, the sun has been heating not only the air in the house, but the walls, the carpet, and the furniture. At 6:00 p.m. the air conditioning unit starts cooling the air, but the walls, carpet, and furniture are still releasing heat and nullifying this process.

Setting the thermostat more than 3 degrees cooler than the current temperature will *not* cool the home any faster and can result in the unit freezing up and not performing at all. Extended use under these conditions can damage the unit and that damage is not covered under the warranty. If evening cooling is your primary goal, set the thermostat at a moderate temperature in the morning while the house is cooler, allowing the system to maintain the cooler temperature. The temperature setting may then be lowered less than 3 degrees when you arrive home, with better results.

### ***Adjust Vents***

Maximize air flow to occupied parts of your home by adjusting the vents. Likewise, when the seasons change, readjust them for a comfortable temperature.

### ***Compressor Level***

Maintain the air conditioning compressor in a level position to prevent inefficient operation and damage to the equipment.



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### ***Humidifier***

CAMPBELL does not install or recommend the installation of whole house humidifiers nor is CAMPBELL responsible for any damage that may be caused by a whole house humidifier.

### ***Manufacturer's Instructions***

The manufacturer's guide specifies maintenance for the condenser. Review and follow these points carefully. Since the air conditioning system is combined with the heating system, also follow the maintenance instructions for your furnace as part of maintaining your air conditioning system.

### ***Modifications or Additions***

If you wish to make any modifications or additions to your air conditioning system, contact the heating and air conditioning company (HVAC) listed on the Emergency Phone Numbers you receive at your New Home Orientation. Having a third party firm modify your air conditioning system during the warranty period will void that portion of your limited warranty.

### ***Temperature Variations***

Temperatures may vary from room to room by several degrees. This is due to such variables as floor plan, orientation of the home on the home site, type and use of window coverings, and traffic through the home.

### ***Trial Run***

Have a trial run early in the spring to test the air conditioning. (The same applies to heating in the fall.) If service is needed, it is much better to discover that before the cooling season is underway and service personnel become extremely busy.

### **TROUBLESHOOTING TIPS: NO AIR CONDITIONING**

Before calling for service, confirm the following:

- Thermostat is set to "cool" and the temperature is set below the room temperature.
- Blower panel cover is installed correctly for the furnace blower (fan) to operate. Similar to the way a clothes dryer door operates, this panel pushes in a button that lets the fan motor know it is safe to come on. If that button is not pushed in, the furnace will not operate.
- Air conditioner and furnace breakers on the main electrical panel are on. (Remember if a breaker trips you must turn it from the *tripped* position to the *off* position before you can turn it back *on*.)
- Ensure the switch on the side of the furnace is in the on position.
- Fuse in the furnace is good. (See furnace manufacturer literature for size and location.)
- Filter is clean to allow airflow.
- Vents in individual rooms are open.
- Air returns are unobstructed.

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

### **CAMPBELL Limited Warranty Guidelines**

The air conditioning system should maintain a temperature of 78 degrees Fahrenheit or a differential of 15 degrees from the outside temperature, measured in the center of each room at a height of 5 feet above the floor. Lower temperature settings are often possible, but neither CAMPBELL nor the manufacturer guarantee it.

### ***Compressor***

The air conditioning compressor must be in a level position to operate correctly. If it settles during the warranty period, CAMPBELL will level the pad one time during the one-year warranty period.

### ***Coolant***

The outside temperature must be 70 degrees or higher for the contractor to add coolant to the system. If your home was completed during winter months, charging the system is unlikely to have been completed and will need to be performed in the spring. Although CAMPBELL will check and document this at your New Home Orientation, your call to remind us is welcome in the spring.



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### ***Modifications***

Modifications performed during the warranty period, such as adding a heat pump, whole house humidifier, air conditioning or changing thermostats, etc., by an outside contractor will void your warranty with CAMPBELL even if it does not void the manufacturer's warranty. Timely registration of your furnace with the manufacturer may extend their warranty.

### **ALARM SYSTEM**

#### **OWNER Use and Maintenance Guidelines**

If provided with your purchase, you will need to arrange for the final connection and activation of your alarm system after you move in. The alarm company will demonstrate the system, instruct you in its use, and provide identification codes for your family. CAMPBELL recommends that you test and operate the system according to their instructions.

#### **CAMPBELL Limited Warranty Guidelines**

CAMPBELL will correct wiring that does not perform as intended for the alarm system. CAMPBELL makes no representation that the alarm system will provide the protection for which it is installed or intended.

### **APPLIANCES**

#### **OWNER Use and Maintenance Guidelines**

Please read and follow the manufacturer instructions for the use and care of your appliances. Gathering model and serial numbers as part of getting settled into your new home will help speed up the process in the event you need to contact a manufacturer for service.

#### **CAMPBELL Limited Warranty Guidelines**

As applicable, CAMPBELL will confirm that all appliance surfaces are in acceptable condition during your New Home Orientation. CAMPBELL will assign all appliance warranties to OWNER, effective on the date of closing. The appliance manufacturers warrant their products directly to you according to the terms and conditions of these written warranties. Call **Maytag warranty 1-800-688-9900**.

### **ATTIC**

#### **OWNER Use and Maintenance Guidelines**

The attic space is an unheated and uncooled space and is not designed or intended for storage.

#### ***Attic Access***

CAMPBELL provides access to this area for maintenance of the attic space. When you perform needed tasks in the attic, use caution and avoid stepping off wood members onto the drywall. This can result in personal injury or damage to the ceiling below. CAMPBELL limited warranty coverage excludes such damage.

#### ***Frozen Attic Condensation***

*Frozen condensation* is a condition that can develop in an attic space. In spite of superior construction techniques, homes can be subject to attic condensation if the weather conditions are right.

A condition that can add to the condensation level in the attic is air infiltration from the warm finished areas of the home. This can occur due to small openings in the air barrier through which required equipment must penetrate to the attic (such as attic access weather stripping, plumbing stacks, and electrical wiring). These openings are sealed during construction but no home is 100 percent air tight.

During extended periods of extremely cold temperatures moisture in the attic air can freeze on the roof sheathing and/or roof trusses and may continue to accumulate during extended periods of unusually cold weather. The result can be a substantial amount of frost or ice accumulation (sometimes referred to as attic frosting).

Normally the spring temperatures gradually melt the frost allowing the moisture to evaporate. However, because our climate can have drastic temperature changes, if the temperature rises rapidly, the frost or ice may melt so quickly that water collects in your attic.



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When this occurs, moisture or water can infiltrate into the interior of your home. Evidence of this can show up as staining on the ceiling or walls, or actual water dripping from the bath fan or a light fixture. This natural phenomenon is outside the control of any builder and therefore is excluded from warranty coverage. If you observe any of these conditions, follow the trouble shooting tips below.

### **TROUBLESHOOTING TIPS: FROZEN ATTIC CONDENSATION**

- If you notice water in a light fixture, do NOT turn the light on. Turn off the breaker to the light and call for electrical service.
- Wipe water off of floors, carpet, and furniture.
- Run your bathroom exhaust fans, ventilation fans, and range hood fans to help remove extra moisture.
- Allow for air movement in your attic by ensuring that roof vents are clear of ice, snow, or debris.
- Keep your attic access cover closed. If open it allows warm moist air to escape from your home into the attic.
- Take steps to mitigate damage to your home and furnishings; if damage occurs, contact your homeowner's insurance company.

### **CAMPBELL Limited Warranty Guidelines**

CAMPBELL inspects the attic before your closing to confirm insulation levels are correct.

### ***Frozen Attic Condensation***

If a construction defect allows excessive warm moist air from the home to enter the attic, CAMPBELL will correct it.

## **BRICK AND STONE**

### **OWNER Use and Maintenance Guidelines**

Brick and stone are among the most durable and lowest maintenance finishes for a home's exterior. A record of your brick or stone color is included in your selection sheets.

### ***Efflorescence***

The white, powdery substance that sometimes accumulates on masonry surfaces is called efflorescence. This is a natural phenomenon and cannot be prevented. In some cases, you can remove it by scrubbing with a stiff brush and vinegar. Consult your home center or hardware store for commercial products to remove efflorescence. Scrubbing stone or brick can affect coloration and finish; check manufacturer instructions for cleaning directions.

### ***Tuck-Pointing***

After several years, face brick may require tuck-pointing (repairing the mortar). Otherwise, no regular maintenance is required.

### ***Weep Holes***

You may notice small holes in the mortar along the lower row of bricks. These holes allow moisture that has accumulated behind the brick to escape. Do not fill these weep holes or permit landscaping materials to cover them.

### **CAMPBELL Limited Warranty Guidelines**

CAMPBELL will check the brick and stone during your New Home Orientation.

### ***Cracks: One-Time Repair***

One time during the warranty period, CAMPBELL repair masonry cracks that exceed 1/8 inch.

## **CABINETS**

### **OWNER Use and Maintenance Guidelines**

Your selection sheets are your record of the brand, style, and color of cabinets in your home. If you selected wood or wood veneer cabinets, expect differences in grain and color between and within the cabinet components due to natural variations in wood grain and the way each piece takes stain.



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### ***Cleaning***

Consult your manufacturer's recommendations regarding which product to use in caring for your cabinets. Avoid paraffin-based spray waxes and washing cabinets with water, as both will damage the finish.

### ***Hinges***

If hinges catch or drawer glides become sluggish, a small amount of silicone lubricant will improve their performance.

### ***Moisture***

Damage to cabinet surfaces and warping can result from operating appliances that generate large amounts of moisture (such as a crockpot) too near the cabinet. When operating such appliances, place them in a location that is not directly under a cabinet. Turning on the range hood fan while preparing meals can also help to minimize or avoid this problem.

### ***Wood Grain***

Each species of wood shows characteristics unique to that type of wood. Expect variation in the appearance and in the way those materials accept stain and finish products. These properties are part of the beauty of wood. There is no correction provided for natural variations in color and grain in wood or wood veneer products under the limited warranty.

### **CAMPBELL Limited Warranty Guidelines**

During your New Home Orientation, CAMPBELL will confirm that all cabinet parts are installed in acceptable condition.

### ***Alignment***

Doors, drawer fronts, and handles should appear level and even when viewed from a normal position.

### ***Operation***

Cabinets should operate properly under normal use.

### ***Separations***

CAMPBELL will correct gaps between cabinets and the ceiling or cabinets and the walls by caulking or other means if the gap exceeds 1/8 inch. Locations behind appliances are exempt from this repair.

### ***Warping***

If doors or drawer fronts warp in excess of 1/8 inch against the cabinet face CAMPBELL will correct this by adjustment or replacement. Replacements may have noticeable variations in wood grain and color.

## **CARBON MONOXIDE DETECTORS**

### **OWNER Use and Maintenance Guidelines**

Read the manufacturer's literature for information on the care of your carbon monoxide detectors and when they should be replaced.

### ***Cleaning***

For your safety, it is recommended each carbon monoxide detector be cleaned monthly to prevent a false alarm or lack of response when needed. After cleaning, push the test button to confirm the alarm is working.

### **CAMPBELL Limited Warranty Guidelines**

CAMPBELL will test carbon monoxide detectors prior to or during the New Home Orientation to confirm that they are working and to familiarize you with the alarm. CAMPBELL does not represent that the carbon monoxide detectors will provide the protection for which they are installed or intended.

## **CARPET**

### **OWNER Use and Maintenance Guidelines**

Your selection sheets provide a record of the brand, style, and color of floor coverings in your home. Please retain this information for future reference. Refer to your manufacturer's recommendations for additional information on the care of your carpet.



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### ***Burns***

Take care of any kind of burn immediately. First, snip off the darkened fibers, then use a soapless cleaner and sponge with water. If the burn is extensive, talk with a carpet professional about replacing the damaged area.

### ***Cleaning***

You can add years to the life of your carpet with regular care. Carpet wears out because of foot traffic and dirt particles that get trampled deep into the pile beyond the suction of the vacuum. The dirt particles wear down the fibers like sandpaper and dull the carpet. The most important thing you can do to protect your carpet is to vacuum it frequently.

It is recommended to vacuum twice each week lightly and once a week thoroughly. Heavy traffic areas may require more frequent cleaning. A light vacuuming is three passes; a thorough job may need seven passes. Frequent vacuuming of high-traffic areas helps keep them clean and maintains the upright position of the nap. A vacuum cleaner with a beater-bar agitates the pile and is more effective in bringing dirt to the surface for easy removal.

***Please note beater bar vacuum attachments may void your warranty and should not be used on any type of berber carpeting.***

Wipe spills and clean stains immediately. For best results, blot or dab any spill or stain; avoid rubbing. Have your carpet professionally cleaned regularly, usually after 12 to 18 months in your home and then once a year after that.

### ***Crushing***

Furniture and traffic may crush a carpet's pile fibers. Frequent vacuuming in high-traffic areas and glides or cups under heavy pieces of furniture can help prevent this. Some carpets resist matting and crushing because of their level of fiber, but this does not imply or guarantee that no matting or crushing will occur. Heavy traffic areas such as halls and stairways are more susceptible to matting and crushing. This is considered normal.

### ***Fading***

Science has yet to develop a carpet color that will not fade with time. All carpets will slowly lose some color due to natural and artificial forces in the environment. You can delay this process by frequently removing soil with vacuuming, regularly changing air filters in heating and air conditioning systems, keeping humidity and room temperature from getting too high, and reducing sunlight exposure with window coverings.

### ***Filtration***

If interior doors are kept closed while the air conditioning or furnace is operating, air circulation from the closed room flows through the small space at the bottom of the door or in the area of the return air vent. This forces the air over the carpet fibers, which in turn act as a filter, catching particulates in the knap. Over time, a noticeable stain develops at the threshold or vicinity of the return air vent.

### ***Fuzzing***

In loop carpets, fibers may break. Simply clip the excess fibers. If it continues, call a carpet professional.

### ***Pilling***

Pilling or small balls of fiber can appear on your carpet, depending on the type of carpet fiber and the level of traffic. If this occurs, clip off the pills. If they cover a large area, seek professional carpet advice.

### ***Rippling***

With wall-to-wall carpeting, high humidity may cause rippling. If the carpet remains rippled after the humidity has left, have a carpet professional re-stretch the carpet using a power stretcher, not a knee-kicker.

### ***Seams***

Carpet usually comes in 12-foot widths, making seams necessary in many rooms. Visible seams are not a defect unless they have been improperly made or unless the material has a defect, making the seam appear more pronounced than normal. The denser and more uniform the carpet texture, the more visible the seams will be.



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Carpet styles with low, tight naps result in the most visible seams. Seams are most visible than when the carpet is first installed. Usually with time, use, and vacuuming the seams become less noticeable. You can see examples in the model homes of how carpet seams diminish after they have been vacuumed repeatedly and have experienced traffic.

### ***Shading***

Shading is an inherent quality of fine-cut pile carpets. Household traffic causes pile fibers to assume different angles; as a result, the carpet appears darker or lighter in these areas. A good vacuuming will make the pile all go in the same direction and provide a temporary remedy.

### ***Shedding***

New carpeting, especially pile, sheds bits of fiber for a period of time. Eventually these loose fibers are removed by vacuuming. Shedding usually occurs more with wool carpeting than with nylon or other synthetics.

### ***Snags***

Sharp-edged objects can grab or snag carpet fibers. When this occurs, cut off the snag. If the snag is especially large, call a carpet professional.

### ***Sprouting***

Occasionally you may find small tufts of fiber sprouting above the carpet surface. Use scissors to cut off the sprout. Do not attempt to pull tufts because other fibers may come out in the process.

### ***Stains***

No carpet is stain-proof. Although a carpet manufacturer designates a carpet as stain-resistant, some substances may still cause permanent staining. These include hair dyes, shoe polish, paints, etc. Some substances can destroy or permanently change the color of carpets, including bleaches, acne medications, drain cleaners, plant food, insecticides, and food or beverages with strongly colored natural dyes.

