



## **LIMITED WARRANTY GUIDELINES**

### **EXHIBIT A**

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 Warranty Period.

Only the most frequent problems that 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 construct your home, and will warrant that your home has been constructed, in accordance with local building codes which are in effect at the time your home is constructed and the industry standards of El Paso County Colorado. These Guidelines are based in part on Residential Construction Performance Guidelines, Consumer Reference, Fourth Edition which is widely considered the national industry standard. When the applicable "national standard" is used in this Guideline, the section will be noted at the end of the Guideline, i.e. as (1-2-3).

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 Agreement.

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

We provide several one-time repairs for your home during the initial year of your warranty. We provide 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 one-time warranty claims near the end of the one year warranty period.

### **AIR CONDITIONING**

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

If provided, your home air conditioning is a closed, whole-house system, which means that the interior air is continually recycled and cooled until the desired air temperature is reached. Warm outside air can make cooling impossible. Therefore, you should keep all windows closed while the system is in operation. 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 on these windows.

The air conditioning unit only begins to work when you set the thermostat. For example, if you come home at 6 p.m. when the temperature has reached 90 degrees F and set your thermostat to 75 degrees, the air conditioning unit will begin cooling, but will take much longer to reach the desired temperature. During the whole day, the sun has been heating not only the air in the house, but the walls, the carpet, and the furniture. At 6 p.m. the air conditioning unit starts cooling the air, but the walls, carpet, and furniture release heat and nullify this cooling. By the time the air conditioning unit has cooled the walls, carpet, and furniture, you may well have lost patience.

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 slightly when you arrive home, with better results. Once the system is operating, setting the thermostat at 60 degrees 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.

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

#### ***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.

### ***Filters***

Remember to change the furnace filter once per month while the air conditioning system is in operation in order to maximize the efficiency of the system and to prevent damage to system components.

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

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

### ***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 lot, type and use of window coverings, and traffic through the home.

### **CAMPBELL Limited Warranty Guidelines**

The air conditioning system should maintain an average temperature of 78 degrees F or a differential of 15 degrees from the outside temperature, measured in the center of each room at a height of five feet above the floor. Lower temperature settings are often possible, but neither the manufacturer nor CAMPBELL guarantees this. (9-4-3)

### ***Compressor***

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

### ***Coolant***

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

### ***Nonemergency***

Lack of air conditioning service is not considered an emergency.

### ***Third Party Installation***

Equipment not installed by CAMPBELL may affect your warranty if installed incorrectly. Any repairs to CAMPBELL installed equipment due to equipment installed by third parties will be the responsibility of the OWNER

## **ALARM SYSTEM**

### **OWNER Use and Maintenance**

If your home selections included pre-wire or installation of an alarm system, you will arrange for the final connection after your move-in. The alarm company will demonstrate the system and instruct you in its use.

### **CAMPBELL Limited Warranty Guidelines**

CAMPBELL will correct wiring that does not perform as intended for the alarm system under the two year warranty.

## **APPLIANCES**

### **OWNER Use and Maintenance**



## **LIMITED WARRANTY GUIDELINES**

Read and follow all manufacturers' instructions for the use and maintenance of each appliance in your home and keep them available for reference. Fill in and mail warranty registration cards directly to the manufacturer.

If a problem arises with an appliance, call the customer service number listed in the manufacturer's warranty. When reporting warranty items to the appliance manufacturer, be prepared to supply the following details:

- Date of purchase (OWNER closing date)
- Serial and model numbers, found on a metal plate or sticker on the side or bottom of each appliance
- Description of the problem

### **CAMPBELL Limited Warranty Guidelines**

We confirm that all appliance surfaces are in acceptable condition during your orientation. We assign all appliance warranties to you, effective on the date of closing. The appliance manufacturers warrant their products directly to you according to the terms and conditions of these written warranties.

CAMPBELL does not keep a record of appliance serial numbers.

## **ATTIC SPACE**

### **OWNER Use and Maintenance**

The attic space is neither designed nor intended for storage. We provide access to this area for maintenance of the attic space. When entering the attic space, use caution and avoid stepping off wood members onto the drywall. This can result in personal injury or damage to the ceiling below. Your limited warranty does not cover such injury or damage.

### **CAMPBELL Limited Warranty Guidelines**

The local building department will inspect the attic prior to closing.

## **CABINETS**

### **OWNER Use and Maintenance**

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 and the way it takes stain.

Products such as lemon oil or polishes that include scratch cover are suggested for wood cabinet care. Follow container directions. Use such products a maximum of once every 3 to 6 months to avoid excessive build-up. Avoid paraffin-based spray waxes and washing cabinets with water, as both will damage the luster of the finish.

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

Damage to cabinet surfaces and warping can result from operating appliances that generate large amounts of moisture too near the cabinet. When operating such appliances, place them in a location that is not directly under a cabinet.

### **CAMPBELL Limited Warranty Guidelines**

During the orientation we will confirm that all cabinet parts are installed and that their surfaces are in acceptable condition. Any cosmetic damage such as chips and scratches must be noted on the New Home Orientation for CAMPBELL to repair or replace the item.

Doors, drawer fronts, and handles should be level and even. Cabinets should operate properly under normal use. Doors and drawers that have been forced beyond their operational limits and damaged will not be repaired under the one year warranty.

Readily noticeable variations in wood grain and color are normal in all wood or wood veneer selections. Replacements or repairs are



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not made due to such variations.

### ***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 under the one year warranty. Locations behind appliances are excepted from this repair.

### ***Warping***

CAMPBELL will correct doors or drawer fronts warp in excess of 1/4 inch within 24 inches, by adjustment or replacement under the one year warranty.

## **CARPET**

### **OWNER Use and Maintenance**

Refer to the various manufacturers' recommendations for additional information on the care of your floor coverings.

You can add years to the life of your carpet with regular care. Carpet wears out because of foot traffic and dirt particles that are forced 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. Vacuum twice each week lightly and once a week thoroughly. Heavy traffic areas may require more frequent cleaning. Vacuuming high-traffic areas daily helps keep them clean and maintains the upright position of the nap. Wipe spills and clean stains immediately. For best results, blot or dab any spill or stain; avoid rubbing. Test stain removers on an out-of-the-way area of the carpet, such as in a closet, to check for any undesirable effects. Have your carpet professionally cleaned regularly, usually once a year. Some problem conditions that may occur with your new carpet and our suggested remedies are presented below.

### ***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 professional about replacing the damaged area.

### ***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. Rotating your furniture to change the traffic pattern in a room promotes more even wear. 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 wear and crushing. This is considered normal wear.

### ***Fading***

Science has yet to develop a 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 room temperature from getting too high, and reducing sunlight exposure with window coverings. (11-1-3)

### ***Filtration***

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

### ***Fuzzing***

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

### ***Pilling***

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



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### ***Rippling***

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

### ***Seams***

Carpet usually comes in 12-foot widths, making seams necessary in most rooms. Visible seams are not a defect.

### ***Snags***

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

### ***Sprouting***

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

### ***Stains***

No carpet is stain-proof. Although your carpet manufacturer designates your carpet as stain-resistant, some substances may still cause permanent staining. These include hair dyes, shoe polish, paints, and India ink. Some substances destroy or change the color of carpets, including bleaches, acne medications, drain cleaners, plant food, insecticides, and food or beverages with strongly colored natural dyes as found in some brands of mustard and herbal tea.

Refer to your care and maintenance brochures for recommended cleaning procedures for your particular fiber. Pretest any spot-removal solution in an inconspicuous area 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 tissue and carpet for dye transfer and check for carpet damage.