Refer to carpet manufacturer's website for recommended cleaning procedures for your particular fiber. Pre-test any spot-removal solution in an inconspicuous location before using it in a large area. Apply several drops of the solution, hold a white tissue on the area, and count to ten. Examine both the tissue and the carpet for dye transfer and check for carpet damage.

### **CAMPBELL Limited Warranty Guidelines**

During your New Home Orientation, CAMPBELL will confirm that your carpet is in acceptable condition. CAMPBELL will correct stains or spots noted at this time by cleaning, patching, or replacement. CAMPBELL is not responsible for dye lot variations if replacements are made. Concerns resulting from lack of cleaning and maintenance by OWNER are excluded from warranty coverage. The use of beater bar type of vacuum attachments on berber type carpet will void warranty coverage.

### ***Edges***

Edges of carpet along moldings and edges of stairs should be held firmly in place. In some areas, metal or other edging material may be used where carpet meets another floor covering.

### ***Seams***

Carpet seams will be visible. CAMPBELL will repair any gaps or fraying within the one-year warranty period.

## **CAULKING**

### **OWNER Use and Maintenance Guidelines**

Time and weather will shrink and dry caulking so that it no longer provides a good seal. As part of your routine maintenance, check interior and exterior caulking and make needed repairs. Caulking compounds and dispenser guns are available at hardware stores. Read the manufacturer's instructions carefully to be certain that you select an appropriate caulk for the intended purpose.





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### ***Colored Caulk***

Colored caulking is available at hardware stores. As with any colored material, dye lots can vary.

### ***Latex Caulk***

Latex caulking is appropriate for an area that requires painting, such as along the stair stringer or where wood trim meets the wall.

### ***Silicone Caulk***

Caulking that contains silicone will not accept paint and works best where water is present, for example, where tub meets tile or a sink meets a countertop.

### **CAMPBELL Limited Warranty Guidelines**

During your New Home Orientation CAMPBELL will confirm that appropriate areas are adequately caulked.

### ***Separations: One-Time Repair***

CAMPBELL will touch up caulking one time preferably near the end of your one-year warranty period.

## **CERAMIC TILE**

### **OWNER Use and Maintenance Guidelines**

Your selection sheets include the brand and color of your ceramic tile.

### ***Cleaning***

Ceramic tile is one of the easiest floor coverings to maintain. Simply vacuum when needed. Occasionally, a wet mopping with warm water may be appropriate. Avoid adding detergent to the water. The ceramic tile installed on walls or countertops in your home may be washed with any nonabrasive soap, detergent, or tile cleaner. Abrasive cleaners will dull the finish.

### ***Grout Discoloration***

Use a brush, cleanser, and water to clean any grout surface that becomes yellowed or stained. Grout cleansers and whiteners are available at most hardware stores.

### ***Sealing Grout***

Grout sealer is not provided with your new home. Sealing grout is the OWNER's decision and responsibility. Once grout has been sealed, ongoing maintenance of that seal is necessary to maintain protection against staining. Some grouts need to cure for 30 days prior to being sealed. Repairing sealed grout will result in a variation of color.

### ***Separations***

Expect slight separations to occur in the grout between tiles. Cracks in the grout can be filled using premixed grout purchased from flooring or hardware stores. Follow package directions.

Tile around bathtubs or countertops may appear to pull away after some time. This is caused by normal shrinkage of grout or caulk and shrinkage of wood members as they dry out. If this occurs, the best remedy is to purchase the appropriate caulk or premixed grout from a hardware store and follow the directions on the container. This maintenance is important to protect the underlying surface from water damage.

### **CAMPBELL Limited Warranty Guidelines**

During your New Home Orientation CAMPBELL will confirm that tile and grout areas are in acceptable condition. CAMPBELL will repair or replace cracked, chipped, or loose tiles noted at that time. CAMPBELL is not responsible for variations in color or discontinued patterns. New grout may vary in color from the original.

### ***Grout Cracks: One-Time Repair***

Cracks appearing in grouting of ceramic tiles at joints or junctions with other materials are commonly due to shrinkage. CAMPBELL will repair cracks in grout joints in excess of 1/16 inch one time during the first year. Cracks in grout are evaluated under normal viewing and lighting conditions. CAMPBELL is not responsible for color variations in grout or discontinued colored grout. Any grouting





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or caulking that is needed after that time is OWNER's responsibility. If you adjust or replace any of the original grout, the warranty becomes void.

### **CONCRETE FLATWORK**

#### **OWNER Use and Maintenance Guidelines**

Freeze/thaw cycles in our climate are responsible for most concerns with concrete. The constant expansion and contraction of the soil under the concrete and the concrete itself causes shifting and movement that can result in cracks. By maintaining good drainage away from your home, you protect your home's foundation and the concrete flatwork. Flatwork consists of ground supported concrete such as basement floors, porches, patios, driveways, sidewalks, garage floors, etc.

#### ***Cleaning***

Avoid washing exterior concrete slabs with cold water from an outside faucet when temperatures are high and the sun has been shining on the concrete. The abrupt change in temperature can damage the surface bond of the concrete. CAMPBELL recommends sweeping for keeping concrete floors clean. If washing is necessary, do so when temperatures are moderate. Repeated cleaning of the garage floor by hosing can increase soil movement by allowing water to get under flatwork through existing cracks. Avoid using soap on an unpainted basement floor. Because of the porous nature of concrete, soap (or any cleaner that lathers) is extremely difficult to rinse off. Instead, use plain water and washing soda or, if necessary, a scouring powder.

#### ***Control Joints***

Control joints are grooves tooled or sawed into concrete flatwork in an effort to keep cracks in those locations rather than having them occur randomly.

#### ***Cracks***

Because concrete contains water when it is placed, shrinkage and cracking will occur. For example, a typical concrete slab 10 feet across can shrink approximately 5/8 inch as it cures. Some of this shrinkage can show up as cracks. Cracking of concrete flatwork also results from temperature changes that cause expansion and contraction.

Soil and climate conditions in our area can cause frost heave, which may cause concrete movement and result in concrete cracks. During the summer, moisture finds its way under the concrete along the edges or through cracks in the surface. In winter, this moisture forms frost that can lift the concrete, increasing the cracking. Maintaining drainage away from all concrete slabs will minimize cracking from this cause. As cracks occur, seal them with a waterproof concrete caulk (available at hardware or home improvement stores) to prevent more moisture from penetrating to the soil beneath.

#### ***Expansion (Isolation) Joints***

CAMPBELL installs expansion joints to isolate a concrete slab from other parts of the home such as foundation walls, garage floor, and so on. They permit movement of the slab in response to soil expansion and can help reduce cracking. However, as the concrete shrinks during the curing process, moisture can penetrate under the concrete and cause separation or displacement. When this occurs, fill the resulting gap with a gray silicone sealant which you can purchase at most hardware stores.

#### ***Heavy Vehicles***

Prohibit commercial or other extremely heavy vehicles such as moving vans and large delivery trucks from pulling onto your driveway. Concrete driveways are intended for conventional residential vehicle use only such as: passenger cars, vans, light trucks, bicycles, and so on. The limited warranty does not cover damage caused by heavy vehicles.

#### ***Ice, Snow, and Chemicals***

Driving or parking on snow creates ice on the driveway which magnifies the effects of snow on the concrete surface. Remove ice and snow from concrete slabs as promptly as possible after snowstorms. Protect concrete from abuse by chemical agents such as pet urine, fertilizers, radiator overflow or de-icing agents such as road salt that can drip from vehicles. All of these items can cause spalling (chipping of the surface) of concrete.

***Caution: The use of deicers or salt on your concrete may damage the surface and will void warranty coverage.***



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### ***Sealer***

CAMPBELL highly recommends applying a good quality, acrylic based, penetrating concrete sealer to help protect exterior slabs from chemical damage. Concrete sealers are available at most home improvement and paint stores.

### ***Spalling (Surface Chips)***

Causes of spalling include repeated hosing of concrete, animal urine, radiator overflow, fertilizer, uncleared snow and ice, ice-melting agents, and road salts from vehicles. Repair of spalling is an OWNER maintenance task unless it results from faulty material or workmanship. CAMPBELL highly recommends applying a good quality, acrylic based, penetrating concrete sealer to help protect exterior slabs from chemical damage. Concrete sealers are available at most home improvement and paint stores.

### **CAMPBELL Limited Warranty Guidelines**

Ground supported concrete slabs are not a structural (load-bearing) element of the home and are covered by the CAMPBELL one-year material and workmanship warranty. Ground supported concrete slabs such as garage floors, driveways, patios, sidewalks and basement floors are non-structural and as such are not covered under the eight-year structural warranty.

### ***Color***

Concrete slabs will vary in color. No correction is provided for this condition. Insulating blankets, tires and chemical additives which come in contact with the surface of concrete slabs can sometimes discolor the concrete. This discoloration will fade over time.

### ***Cracks***

If exterior concrete slab (including garage slabs) cracks or separations reach 1/2 inch or more in horizontal or vertical displacement, or if cracks result in negative drainage toward the home, CAMPBELL will repair them under the one-year warranty. Subsequently, concrete slab maintenance is your responsibility. When repairs are necessary the color and texture of the repair materials will vary from the original concrete.

If interior concrete slab cracks or separations reach 3/16 inch or more in horizontal or vertical displacement, CAMPBELL will repair them under the one-year warranty. Subsequently, concrete slab maintenance is OWNER's responsibility. When repairs are necessary, the color and texture of the repair materials will vary from the original concrete.

### ***Floor Level***

Within the general surface of the floor, a line represented by a four-foot straight edge centered over the defect and 3/8 inch off the floor surface at the far end requires repair. However, floor sloped for the purpose of drainage needs no correction. CAMPBELL will repair uneven concrete floors in habitable areas with a leveling material designed for this purpose under the one-year warranty.

### ***Spalling (Surface Chips)***

Spalling is the flaking off of concrete slabs. Causes of spalling can include repeated hosing of concrete for cleaning, impacts, animal urine, fertilizer, un-cleared snow and ice, ice-melting agents, and road chemicals which drip off of vehicles, all of which are outside of CAMPBELL's control and is not covered under the limited warranty.

### ***Standing Water***

Water may stand on exterior concrete slabs for several hours after precipitation or from roof run-off. Under the one-year warranty, CAMPBELL will repair slabs that allow 3/8 inch of standing water to remain longer than 24 hours unless it is from roof run-off of melting snow or ice.

## **CONDENSATION**

### **OWNER Use and Maintenance Guidelines**

Condensation occurs when warmer moist air comes in contact with a colder surface. Outside you see this as dew; inside you may see it as a layer of moisture on windows and glass doors. This condensation comes from high humidity within the home combined with low outside temperatures and limited ventilation. Family lifestyle significantly influences these conditions.

During cold weather in particular, ensure that warm air from the heat registers located near windows can flow unobstructed. This helps minimize condensation. Also ensure that window coverings are open at least slightly for the same reason.



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### ***New Construction***

Some experts have estimated that a typical new home contains 50 gallons of water. Water is part of lumber, concrete, drywall texture, paint, caulk, and other materials used in building. Wet weather during construction adds more. This moisture evaporates into the air as you live in your home—adding to the moisture generated by normal living activities. Over time, this source of moisture will diminish.

### ***Normal Activities***

As you live in your home, your daily lifestyle contributes to the moisture in the air also. Cooking, laundry, baths and showers, aquariums, house plants, and so on all add water to the air in your home. Likewise, your daily routine can mitigate the amount of moisture in your home and reduce condensation on interior surfaces.

### ***Temperature***

Avoid setting your thermostat at extreme temperatures. Excessive heating of your home will cause the materials to dry out faster, generating more moisture into the air while increasing shrinkage cracks and separations.

### ***Ventilation***

The best way to assure adequate moisture ventilation after a shower is to run exhaust fans in bathrooms, leaving the bath fan running for a minimum of 30 minutes after bathing or showering. Use your range hood fan when using the stove. When weather conditions permit, open windows so fresh air can circulate through your home. Keep the dryer exhaust hose clean and securely connected.

### **CAMPBELL Limited Warranty Guidelines**

Condensation results from weather conditions and a family's lifestyle. CAMPBELL has no control over these factors. The limited warranty coverage excludes condensation unless directly attributable to faulty workmanship or materials.

## COUNTERTOPS

### **OWNER Use and Maintenance Guidelines**

#### ***Caulking***

The caulking between the countertop and the wall, along the joint at the backsplash and around the sink may shrink, leaving a slight gap. Maintaining a good seal in these locations is important to keep moisture from reaching the wood under the countertop to prevent warping.

#### ***Cleaning***

Mix a small amount of mild detergent in clean water and use a clean cloth. Dry with a soft clean cloth. Do not allow water to sit on the surface, especially on the seams. Avoid abrasive cleaners or scouring pads that will damage the luster of the surface.

#### ***Cutting***

Use a cutting board to protect your counters when you cut or chop. Kitchen knives can damage countertops.

#### ***Heat***

Protect the counter from heat and hot pans. If you cannot put your hand on it, do not put it on the counter.

#### ***Moisture***

Coffee pots, electric fry pans, slow cookers, and so on are the major cause of swelling problems. Rubber drain mats can trap moisture beneath them, causing the laminated plastic to warp and blister. Dry the surface as needed.

### **GRANITE**

Granite is a term used to refer to a family of natural quarried stone products that come from various parts of the world. No two pieces of granite will have the same pattern or exactly the same color. The granite installed in your home will vary in color and pattern from the sample you selected.

#### ***Acids***

Acid from citrus fruit or soda can etch some natural stone surfaces.



## **EXHIBIT A: LIMITED WARRANTY GUIDELINES**

### ***Sealer***

Granite is highly resistant to chips and scratches, but it is porous. The granite surface should be treated every six to twelve months with a sealer to help prevent staining. If droplets of water dripped on the countertop bead up the sealer is still doing its job. If not, a sealer should be applied. CAMPBELL does apply a light sealer to granite surfaces. CAMPBELL recommends you apply a good quality sealer to all granite surfaces as soon as possible after closing.

### **CAMPBELL Limited Warranty Guidelines**

During your New Home Orientation CAMPBELL will confirm that all countertops are in acceptable condition. CAMPBELL will repair noticeable surface damage such as chips, cracks, and scratches noted on your New Home Orientation punch list. Repair of surface damage after closing is OWNER maintenance.

### ***Separation from Wall: One-Time Repair***

Separation of countertops from walls, backsplash, and around sinks results from normal shrinkage of materials. Separation can also be caused on exterior walls by temperature differences between the exterior and the interior of the home. If needed, CAMPBELL will re-caulk these areas one time during the one-year warranty. Subsequently caulking will be OWNER maintenance.

### **LAMINATE**

Laminated countertops may have one or more discernible seams. CAMPBELL will confirm seams to be tight and uniform at your New Home Orientation. Following that, seams in laminate countertops are excluded from warranty coverage.

### **GRANITE**

Edges should be smooth and even. Where backsplash joints occur at corners, the top edges should be even. Seams will be visible.

## **DAMPPROOFING**

### **OWNER Use and Maintenance Guidelines**

CAMPBELL sprays your foundation walls with a damp-proofing material. Although CAMPBELL will make every effort to assure a dry basement, during times of excessive moisture, you may notice some dampness. Effective maintenance of positive drainage away from your foundation will also protect your basement from moisture intrusion.

### **CAMPBELL Limited Warranty Guidelines**

Under the one-year warranty, CAMPBELL will correct conditions that allow flowing water to enter the basement unless the cause is improper installation of landscaping by others or failure of OWNER to adequately maintain drainage.

## **DECKS**

### **OWNER Use and Maintenance Guidelines**

If provided with your purchase, wood decks add to the style and function of your home.

### ***Effects of Exposure***

Wood decks are subject to shrinkage, cracking, splitting, cupping, and twisting. Nails or screws may work loose and will need routine maintenance. Plan to inspect your decks regularly—a minimum of once each year—and provide needed attention promptly to maintain the structural integrity and forestall costly repairs.

### ***Foot Traffic***

As you use your decks, abrasives and grit on shoes can scratch or dent the walking surface. Regular sweeping and mats can mitigate this but will not completely prevent it. Repair of surface damage after closing is OWNER maintenance.

### ***Outdoor Furniture***

Moving grills, furniture, or other items can damage the surface of the decking. Use caution when moving such items to prevent scratches, gouges, and so on. Repair of surface damage after closing is OWNER maintenance.



## **EXHIBIT A: LIMITED WARRANTY GUIDELINES**

### ***Snow and Ice***

Heavy snow or ice that remains on the deck over long periods increases wear and tear on the deck. Prompt removal can reduce adverse effects. Use caution in shoveling to avoid damaging deck boards. Repair of surface damage after closing is OWNER maintenance.

### **CAMPBELL Limited Warranty Guidelines**

Exposed wood decks are constructed to meet structural and functional design. During your New Home Orientation, CAMPBELL will confirm that the wood decks are in satisfactory condition. Your deck has a one-year warranty from the date of closing.

### ***Composite Decking***

Color variations in composite decking replaced under the one-year warranty are excluded from coverage.

### ***Replacement Boards or Rails***

Some shrinkage, cracking, splitting, cupping, and twisting are natural occurrences in wood decks and are excluded from CAMPBELL limited warranty coverage.

## **DOORS, HARDWARE AND LOCKS**

### **OWNER Use and Maintenance Guidelines**

Doors doorknobs and locks installed in your home are made of a variety of materials and in several styles. Even though they should operate correctly with little attention, periodic maintenance is needed. Over time they may need slight adjustments due to normal shrinkage of the framing or may need screws or lubrication.

### ***Bi-Fold & Bi-Pass Doors***

Interior bi-fold and bi-pass doors sometimes stick because of changing environmental conditions. Apply a silicone lubricant to the tracks to minimize this inconvenience. These doors can easily lose alignment if something as minor as a coat sleeve is caught between the two doors as they close. A misaligned door can be re-adjusted to its proper position. This is part of the routine OWNER maintenance.

### ***Exterior Paint Finish***

Your exterior doors will be painted according to the exterior color chart and the manufacturer's recommendations. The frequency of maintenance needed for painted finishes on exterior doors will be influenced by your home's exposure to sun and/or orientation on the home site.

### ***Hinges***

You can remedy a squeaky door hinge by removing the hinge pin and applying a silicone lubricant to it. Avoid using oil or water-based lubricants, as they can gum up or quickly dry out. Graphite works well as a lubricant but can create a gray smudge on the door or floor covering beneath the hinge if too much is applied.

### ***Locks***

If required, lubricate exterior door locks with a silicone lubricant. Avoid using oil or water-based lubricants, as they can gum up or quickly dry out.

### ***Slamming***

Slamming doors can damage both doors and jambs and can even cause cracking in walls. Do not to hang on the doorknob and swing back and forth since this can cause the door to sag and not latch properly.

### ***Sticking***

The most common cause of a sticking door is the natural expansion of lumber caused by changes in humidity. When swelling occurs during a damp season it may cause sticking. Tightening the screws that hold the door jamb or door frame can also help alleviate sticking.



## **EXHIBIT A: LIMITED WARRANTY GUIDELINES**

### ***Warping***

Some minor warping of interior doors is normal due to natural fluctuations in humidity caused by forced air furnaces, showers, dishwashers, and so on. Interior doors may occasionally require minor adjustments. If a door warps slightly, keeping it closed as much as possible often helps. The exterior doors installed in your home are made of either metal or fiberglass materials with interior wood frames. These products can also be subject to shrinkage and warping due to temperature differential between inside and outside surfaces.

### ***Weather Stripping***

Weather stripping wears out over time. CAMPBELL recommends that each fall you inspect the weather stripping, strike plates, and sweeps at each exterior door. Adjust or replace as necessary. Exterior door thresholds occasionally require adjustment or replacement. Maintaining weather stripping and thresholds are part of normal homeowner maintenance.

### **CAMPBELL Limited Warranty Guidelines**

During your New Home Orientation CAMPBELL will confirm that all doors are in acceptable condition and correctly adjusted. CAMPBELL will repair damage noted on your New Home Orientation punch list. CAMPBELL will confirm that all hardware is in acceptable condition during your New Home Orientation. The limited warranty excludes repairs for cosmetic damage subsequent to the closing. CAMPBELL will address hardware items that fail to function as intended.

### ***Adjustments***

Doors may require adjustment for proper fit. CAMPBELL will make such adjustments once during the one-year warranty period.

### ***Failure to Latch***

If a door will not latch, CAMPBELL will adjust once during the one-year warranty.

### ***Warping***

Doors should operate with relative ease to engage and release the latch. CAMPBELL will repair doors that warp in excess of 1/4 inch beyond the doorjamb when the door is closed. In the case of double doors, if either side permanently warps more than 1/4 inch beyond the face of the adjacent door, CAMPBELL will repair it once during the one-year warranty.

## **DRYWALL**

### **OWNER Use and Maintenance Guidelines**

Slight cracking, nail pops, or seams may become visible in walls and ceilings. These are caused by the shrinkage of the wood and normal deflection of framing members to which the drywall is attached.

With the exception of the one-time repair service that CAMPBELL provides, care of drywall is an OWNER maintenance responsibility. Repair hairline cracks with a coat of paint. You can repair slightly larger cracks with spackle. To correct a nail pop, reset the nail with a hammer and punch. Cover it with spackle, which is available at paint and hardware stores. Apply two or three thin coats. When dry, sand the surface with fine-grain sandpaper, and then paint. You can fill indentations caused by sharp objects in the same manner.

### **CAMPBELL Limited Warranty Guidelines**

During your New Home Orientation, CAMPBELL will confirm that drywall surfaces are in acceptable condition.

### ***Lighting Conditions***

Drywall flaws that are only visible under particular lighting conditions are excluded from warranty coverage.

### ***Related Warranty Repairs***

If a drywall repair is needed as a result of poor workmanship (such as blisters in tape) or other warranty-based repair (such as a plumbing leak), CAMPBELL will complete the repair by touching up the repaired area. If more than one-third of the wall is involved, CAMPBELL will repaint the wall corner to corner. OWNER is responsible for custom paint colors or wallpaper that has been applied subsequent to closing. The effects of time on paint and wallpaper, as well as possible dye lot variations, mean touch-ups will vary from the surrounding area.



## **EXHIBIT A: LIMITED WARRANTY GUIDELINES**

### ***Separations and Nail Pops: One-Time Repair***

One time during the one-year warranty, CAMPBELL will repair drywall shrinkage cracks and nail pops. Touch-ups may be visible.

### **EASEMENTS**

#### **OWNER Use and Maintenance Guidelines**

Easements are areas on your lot where drainage and utility lines are permitted to pass through your property. Easements permit service to your home site and adjacent lots, now and in the future. Runoff from adjacent lots may pass across your property. Likewise, water from your property may run across a neighboring lot. Easements are publicly recorded against your property and are permanent.

Trees, shrubs, gardens, play equipment, storage sheds, fences, or other items installed in or across these easements may be disturbed if utility companies—such as the gas or electric—need access to lines for repairs or to connect service to nearby properties.

Utility companies and others have the right to install equipment and service lines in easements. These might include streetlights, mailboxes, or junction boxes to name a few. Neither you as the OWNER, nor CAMPBELL as your builder have the authority to prevent, interfere with, or alter these installations. Plans for the location of such items are subject to change without notice by the various entities involved. Because they have no obligation to keep us informed of such changes, CAMPBELL is unable to predict where their lines or equipment may be.

### **ELECTRICAL SYSTEM**

#### **OWNER Use and Maintenance Guidelines**

The breaker panel is located in the garage and it includes a main shut-off that controls all the electrical power to your home. Individual breakers control the separate circuits. Each breaker is marked to help you identify which breaker is connected to which major appliances, outlets, or other service. Should a failure occur in any part of your home, check the breakers in the main panel box before calling for service.

#### ***ARC Fault Circuit Interrupter (AFCI)***

Designed as a safety feature, ARC fault circuit interrupters are required by the local building code. They protect against injury or damage due to appliances with damaged cords, loose connections, or nicked or pinched wires inside the walls. If an AFCI breaker trips, check any cords used in the effected outlet first before re-setting the AFCI break at the breaker panel. Turn the breaker “off” then to “on” to reset it. If that does not restore power to the outlet, call for service.

#### ***Breakers***

Circuit breakers have three positions: on, off, and tripped. When a circuit breaker trips, it must first be turned *off* before it can be turned *on*. Switching the breaker directly from *tripped* to *on* will not restore service.

#### ***Breakers Tripping***

Breakers trip because of electrical overloads which can be caused by plugging too many appliances into one circuit, a worn cord, defective appliance, or operating an appliance with too high of a voltage requirement (such as a power tool) for the circuit. The starting of an electric motor can also trip a breaker.

If any circuit trips repeatedly, unplug all items connected to it and reset the breaker. If it trips when nothing is connected to it, you need an electrician. If the circuit remains on, it is likely one of the items you unplugged is defective and will require repair or replacement.

#### ***Fixture Location***

The exact placement of light fixtures, switches and outlets in your home will vary from those positions shown on the plans and in the model home. Moving fixtures after closing is your responsibility.

#### ***GFCI (Ground-Fault Circuit Interrupters)***

GFCI receptacles have a built-in element that senses fluctuations in power. Quite simply, the GFCI is a circuit breaker that offers personal protection against electric shock. Building codes require installation of these receptacles in bathrooms, the kitchen, outside and other areas. Heavy appliances such as freezers or power tools may trip a GFCI breaker.





## **EXHIBIT A: LIMITED WARRANTY GUIDELINES**

**Caution: Plugging a refrigerator or other appliance into a GFCI-controlled outlet may trip the breaker. Any damage caused by the breaker tripping is not covered under the limited warranty.**

Each GFCI receptacle has a test and reset button. Once each month, press the test button. This will trip the circuit. To return service, press the reset button. If a GFCI breaker trips during normal use, it may indicate a faulty appliance and you will need to investigate the problem. One GFCI breaker can control multiple outlets.

### ***Grounded System***

Your electrical system is a three-wire grounded system. Never remove the bare ground wire that connects to the box or device.

### ***Light Bulbs***

You are responsible for replacing inoperable bulbs other than those noted during your New Home Orientation.

### ***Modifications or Additions***

If you wish to make any modifications or additions to your electrical system, contact the electrician listed on the Emergency Phone Numbers you receive at your New Home Orientation. Having another electrician modify your electrical system during the warranty period will void that portion of your limited warranty.

### ***Motion Switches***

Motion sensors may be included in your home as an option. They have three settings: *off*, *sensor*, and *on*. When in the *on* position the light will remain illuminated until you turn it *off*. When in *sensor* position, this device will turn on the light while someone is in the space and automatically turn off when they leave. Be sure to use a dimmable bulb in conjunction with motion switches.

### ***Outlets***

If an outlet fails to work, check first to see if it is controlled by a wall switch or GFCI. Next, check the breaker. If you have small children in your home, it is recommended to install safety plugs to cover unused outlets.

### **TROUBLESHOOTING TIPS: NO ELECTRICAL SERVICE**

#### ***No Electrical Service Throughout the Home***

Before calling Customer Care or an electrician, check to confirm that the:

- Service is not out in the your area. If so, contact the utility company.
- Main breaker and individual breakers are all in the *on* position.

#### ***No Electrical Service to One or More Outlets***

Before calling Customer Care or the electrician, check to confirm that the:

- Main breaker and individual breakers in the electrical panel are all in the *on* position.
- Applicable wall switch is *on*
- GFCI is set (see details on GFCIs in this section)
- Item you want to use works in other outlets
- The bulb in the lamp is good.

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

### ***Underground Cables***

Before digging, call 811 to schedule utility locators to verify the location of buried service lines on your lot. Maintain positive drainage around the foundation to protect electrical service connections.

### **CAMPBELL Limited Warranty Guidelines**

During your New Home Orientation, CAMPBELL will confirm that light fixtures are in acceptable condition and that all bulbs are working. CAMPBELL limited warranty excludes bulbs and any OWNER supplied fixture.

### ***Designed Load***

CAMPBELL will repair any electrical wiring that fails to meet the design load and/or local building codes. If electrical outlets, switches, or fixtures installed by CAMPBELL do not function as intended, CAMPBELL will repair or replace them under the two-year warranty.



## **EXHIBIT A: LIMITED WARRANTY GUIDELINES**

### ***GFCI (Ground-Fault Interrupters)***

Food spoilage or other damage that results from appliances plugged into a GFCI outlet is excluded from warranty coverage.

### ***Power Surge***

Power surges are the result of local conditions beyond CAMPBELL control and are excluded from limited warranty coverage. Power surges can cause damage to bulbs and sensitive electronic equipment such as TVs, alarm systems, and computers. Damage resulting from lightning strikes is also excluded from limited warranty coverage.

## **ENERGY AND WATER CONSERVATION**

Keep these suggestions in mind to minimize your energy and water consumption:

### **Heating and Cooling**

- Maintain your home's heating and cooling systems in clean and good working order to prevent inconvenience and maximize efficiency. Arrange for a professional to service heat and air conditioning systems a minimum of once every two-years.
- Keep filters clean or replace them regularly.
- Familiarize yourself with the programmable thermostat for comfort and efficient energy use.
- Plan landscaping elements that support efficient energy use:
  - Deciduous trees provide shade during the summer and permit solar warming in winter.
  - Evergreen trees and shrubs can create a windbreak and reduce heating costs.
  - Position trees to shade the roof and still allow good air flow around the home.
  - Plant shrubs/trees to shade the air conditioner without obstructing air flow around it.
- Keep the garage overhead doors closed.
- During cold days, open window coverings to allow the sun to warm your home. Close them when the sun begins to set.
- Where applicable, limit use of a wood burning fireplace in extremely cold or windy weather when the chimney draft will draw room air out at an extreme rate.
- During the winter, humidifying the air in your home allows the air to retain more heat and is a general health benefit. Note: If condensation develops on your windows, you have taken a good thing too far and need to lower the setting on the humidifier. The setting requirements change with the outside temperature; your manufacturer owner's manual contains a table defining these.
- If you include them in your home, ceiling fans use only one tenth as much electricity as an air conditioner and the moving air allows you to feel comfortable at temperatures several degrees higher.
- On hot days, close all windows and the window coverings on windows facing the sun to minimize solar heating.

### **Water and Water Heater**

- For a traditional tank style water heater, set it to "Hot" or 140 degrees Fahrenheit.
- Follow the steps outlined in the manufacturer's directions for draining water from your water heater in order to remove accumulated hard-water scale that builds up inside the tank. Timing will depend on the nature of your water supply.
- If you have a tankless water heater, follow manufacturer instructions for the timing and steps to clean the unit.
- Correct plumbing leaks, running toilets, or dripping faucets as soon as possible.
- Keep aerators clean.
- Front loading washing machines require less than half the water of top-loaders. They also cause less wear and tear on clothing and because they wring more water out in the spin cycle, laundry dries faster.

### **Appliances**

- Use cold water when operating your disposal. This not only saves hot water you pay to heat, it preserves the disposal motor.
- When baking, preheat your oven just five minutes before you use it. When possible, bake several items at the same time or at least consecutively. Turn the oven off a few minutes before baking time is done.
- If your oven includes a convection setting, use it regularly—it can save both time and energy, allowing you to set the temperature 25 degrees lower for most recipes.



## EXHIBIT A: LIMITED WARRANTY GUIDELINES

- Run the dishwasher when it has a full load and allow the dishes to air-dry. A full dishwasher uses one half of the energy and one sixth the water of washing dishes by hand.
- Avoid regular use of the rinse and hold cycle.
- Refrigerators with the freezer on top generally use significantly less energy than side-by-side models. Bottom freezer models are the most energy efficient models available.
- A fuller refrigerator works less to keep cool but do not pack it too tightly—good air circulation is important to efficient operation. Likewise, keep your freezer full.
- Avoid putting containers of hot food into the refrigerator; allow them to cool a bit first.
- Regularly check refrigerator seals to ensure they are working correctly: if a dollar bill slides out without a tug, you may need to replace them.
- Keep dust off of the condenser by cleaning every three months or as needed.