### **CAMPBELL Limited Warranty Guidelines**

Stains and spots noted at the New Home Orientation will be corrected by cleaning, patching, or replacement. CAMPBELL will not be responsible for dye lot variations if replacements are made.

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. (11-1-2)

Carpet seams will be visible. CAMPBELL will repair any gaps or fraying under the one year warranty. (11-1-1)

## **CAULKING**

### **OWNER Use and Maintenance**

Time and weather will shrink and dry caulking so that it no longer provides a good seal. As routine maintenance, check the 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.

### ***Colored Caulk***

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

### ***Latex Caulk***

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

### ***Silicone Caulk***

Most caulking that contains silicone will not accept paint and works best in wet areas such as around tubs, sinks and showers.

### **CAMPBELL Limited Warranty Guidelines**



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

### ***One-Time Repair***

CAMPBELL will repair caulking, if necessary, one time under the one year warranty.

## **CERAMIC TILE**

### **OWNER Use and Maintenance**

Ceramic tile is one of the easiest floor coverings to maintain. Simply vacuum or wet mop with warm water as needed. Avoid adding detergent to the water. If you feel a cleaning agent is required, use a mild solution of warm water and dishwasher crystals (they will not result in a heavy, difficult-to-remove lather on the grout). Rinse thoroughly.

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***

Clean grout that becomes yellowed or stained with a fiber brush, cleanser, and water. Grout cleansers and whiteners are available at most hardware stores.

### ***Sealing Grout***

Sealing grout is your decision and responsibility.

### ***Separations***

Expect slight separations to occur in the grout between tiles. This grout is for decorative purposes only; it does not hold the tile in place. 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 be pulling up after a 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 tub caulk or premixed grout from a hardware store. Follow directions on the container. This maintenance is important to protect the underlying surface from water damage.

### **CAMPBELL Limited Warranty Guidelines**

During the New Home Orientation CAMPBELL will confirm that tile and grout areas are in acceptable condition. We 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.

### ***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 grouting, if necessary, one time during the first year. We are not responsible for color variations in grout or discontinued colored grout. Any grouting or caulking that is needed after that time is your responsibility.

## **CONCRETE FLATWORK**

### **OWNER Use and Maintenance**

By maintaining good drainage, you protect your home's concrete flatwork: the basement floor, porch, patio, driveway, garage floor, and sidewalks.

Concrete slabs are not a structural (load-bearing) element of the home and are not covered by the structural warranty.

Movement of any concrete slab results in cracking. Minimize this movement by following CAMPBELL's landscaping recommendations, the objective of which is to prevent moisture from reaching soils around and under the home.



## **LIMITED WARRANTY GUIDELINES**

### ***Cleaning***

Avoid washing exterior concrete slabs with cold water 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. We recommend sweeping for keeping exterior concrete clean.

If washing is necessary, use plain water and do this when temperatures are moderate. Excessive cleaning of the garage floor with a hose can increase soil movement by allowing water to penetrate existing cracks.

### ***Cracks***

A concrete slab 10 feet across shrinks approximately 5/8 inch as it cures. Some of this shrinkage shows up as cracks. Cracking of concrete flatwork can also result from temperature changes that cause expansion and contraction.

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 most home improvement stores) to prevent moisture from penetrating to the soil beneath.

### ***Expansion and Control Joints***

We install expansion joints to help control expansion and control joints to control cracking. However, as the concrete shrinks during the curing process, moisture can penetrate under the concrete and lift the expansion joint. When this occurs, fill the resulting gap with a concrete silicone sealant, which you can purchase at most hardware stores.

### ***Heavy Vehicles***

Do not permit heavy vehicles such as moving vans or concrete trucks to drive on your concrete work. We design and build concrete slabs for residential use only. CAMPBELL is not responsible for damage to slabs caused by heavy vehicles or equipment, or landscaping and building materials after New Home Orientation.

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

Driving or parking on snow creates ice on the drive, which magnifies the effects of snow on the concrete surface. Through the freeze/thaw process, concrete will expand and contract, absorbing moisture which in turn can create cracks and spalling. Therefore, remove ice and snow from concrete slabs as promptly as possible after snow storms. Protect concrete from chemical agents such as pet urine, fertilizers, radiator overflow, repeated hosing, or de-icing agents that can drip from vehicles. All of these items can cause spalling (chipping of the surface) of concrete.

### ***Sealer***

CAMPBELL recommends applying a premium grade, solvent based, penetrating acrylic sealer to exterior concrete slabs. Reapply as often as recommended by the manufacturer.

### **CAMPBELL Limited Warranty Guidelines**

Concrete slabs are not a structural (load-bearing) element of the home and are not covered by the structural warranty. The limited warranty coverage for concrete slabs is for one year.

### ***Color***

Concrete slabs will vary in color. No correction is provided for this condition. Insulating blankets and chemical additives applied to the surface of concrete slabs by CAMPBELL can sometimes discolor the concrete. This discoloration will fade over time and no correction is provided for this condition.

### ***Cracks***

If interior concrete slab cracks or separations reach 3/16 of an inch in horizontal or vertical displacement, CAMPBELL will repair them under the one year warranty. (2-2-4 & 12-3-1)



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If exterior concrete slab sections cracks or separations reach 1/2 inch in horizontal or vertical displacement, or if cracks result in negative drainage toward the home, CAMPBELL will repair them under the one year warranty. (12-4-5)

### ***Finished Floors***

CAMPBELL will correct cracks, settling, or heaving that rupture finish floor materials that we installed as part of the home as originally built under the one year warranty.

### ***Level Floors***

Concrete floors in the habitable areas of the home will be level as not to exceed 3/8 inch within any 32-inch measurement with the exception of an area specifically designed to slope toward a floor drain. CAMPBELL will repair uneven concrete floors in habitable areas with a leveling material designed for this purpose under the one year warranty. (2-2-3)

### ***Spalling***

Spalling is the flaking off of the surface 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 that drip off of vehicles all of which are outside of CAMPBELL's control so no correction is provided for this condition. A solvent based, acrylic penetrating sealer is recommended for all exterior slabs.

### ***Standing Water***

Water may stand on exterior concrete slabs for several hours after precipitation or from roof run-off. 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 under the one year warranty. (12-2-2 & 12-4-7)

### ***Steps and Stoops***

CAMPBELL will repair or replace steps or stoops that have settled more than one inch under the one year warranty. (12-2-1)

## **CONDENSATION**

### **OWNER Use and Maintenance**

Condensation usually results from conditions beyond CAMPBELL's control. Moisture in the air can condense into water and collect on cold surfaces, particularly in cold weather when the outside temperature is low. Blinds and drapes can prevent air within the home from moving across the cold surface and picking up the moisture. Occasional condensation (water) in the kitchen, bath, or laundry area is common. It is OWNER's responsibility to maintain proper humidity by properly operating heating and cooling systems' exhaust fans. It is because of these factors that CAMPBELL does not recommend the use of whole house humidifiers.

### **CAMPBELL Limited Warranty Guidelines**

The Limited Warranty excludes condensation unless the water, ice, or frost is directly attributed to a faulty installation. (9-2-1)

## **COUNTERTOPS**

### **OWNER Use and Maintenance**

Protect all countertops from cutting, impacts, heat and staining agents. Avoid abrasive cleaners and follow all manufacturers' cleaning recommendations.

Natural stone countertops are extremely durable. Although natural stone countertops require little maintenance, periodic sealing is recommended. Natural stone countertops should be rinsed using warm water and a non-abrasive cleaner. Color variation in natural surface products is normal and not a defect. (10-5-9)

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 laminates and to





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prevent warping.