### Electrical

- Keep your light fixtures and bulbs clean to get maximum light they produce.
- **Caution: Compact fluorescent bulbs contain small amounts of mercury. If you break one, ventilate the area and clean up wearing gloves. Disposed bulbs should be delivered to a facility designed to manage them. Always dispose of CFLs or fluorescent bulbs properly rather than putting them in your regular trash. Contact your local waste management service for instructions.**
- Use Light Emitting Diode (LED) where possible. LED bulbs, while expensive, last for 50,000 hours (5 times longer than CFL and 65 times longer than incandescent bulbs) and they do not contain mercury.
- Unplug small appliances when they are not in use. Small items such as hair dryers and MP3 players draw electricity even when they are not in use.

### EXPANSION AND CONTRACTION

#### OWNER Use and Maintenance Guidelines

Changes in temperature and humidity cause all building materials to expand and contract. Dissimilar materials expand or contract at different rates. This expansion and contraction can result in separation between materials. This is normal and commonly presents itself as small cracks in drywall and in paint, especially where moldings meet drywall, at mitered corners, and where grout meets a tub or sink.

Shrinkage of the wood members in your home is inevitable and occurs in every new home. Although this is most noticeable during the first year, it may continue beyond that time. In most cases, caulk and paint are all that you need to correct natural occurrence. Even though properly installed, caulking will shrink and crack over time. Maintenance of caulking is OWNER's responsibility.

#### CAMPBELL Limited Warranty Guidelines

CAMPBELL will provide a one-time repair to under the one-year warranty. See individual categories for specific details.

### FENCING

#### OWNER Use and Maintenance Guidelines

Depending on the community in which your home is located, fencing may be provided by CAMPBELL, it may be an optional item you selected, or the developer may provide it. In any case, all types of fencing require routine OWNER maintenance.

#### **Drainage**

Fencing should be installed only after the final grade has been established and approved. In planning, installing, and maintaining fencing, ensure that existing drainage patterns will function unimpeded. Plan for enough space under the bottom of a wood fence for water to pass through uninhibited.

#### **Developer/OWNERS Association Architectural Guidelines**

If you choose to add fencing after moving in, keep in mind the architectural requirements of your community may specify the type and style of fence allowed. Specific community requirements about style, height, and position on your home site are described in the current architectural guidelines, which you received as part of your purchase documents or can obtain from the association or developer's office. Type, style, and color of fencing are addressed in these guidelines.



## **EXHIBIT A: LIMITED WARRANTY GUIDELINES**

Special requirements may apply to homes on corner lots where drivers must have adequate visibility. In some communities, zoning laws may impact private fencing. It is your responsibility to check on such details. CAMPBELL recommends that you engage the services of professionals to install your fence. OWNER is responsible for making sure the fence installer is aware of the architectural requirements and the location of property corners.

### ***Variation***

Height and location of installed fences will vary with home site size, topography, community standards and shape.

### ***Weather Damage***

Report damage to fencing caused by severe weather to your insurance company; weather related damage is specifically excluded from CAMPBELL's warranty coverage.

### ***Wood Fences***

The lumber used to construct wood fences is typically rough cedar, or spruce. Over time it will crack, warp, and split. As the wood ages and shrinks, nails may come loose and require attention. Also check the posts and any gates periodically and tighten hardware or make needed adjustments. Prevent sprinklers from spraying on your wood fence.

### ***Wrought Iron Fencing***

Wrought iron is subject to rusting unless regular maintenance is provided. Use touch-up paint on any scratches or chips. Inspect the fence twice a year and touch-up as needed, then plan to repaint the entire fence every one to two-years to keep it looking its best. As with wood fencing, prevent sprinklers from spraying your wrought iron fence or rails. Check monthly to confirm that water does not stand around the fence posts. Make corrections to drainage as needed to prevent this.

### **CAMPBELL Limited Warranty Guidelines**

If fencing is included as part of your home purchase, CAMPBELL will confirm the acceptable condition of the fence during your New Home Orientation. If CAMPBELL installed your fence, CAMPBELL will correct fence posts that become loose during the one-year warranty period. Developer-installed fencing falls outside CAMPBELL's limited warranty.

## **FIREPLACE**

### **OWNER Use and Maintenance Guidelines**

A slight delay of up to 30 seconds between turning the switch on and flame ignition is normal. If you notice any deviation from this and a gas smell, immediately shut off the switch and report it to the gas company. Materials found on the exterior surfaces of gas fireplaces (paints, sealants, lubricating oils and gasket adhesives) can produce odors the first few times the fireplace is used. This is called curing or burning in. It may take as much as 24 hours of use before the fireplace is cured. The fireplace should be burned for periods no less than 5 to 6 hours at a time with a high flame.

**Caution: The exterior vent cover for a direct-vent gas fireplace becomes extremely hot when the fireplace is operating. Read and follow all of your fireplace manufacturer's directions.**

### **CAMPBELL Limited Warranty Guidelines**

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

### ***Glass Doors***

During your New Home Orientation CAMPBELL will confirm the glass fireplace face is in acceptable condition. Use the cleaning product recommended by the manufacturer to clean the glass. This damage is excluded from CAMPBELL warranty coverage.

### ***Water Infiltration***

In unusually heavy or prolonged precipitation, especially when accompanied by high winds, some water can enter the home through the fireplace vent. The limited warranty excludes this occurrence.



## **EXHIBIT A: LIMITED WARRANTY GUIDELINES**

### **FOUNDATION**

#### **OWNER Use and Maintenance Guidelines**

CAMPBELL will install the foundation of your home according to the recommendations of our consulting engineer. The walls of the foundation are poured concrete with steel reinforcing rods. To protect your home's foundation, follow guidelines for installation and maintenance of landscaping and drainage in this guide.

#### ***Cracks***

Surface cracks can develop in foundation walls. Surface cracks are not detrimental to the structural integrity of your home. CAMPBELL will repair a crack which develops in a foundation wall that allows water to come through.

#### ***Future Construction in Basement***

If you decide to perform additional construction in the basement, a building permit is required. CAMPBELL does not warrant that you will be able to obtain such a permit due to unforeseen building code changes.

#### **CAMPBELL Limited Warranty Guidelines**

The foundation walls are a structural element of your home and therefore are covered under the eight-year structural warranty.

#### ***Cosmetic Imperfections***

Cosmetic imperfections in the foundation walls, such as a visible seam between two pours or slight visible aggregate (known as honeycombing), are possible and require no repair unless they permit water to enter the basement.

#### ***Cracks***

Shrinkage or surface cracks are common in foundation walls, especially at the corners of basement windows. CAMPBELL will seal cracks that exceed 1/8 inch in width.

#### ***Leaks***

CAMPBELL will correct conditions that permit water to enter the basement provided OWNER has complied with CAMPBELL drainage, landscaping, and maintenance guidelines.

### **FRAMING**

#### **CAMPBELL Limited Warranty Guidelines**

Rough carpentry includes the framing components of the home that are generally covered by drywall and siding. Bearing walls, trusses, rafters, joists, columns and beams are installed to meet or exceed local building codes and are covered under the eight-year structural warranty.

#### ***Wood Floor Deflection***

Floors will deflect (bend) when walked upon. This will be more noticeable next to hutches, bookcases, pianos, chairs, and other heavy furniture. This is not a structural deficiency and CAMPBELL will take no action for this occurrence.

#### ***Wood Floor Level***

Within a room, the floor should appear level when seen from a normal viewing position. Where a floor is sloped, a maximum ratio of one inch over 10 feet applies when measured between the opposite walls or defined limits of the room area.

#### ***Plumb Wood Walls***

CAMPBELL will correct walls that are out of plumb more than one inch in an eight foot distance of the wall. The variation of a bowed wall may not be more or less than 3/4 inch over the length of the wall.

#### ***Squeaks: One-Time Repair***

Floor and stair squeaks are not structural deficiencies. Although CAMPBELL does not warrant against floor squeaks, CAMPBELL will make a reasonable effort to correct them one time during your one-year warranty period.



## **EXHIBIT A: LIMITED WARRANTY GUIDELINES**

### **GAS SHUT-OFFS**

#### **OWNER Use and Maintenance Guidelines**

You will find shut-offs on gas lines near their connection to each item that operates on gas. In addition, there is a main shut-off at the meter. CAMPBELL will point these out during the New Home Orientation.

#### ***Gas Leak***

If you suspect a gas leak, leave the home immediately and call the gas company for emergency service from another location.

#### **CAMPBELL Limited Warranty Guidelines**

The gas company is responsible for leaks up to the meter. CAMPBELL will correct leaks from the meter into the home under the two-year warranty.

### **GRADING AND DRAINAGE**

General drainage patterns are established by the developer and local authorities. Everyone shares in the overall drainage plan for the community. CAMPBELL is responsible for completion of rough and final grades around the home. Afterward, OWNER is responsible for maintaining the final grades established by CAMPBELL. If anyone else alters the CAMPBELL established drainage patterns, impedes drainage flow or if changes in drainage occur due to lack of maintenance, the CAMPBELL limited warranty will be voided.

#### **OWNER Use and Maintenance Guidelines**

You share in an overall drainage plan for the community that was predetermined before the homes were built. The rough and final grades around your home have been inspected and approved for proper drainage of your lot. Our surveyor will complete a grading certification which will be presented to OWNER at closing. Yards may drain from one lot to another. Yards may drain from front to back, back to front, or have split drainage. Use caution when installing landscaping, planters, sidewalks, edging, fencing, or additions to your home which may create drainage problems on adjacent lots. Any changes to CAMPBELL established grades and drainage patterns will void your warranty.

#### ***Backfill Settlement***

The area CAMPBELL excavated for your home's foundation was larger than the home to allow room to work. In addition, some trenching is necessary for installation of utility lines across your lot. Although CAMPBELL replaced and compacted the soil, it does not return to its original density. Some settling will occur, especially after prolonged or heavy rainfall or melting of large amounts of snow. Settling can continue for several years. Inspect the perimeter of your home regularly for signs of settling and fill settled areas as needed to maintain positive drainage.

#### ***Drainage***

The grade around your home should slope away from the house. Drainage swales may or may not follow property boundaries. Maintain the slopes provided by CAMPBELL around the home which permit the water to drain away from the home as rapidly as possible. This is essential to protect your foundation. Failure to do so can result in major structural damage. Any modifications to CAMPBELL established grading patterns will void your warranty.

#### ***Easements***

Most lots have an easement, which is a section of land in front, on the sides, and/or in the back of your home site where public utilities are installed. In some areas, an easement or right-of-way is required for drainage swales. Easements are shown on your site plan. CAMPBELL will not make changes to any established easements.

#### ***Erosion***

Until your landscaping is established and stable, erosion will be a potential concern. Heavy rains or roof runoff can erode soil. The sooner landscaping is installed, the less damage will occur. Erosion is of special concern in drainage swales. If swales become filled with soil runoff, they may not drain the rest of the yard, causing further problems. Correcting erosion on your lot or which finds its way onto adjacent properties or streets is your responsibility. Erosion from your lot which deposits onto public spaces such as streets and open space may make you liable for fines and citations by local authorities.



## **EXHIBIT A: LIMITED WARRANTY GUIDELINES**

### ***Main Water Line***

The main water line to your new home is typically located in the front yard. Governing municipalities require that the shut off valve be visible.

### ***Roof Water***

Downspout tipouts are installed and sloped so the water drains away from your home quickly. They should be in the down position at all times to minimize damage. Ensure that downspout tipouts are not directed alongside the driveway/sidewalk concrete slabs as this could erode the soil under the concrete and result in unwarrantable settlement.

### ***Rototilling***

Rototilling can significantly change drainage patterns. OWNER is responsible for maintaining CAMPBELL established drainage patterns when rototilling is complete. Any modifications to CAMPBELL established grading patterns will void your warranty.

### ***Subsurface Drains***

Occasionally a subsurface drain is installed to ensure that water drains away from the foundation. Keep the outfall and drain cover clear of debris and ice at all times.

### ***Swales***

Drainage swales are shallow-sided, sloped ditches designed to convey surface run-off away from your home toward the nearest street, land, dry pond, or storm water management pond. These swales are usually located along common property lines and sometimes at the back of a lot. After heavy rain or snow, it is acceptable for water to stand in swales for up to 48 hours. Any modifications to CAMPBELL established grading patterns will void your warranty.

### **CAMPBELL Limited Warranty Guidelines**

CAMPBELL established the rough and final grade to ensure adequate drainage away from the home. Maintaining CAMPBELL established drainage patterns is an OWNER responsibility. Any modifications to CAMPBELL established grading patterns will void your warranty.

### ***Backfill Settlement***

Backfilled or excavated areas around the foundation and at utility trenches should not interfere with the drainage away from your home. If these areas settle more than six inches around the perimeter of the home during the first year after grade certification, CAMPBELL will fill these areas one time under the one-year warranty.

### ***New Landscaping***

New landscaping and the extra watering that accompanies it can cause temporary drainage problems, as can unusually severe weather conditions. Prolonged overwatering of new landscaping which causes damage to the foundation is not covered under the CAMPBELL limited warranty. If sod, trees, or shrubs are part of your purchase agreement, proper watering and care of these items are an OWNER responsibility.

### ***Recommendations***

If it is necessary to complete grading after closing, all concrete must be in place and the ground must be dry and free of frost. Your property must also be clear of personal property or structures (for example, dog runs, swing sets, vehicles).

### ***Swales***

CAMPBELL will not alter drainage patterns to suit individual landscape plans. Typically, a home site receives water from neighboring home sites and passes water on to other home sites, so changes in grade often affect adjacent or nearby lots. Do not make any changes to the CAMPBELL established grades. After heavy rain or snow, it is acceptable for water to stand in swales for up to 48 hours. Any modifications to CAMPBELL established grading patterns will void your warranty.

### ***Under Concrete: One-Time Repair***

CAMPBELL will address sunken areas under concrete one time during your one-year warranty. Following that, any further settlement is an OWNER maintenance responsibility.





## **EXHIBIT A: LIMITED WARRANTY GUIDELINES**

### ***Winter Grading***

Due to weather conditions, especially during winter and early spring, the grade may not have been established at the time of closing. CAMPBELL will document the status of your grading at the time of delivery. When conditions permit, final grading will be completed.

***Confirm that CAMPBELL has completed your grading before continuing with fencing or landscaping.***

### **GUTTERS AND DOWNSPOUTS**

#### **OWNER Use and Maintenance Guidelines**

OWNER is responsible for checking gutters periodically and removing leaves or other debris. Materials that accumulate in gutters can slow water drainage from the roof, cause overflows, and clog the downspouts. The accumulation of natural debris or roofing materials is a home maintenance concern. Removing such material is OWNER's responsibility. Rainwater should be directed away from the perimeter of the home at all locations.

#### ***Downspout Extensions***

Extensions should discharge outside of rock or bark beds so that water is not dammed behind the edging materials that might be used. The extensions must be in place and in their lowered position to move water away from the foundation at all times. Always return downspout extensions to their lowered position after maintenance.

#### ***Ladders***

Use caution when leaning ladders against gutters as this may cause dents paint damage.

#### ***Leaks***

If gutter seams leak, use a commercial gutter caulking compound available at hardware stores to caulk the inside joint.

#### ***Snow and Ice***

Clear excess snow and ice from downspouts as soon as possible to allow the gutter to drain and to prevent damage. Severe ice or snow build-up can damage gutters and/or cause ice damming and potential water leakage.

#### **CAMPBELL Limited Warranty Guidelines**

Gutters over three feet long are installed with a slight slope so that roof water will flow toward downspouts.

#### ***Leaks***

CAMPBELL will correct leaks that occur during the one-year warranty period.

#### ***Overflow***

Gutters may overflow during periods of excessively heavy rain. This is expected and requires no correction.

#### ***Standing Water***

Small amounts of water (up to one half inch) will stand for short periods of time in gutters immediately after rain or snow melt. No correction is required for this condition.

### **HARDWOOD FLOORS**

#### **OWNER Use and Maintenance Guidelines**

In daily care of hardwood flooring, preventive maintenance is the primary goal. Please refer to your flooring manufacturer's instructions or Website.

#### ***Appliances***

Delivery, installation, and moving appliances after closing may damage the hardwood floor surface. Use extreme caution when moving appliances; repair of such damage is OWNER's responsibility.



## **EXHIBIT A: LIMITED WARRANTY GUIDELINES**

### ***Cleaning***

Sweep on a daily basis or as needed. Never wet-mop a hardwood floor. CAMPBELL recommend you avoid the use of floor steamers on hardwood flooring. Excessive water causes wood to expand and can possibly damage the floor. When damp-mopping, remove all excess water from the mop. Check with the hardwood company for cleaning recommendations if your floor has a water-based finish.

### ***Dimples***

Placing heavy furniture or dropping heavy or sharp objects on hardwood floors can result in dimples.

### ***Furniture Legs***

Install proper floor protectors on furniture placed on hardwood floors. Protectors will allow chairs to move easily over the floor without scuffing. Regularly clean the protectors to remove any grit that may accumulate.

### ***Humidity***

Wood floors respond noticeably to changes in humidity in your home. Individual planks or pieces expand and contract (sometimes causing gaps) as moisture content changes. The first two-years are especially critical for fine woods in a home to adjust to climatic conditions.

### ***Mats and Area Rugs***

Use protective mats at exterior doors to help prevent sand and grit from getting on the floor; however, if sand and grit are left to accumulate under these mats further damage to the flooring surface may occur. Gritty sand is wood flooring's worst enemy. Be aware that rubber backing on area rugs or mats can cause discoloration and warping of the floor surface.

### ***Seasonal Gapping***

Expect some shrinkage around heat vents, any heat-producing appliances, or during seasonal weather changes.

### ***Shoes***

Stiletto heels can focus the weight of a 125 pound person to more than 2000 pounds per square inch which is enough weight to damage hardened concrete or your wood floor.

### ***Spills***

Clean up food spills immediately with a dry cloth.

### ***Sun Exposure***

Exposure to direct sunlight can cause serious damage to hardwood floors. To preserve the beauty of your hardwood floors, install and use window coverings in these areas.

### ***Traffic Paths***

A dulling of the finish in heavy traffic areas is likely.

### ***Warping***

Warping will occur if the floor repeatedly becomes wet or is thoroughly soaked even once. Slight warping in the area of heat vents or heat-producing appliances is to be expected.

### ***Wax***

Waxing and the use of products like oil soap are neither necessary nor recommended. Damage from these and similar products is not covered under CAMPBELL limited warranty.

### **CAMPBELL Limited Warranty Guidelines**

During your New Home Orientation CAMPBELL will confirm that hardwood floors are in acceptable condition. CAMPBELL will correct cosmetic defects listed during your New Home Orientation when they are readily noticeable under normal lighting conditions from a standing position. Since Engineered and Laminate Hardwood floors are pre-finished, repairs and replacement boards will be visible. CAMPBELL will not replace the floor or sections of the floor that fail to match due to repairs.



## **EXHIBIT A: LIMITED WARRANTY GUIDELINES**

### ***Separations***

Shrinkage will result in separation between the members of hardwood floors. Gaps that exceed 1/8 inch over the length of the board in normal moisture conditions will be repaired under the one-year warranty. OWNER is responsible for removing excess filler that may appear on the surface later if the boards expand due to subsequent changes in humidity and expel the filler.

### ***Cupping and Crowning***

CAMPBELL will repair cupping or crowning in hardwood floorboards that exceed 1/16 inch in height in a three inch maximum span measured perpendicular to the long axis of the board under the one-year warranty.

### ***Lippage***

CAMPBELL will repair lippage between boards that is greater than 1/16 inch under the one-year warranty.

### ***Slivers and Splinters***

CAMPBELL will repair visible slivers and splinters noted at the New Home Orientation.

## **HEATING SYSTEM**

### **OWNER Use and Maintenance Guidelines**

Good maintenance of your furnace can save energy dollars and prolong the life of the furnace. Carefully read and follow the manufacturer's literature on use and maintenance. The guidelines here include general information only.

### ***Adjust Vents***

Experiment with the adjustable registers in your home to establish the best heat flow for your lifestyle. Generally, you can reduce the heat in seldom-used or interior rooms. This is an individual matter and you will need to balance the system for your own family's comfort. During cold weather in particular, ensure that warm air from the heat registers located near windows can flow unobstructed. This and keeping window coverings slightly open will help minimize condensation.

### ***Combustion and Fresh Air Ducts***

Furnaces include combustion and fresh air ducts. These ducts are covered with a screen to minimize insects or animals entering the duct. Cold air coming in though these ducts means they are functioning as they should.

**Caution: Never block exhaust, combustion, or fresh air vents. In periods of heavy snow, regularly check to ensure the exterior vent is free of snow in order to draw combustion air in so that the furnace can function. If this vent is covered and air cannot circulate, the system will shut down.**

### ***Duct Cleaning***

During the construction of the home, reasonable steps are taken to prevent construction debris from entering the ductwork. There will be construction debris in the ductwork. Ducts are not cleaned prior to closing. Duct cleaning is the OWNER'S responsibility and is excluded from this Limited Warranty. CAMPBELL recommends that you have your home's ducts cleaned every two to three years.

### ***Ductwork Noise***

Some popping, pinging, or rubbing sounds are the natural result of ductwork heating and cooling in response to airflow as the system operates. Some noises may also be the result of the location of the heat ducts in relation to plumbing lines. Airflow noise is normal at floor, wall and ceiling grills.

### ***Electronic Ignition***

Your furnace does not have a standing pilot light. Instead, the manufacturer has installed electronic ignition. The igniter will glow when heating up to allow ignition of the natural gas. Should replacement be required, contact a professional.

### ***Filter***

A clean filter will help to keep your home clean and extend the life of the furnace. Remember to change or clean the filter monthly during the heating season (year-round if you also have air conditioning). A clogged filter can slow airflow, cause cold spots in your home and strain the furnace. You will find the size of filter needed printed along the edge of the filter that is in your furnace.



## **EXHIBIT A: LIMITED WARRANTY GUIDELINES**

### ***Furnace Fan Cover***

You will need to position the blower panel cover correctly for the furnace blower (fan) to operate. Similar to the way a clothes dryer door operates, this panel pushes in a button that lets the fan motor know it is safe to come on. If that button is not pushed in, the furnace will not operate. The furnace blower will typically cycle on and off more frequently and for shorter periods during severe cold spells.

### ***Gas Odor***

If you smell gas, leave the home immediately and call the gas company from another location.

### ***Modifications or Additions***

If you wish to make any modifications or additions to your heating system, contact the heating and air conditioning company (HVAC) listed on the Emergency Phone Numbers you received at your New Home Orientation. Having another firm modify your heating system during the warranty period will void that portion of your limited warranty.

### ***Odor***

A new heating system may emit an odor for a few moments when you first turn it on. An established system may emit an odor after being unused for an extended time (such as after the summer months if you do not use air conditioning). This is caused by dust that has settled in the ducts and should pass quickly.

### ***On-Off Switch***

The furnace has an on-off blower switch. This switch looks like a regular light switch and is attached to the furnace. When turned off, this switch overrides all furnace commands and shuts down the blower. This is usually done only when maintenance service is being performed, although young children have been known to turn the furnace off using this switch.

### ***Programmable Thermostat***

Your programmable thermostat is a great way to save energy dollars. Refer to the manufacturer's literature for details.

### ***Registers***

Heat register covers are removable and adjustable. Keeping registers open improves comfort and moisture management, especially during winter months. You have the choice of adjusting the dampers in these covers to regulate the heat flow within your home. Registers in the rooms farther away from the furnace will usually need to be opened wider.

### ***Return Air Vents***

For maximum comfort and efficient energy use, arrange furniture and draperies to allow unobstructed airflow from registers and to cold air returns. If cold air is unable to return to the furnace, the flow of heated air to that area of your home becomes restricted.

### ***Temperature***

Depending on such details as the style of home, room orientation, number and size of windows, type and use of window coverings, whether doors are open or closed, the temperature will vary from floor to floor, especially on extremely cold days. Continuous operation of the furnace fan will improve comfort and moisture management, especially during winter months.

### ***Thermostat***

The furnace will come on automatically when the temperature at the thermostat registers below the setting you have selected. Once the furnace is on, setting the thermostat to a higher temperature will not heat the home faster. To prolong the life of the furnace, CAMPBELL recommends not adjusting the temperature more than three degrees at a time.

### **TROUBLESHOOTING TIPS: NO HEAT**

Before calling for service, check to confirm that the:

- Thermostat is set to "heat" and the temperature is set above the room temperature.
- Furnace fan cover is installed correctly for the furnace fan to operate. This panel compresses a button that tells the blower it is safe to operate. If that button is not pushed in, the furnace will not operate.



## **EXHIBIT A: LIMITED WARRANTY GUIDELINES**

- Breaker on the main electrical panel is on. (Remember, if a breaker trips you must turn it from the *tripped* position to the *off* position before you can turn it back *on*.)
- Furnace switch is on.
- Gas line is open at the main meter and at the side of the furnace.
- Filter is clean to allow airflow.
- Vents in individual rooms are open.
- Air returns are unobstructed.
- Exhaust vent is not blocked by snow or ice.

Even if these troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

### **CAMPBELL Limited Warranty Guidelines**

CAMPBELL will install heating systems according to national and local building codes, as well as to the design of your particular home. Building codes specify that heating systems should be capable of maintaining an indoor air temperature of 70 degrees in the center of the room, five feet above the floor. In extremely cold temperatures (10 degrees below or colder), the system should be able to maintain a temperature differential of 80 degree from the outside temperature.

### **Ductwork**

The ductwork should remain attached and securely fastened to the structure and if it becomes loose or unattached, CAMPBELL will repair it as needed under the two-year warranty. The exact placement of heat ducts may vary from those positions shown in floor plans or model homes.

## **LANDSCAPING**

Plan to install your landscaping as soon after closing as weather permits. In addition to meeting your owner's association requirements to landscape in a timely manner, well-designed landscaping prevents erosion and protects the foundation of your home. Any modifications to CAMPBELL established grading patterns by OWNER or OWNER's contractor will void your warranty.

### **OWNER Use and Maintenance Guidelines**

#### **Architectural Requirements**

Landscaping materials must conform to the requirements set by the developer, owner's association, and/or local building authority.

#### **Additions**

Before installing patio additions, planters, sidewalks or other permanent improvements, OWNER is responsible for maintaining CAMPBELL established drainage patterns. Any modifications to CAMPBELL established grading patterns will void your warranty.

#### **Backfill Settlement**

Backfill areas will settle and require prompt attention to avoid damage to your home and/or voiding your warranty. Keep downspout extensions in the down position to channel roof runoff away from the foundation area of your home. Routine inspection of downspouts, backfill areas, and other drainage components is an OWNER responsibility.

#### **Bark or Rock Beds**

Use perforated edging around decorative rock or bark beds to allow the free flow of water away from the home. A woven landscape fabric between the soil and rock or bark to restrict weed growth while still permitting normal evaporation of ground moisture.

#### **Erosion**

Until your landscaping is established and stable, erosion is likely. Heavy rains or roof runoff can erode soil. The sooner you restore the CAMPBELL established grade to its original condition, the less damage will occur. Erosion is of special concern in drainage swales. If swales become filled with soil runoff, they may not drain the rest of the yard, causing further problems. Correcting erosion is OWNER responsibility. You may need to protect newly planted seed with erosion matting or reseed to establish grass in swales. It can take several years to fully establish your lawn in such challenging areas. OWNER or OWNER's contractor must maintain CAMPBELL installed erosion control structures (such as wattles, silt fence, etc.) on the lot and remove any soil which may runoff from your lot onto the street or adjacent properties as soon as possible to avoid fines from local authorities.



## **EXHIBIT A: LIMITED WARRANTY GUIDELINES**

### ***Hired Contractors***

OWNER is ultimately responsible for changes to the drainage pattern made by any landscape, concrete or deck contractor. Provide your contractor a copy of the drainage certificate given to you at closing before allowing any work in your yard. Any modifications to CAMPBELL established grading patterns will void your warranty.

### ***Main Water Line***

The main water line to your new home is typically located in the front yard. Governing municipalities require that the shut off valve be visible.

### ***Natural Areas***

During construction, CAMPBELL take care to prevent construction debris from accumulating in natural areas. Removing dead wood, tree limbs, fallen trees, or other natural items is your responsibility.

### ***Sod***

Sod is laid after the final grade elevations have been established. Lawn care is one of the OWNER's maintenance responsibilities. Keep the following points in mind regarding watering:

- The first 12 hours after new sod has been laid down is when it is most vulnerable to drying out. If gaps start to appear between rows of new sod, this is an indication your sod is drying out. Sod should never be installed against your foundation.
- Stay off of your new sod as much as possible for the first two weeks except to water it.
- Be prepared by having enough hose to reach all corners of your yard.
- A good sprinkler is also necessary to ensure proper watering of the entire yard.
- Water on grass acts like a magnifying glass and will burn your new sod. Therefore, early morning or late evening is best. Avoid watering between 8:00 a.m. and 6:00 p.m.
- New sod should be watered to the point that the soil is soft when you step on it.
- Water every day for seven days then cut back to once every other day even if temperatures are hot and dry.
- Keep in mind that over-watering sod can result in drainage problems and damage to sidewalks, driveways, curbs, roads and your foundation.

### ***Sprinkler System***

If CAMPBELL included a sprinkler system with your home, final adjustments will be made as soon as possible after closing. OWNER is responsible for routine cleaning, adjusting and repairing sprinkler heads as well as shutting the system down in the fall. Failure to properly drain the system before freezing temperatures occur can result in broken sprinkler and water lines. Damage from frozen sprinkler components is not covered under CAMPBELL limited warranty. Sprinkler heads must be adjusted as not to spray on sidewalks, driveways, roads or your home.

### ***Trees and Shrubs***

Trees are one of the features that make up an attractive community and add value to the homes CAMPBELL builds. CAMPBELL will take steps to protect and preserve existing trees on your lot. In spite of our efforts, existing trees located on construction sites can suffer damage from construction activities.

Damage to existing trees can be caused by such things as compaction of soil in the root zone, changing patterns of water flow on the home site, disturbing the root system, and removing other trees to make room for the home. The newly exposed tree may react to conditions it is unaccustomed to. Caring for existing trees, including pruning dead branches or removing these trees altogether is an OWNER responsibility.

Trees planted in conjunction with a landscape package are warranted for one growing season for which they are planted. As with sod, watering newly planted trees and shrubs is crucial.

- Trees and shrubs should begin on the same watering schedule as the sod. Trees and shrubs can be over watered. Therefore, attention is needed through the landscape season to determine how much and when to water.
- The leaves on trees and shrubs will turn yellow from over watering; they will turn brown if watering is insufficient.
- Landscape fabric holds moisture in the ground and can cause root rot. Avoid installing landscape fabric and rock around trees and shrubs unless you leave a hole in the fabric large enough to provide good aeration around base of tree or shrub.
- Avoid piling excess soil around the base of your trees and shrubs because this can also cause root rot.



## **EXHIBIT A: LIMITED WARRANTY GUIDELINES**

- Avoid tilling or planting flowerbeds around trees.
- To encourage budding in the spring, water your trees and shrubs thoroughly in the late fall.
- When the weather turns warm during the winter, it is recommended that you water your trees and shrubs.
- Freeze/thaw cycles may result in vertical tearing of tree bark; this usually repairs itself over time.
- Trees and shrubs require regular inspection for insect infestation. Early detection and prompt treatment may prevent further damage.