### **CAMPBELL Limited Warranty Guidelines**

During the New Home Orientation CAMPBELL will confirm that all countertops are in acceptable condition. Surface damage such as chips, cracks, and scratches must be noted on the New Home Orientation for CAMPBELL to repair or replace the item. Repair of surface damage that occurs during or after your move-in is one of your home maintenance responsibilities.

#### ***One-Time Repair***

CAMPBELL will repair caulking at counter top edges, if necessary, one time under the one year warranty.

#### ***Laminates***

Laminated countertops may have one or more discernible seams. CAMPBELL will repair gaps or differential at the seams that exceed 1/16 inch under the one year warranty.

#### ***Natural and man-made slab counters***

Edges should be smooth and even. Seams may be unavoidable and will be visible due to natural color and pattern variations. Hairline cracks and fissures are normal and no repair is required. Cracks that exceed 1/16 inch will be corrected under the one year warranty. (10-5-8)

#### ***Solid surface tops***

Edges should be smooth and even. Where backsplash joints occur at corners, the top edges should be even within 1/16 inch.

#### ***Separation from Wall***

Separation of countertops from walls, backsplash, and around sinks results from normal shrinkage of materials. Caulking will be your home maintenance responsibility.

## **DAMP PROOFING**

### **OWNER Use and Maintenance**

We spray your foundation walls with an asphalt damp proofing material in conjunction with a sub-surface drain around the perimeter of the habitable portions of your basement. Although we make every effort to assure a dry basement, during times of excessive moisture, you may notice some dampness. Careful maintenance of positive drainage will protect your basement from this condition.

### **CAMPBELL Limited Warranty Guidelines**

CAMPBELL will correct conditions that allow water, not condensation, to enter the basement unless the cause is OWNER's improper installation of landscaping or failure to adequately maintain positive drainage under the one year warranty. (2-5-1 & 2-5-2)

## **DOORS AND LOCKS**

### **OWNER Use and Maintenance**

The doors installed in your home are wood products subject to such natural characteristics of wood as shrinkage and warpage. Due to natural fluctuations of humidity and the use of forced air furnaces, showers, and dishwashers, interior doors may occasionally require minor adjustments.

#### ***Bifold Doors***

Interior bifold doors sometimes stick or warp due to weather conditions. Apply a silicone lubricant to the tracks to minimize this inconvenience.

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



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If a door will not latch because of minor settling, you can correct this by making a new opening in the jamb for the latch plate (re-mortising) and raising or lowering the plate accordingly.

### ***Hinges***

You can remedy a squeaky door hinge by removing the hinge pin and applying a silicone lubricant to it. Avoid using oil, as it can gum up or attract dirt. 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***

Lubricate door locks with graphite or other waterproof lubricant. Avoid oil, as it will gum up and attract dirt.

### ***Shrinkage***

Use putty, filler, or latex caulk to fill any minor separations that develop at mitered joints in door trim. Follow with painting. Panels of wood doors shrink and expand in response to changes in temperature and humidity. Touching up the paint or stain on unfinished exposed areas is your home maintenance responsibility.

### ***Slamming***

Slamming doors can damage both doors and jambs and can even cause cracking in walls. Do not hang on the doorknob and swing back and forth; this works loose the hardware and causes the door to sag.

### ***Sticking***

The most common cause of a sticking door is the natural expansion of lumber due to changes in humidity. When sticking is due to swelling during a damp season, do not plane the door unless it continues to stick after the weather changes. Before planing a door because of sticking, try two other steps: first, apply either a paste wax, light coat of paraffin, or candle wax to the sticking surface; or second, tighten the screws that hold the door jamb or door frame. If planing is necessary even after these measures, use sandpaper to smooth the door and paint the sanded area to seal against moisture.

### ***Warping***

If a door warps slightly, keeping it closed as much as possible will often return it to normal.

### ***Weather Stripping***

Weather stripping and exterior door thresholds occasionally require adjustment or replacement.

### **CAMPBELL Limited Warranty Guidelines**

During the New Home Orientation CAMPBELL will confirm that all doors are in acceptable condition and correctly adjusted. CAMPBELL will only repair damage to doors noted on the orientation list.

### ***Bifold & Bypass Doors***

At the orientation, bifold and bypass doors will slide properly on their tracks. One time only during the one year warranty period, CAMPBELL will adjust any bifold and bypass door that will not stay on its track during normal operation. (10-1-2)

### ***One-Time Repair***

Due to normal settling of the home and changes in humidity, doors and hardware may require adjustment for proper fit and function. CAMPBELL will make such adjustments to doors one time during the one year warranty period. (4-5-4, 4-5-12, 4-5-13, 4-5-14, 10-1-5, 10-1-9 & 10-1-10)

### ***Panel Shrinkage***

Panels of wood doors shrink and expand in response to changes in temperature and humidity. Although touching up the paint or stain on unfinished exposed areas is your home maintenance responsibility, CAMPBELL will repair split panels that allow light to be



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visible under the one year warranty. (4-5-3)

### ***Warping***

CAMPBELL will repair doors that warp in excess of 1/4 inch as measured diagonally from corner to corner under the one year warranty. (10-1-1)

## **DRYWALL**

### **OWNER Use and Maintenance**

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 trusses to which the drywall is attached.

### ***Repairs***

With the exception of the one-time repair service provided by CAMPBELL, care of drywall is your maintenance responsibility. Most drywall repairs can be easily made. Repair hairline cracks with a coat of paint. You can repair slightly larger cracks with spackle or caulk. To correct a nail pop, reset the nail with a hammer and punch. Cover it with spackle and paint.

### **CAMPBELL Limited Warranty Guidelines**

During the orientation we will confirm that all drywall is installed and that their surfaces are in acceptable condition. Any cosmetic damage such as shrinkage cracks and nail pops must be noted on the orientation list for CAMPBELL to repair or replace the item. OWNER is responsible for custom paint colors or wallpaper that has been applied subsequent to closing. Due to the effects of time on paint and wallpaper, as well as possible dye lot variations, touch-ups are unlikely to match the surrounding area.

### ***One-Time Repair***

CAMPBELL will repair drywall cracking, if necessary, one time under the one year warranty.

### ***Lighting Conditions***

CAMPBELL does not repair drywall flaws that are only visible under particular lighting conditions.

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

If a drywall repair is needed as a result of poor workmanship or other warranty-based repair (such as a plumbing leak), CAMPBELL completes the repair by touching up the repaired area with the same paint that was on the surface when the home was delivered. If more than one-third of the wall is involved, we will repaint the wall corner to corner. You are responsible for custom paint colors or wallpaper that has been applied subsequent to closing. Due to the effects of time on paint and wallpaper, as well as possible dye lot variations, touch-up may not match the surrounding area.

## **ELECTRICAL SYSTEMS**

### **OWNER Use and Maintenance**

Know the location of the breaker panel; it includes a main shut-off that controls all the electrical power to the 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, always check the breakers in the main panel box.

### ***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.

### ***Breaker Tripping***

Breakers trip due to overloads caused by plugging too many appliances into the circuit, a worn cord or defective appliance, or operating an appliance with too high a voltage requirement 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 push the reset button. If it trips when nothing is connected to it,



## **LIMITED WARRANTY GUIDELINES**

you need an electrician. If the circuit remains on, one of the items you unplugged is defective and will require repair or replacement.