### ***Utility Lines***

A slight depression may develop along the utility trench. To correct this in sod or rock areas, roll back the sod or rock, spread topsoil underneath to level the area, and then relay the sod or rock. Before digging, call 811 for the location of buried service lines.

### ***Waiting to Landscape***

Ground left unstabilized without landscaping will erode. Correcting erosion that occurs after CAMPBELL has established the final grade is OWNER responsibility.

### ***Weeds***

Weeds will appear in your new lawn whether seed or sod is used. When soil is disturbed, dormant seeds come to the surface and germinate. The best weed control is a healthy lawn, achieved through regular care and attention.

### ***Xeriscape***

CAMPBELL recommends careful consideration of landscape design and selection of planting materials to minimize your water demand. Detailed information about Xeriscape is available from many reputable sources. Xeriscape offers the added benefit of saving water and reducing the amount of moisture that can reach your foundation.

### **CAMPBELL Limited Warranty Guidelines**

CAMPBELL will confirm the healthy condition of all plant materials provided by CAMPBELL during your New Home Orientation. Landscape materials CAMPBELL installed are warranted for one growing season. Damage to trees and other plant materials that existed on the home site when construction began, are all excluded from CAMPBELL warranty coverage. Developer installed trees are also excluded from CAMPBELL warranty coverage.

Any modifications to CAMPBELL established grading patterns by OWNER or OWNER's contractor will void your warranty.

## **LOW VOLT OUTLETS**

### **OWNER Use and Maintenance**

Your home is equipped with video and data, wiring and jacks. Initiating internet, alarm or cable service and moving jacks for decorating purposes or convenience is an OWNER responsibility.

### **CAMPBELL Limited Warranty Guidelines**

CAMPBELL will repair wiring that does not perform as intended from the service box into the home under the two-year warranty. From the service box outward, service and wiring is the responsibility of your local provider.

## **MILDEW**

### **OWNER Use and Maintenance Guidelines**

Mildew is a fungus that spreads through the air in microscopic spores. Mildew feeds on moisture and may appear on a variety of surfaces as a layer of dirt. Cleaning mildew from your home is an OWNER responsibility. Solutions that remove mildew are available from local paint or home improvement stores.

### **CAMPBELL Limited Warranty Guidelines**

CAMPBELL will remove any mildew noted during your New Home Orientation. After closing, CAMPBELL Limited Warranty excludes damage caused by mildew, mold, bacteria, virus, fungi, mushroom or mycotoxin or the spores or byproducts they produce.





## **EXHIBIT A: LIMITED WARRANTY GUIDELINES**

### **MIRRORS**

#### **OWNER Use and Maintenance Guidelines**

To clean your mirrors use any reliable glass cleaner available at most hardware or grocery stores. Avoid acidic cleaners and splashing water under the mirror; either can cause the silvering to deteriorate. Acidic cleaners are usually those that contain ammonia or vinegar. Avoid getting glass cleaners on plumbing fixtures as some formulas can deteriorate the finish.

#### **CAMPBELL Limited Warranty Guidelines**

CAMPBELL will confirm that all mirrors are in acceptable condition during your New Home Orientation. CAMPBELL will correct scratches, chips, or other damage to mirrors noted on your New Home Orientation punch list.

### **MOLD PREVENTION**

#### **OWNER Use and Maintenance Guidelines**

Mold is a type of fungus that spreads through the air in microscopic spores. Mold occurs naturally and is found everywhere on earth—over 100,000 kinds exist in the world and about 1000 of these are found in the North America. In order to grow, mold requires food, air, water, and a temperature between 40 and 100 degrees Fahrenheit. While not all molds are harmful, growth of mold within a home is inappropriate and may have side effects for the occupants, such as allergic reactions and infections, in addition to damaging the material on which it grows. Experts are studying whether more serious side effects are possible. At this point, no agency has been able to set guidelines on how much exposure is harmful because each of us reacts to mold differently.

Designing or building homes void of mold spores is impossible. If conditions are right, mold will grow in your home. Moisture is the only mold growth factor that can be controlled in a home. By minimizing moisture, you can reduce or eliminate mold growth. Moisture in your home comes from many sources. Spills, leaks, overflows, condensation, and high humidity are examples. Good housekeeping and maintenance are essential in your effort to prevent or eliminate mold growth.

#### ***Caulking***

Maintaining all caulking inside and outside of your home is an OWNER responsibility.

#### ***Cleaning***

Mold grows well on dust and dirt. Therefore, vacuum and dust regularly. Clean or replace filters in accordance to the manufacturer's recommendations. Keep weep holes for brick and windows clear. Most bath tile cleaning products contain chemicals that remove and help protect against mold growth. Check the refrigerator pan and air conditioning condensate line, coils, and condenser pan for signs of mold growth. Wipe up any spills immediately.

#### ***Condensation***

Condensation on surfaces inside your home is a sign of high humidity. If you notice condensation, wipe it up and take steps to reduce the humidity level in your home.

#### ***Humidifier***

If you installed a humidifier after closing, operate it in accordance with the manufacturer's instructions and clean it as recommended. If condensation develops, turn the humidifier down or off.

#### ***Inspections***

Check your home regularly for signs of water intrusion. These might include a musty odor, staining, or actual standing moisture. Remember to check inside cabinets, under all sinks and behind toilets as well as in seldom used closets. Confirm that your sump pump functions correctly; check weather stripping, caulking, grout, weep holes, and so on around doors, windows, and pipe or vent penetrations.

#### ***Leaks***

Immediately report any leak to Customer Care. Failure to report leaks promptly increases your risk and responsibility for repairs that might otherwise have been covered by warranty.



## **EXHIBIT A: LIMITED WARRANTY GUIDELINES**

### ***Purchases or Stored Items***

Carefully inspect items you bring into your home such as boxes that have been in storage or new house plants for any sign of mold, including musty odors.

### ***Tile Grout***

Another vulnerable area is tile grout around showers and tubs. Inspect and maintain grout as a seal to keep moisture from reaching the wall behind the tile.

### ***Valves***

Be familiar with the shut off valves for all water supply lines in your home. In the event of a leak, immediately shut off the water at the appropriate valve to minimize the amount of water that is released. Clean up the water immediately.

### ***Vehicle Run-Off***

Water, ice, and moisture can accumulate under vehicles parked in the garage. This can increase humidity and potential for mold in garages.

### ***Ventilation***

Your daily habits can help keep your home well ventilated:

- Do not cover or interfere in any way with the fresh air supply to your furnace.
- Run the hood fan when you are cooking.
- Run bath fans when bathrooms are in use.
- Connect your clothes dryer exhaust to the vent pipe. Clean the dryer exhaust tube as needed to keep it clear.
- Air your house by opening windows for a time when weather permits.

### ***Weather Stripping***

Weather stripping on doors may need occasional adjustment to prevent moisture from getting in around the door as well as to reduce air infiltration.

### **CAMPBELL Limited Warranty Guidelines**

CAMPBELL will remove any mold noted during your New Home Orientation. After closing, CAMPBELL Limited Warranty excludes damage caused by mildew, mold, bacteria, virus, fungi, mushroom or mycotoxin or the spores or byproducts they produce.

## **OVERHEAD GARAGE DOOR**

### **OWNER Use and Maintenance Guidelines**

Because the garage door is a large, moving object, periodic OWNER maintenance is necessary.

### ***Keypad and Remotes***

Each brand has a different method for programming so please refer to your manufacturer's guide for programming instructions.

### ***Light Visible***

Garage overhead doors cannot be airtight. Some light will be visible around the edges and across the top of the door. Weather conditions may result in some precipitation or dust entering around the door. This unavoidable condition is a natural result of weather conditions and is excluded from warranty coverage.

### ***Lubrication***

Regularly apply a lubricant such as silicone spray to all moving metal parts: rollers, hinges, pulleys, bearings, moveable lock parts, and springs. Lubrication is not required on plastic/neoprene rollers and plastic idler bearings. Refer to the door manufacturer's manual or Website for recommendation. Avoid over lubricating to prevent drips on vehicles or the concrete floor. Also, ensure that all fasteners are tight on the hardware and the overhead door is operating as intended, without binding or scraping.

### ***Opener***

To prevent damage to a garage door opener, be sure the door is completely unlocked.



## **EXHIBIT A: LIMITED WARRANTY GUIDELINES**

***Caution: Operating an opener when the manufacturer's lock is engaged in the track can cause the opener to fail and damage the door. This type of damage is not covered under the limited warranty.***

Periodically side locks can stick or get caught in the track and cause the cables to come off which creates a major inconvenience and repair. Become familiar with the steps for manual operation of the door in the event of a power failure.

If you have an opener installed on your home after closing, CAMPBELL suggests you order it from the company that provided and installed the garage door to assure uninterrupted warranty coverage. Any damage to garage doors after installation of an opener by a third party is not covered under the limited warranty.

If CAMPBELL installed a door opener as one of your selections, during the New Home Orientation CAMPBELL demonstrate the electric eye that provides a safety stop in the event someone crosses through the opening while the overhead door is in motion. Use care not to interfere with the function of the electric eye.

Expect to replace the battery in the garage opener remote controls about once a year. The battery is usually a 9-volt battery; however, check your manufacturer's manual for correct battery size and other maintenance needs of your remote controls.

### ***Painting***

Garage doors are metal. Repaint the garage door when you repaint your home or more often if needed to maintain a satisfactory appearance.

### ***Red Bolt Heads***

Only properly trained persons are permitted to tighten or loosen any red bolt head on the overhead door. Serious damage to the door and/or injury may occur if not done properly.

### ***Safety***

Follow the manufacturer's instructions for safe and reliable operation. Do not allow anyone except the operator near the door when it is in motion. Keep hands and fingers away from all parts of the door except the handle. Do not allow children to play with or around the door.

For your safety, after the expiration of the CAMPBELL warranty, have any needed adjustments made by a qualified specialist. Garage door springs are under a considerable amount of tension and require special tools and knowledge for accurate and safe servicing. Have the door inspected by a professional garage door technician after any significant impact to the door.

### ***Sag***

The garage door may sag slightly due to its weight and span. This is a normal condition and does not require adjustment.

### **CAMPBELL Limited Warranty Guidelines**

The garage door should operate smoothly and with reasonable ease. If the door becomes misaligned and requires adjustment, CAMPBELL will adjust the door once under the one-year warranty unless the garage door opener was installed by a third party.

## **PAINT AND STAIN**

### **OWNER Use and Maintenance Guidelines**

Painted surfaces must be washed gently using mild soap and as little water as possible. Avoid abrasive cleaners, pads, or scrub brushes.

### ***Colors***

Refer to your selection sheets for a record of the paint and stain color names or numbers used in your home.

### ***Exterior***

Regular attention will preserve the beauty and value of your home. Check the painted and stained surfaces of your home's exterior annually. Repaint before deterioration of the original finish occurs; this will save the cost of extensive surface preparation.



## **EXHIBIT A: LIMITED WARRANTY GUIDELINES**

As it ages, exterior wood trim will develop minor cracks and raised grain. Much of this will occur during the first year. Raised grain permits moisture to get under the paint and can result in peeling. This is a natural occurrence rather than a defect in materials or workmanship. Exterior paint maintenance is an OWNER responsibility.

Depending on the exposure to the sun and weather of each surface, the paint on some parts of your home may begin to show signs of deterioration sooner than others.

When you repaint the exterior of your home, begin by resetting popped nails. Remove blistered or peeling portions of paint with a wire brush or putty knife. Sand, spot with primer, and then paint the entire area. Use a quality exterior paint formulated for local climate conditions. Avoid allowing sprinklers to spray water on the exterior walls of your home. This will cause blistering, peeling, splintering, and other damage to the home.

### ***Severe Weather***

Hail and wind can cause a great deal of damage in a severe storm, so inspect your home after such weather. Promptly report damage caused by severe weather to your homeowner's insurance company. Repair of storm damage falls outside the CAMPBELL warranty coverage and is either your responsibility or that of your insurer.

### ***Stain***

For minor interior stain touch-ups, a furniture-polish-and-stain treatment is inexpensive, easy to use, and will blend in with the wood grain. Follow directions on the bottle.

### ***Touch-Up***

When doing paint touch-ups, use a small brush, applying paint only to the damaged spot. The appearance and color will vary from the surrounding area even if the same paint mix is used. When it is time to repaint a room, prepare the wall surfaces first by cleaning with a mild soap and water mixture or a reliable cleaning product.

Store paint with the lids tightly in place and in a location where they are not subjected to extreme temperatures. If a warranty matter requires paint touch up, this paint will offer the closest color match.

### ***Wall Cracks***

CAMPBELL suggest that you wait until after the first heating season to repair drywall cracks or other separations due to shrinkage.

### **CAMPBELL Limited Warranty Guidelines**

During your New Home Orientation, CAMPBELL will confirm that all painted or stained surfaces are in acceptable condition. CAMPBELL will touch up paint as indicated on your New Home Orientation list. You are responsible for all subsequent touch-up, except painting CAMPBELL performs as part of another warranty repair.

### ***Fading***

Expect fading of exterior paint or stain caused by the effects of sun and weather. CAMPBELL limited warranty excludes this occurrence.

### ***Touch-Up Visible***

Paint touch-up will be visible under certain lighting conditions.

### ***Wood Grain***

Because of wood characteristics, color variations will result when stain is applied to wood. This is natural and requires no repair. Today's water-based paints often make wood grain visible on painted trim. CAMPBELL does not provide corrections for this condition.

## **PESTS AND WILDLIFE**

### **OWNER Use and Maintenance Guidelines**

Address concerns associated with insects such as termites, ants, spiders, wasps, and bees, as well as animal life such as woodpeckers, squirrels, mice, with pest control professionals.



## **EXHIBIT A: LIMITED WARRANTY GUIDELINES**

### **CAMPBELL Limited Warranty Guidelines**

CAMPBELL Limited Warranty excludes any treatment for any insect (such as ants) or animal (such as mice) infestations.

### **PLUMBING**

#### **OWNER Use and Maintenance Guidelines**

Your plumbing system has many parts, most of which require little maintenance. Proper cleaning, occasional minor attention, and preventive care will assure many years of good service from this system.

#### ***Aerators***

In most cases the plumbing lines are a closed system and should have a minimal amount of dirt or construction debris in them. However foreign matter and small amounts of minerals may enter the lines. Aerators on the faucets strain much of this from your water. Minerals caught in these aerators may cause distortion in the stream of water from the faucets which is a sign the aerator needs to be cleaned. Cleaning aerators is an OWNER maintenance responsibility.

#### ***Cleaning***

Follow manufacturer's directions for cleaning fixtures. Avoid abrasive cleansers. They remove the shiny finish and leave behind a porous surface that is difficult to keep clean. Clean plumbing fixtures with a soft sponge and soapy water. Then polish the fixtures with a dry cloth to prevent water spots.

#### ***Clogs***

The main causes of toilet clogs are domestic items such as disposable diapers, excessive amounts of toilet paper, sanitary supplies, dental floss, and children's toys. You can usually clear clogged traps with a plunger. If you use chemical agents, follow directions carefully to avoid personal injury or damage to the fixtures. Clean a plugged drain stopper—usually found in bathroom sinks—by loosening the nut under the sink at the back, pull out the rod attached to the plunger, and lift the stopper. Clean and return the mechanism to its original position.

#### ***Corrosion***

Water having a high mineral content can be corrosive to fixtures and this type of damage is excluded from warranty coverage.

#### ***Fiberglass Fixtures***

For normal cleaning use a nonabrasive bathroom cleanser and sponge or nylon-cleaning pad. Avoid steel wool, scrapers, and scouring pads.

#### ***Freezing Pipes***

Provided your home is heated at a normal level, pipes should not freeze. Use an ordinary hair dryer to thaw pipes that are frozen. Never use an open flame.