### ***Carbon Monoxide Alarms & Smoke Detectors***

Read the manufacturer's manual for detailed information on the care of your carbon monoxide alarm and smoke detectors. If a carbon monoxide alarm or smoke detector makes a chirping sound, this is a sign that the battery needs to be replaced. Follow manufacturer instructions for installing a new battery. Most carbon monoxide alarms and smoke detectors use a 9 volt battery.

### ***Fixture Location***

We install light fixtures in the locations indicated on the plans. Moving fixtures to accommodate specific furniture arrangements or room use is your responsibility.

### ***GFCI and AFCI***

Ground Fault Circuit Interrupters (GFCI) protect outlets in wet areas (such as bathrooms, kitchens, garages, exterior, etc.). Arc Fault Circuit Interrupters (AFCI) are installed to protect bedroom circuits and some other habitable areas of a residence. Because outlets protected by GFCIs may be connected in a series, it may not be readily apparent that an inoperative convenience outlet is the result of a tripped GFCI in another room (not necessarily in the electrical panel).

Both ground fault and arc fault circuit interrupters are very sensitive devices and consumers occasionally will experience nuisance tripping. The most common causes of nuisance tripping by AFCIs are damaged cords or plugs on consumers' lamps, small appliances, or other devices. Some newer vacuum cleaners and exercise equipment will not work on an AFCI-protected circuit. Static electricity also may cause nuisance tripping of circuit interrupters.

Each GFCI receptacle has a test and reset button. To test, press the test button to 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 up to three or four outlets. If an AFCI trips, it must be re-set at the breaker panel. (8-1-1)

### ***Grounded System***

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

### ***Light Bulbs***

OWNER is responsible for replacing burned-out bulbs other than those noted during the orientation.

### ***Modifications***

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

### ***Outlets***

If an outlet is not working, check first to see if it is controlled by a wall switch or GFCI. Next, check the breaker. OWNER is responsible for obtaining 220 volt appliance plugs that fit the outlets CAMPBELL is required to provide. (8-2-5)

### ***Call before you dig***

**EVERY** digging job requires a call. The depth of utility lines varies and there may be multiple utility lines in the same area. Digging without calling can disrupt service to an entire neighborhood, harm you and those around you and potentially result in fines and repair costs. Calling **811** or **1-800-922-1987** before every digging job is required by law.

### **CAMPBELL Limited Warranty Guidelines**

During the orientation we confirm that light fixtures are in acceptable condition and that all bulbs are working. CAMPBELL's limited warranty excludes any OWNER supplied fixture.

### ***Breakers (non-GFCI & non-AFCI)***



## **LIMITED WARRANTY GUIDELINES**

CAMPBELL will check circuits and breakers for conformity with applicable code requirements and repair circuit breakers that trip under normal usage under the two year warranty. (8-1-2)

### ***Designed Load***

CAMPBELL will repair any electrical wiring that fails to carry its designed load to meet specifications. If electrical outlets, switches, or fixtures do not function as intended, CAMPBELL will repair or replace them under the two year warranty. (8-2-2)

### ***GFCI & AFCI***

CAMPBELL is not responsible for food spoilage that results from plugging in refrigerators or freezers into a GFCI outlet or an AFCI protected circuit. Tripping is to be expected. CAMPBELL will repair or replace components that frequently trip due to component failure or incorrect installation under the two year warranty. (8-1-1)

### ***Outlets***

CAMPBELL will repair receptacle or switch covers that protrude more than 1/16 inch from the wall under the one year warranty. (8-2-4)

### ***Power Surge***

Power surges are the result of local conditions beyond the control of CAMPBELL and are excluded from limited warranty coverage. These can result in burned-out bulbs or damage to sensitive electronic equipment such as TVs, alarm systems, and computers. Damage resulting from lightning strikes is excluded from limited warranty coverage. CAMPBELL recommends the use of a surge protector for sensitive and expensive electrical equipment.

## **EXPANSION AND CONTRACTION**

### **OWNER Use and Maintenance**

Changes in temperature and humidity cause all building materials to expand and contract. Dissimilar materials expand or contract at different rates. This movement results in separation between materials, particularly dissimilar ones. You will see the effects in small cracks in drywall and in paint, especially where moldings meet drywall, at mitered corners, and where tile grout meets tub or sink. While this can appear alarming, it is normal.

Shrinkage of the wood members of 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 conceal this minor evidence of a natural phenomenon. Even though properly installed, caulking shrinks and cracks. Maintenance of caulking is your responsibility.

### **CAMPBELL Limited Warranty**

CAMPBELL provides one-time repairs under the one year warranty to many of the effects of expansion and contraction. See individual categories for details.

## **FIREPLACE**

### **OWNER Use and Maintenance**

CAMPBELL offers direct-vent gas fireplaces. If you ordered this type of fireplace, it is demonstrated during the New Home Orientation. Read and follow all manufacturers' directions.

A slight delay between turning the switch on and flame ignition is normal. The flames should ignite gently and silently. If you notice any deviation from this and any gas smell, immediately shut off the switch and report it to the gas company. The exterior vent cover for a direct-vent gas fireplace becomes extremely hot when the fireplace is operating. Please use caution when in the vicinity of the



## **LIMITED WARRANTY GUIDELINES**

fireplace or direct vent while the fireplace is in operation. CAMPBELL is not responsible for any injuries that result from contact with the fireplace or vent.

### **CAMPBELL Limited Warranty Guidelines**

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

## **FOUNDATION**

### **OWNER Use and Maintenance**

We construct the foundation of your home according to the recommendations of our Professional 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 manual.

#### ***Cracks***

Even though a Professional Engineer designed the foundation and it was constructed according to engineering requirements, surface cracks will develop in the wall. Surface cracks are not detrimental to the structural integrity of your home. If a crack develops in a foundation wall that allows water to come through, follow the procedures for submitting a warranty claim.

#### ***Dampness***

Due to the amount of water in concrete, basements may feel be damp. Condensation can form on water lines and drip onto the floor.

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

If you decide to perform additional construction in the basement, obtain guidelines from a licensed engineer or contractor, obtain a building permit, and comply with all codes and safety requirements. CAMPBELL does not warrant that you will be able to obtain such a permit because of the possibility that building codes may change.

### **CAMPBELL Limited Warranty Guidelines**

The foundation of your home has been designed and installed according to the recommendations of a Professional Engineer. The walls of the foundation are poured concrete with steel reinforcing rods. The foundation walls are covered under the five year structural warranty.

#### ***Cracks***

Shrinkage or backfill cracks are not unusual in foundation walls, especially at the corners of basement windows. CAMPBELL will seal cracks or cold joints that exceed 1/4 inch in width under the five year warranty. (2-4-4 & 2-4-5)

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

Slight cosmetic imperfections in foundation walls, such as visible seams where two pours meet or slight honeycombing (aggregate visible), are possible and require no repair unless they exceed one inch in width or depth under the one year warranty. (2-4-2)

#### ***Leaks***

Under the five year structural warranty coverage, CAMPBELL will correct conditions that permit water to enter the basement, provided you have complied with the drainage, landscaping, and maintenance guidelines.

## **GARAGE OVERHEAD DOOR**

### **OWNER Use and Maintenance**

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

#### ***Lubrication***

Every six months, apply a silicone lubricant to all moving parts: track, rollers, hinges, pulleys, and springs. At the same time, check to



## **LIMITED WARRANTY GUIDELINES**

see that all hardware is tight and operating as intended without binding or scraping.

### ***Lock***

If the lock becomes stiff, apply a silicone or graphite lubricant. Do not use oil on a lock, as it will stiffen in winter and make the lock difficult to operate.

### ***Opener***

To prevent damage to a garage door opener, be sure the door is completely unlocked and the rope-pull has been removed before using the operator. Be familiar with the steps for manual operation of the door in the event of a power failure.

If CAMPBELL installed a door opener as one of your selections, during the New Home Orientation we 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 place tools or other stored items where they interfere with the function of the electric eye.

### ***Painting***

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

### ***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 one-year warranty, have any needed adjustments made by a qualified specialist. The 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.

### **CAMPBELL Limited Warranty Guidelines**

The garage door should operate smoothly and with reasonable ease. The door can become misaligned and require adjustment, which CAMPBELL will provide one time unless the problem is caused by the installation of a garage door opener subsequent to closing on the home.

### ***Light Visible***

Garage overhead doors cannot be air tight. Some light will be visible around the edges and across the top of the door. Severe weather conditions may result in some precipitation entering around the door; this is not covered under the Limited Warranty.

## **GAS SHUT-OFFS**

### **OWNER Use and Maintenance**

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. We point these out during the orientation. If you suspect a gas leak, leave the home and call the gas company immediately for emergency service.

### **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.

## **GAS WATER HEATER**

### **OWNER Use and Maintenance**

Carefully read and follow the manufacturer's literature for your specific model of water heater.

### ***Drain Tank***



## **LIMITED WARRANTY GUIDELINES**

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 chemical deposits from the water, prolonging the life of the tank and saving energy dollars.

### ***Safety***

Vacuum the area around a gas-fired water heater to prevent dust from interfering with proper flame combustion. Avoid using the top of a heater as a storage shelf.

### ***Temperature***

The recommended thermostat setting for normal everyday use is "normal." Higher settings can result in wasted energy dollars and increase the danger of injury from scalding. Hot water will take longer to arrive at sinks, tubs, and showers that are farther from the water heater.

### ***No Hot Water***

If you discover that you have no hot water, check the pilot, temperature setting, and water supply valve before calling for service. Refer to the manufacturer's literature for specific locations of these items and other troubleshooting information.

### **CAMPBELL Limited Warranty Guidelines**

Refer to the manufacturer's limited warranty for information regarding coverage of the water heater. Water Heaters are an appliance and are excluded from this Limited Warranty.

## **GRADING AND DRAINAGE**

### **OWNER Use and Maintenance**

The final grades around your home have been built, inspected and approved for proper drainage of your lot. OWNER is responsible for maintaining CAMPBELL established grades and swales. Failure to do so may result in voiding your five year structural warranty. (1-1-2)

### ***Drainage***

Typically, the grade around your home should slope a minimum of six inches in the first five feet (ten percent slope), tapering to a two percent slope. In many cases, drainage swales do not follow property boundaries. Maintain the slopes around your home to permit the water to drain away from the home as rapidly as possible. OWNER installation of sidewalks, non-perforated edging and other landscape features can create a dam effect adjacent to the home trapping water next to the foundation. Failure to preserve the positive drainage established by CAMPBELL could result in major structural damage and will void your warranty. CAMPBELL does not alter drainage patterns to suit individual landscape plans.

### ***Roof Water***

Do not remove the downspout extensions from under the downspouts. Keep these in place at all times, sloped so the water drains away from your home quickly.

### ***Settling***

The area we 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. Although we replaced and compacted the soil, 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.

### **CAMPBELL Limited Warranty Guidelines**

CAMPBELL established and documented the final grade to ensure adequate drainage away from the home. Maintaining this drainage is your responsibility. If you alter the drainage pattern after closing, or if changes in drainage occur due to lack of maintenance, the limited warranty is void. Water from nearby and or adjacent properties may flow onto your lot. This is not a defect and no corrective action will be taken. (1-1-4)





## **LIMITED WARRANTY GUIDELINES**

### ***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 6 inches during the first year and affect proper drainage, CAMPBELL will fill the areas one time under the one year warranty. (1-1-1)

### ***Erosion***

After closing, CAMPBELL is not responsible for weather-caused erosion after the final grade has been established. (1-1-3)

### ***New Sod***

New sod installation and the extra watering that accompanies it can cause temporary drainage problems, as can unusually severe weather conditions. Damage that occurs to the grade or home that is the result of the installation or watering of new sod is excluded from this Limited Warranty.

### ***Recommendations***

CAMPBELL documents the grades that exist at the time of delivery of your home or as soon thereafter as possible. The ground must be dry and free of frost to make these determinations. Once final grades are set, CAMPBELL will inspect drainage problems reported in writing during the warranty period, compare grades to those originally established, and advise you on corrective actions you might take.

### ***Swales***

CAMPBELL does not alter drainage patterns to suit individual landscape plans. Typically, a lot receives water from and passes water on to other lots, so changes in grade often affect adjacent or nearby lots. CAMPBELL advises against making any change to established swales. After heavy rain or snow, water may stand in swales up to 48 hours. Water may stand longer during periods of heavy rains, especially when heavy rains occur on successive days. (1-1-2)

### ***Under Concrete***

CAMPBELL will fill visible sunken areas under concrete under the one year warranty.

### ***Winter Grading***

Due to weather conditions, especially during winter and early spring, the final grade may not have been established at the time of closing. CAMPBELL will establish final grades as soon after orientation as weather conditions permit.

## **GUTTERS AND DOWNSPOUTS**

### **OWNER Use and Maintenance**

Check gutters periodically and remove leaves or other debris. Materials that accumulate in gutters can slow water drainage from the roof, cause overflows, corrode the gutters and clog the downspouts.

### ***Extensions***

Extensions should discharge outside of rock or bark beds so that water is not dammed behind the edging materials that might be used.

### ***Ladders***

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

### ***Leaks***

If a joint between sections of gutter drips, caulk the inside joint using a commercial gutter caulking compound available at hardware stores.

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



## **LIMITED WARRANTY GUIDELINES**

Clear excess snow 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 such damage is not covered by the limited warranty.

### **CAMPBELL Limited Warranty Guidelines**

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

#### ***Leaks***

CAMPBELL will correct leaks that occur during the one year warranty period. (6-6-1)

#### ***Overflow***

Gutters may overflow during periods of excessively heavy rain. This is expected and requires no repair. (6-6-2)

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

Small amounts of water (up to 1/2 inch) will stand for short periods of time in gutters immediately after rain. No correction is required for these conditions. (6-6-3)

## **HARDWARE**

### **OWNER Use and Maintenance**

Doorknobs and locks should operate correctly with little attention. Over time, they may need slight adjustments due to normal shrinkage of the framing. Occasionally, you may need to tighten screws.

### **CAMPBELL Limited Warranty Guidelines**

At the New Home Orientation, we confirm that all hardware is installed without defects. The limited warranty excludes repairs for cosmetic damage subsequent to the orientation. CAMPBELL will repair hardware items that do not function as intended.

## **HARDWOOD FLOORS**

### **OWNER Use and Maintenance**

It is important to understand the characteristics of the hardwood floor (which includes natural, engineered and laminate woods) in your home and the maintenance requirements. The maintenance guidelines below are generic guidelines; please refer to the specific guidelines for the species of wood you selected. In daily care of hardwood floor, preventive maintenance is the primary goal.

#### ***Cleaning***

Sweep on a daily basis or as needed. Never wet mop a hardwood floor because excessive water causes wood to expand and can possibly damage the floor. When polyurethane finishes become soiled, damp mop with a mixture of one cup vinegar to one gallon of warm water. When damp mopping, remove all excess water from the mop.

#### ***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 have accumulated.

#### ***Humidity***

Wood floors respond noticeably to changes in humidity in your home. Especially during winter months the individual planks or pieces expand and contract as water content changes.