***Set the heat at a minimum of 55 degrees if you are away during winter months.***

#### ***Garbage Disposal***

Improper garbage disposal use is the cause of many plumbing clogs. Always use plenty of cold water when running the disposal. Cold water helps to break up grease so it passes through the pipes more easily and cools the ball bearings which helps the motor last longer. Allow the water to run for 10 to 15 seconds after shutting off the disposal. Review the manufacturer's literature to learn which food items can be put in the disposal and which should be avoided.

Running ice cubes through the disposal once per month will help keep it working smooth. Citrus peels (such as lemon, lime and orange) can help eliminate odors if they develop.

#### ***Jetted Tubs***

If your home includes a jetted tub follow manufacturer's directions for its use and care. Never operate the jets unless the water level is at least one inch above the jets. Tie back or pin up long hair to keep it away from the jets.



## **EXHIBIT A: LIMITED WARRANTY GUIDELINES**

Clean and disinfect the system every one to two months, depending on usage. To do this, fill the tub with lukewarm water and add one cup of liquid chlorine bleach. Run the jets for 10 to 15 minutes, drain and fill again. Run the tub jets for 10 minutes with plain water and then drain. Avoid abrasive cleansers which will damage the surface and make keeping it clean difficult.

### ***Leaks***

If a plumbing leak occurs, the first step is to turn off the water supply to the area involved and minimize damage to your home and personal property. File a warranty claim as soon as possible as outlined in your Warranty Procedures.

### ***Low Pressure***

Occasional cleaning of the aerators on your faucets (normally every three to four months) will allow proper flow of water. Local, State and Federal regulations control the amount of water pressure in your home. CAMPBELL will not make modifications which violate those requirements.

### ***Modifications or Additions***

If you wish to make any modifications or additions to your plumbing system, contact the plumbing company listed on the Emergency Phone Numbers you receive at your New Home Orientation. Having a third party modify your plumbing system during the warranty period will void that portion of your limited warranty.

### ***Outside Faucets***

***Outside faucets (hose bibs) are freeze-proof, but for this feature to be effective, hoses must be disconnected during cold weather, even if the faucet is located in your garage.*** If a hose is left attached, the water that remains in the hose can freeze and expand back into the piping, causing a break. Repair of a broken line that feeds an exterior faucet is excluded from coverage under the limited warranty.

### ***Porcelain***

Porcelain enamel can be damaged by a sharp blow from a heavy object or by scratching. Do not stand in the bathtub wearing shoes unless you have placed a protective material over the bottom of the tub. If you splatter paint onto the porcelain enamel surfaces, wipe it up immediately. If a spot dries, use a recommended solvent.

### ***Running Toilet***

To stop running water, check the shut-off float in the tank. You may find it has lifted too high in the tank, preventing the valve from shutting off completely. In this case, gently bend the float rod down until it stops the water at the correct level. The float should move freely and not rub the side of the tank or any other parts. Also check the chain on the flush handle. If it is too tight, it will prevent the rubber stopper at the bottom of the tank from sealing, resulting in running water.

### ***Shut-Offs***

In single family homes the water supply can be shut-off entirely at two locations. The first is in the front yard and the second is at the meter typically located in the Mechanical Room. Use the shut off at the meter for major water emergencies such as a water line break or when you install a sprinkler system. Hot and cold water lines can be shut down individually at the ManaBloc.

### ***Stainless Steel***

Clean stainless-steel sinks with soap and water to preserve their luster. Avoid using abrasive cleaners or steel wool pads; these will permanently damage the finish. Prevent bleach from coming into prolonged contact with the sink as it can pit the surface. An occasional cleaning with a good stainless-steel cleaner will enhance the finish. Rub in the direction of the polish or grain lines and dry the sink to prevent water spots.

Avoid leaving produce on a stainless-steel surface. Prolonged contact with produce can stain the finish. Also avoid using the sink as a cutting board; sharp knives will gouge the finish.

Local water conditions affect the appearance of stainless steel. A white film can develop on the sink if you have over-softened water or water with a high concentration of minerals. In hard water areas, a brown surface stain can form appearing like rust.



## **EXHIBIT A: LIMITED WARRANTY GUIDELINES**

### ***Toilet Tank Care***

Avoid exposing the toilet to blows from sharp or heavy objects, which can cause chipping or cracking. Avoid abnormal pressures against the sides of the tank. It is possible to crack the tank at the points where it is attached to the bowl.

### **PLUMBING TROUBLESHOOTING TIPS**

- **No Water**
  - Confirm that the main shut off at the meter in the Mechanical Room is open.
  - Confirm that the individual shut off in the Mechanical Room is open at the ManaBloc.
- **No Hot Water: See Water Heater**
- **Leaks**
  - Before calling for service, confirm that the individual item shut-off at the ManaBloc is closed. If that stops the water flow, it is not an emergency. Use other facilities in your home and file a claim.
  - If a leak involves a main line, turn water off at the meter in the Mechanical Room and call the emergency number for service. File a claim as soon as possible.
- **Back Up at One Toilet**
  - If only one toilet is affected, it is not an emergency and repairs will occur during normal business hours.
  - Shut off the water supply to the toilet involved.
  - Use a plunger or snake to clear the blockage.
  - Open valve to water supply after blockage is cleared.
- **Sewer Back Up Affecting Entire Home**
  - Contact the plumber listed on your Emergency Phone Numbers sheet and file a claim as soon as possible.
  - Move personal belongings to a safe location. If items are soiled, contact your homeowner's insurance company.

Even if these troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

### **CAMPBELL Limited Warranty Guidelines**

During your New Home Orientation CAMPBELL will confirm that all plumbing fixtures are in acceptable condition, are functioning properly, and that all faucets and drains operate freely.

### ***Dripping Faucet***

CAMPBELL will repair leaks at inside faucets under the two-year warranty.

CAMPBELL will repair leaks at exterior faucets (hose-bibs) noted on the New Home Orientation punch list. Afterward, repair of a broken line to an exterior faucet is not covered under the limited warranty. Damage caused by freezing when a hose is left on the faucet is specifically excluded from warranty coverage.

### ***Clogged Drain***

CAMPBELL will correct clogged drains that occur during the first 30 days from closing *if caused by construction debris*. However, if a household item is removed from a clogged drain, OWNER will be responsible for the cost of the drain service.

### ***Cosmetic Damage***

CAMPBELL will correct any fixture damage noted during your New Home Orientation. Repairing chips, scratches, or other surface damage noted subsequent to your New Home Orientation is excluded from coverage under the limited warranty.

### ***Freezing Pipes***

Provided the home is heated at a normal level, pipes should not freeze. However, if a pipe does freeze in extremely cold weather, CAMPBELL will correct it under the two-year warranty.

### ***Leaks***

CAMPBELL will repair leaks in the plumbing system. If a plumbing leak caused by a warranted item results in drywall or floor covering damage, CAMPBELL will repair or replace items that were part of the home as originally purchased. Please note that payments or adjustments for secondary damages (for example, damage to wallpaper, drapes, and personal belongings) are excluded from warranty coverage.





## **EXHIBIT A: LIMITED WARRANTY GUIDELINES**

### **Noise**

Changes in temperature or the flow of the water itself may cause some noise in the pipes. This is normal and requires no repair. CAMPBELL will repair persistent water hammer (a thump or bang that can be heard throughout the home, resulting from the rapid closing of a valve, high water pressure, or missing strap) under the two-year warranty.

### **Supply**

CAMPBELL will correct construction conditions that disrupt the supply of water to your home if they involve service from the main water supply to your home, provided that OWNER has not caused the problem. Disruption of service due to failure of the water department system is the responsibility of the water provider to correct.

## **PROPERTY BOUNDARIES**

### **OWNER Use and Maintenance Guidelines**

At closing you will receive a drawing that shows your home site and the location of your home on it.

If you wish to install a fence, a deck or patio to your home, or otherwise establish a permanent structure, you are responsible for retaining professional surveyors to locate and mark property boundaries.

### **CAMPBELL Limited Warranty Guidelines**

CAMPBELL will expose property corners one time at the New Home Orientation.

## **RAILINGS**

### **OWNER Use and Maintenance Guidelines**

Wood or metal railings inside your home require little maintenance beyond occasional dusting or polishing. Protect railings from sharp objects or moisture. Cover them during move-in to avoid dents or scratches.

Stained wood railings will show variation in the way the wood grain absorbed the stain. Some designs and stain colors show seams where pieces of wood came together to form the railing and there is no correction for this condition.

### **CAMPBELL Limited Warranty Guidelines**

During your New Home Orientation CAMPBELL will confirm that all railings are in good condition. CAMPBELL will install railings in positions and locations to comply with applicable building codes. Railings should remain securely attached with normal use.

## **ROOF**

### **OWNER Use and Maintenance Guidelines**

The shingles on your roof do not require any treatment or sealer.

### ***Clean Gutters***

Maintain the gutters and downspouts so that they are free of debris and able to quickly drain precipitation runoff from the roof.

### ***Ice Damming***

Depending on weather conditions, your home's orientation and its surroundings, as snow melts on the roof, it may freeze. An accumulation of this type may cause an ice dam which can work its way up and under shingles, ultimately leading to a leak inside your home. Ice damming is a weather-related condition and therefore is excluded from CAMPBELL's limited warranty coverage.

### ***Limit Walking***

Limit walking on your roof. Your weight and movement can loosen the roofing material and in turn result in leaks. Never walk on the roof of your home when the shingles are wet. Please refer to local safety codes regarding walking or completing repairs to your roof.



## **EXHIBIT A: LIMITED WARRANTY GUIDELINES**

### ***Severe Weather***

After severe storms, perform a visual inspection of the roof for any damages. If you find pieces of shingle in the yard or shingle edges are lifted on the roof after a high wind event, notify your insurance company. Storm damage of any kind is excluded from coverage under the CAMPBELL limited warranty.

### **ROOF LEAK TROUBLESHOOTING TIPS**

Keep in mind that roof leaks cannot be repaired while the roof is wet. However, you should report the condition immediately so repairs can be made as soon as conditions allow.

- Confirm the source of the water is the roof rather than from a:
  - Plumbing leak
  - Open window on a higher floor
  - Ice damming
  - Condensation
  - Clogged downspout
  - Blowing rain or snow coming in through (code required) roof vents
  - Gap in caulking
- Where practical, place a container under dripping water.
- If a ceiling is involved, use a screwdriver to poke a small hole in the drywall to release the water.
- Remove personal belongings to prevent damage to them. If damage occurs to your personal belongings, contact your homeowners insurance company to submit a claim.
- Report the leak to CAMPBELL as soon as possible.

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

### **CAMPBELL Limited Warranty Guidelines**

CAMPBELL will repair roof leaks caused by a defect in materials and workmanship. Roof repairs will be made only when the roof is dry.

### ***Ice Damming***

Ice damming occurs naturally and is excluded from limited warranty coverage. Damage that results may be covered by your homeowner's insurance.

### ***Severe Weather***

Storm damage is excluded from CAMPBELL warranty coverage. Notify your homeowner's insurance company if you discover storm damage.

### ***Tabbing***

Tabbing (or sealing) of your shingles occurs during the first extended warm period after installation. Heat from the sun shining on the roof causes the glue on shingle tabs to adhere to the surface below, forming a bond. Until this has occurred, high winds can more easily lift the edges of the shingles and may cause some shingles to blow off. If this occurs contact Customer Care for an evaluation.

## **SHOWER DOORS OR TUB ENCLOSURES**

### **OWNER Use and Maintenance Guidelines**

Shower doors and tub enclosures require minimal care.

### ***Caulk***

Check caulking and touch-up as needed.

### ***Cleaning***

Use cleaning products suggested by the manufacturer to avoid any damage to the trim and hardware. Using a squeegee to remove water after a bath or shower will keep mineral residue and soap film to a minimum.



## **EXHIBIT A: LIMITED WARRANTY GUIDELINES**

### ***Towels***

Avoid hanging wet towels on corners of doors as the weight can pull the door out of alignment and cause it to leak.

### **CAMPBELL Limited Warranty Guidelines**

During your New Home Orientation CAMPBELL will ensure that shower doors and tub enclosures function according to manufacturer specifications.

## **SIDING**

### **OWNER Use and Maintenance Guidelines**

Siding expands and contracts in response to changing weather conditions. Slight waves, shrinkage and separations will be noticeable. Typically, the south and west sides of a home show more weathering. These behaviors cannot be eliminated. Avoid excessive overspray from sprinklers on any type of siding.

### ***Cement Based Products***

Cement based siding and trim will require repainting and caulking just as wood products do.

### ***Hardboard***

Use nonabrasive household cleaners. Test the cleaner on a small area prior to large scale use. Rinse the surface thoroughly after cleaning. If power washers are used be certain that the pressure is on a low setting.

### **CAMPBELL Limited Warranty Guidelines**

CAMPBELL will confirm the siding meets CAMPBELL standards during your New Home Orientation. Repair of subsequent damage to the siding will be your responsibility.

### ***Joints***

CAMPBELL will correct any separation at joints or where siding meets another material if the separation allows water to enter the home. All butt joints have flashing installed behind them.

### ***Loose Siding***

If siding becomes detached from the home due to installation error, CAMPBELL will correct it under the one-year warranty.

## **SMOKE DETECTORS**

### **OWNER Use and Maintenance Guidelines**

Consult the manufacturer's manual for detailed information on the care of your smoke detectors.

### ***Cleaning***

For your safety, clean each smoke detector as recommended by the manufacturer to prevent a false alarm or lack of response in a fire. After cleaning, push the test button to confirm the alarm is working.

### ***Locations***

Smoke detectors are installed in accordance with building codes, which dictate locations. Building codes prohibit our omitting any smoke detector, nor should you remove or disable any smoke detector.

### **CAMPBELL Limited Warranty Guidelines**

CAMPBELL does not represent that the smoke detectors will provide the protection for which they are installed or intended. CAMPBELL will test smoke detectors during your New Home Orientation to confirm that they are working properly.

## **STAIRS**

### **OWNER Use and Maintenance Guidelines**

Staircases will vibrate when used and may develop squeaks.



## EXHIBIT A: LIMITED WARRANTY GUIDELINES

### CAMPBELL Limited Warranty Guidelines

One time during the warranty period CAMPBELL will make a reasonable effort to quiet or eliminate squeaks.

### STUCCO

#### OWNER Use and Maintenance Guidelines

Stucco is a brittle cement product that is subject to expansion and contraction. Minor hairline cracks will develop in the outer layer of stucco. This is normal, does not reduce the function of the stucco and does not require correction under the limited warranty.

The acrylic coating used in some homes requires very little maintenance. The coating is waterproof so cleaning with a hose is permitted. However, **avoid the use of high pressure as this can peel the coating.** If damage occurs, the affected area can be patched and the coating reapplied.

#### ***Drainage***

To ensure proper drainage, keep dirt and concrete flatwork a minimum of six inches below the stucco screed (mesh underneath final coat of stucco). Do not pour concrete or masonry over the stucco screed.

#### ***Efflorescence***

The white, powdery substance that sometimes accumulates on stucco surfaces is called efflorescence. This is a natural phenomenon and cannot be prevented. In some cases, you can remove it by scrubbing with a stiff brush and vinegar. Consult your home center or hardware store for commercial products to remove efflorescence.

#### ***Sprinklers***

Avoid spraying water from irrigation or watering systems on stucco surfaces.

### CAMPBELL Limited Warranty Guidelines

CAMPBELL will confirm that stucco is in acceptable condition during your New Home Orientation.

#### ***Cracks: One-Time Repair***

One time during the warranty period, CAMPBELL will repair stucco cracks that exceed 1/16 inch. The appearance of the repair will vary from the surrounding area due to natural fading and dye lot differences.

### SUMP PUMP

#### OWNER Use and Maintenance Guidelines

Your foundation has a peripheral drain and possibly a sump pit. The peripheral drain is installed around the base of the foundation to gather water and channel it to the sump pit or storm sewer. If you have a sump pit, the pump will come on when water reaches a certain level and discharge the water away from your home. If the perimeter drain is connected to a storm sewer, the water will flow directly into the storm sewer system without the need for a pump.