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



## **LIMITED WARRANTY GUIDELINES**

Use protective mats at the exterior doors to help prevent sand and grit from getting on the floor. Gritty sand is wood flooring's worst enemy. However, be aware that rubber backing on area rugs or mats can cause yellowing and warping of the floor surface.

### ***Recoat***

If your floors have a polyurethane finish, you may want to have an extra coat of polyurethane applied by a qualified contractor within six months to one year. The exact timing will depend on your particular lifestyle. If another finish was used, refer to the manufacturer's recommendations.

### ***Shoes***

Keep high heels in good repair. Heels that have lost their protective cap (thus exposing the fastening nail) will exert over 8,000 pounds of pressure per square inch on the floor. That's enough to damage hardened concrete; it will mark your wood floor.

### ***Spills***

Clean up food spills immediately with a dry cloth. Use a vinegar-and-warm-water solution for tough food spills.

### ***Sun Exposure***

Exposure to direct sunlight can cause irreparable 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 also typical.

### ***Wax***

Waxing and the use of products like oil soap are neither necessary nor recommended. Once you wax a polyurethane finish floor, recoating is difficult because the new finish will not bond to the wax. The preferred maintenance is preventive cleaning and recoating annually or as needed to maintain the desired luster.

### **CAMPBELL Limited Warranty Guidelines**

During the New Home Orientation we will confirm that hardwood floors are installed without defect. We will correct any readily noticeable cosmetic defects listed during the orientation. You are responsible for routine maintenance of hardwood floors.

Since Engineered and Laminate Hardwoods 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.

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

CAMPBELL will repair cupping or crowning in hardwood floor boards that exceed 1/16 inch in height in a 3 inch maximum span measured perpendicular to the long axis of the board under the one year warranty. (11-3-2)

### ***Filler***

CAMPBELL is not responsible for removing excess filler that appears on the surface if the boards expand due to subsequent changes in humidity and expel the filler.

### ***Gaps***

Shrinkage will result in separations between the members of natural hardwood floors. If these exceed 1/8 inch, CAMPBELL will fill them one time under the one year warranty. (11-3-1)

### ***Lippage***



## **LIMITED WARRANTY GUIDELINES**

CAMPBELL will repair lippage between boards that is greater than 1/16 inch under the one year warranty. (11-3-3)

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

CAMPBELL will repair visible slivers and splinters noted at the New Home Orientation. (11-3-10)

## **HEATING SYSTEM**

### **OWNER Use and Maintenance**

Good maintenance of the 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***

The heating system is not balanced. OWNER is responsible for balancing dampers, registers, and other minor adjustments for their home. 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 needs.

### ***Avoid Overheating***

Do not overheat your new home. Overheating can cause excessive shrinkage of framing lumber and could materially damage the home. In the beginning, use as little heat as possible and increase it gradually.

### ***Blower Panel***

You need to position the blower access panel correctly for the furnace blower (fan) to operate. This panel compresses a button that tells the blower it is safe to operate. If this panel is not on tightly, the fan will not come on.

### ***Combustion Air***

Never cover or block any grill or vent in the home. Blocking the combustion air vent to the furnace will cause the furnace to draw poisonous gases back into your home.

### ***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.

### ***Duct Noise***

Some popping or pinging sounds are the natural result of ductwork heating and cooling in response to air flow as the system operates. Air flow noise is normal at floor and ceiling registers.

### ***Filter***

Change or clean the filter monthly during the heating season (year-round if you also have air conditioning). A clogged filter can slow air flow, cause cold spots in your home and decrease the energy efficiency of the furnace. Filter changing is one of the most frequently overlooked details of normal furnace care.

### ***Furnished Home***

The heating system was designed with a furnished home in mind. If you move in during the cooler part of the year and have not yet acquired all of your draperies and furnishings, the home may seem cooler than you would expect.

### ***Gas Odor***

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



## **LIMITED WARRANTY GUIDELINES**

### ***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 located in a metal box outside 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.

### ***Registers***

Heat register covers are removable and adjustable. OWNER is responsible for adjusting the dampers in these covers to regulate the heat flow within the 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 air flow from registers and to cold air returns.

### ***Temperature***

Depending on the style of home, temperatures can normally vary from floor to floor as much as 10 degrees or more on extremely cold days. The furnace blower will typically cycle on and off more frequently and for shorter periods during severe cold weather.

### ***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. Thermostats are calibrated to within plus or minus 5 degrees.

### **CAMPBELL Limited Warranty Guidelines**

We will install heating systems according to local building codes, as well as to engineering designs of the particular model home. Adequacy of the system is determined by its ability to establish a temperature of 70 degrees F, as measured in the center of the room, 5 feet above the floor. In extremely cold temperatures (10 degrees below or colder), the system should be able to maintain a temperature differential of 80 degrees from the outside temperature.

### ***Duct Placement***

The exact placement of heat ducts may vary from those positions shown in similar floor plans. If this occurs, no corrective action will be taken.

### ***Ductwork***

The ductwork should remain attached and securely fastened. If it becomes unattached, CAMPBELL will repair as needed under the two year warranty.

### ***Furnace Sounds***

Expansion or contraction of metal ductwork results in ticking or popping sounds. While eliminating all these sounds is impossible, CAMPBELL will correct oil-canning under the two year warranty. Oil-canning occurs when a large area of sheet metal like those found in air ducts makes a loud noise as it moves up and down in response to temperature changes.

## **LANDSCAPING**

### **OWNER Use and Maintenance**

Plan to install the basic components of your landscaping as soon after closing as weather permits. In addition to meeting your HOA requirements to landscape in a timely manner, well-designed landscaping prevents erosion and protects the foundation of your



## **LIMITED WARRANTY GUIDELINES**

home.

### ***Backfill***

We construct the foundation of your home beginning with an excavation into the earth. When the foundation walls are complete, the area surrounding them is backfilled. Soil in this area is not as compact as undisturbed ground. Water can penetrate through the backfill area to the lower areas of your foundation. This can cause potentially severe problems such as wet basements, cracks in foundation walls, and floor slab movement. Avoid this through proper installation of landscaping and good maintenance of drainage.

Backfill areas will settle and require prompt attention to avoid damage to your home and voiding of the structural 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 excellent maintenance habit.

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

Do not allow edgings around decorative rock or bark beds to dam the free flow of water away from the home. You can use a woven landscape fabric between the soil and rock or bark to restrict weed growth while still permitting normal evaporation of ground moisture.

### ***Call before you dig***

You are required to call every time you dig; even for small projects like planting trees and shrubs. The depth of utility lines varies and there may be multiple utility lines in the same area. Digging without calling can disrupt service to an entire neighborhood, harm you and those around you and potentially result in fines and repair costs. **Call 811 or 1-800-922-1987** before you dig.

### ***Contractors***

You are responsible for changes to the drainage pattern made by any landscape, concrete, deck, or pool contractor. Discuss drainage with any company you hire to do an installation in your yard.

### ***Erosion***

Until your yard is established and stable, erosion will be a concern. Rains or roof runoff will erode soil so the sooner the grade is restored 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. You must maintain CAMPBELL installed erosion control structures on your lot and remove any soil runoff from your lot onto the street as soon as possible to avoid fines from local authorities. Correcting erosion is your responsibility.

### ***First 5 Feet***

The first 5 feet around the foundation is called the backfill zone. Place no sprinkler heads or water features within the backfill zone and every effort should be made to keep sprinkler valve boxes outside of the zone as well. Water features and irrigation can introduce large amounts of water into the backfill zone around the home which in turn has the potential to cause significant property and structural damage.

### ***Property Corners***

All property corners are located, marked and reviewed at the orientation. Additionally you will be provided with a copy of the Improvement Location Certificate (ILC) of the site at closing. This survey will show size, easements, drainage patterns and placement of the dwelling, drive, and walks on the site.

Easements are located on your property and you may fence, plant, play, or work in them. They merely provide the right of use and access for utilities and drainage. You are not permitted to place a permanent structure within an easement.

### ***Requirements***

Check with your local building department and Homeowner's Association (HOA) before designing, installing, or changing landscaping for any regulations that they require you to follow.



## **LIMITED WARRANTY GUIDELINES**

### ***Sprinkler System***

If CAMPBELL included a sprinkler system with your home final adjustments will be made as soon as possible after you move in. You are responsible for routine cleaning, adjusting and repairing sprinkler heads as well as shutting the system down in the fall after final adjustments have been made. Failure to properly drain the system before freezing temperatures occur can result in broken lines.

### ***Trees***

It is the OWNERS' responsibility to care for existing trees by watering year round, feeding, pruning and spraying. Trees and other plant materials that were on the lot prior to construction are excluded from this Limited Warranty. (1-1-5)

### ***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 reputable nurseries. This has the added benefit of saving water and reducing the amount of moisture that can reach your foundation.

### **CAMPBELL Limited Warranty**

Landscape materials install by CAMPBELL is warranted for one growing season. We will confirm the healthy condition of all plant materials during the New Home Orientation. Maintaining landscaping is your responsibility.

Damage caused by sprinkler heads, valve boxes, water features or any other OWNER installed improvements that introduces or traps water inside the 5 foot backfill zone is not covered under this Limited Warranty.

## **LOW VOLT OUTLETS**

### **OWNER Use and Maintenance**

Your home is equipped with telephone, cable and data jacks as shown on the blueprints and selection sheets. Initiating phone service, additions to phone service, and moving phone outlets for decorating purposes or convenience are your responsibility.

### **CAMPBELL Limited Warranty Guidelines**

CAMPBELL will repair wiring that does not perform as intended from the service box into the home. From the service box outward, care of the wiring is the responsibility of the local provider.

## **MASONRY**

### **OWNER Use and Maintenance**

Man made masonry is one of the most durable and lowest maintenance finishes for a home's exterior.

### ***Efflorescence***

The white, powdery substance that sometimes accumulates on masonry and grout surfaces is called efflorescence. This is a natural phenomenon that cannot be prevented and is excluded from the Limited Warranty. Consult your home improvement store for commercial products to remove efflorescence. (5-4-6)

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

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

### **CAMPBELL Limited Warranty Guidelines**

During the New Home Orientation CAMPBELL will confirm that the masonry is properly installed and that there is no damage. Only the damage listed on the Orientation Form will be repaired.

### ***Cracks***

One time during the warranty period, CAMPBELL will repair masonry cracks that exceed 1/4 inch under the one year warranty.



## **LIMITED WARRANTY GUIDELINES**

Hairline cracks from shrinkage or drying are common and do not represent a defect. (5-4-1)

### **MIRRORS**

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

To clean mirrors, use any reliable liquid glass cleaner or polisher available at most hardware or grocery stores. Avoid acidic cleaners and splashing water under the mirror; either can cause the silvering to deteriorate. Avoid getting glass cleaners on plumbing fixtures as some formulas can deteriorate the finish.

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

During the New Home Orientation CAMPBELL will confirm that mirrors were properly installed and that there is no damage. CAMPBELL will correct scratches, chips, or other damage to mirrors noted during the orientation.

### **PAINT AND STAIN**

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

Painted surfaces must be washed gently using mild soap and as little water as possible. Avoid abrasive cleaners, scouring pads, or scrub brushes. Flat paints show washing marks more easily than gloss paints do.

#### ***Colors***

Fading of exterior paint and stain is normal and to be expected. The degree of fading is dependent upon many factors including the shade of paint or stain and exposure to the elements. The fading of paint, varnish, lacquer, or sealed stain on exterior surfaces are excluded from this Limited Warranty.

#### ***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 much chipping or wearing away of the original finish occurs; this will save the cost of extensive surface preparation. Climatic conditions control the chemical structure of the paint used on the exterior. Over time, this finish will fade and dull a bit. Avoid having sprinklers 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 the house after such weather. Promptly report damage caused by severe weather to your insurance company.

#### ***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. Touch-up may not match the surrounding area exactly, 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. We provide samples of each paint used on your home. Store these with the lids tightly in place and in a location where they are not subjected to extreme temperatures.

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

During the New Home Orientation CAMPBELL will confirm that paint and stain are properly applied and that there is no damage. CAMPBELL will touch up paint as indicated on the orientation list. OWNER is responsible for all subsequent touch-up, except painting we perform as part of another warranty repair.





## **LIMITED WARRANTY GUIDELINES**

### ***Cracking***

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 not a defect in materials or workmanship. Paint maintenance of wood trim and gutters is your responsibility.

### ***Fading***

Expect fading of exterior paint or stain due to the effects of sun and weather. CAMPBELL limited warranty excludes this occurrence. (5-7-3)

### ***Flaking and Peeling***

CAMPBELL will repair peeling or flaking paint under the one year warranty. (5-7-2)

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

Paint touch-up is visible under certain lighting conditions. If exterior touch-up is visible from a distance of 20 feet, corrective action will be taken under the one year warranty. (5-7-1)

### ***Wood Grain***

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

## **PLUMBING**

### **OWNER Use and Maintenance**

#### ***Aerators***

Even though your plumbing lines have been flushed to remove dirt and foreign matter, small amounts of minerals may enter the line. Aerators on the faucets strain much of this from your water. Minerals caught in these aerators may cause the faucets to drip because washers wear more rapidly when they come in contact with foreign matter.

#### ***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 (a nonabrasive cleaner or a liquid detergent is usually recommended by manufacturers). 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, Q-tips, dental floss, and children's toys. Improper garbage disposal use also causes many plumbing clogs. Always use plenty of cold water when running the disposal. This recommendation also applies to grease; supplied with a steady flow of cold water, the grease congeals and is cut up by the blades. If you use hot water, the grease remains a liquid, then cools and solidifies in the sewer line. Allow the water to run 10 to 15 seconds after shutting off the disposal.

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 plunger drain stopper—usually found in bathroom sinks—by loosening the nut under the sink at the back, pulling out the rod attached to the plunger, and lifting the stopper. Clean and return the mechanism to its original position.

#### ***Leaks***

If a major plumbing leak occurs, the first step is to turn off the supply of water to the area involved. This may mean shutting off the water to the entire home. Then contact CAMPBELL immediately.

#### ***Low Pressure***

Occasional cleaning of the aerators on your faucets (normally every three to four months) will allow proper flow of water. The water department controls the overall water pressure.



## **LIMITED WARRANTY GUIDELINES**

### ***Solid Surface Materials***

Solid surface materials will not chip as readily as porcelain enamel but can be damaged by a sharp blow. Avoid abrasive cleansers or razor blades; both damage the surface. Always mix hot and cold water at solid surface sinks; running only hot water can damage the sink.

### ***Outside Faucets***

Outside faucets are freeze-proof, but in order for this feature to be effective, you must remove hoses 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 pipe, causing a break in the line. Repair of a broken line that feeds an exterior faucet is a maintenance item. Note that CAMPBELL does not warrant sillcocks against freezing.