#### ***Continuous Operation***

The pump may run often or even continuously during and after a heavy storm or long periods of rain. This is normal under such conditions.

#### ***Discharge***

Know where the discharge for your sump pump system is located and keep the end of this drain clear of debris so that water can flow out easily. In order to avoid re-circulating water through this system, maintain the distance of the discharge pipe as originally installed.

#### ***Power Supply***

The sump pump runs on electricity and is connected to a GFCI. If power goes off or the breaker trips, the pump cannot operate. Storm water (not sewage) could then enter your basement. You may wish to consider a back-up power supply system to guard against this possibility. Homeowner insurance policies usually excludes damage to your property from this source.



## **EXHIBIT A: LIMITED WARRANTY GUIDELINES**

### ***Roof Water***

Ensure that roof water drains quickly away from the home to avoid circulating back through your sump pump. Keep downspout extensions in place to channel water away from your home.

### ***Routine Check***

OWNER is responsible to periodically check to confirm the pump is plugged in, the circuit breaker is on, and that the pump operates. To check the operation of your sump pump, pour five gallons of water into the sump pump crock (hole). The pump should come on and pump the water out. Follow this procedure at least once a year.

### ***Trees and Shrubs***

Avoid planting trees or shrubs with aggressive root growth patterns within five feet of your home's foundation. The roots can make their way into the perimeter drain and eventually clog the system.

### **CAMPBELL Limited Warranty Guidelines**

During your New Home Orientation CAMPBELL will discuss the sump pump and confirm that it is operational correctly. Damage caused by an improperly maintained sump pump is excluded from coverage under the CAMPBELL limited warranty.

## **TERMITES**

### **OWNER Use and Maintenance Guidelines**

If provided with your purchase, CAMPBELL will treat the foundation of your home for termites and provide you with a certificate confirming that at closing. Plan to renew this treatment as directed by the literature that accompanies the certificate. Treatment for other types of insects or animal infestations is an OWNER responsibility. OWNER is responsible to regularly inspect the home for signs of termites or conditions that would allow their attack.

- Check for wrinkles or waves in wood trim.
- Tap wood to see if it sounds or feels hollow.
- Inspect under the carpet tack strip by lifting the edge of carpet in the corner of a room. The tack strip is untreated and provides a convenient path for termites through your home.
- Watch for tubes of dirt, called mud tubes, which extend from the soil up to your home.
- Keep soil away from any wood parts of your home.
- Be certain all roof water and precipitation moves quickly away from your home's foundation.
- Avoid storing wood on the ground and against your home.
- Maintain a zone of at least two feet in width around the perimeter of your home. Avoid planting grass or shrubs, installing any sprinkler device, or digging of any kind in this area. If you disturb this area, have it re-treated to restore protection.
- Before installing rock mulch or paving against the home, chemically treat the area that will be underneath the new material.
- If you add onto or change the exterior of your home, be sure to treat those areas too.

If you believe you see signs of termites or if you have any questions, contact your termite treatment company for guidance.

### **CAMPBELL Limited Warranty Guidelines**

If provided with your purchase, CAMPBELL will certify treatment of your foundation for termites at closing. This is CAMPBELL's final action for termites. Our warranty excludes treatment for any other insect (such as ants) or animal (such as mice) infestations.

## **UTILITY LOCATIONS**

### **OWNER Use and Maintenance Guidelines**

Work that includes digging, installing materials into the ground (such as fence posts or stakes) or mechanical excavation, all require that you arrange to have utility lines located and marked before work begins.

***NEVER assume that a gas line is deeper than your planned ground disturbance.*** The gas company responds to hundreds of damaged natural gas line calls each year.



## **EXHIBIT A: LIMITED WARRANTY GUIDELINES**

Safety should be your first priority when working around natural gas pipelines. Contact with buried natural gas pipelines can result in serious injury or death. Property damage can occur to your home and your neighbor's property as well as interrupt utility service to others in the area. This can be costly to repair.

***Hand dig to expose the natural gas line if you will be digging within three feet on either side of the location marks. Dig carefully. Some gas lines are made of polyethylene and can easily be cut with a shovel.***

If you damage or suspect you have damaged a gas line—even if there is no odor or hissing sound—contact the gas company immediately.

- Clear all people from the vicinity and cordon off the site.
- Do not attempt to repair the leak or bend over the line to stop the escaping gas.
- Shut off all equipment and vehicles.
- Remove other sources of ignition.
- Do not use a cell phone in the vicinity.
- Extinguish all smoking materials and open flames.
- Allow gas to vent to the atmosphere.

### **VENTILATION**

#### **OWNER Use and Maintenance Guidelines**

Homes today are built tighter than ever. This saves energy dollars but creates a potential concern. If the ventilation system is not maintained and used regularly, condensation, cooking odors, indoor pollutants, and carbon monoxide may accumulate. CAMPBELL provides mechanical and passive methods for ventilating your home. Your attention to ventilation is important to health and safety.

#### ***Attic and Roof Vents***

Building codes require soffit, attic and/or roof vents to minimize accumulation of moisture. Attic ventilation occurs through these vents. Driving rain or snow can sometimes enter the attic through these vents. Damage caused by these extreme weather events is not covered under the limited warranty. Do not cover vents to prevent the entry of rain or snow as this can cause significant damage to the attic space which is not covered under the limited warranty.

#### ***Daily Habits***

Your daily habits can help keep your home well-ventilated:

- Do not cover or interfere in any way with the fresh air supply to your home's systems.
- Develop the habit of running the hood fan while you are cooking.
- Run bathroom fans for a minimum of 30 minutes after bathing or showering.
- Air your house by opening windows for a time when weather permits.

#### ***Whole House Ventilation Fan (WHV)***

Because new homes are built so tight, WHV fans are now required by local building codes. They are designed to operate almost continually year around and are typically installed inside the Laundry Room. The switch to control to control the fan is located in the Mechanical Room. It is highly recommended that the fan be left on year around.

#### **CAMPBELL Limited Warranty Guidelines**

The warranty guidelines for active components (for example, exhaust fans) are discussed under the appropriate headings (such as electrical system, heating system, and so on).

### **VINYL FLOORING**

#### **OWNER Use and Maintenance Guidelines**

Although vinyl floors are designed for minimal care, they do have maintenance needs. Follow the manufacturer's recommendations for care and cleaning.



## **EXHIBIT A: LIMITED WARRANTY GUIDELINES**

### ***Color and Pattern***

Your color selection sheets provide a record of the brand, style, and color of floor coverings in your home. Please retain this information for future reference.

### ***Limit Water***

Wipe up spills and vacuum crumbs instead of washing vinyl floors frequently with water. Avoid allowing large amounts of water on the floor from baths and showers. Limit mopping or washing with water; excessive amounts of water on vinyl floors can cause the flooring to lift and curl.

### ***Moving Furniture***

Moving appliances across vinyl floor covering can result in scuffs, tears and wrinkles. Install coasters on furniture legs to prevent damage. If you damage the vinyl floor, it can be repaired by professionals. If any remnants remain when installation of your floor covering is complete, CAMPBELL will leave them so that a matching dye lot will make such repairs less apparent.

### ***No-Wax Flooring***

The vinyl flooring installed in your home is the no-wax type. No wax means that this floor covering has a clear, tough coating that provides both a shiny appearance and a durable surface. However, even this surface will scuff or mark. Follow the manufacturer's recommendations for maintaining the finish.

### ***Seams***

All types of vinyl flooring may separate slightly due to shrinkage. Seams can lift or curl if excessive moisture is allowed to penetrate them. Silicone caulking can seal seams which separate.

### **CAMPBELL Limited Warranty Guidelines**

CAMPBELL will confirm that your vinyl floor covering is in acceptable condition during your New Home Orientation. Our limited warranty excludes cosmetic damage to vinyl floors which is not noted at the New Home Orientation. CAMPBELL can assist you in contacting professionals who can repair any damage that occurs after your move-in. CAMPBELL is not responsible for discontinued selections.

### ***Adhesion***

Vinyl floor covering should fully adhere. CAMPBELL will repair lifting or bubbling and staples that appear on the surface.

### ***Ridges***

CAMPBELL has sanded and filled the joints of underlayment to minimize the possibility of ridges showing through vinyl floor coverings. Ridging is measured by centering a 6-inch straight edge perpendicular to the ridge with one end tight to the floor. If the opposite end of the straight edge is 1/16 inch or more from the floor, CAMPBELL will repair this condition under the one-year warranty.

### ***Seams***

Seams will occur and are sealed at the time of installation. CAMPBELL will correct gaps in excess of 1/32 inch when viewed under normal lighting conditions and from a normal viewing position.

## **WATER HEATER**

### ***Draining the Tank***

Review and follow manufacturer's timetable and instructions for draining several gallons of water from the bottom of the water heater. This reduces the build-up of mineral deposits from the water, prolonging the life of the tank and saving energy dollars.

### ***Cleaning Your Tankless Water Heater***

Turn the unit off and disconnect the electrical power supply. Wait for the water and equipment to cool down. Wipe the outside with a wet cloth; use a non-abrasive cleanser to remove any surface stains. Clean the remote controller with a damp cloth using just water. See manufacturer's instructions for details on cleaning the cold water inlet filter and the air intake filter on your particular model.





## EXHIBIT A: LIMITED WARRANTY GUIDELINES

### CAMPBELL Limited Warranty Guidelines

Refer to the manufacturer's limited warranty for information regarding coverage of your water heater.

### WINDOWS, SCREENS, SLIDING GLASS DOORS

#### OWNER Use and Maintenance Guidelines

Contact a glass company for reglazing of any windows that break. Glass is difficult to install properly without special tools.

#### **Condensation**

Condensation on interior surfaces of the window and frame is the result of high humidity within the home interacting with low outside temperatures. Your family's lifestyle controls the humidity level within your home. If you install a humidifier, closely observe the manufacturer's directions for its use. Cleaning and repair of damage caused by condensation is an OWNER responsibility. During cold weather in particular, ensure that warm air from the heat registers located near windows can flow unobstructed. This helps minimize condensation. Also ensure that window coverings are open at least slightly for the same reason.

#### **Sliding Glass Doors**

Sliding glass doors are made with tempered glass, which is more difficult to break than ordinary glass. If broken, tempered glass breaks into small pieces rather than large splinters which can easily cause injury. Keep sliding door tracks clean for smooth operation and to prevent damage to the doorframe. Silicone lubricants work well on these tracks.

#### **Sticking Windows**

If sticking occurs or excessive pressure is required to open or close a window, refer to the manufacturer's information. You may also apply a silicone lubricant.

#### **Tinting**

Applying tinting or foil lining to dual pane windows can result in broken windows due to heat build-up. Some manufacturers will void their warranty on the windows if you apply tinting or foil lining. Contact the manufacturer to check on their current policy before you apply such coatings.

#### **Weep Holes**

During heavy rains, water may collect in the bottom channel of window frames. Weep holes are provided to allow excess water to escape to the outside. Keep the bottom window channels and weep holes free of dirt and debris for proper drainage.

### CAMPBELL Limited Warranty Guidelines

CAMPBELL will repair or replace broken windows or damaged screens noted during your New Home Orientation. Windows should operate with reasonable ease and locks should perform as designed. If they do not operate smoothly, CAMPBELL will provide adjustments under the one-year warranty.

#### **Condensation**

Condensation on interior surfaces of the window and frame is the result of high humidity within the home and low outside temperatures. CAMPBELL's limited warranty coverage excludes this condition. Condensation that accumulates *between the panes of glass* indicates a broken seal. CAMPBELL will replace the window if this occurs during the one-year warranty period. Beyond the one-year warranty period, check with your window manufacturer for possible extended coverage for this condition.

#### **Infiltration**

Some air and dust will infiltrate around windows, especially before the installation of landscaping in the general area. CAMPBELL warranty excludes this occurrence.

#### **Scratches**

CAMPBELL will confirm that all window glass is in acceptable condition at your New Home Orientation. Scratches not noted on the New Home Orientation punch list are excluded from coverage under the CAMPBELL limited warranty. Refer to the manufacturer's warranty for information regarding flaws allowable in window glass.



## EXHIBIT A: LIMITED WARRANTY GUIDELINES

### WOOD TRIM

#### OWNER Use and Maintenance Guidelines

Wood trim will behave differently inside your home than it does outside. Heating and air conditioning, traffic patterns, and other living activities readily affect some interior trim elements. On your home's exterior, sun exposure and weather will have the most impact. Further, the materials used for interior trim are specifically selected for interior use and differ from those used for the exterior.

#### **INTERIOR**

Shrinkage of interior wood trim typically occurs during the first two-years or longer, depending on temperature and humidity. All interior lumber is more vulnerable to shrinkage during the heating season. Maintaining a moderate and stable temperature helps to minimize the effects of shrinkage. Wood shrinkage can result in separation at joints of trim. This condition can usually be corrected with caulking or touch up paint.

#### ***Cleaning***

Occasional dusting is usually all the maintenance needed for casing and baseboards. Wiping with a slightly damp cloth may be necessary from time to time.

#### ***Touch Up***

Chips or scratches that occur can often be corrected with careful paint or stain touch up. In case of severe damage, wood filler may be needed. The appearance is likely to vary from the surrounding trim.

#### **EXTERIOR**

Most shrinkage will occur during the first two-years, depending on climate conditions and exposure.

#### ***Separations***

Shrinkage of exterior trim pieces can result in separation at joints—especially during hot summer temperatures. Correct this with caulking and touch up paint. If a piece of trim pulls away from the house, re-nail it and touch up with putty and paint.

#### ***Splits***

Fluctuations in humidity and temperature can cause wood trim to split or cup.

#### CAMPBELL Limited Warranty Guidelines

During your New Home Orientation CAMPBELL will confirm that all wood trim is in acceptable condition. Minor imperfections in wood materials will be visible and require no action. CAMPBELL will correct readily noticeable construction damage such as chips and gouges listed during your New Home Orientation.

#### **INTERIOR**

#### ***Exposed Nail Heads***

In finished areas of your home, CAMPBELL will correct exposed nail heads by filling and touch up of the original finish. Such repairs may be visible under certain lighting conditions.

#### ***Gaps***

CAMPBELL will correct gaps in excess of 1/16 inch that appear between a wall and baseboard or gaps in excess of 1/8 inch between a baseboard and uniform hard surface floor. Gaps between baseboards and non-uniform hard surface floor (slate, hardwood, some ceramic tiles, and so on) are unavoidable and are excluded from this repair.

#### ***Separation/Misalignment***

Hairline separations are acceptable between two pieces of the same material (for instance at a casing corner) or between two pieces of dissimilar materials (such as casing and drywall). CAMPBELL will correct separation or misalignment between pieces of the same material that exceed 1/16 inch. Where trim is painted, pieces should be flush and no raw wood should show. Separations that occur between two dissimilar materials that exceed 1/8 inch will be corrected. In most cases, the repair provided is caulking and touch up with original stain or paint.



## **EXHIBIT A: LIMITED WARRANTY GUIDELINES**

### ***Splits***

Wood trim pieces that split will be corrected, typically using filler. Such repairs will be visible under certain lighting conditions.

### ***Surface Roughness***

Wood surfaces that are touched or grasped during *normal* use should be uniformly smooth. Surfaces not touched during normal use shall appear smooth when viewed without magnification from a minimum distance of 5 feet under normal lighting conditions and from a standing position.

## **EXTERIOR**

### ***Cracks: One-Time Repair***

CAMPBELL will caulk and apply touch-up paint to cracks in exterior trim components that are visible from 20 feet or that result in trim becoming detached one time near the end of the first year if needed. Paint or stain touch-up will vary from the surrounding area.

### ***Raised Grain***

Because of the effects of weather on natural wood, you should expect raised grain to develop. This is normal rather than a defect in the wood or paint; warranty coverage excludes this condition.

### ***Resins***

CAMPBELL will touch up exterior trim where resin bleeds through painted finish.

### ***Separations***

CAMPBELL will correct any separation at joints that allows water to enter the home.