### ***Porcelain***

You can damage porcelain enamel with a sharp blow from a heavy object or by scratching. Do not stand in the bathtub wearing shoes unless you have placed a protective layer of newspaper over the bottom of the tub. If you splatter paint onto the porcelain enamel surfaces during redecorating, wipe it up immediately. If a spot dries before you notice it, use a recommended solvent.

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

Your main water shut-off is located near your meter. You use this shut-off for major water emergencies such as a water line break or when you install a sprinkler system or build an addition to your home. Each toilet has a shut-off on the water line under the tank. Hot and cold shut-offs for each sink are on the water lines under the sink.

### ***Stainless Steel***

Clean stainless steel sinks with soap and water to preserve their luster. Avoid abrasive cleaners; these will damage the finish. An occasional cleaning with a good stainless steel cleaner will enhance the finish. Avoid leaving produce on a stainless steel surface, since prolonged contact with produce can stain the finish.

### ***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.

### **CAMPBELL Limited Warranty Guidelines**

During the New Home Orientation CAMPBELL will confirm that all faucets and drains operate freely. CAMPBELL will correct clogged drains that occur during the first 30 days after closing. If a household item is removed from a clogged drain during this time, we will bill you for the drain service. After the first 30 days, you are responsible for correcting clogged drains.

### ***Cosmetic Damage***

CAMPBELL will correct any fixture damage noted on the New Home Orientation list. Repairing chips, scratches, or other surface damage noted subsequent to the orientation list is your responsibility. (7-2-4)

### ***Exterior Faucets***

CAMPBELL will repair leaks at exterior faucets noted on the New Home Orientation list. Subsequent to orientation, repair of a broken line to an exterior faucet is your responsibility.

### ***Freezing Pipes***

Provided the home is heated at a normal level, pipes should not freeze. Set heat at 65 degrees F if you are away during cold weather. Keep garage doors closed to protect plumbing lines that run through this area. Drain, waste, vent, and water pipes will be adequately protected to reduce the possibility of freezing at the design temperatures and based on the prevailing building or plumbing code. (7-1-3)

### ***Leaks***



## **LIMITED WARRANTY GUIDELINES**

CAMPBELL will repair leaks in the plumbing system and fixtures. If a plumbing leak caused by a warranted item results in collateral damage, CAMPBELL will repair or replace items that were part of the home as originally purchased under the two year warranty. CAMPBELL does not make adjustments for secondary damages (for example, damage to wallpaper, drapes, and personal belongings). (7-1-1 & 7-2-1)

### ***Noise***

Changes in temperature or the flow of the water itself will cause some noise in the pipes. This is normal and requires no repair. CAMPBELL will repair persistent water hammer. (7-1-5)

### ***Supply***

CAMPBELL will correct construction conditions that disrupt the supply of water to your home. CAMPBELL will repair the water supply system if the failure results from improper installation or failure of materials and if the connections are a part of the construction agreement under the two year warranty. Conditions beyond the control of the contractor that disrupt or eliminate the water supply are not covered. (7-1-4 & 7-2-7)

## **RESILIENT (VINYL/LINOLEUM) FLOORING**

### **OWNER Use and Maintenance**

Resilient (also known as vinyl or linoleum) floors are designed for minimum care but do require some maintenance. Follow all manufacturers' specific recommendations for care and cleaning.

### ***Limit Water***

Wipe up spills and vacuum crumbs instead of washing resilient floors frequently with water. Limit mopping or washing with water; excessive amounts of water on resilient floors can penetrate seams and get under edges, causing the material to lift and curl.

### ***Moving Furniture***

Moving appliances across resilient floor covering can result in tears and wrinkles. Install coasters on furniture legs to prevent permanent damage. If you damage the resilient floor, you can have it successfully patched by professionals. Remnants of floor covering materials may be found in the Mechanical Room.

### ***No Wax***

The resilient flooring installed in your home is the no-wax type. No wax flooring 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.

### ***Raised Nail Heads***

Raised nail heads are the result of movements of the floor joist caused by natural shrinkage and deflection. We have used special nails and glued the underlayment to help minimize this movement. If a nail head becomes visible through vinyl flooring, place a block of wood over it and hit the block with a hammer to reset the nail.

### ***Scrubbing and Buffing***

Frequent scrubbing or electric buffing is harder on floors than regular foot traffic. Use acrylic finishes if you scrub or buff.

### ***Seams***

Any brand or type of vinyl flooring may separate slightly due to shrinkage. Seams can lift or curl if excessive moisture is allowed to penetrate them. Use silicone caulking at tub or floor joints to seal seams at those locations. Avoid getting large amounts of water on the floor from baths and showers.

### **CAMPBELL Limited Warranty Guidelines**

During the New Home Orientation CAMPBELL will confirm that there are no defects in the resilient floor coverings. CAMPBELL limited warranty does not cover cosmetic damage to vinyl floors discovered after orientation. CAMPBELL is not responsible for



## **LIMITED WARRANTY GUIDELINES**

discontinued selections.

### ***Adhesion***

Vinyl floor covering should adhere. CAMPBELL will repair lifting or bubbling and nail pops that appear on the surface and exceed 1/16 inch under the one year warranty. (11-2-3, 11-2-5 & 11-2-8)

### ***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 1/8 inch or more from the floor, CAMPBELL will repair this condition under the one year warranty. (11-2-2)

### ***Seams***

Seams will occur and are sealed at the time of installation. CAMPBELL will correct gaps in excess of 1/32 inch where resilient flooring pieces meet or 1/16 inch where resilient flooring meets another material. CAMPBELL will correct curling at seams unless caused by excessive water under the one year warranty. (11-2-4)

## **ROOF**

### **OWNER Use and Maintenance**

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

### ***Leaks***

If a leak occurs, try to detect the exact location. This will greatly simplify finding the area that requires repair when the roof is dry.

### ***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—they are slippery.

### ***Severe Weather***

After severe storms, do a visual inspection of the roof for damages. Notify your insurance company if you find pieces of shingle in the yard or shingle edges lifted on the roof.

### **CAMPBELL Limited Warranty Guidelines**

CAMPBELL will repair roof and flashing leaks other than those caused by severe weather, such as hail damage, or some action you have taken, such as walking on the roof. Roof and flashing repairs are made only when the roof is dry under the one year warranty. (6-4-1)

### ***Ice Build-Up***

Ice build-up may develop in the eaves during extended periods of cold and snow. Damage that results from this is excluded from warranty coverage. Your insurance may cover this damage. (6-4-2)

### ***Inclement Weather***

Storm damage is excluded from warranty coverage. Notify your insurance company if storm damage is discovered.

### ***Roofing Nails***

Nails that are not designed to be exposed will be sealed by CAMPBELL under the one year warranty. (6-4-11)

## **ROUGH CARPENTRY**

### **CAMPBELL Limited Warranty Guidelines**



## **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 five year structural warranty.

### ***Floor and stair Squeaks***

Some floor and stair squeaks are unavoidable and is not a structural deficiency. CAMPBELL will make a reasonable effort to correct them under the one year warranty. (3-3-1)

### ***Floor Deflection***

Floors will deflect (bend) when walked on. This will be more noticeable next to hutches, book cases, pianos, chairs, and other heavy furniture. This is not a structural deficiency and no correction is provided for this condition.

### ***Floor Level***

CAMPBELL will correct wood floors that slope more than ½ inch in 20 feet or have a ridge or depression greater than ¼ inch in any 32 inch measurement under the five year structural warranty. (3-3-2 & 3-3-3)

### ***Plumb Columns***

CAMPBELL will correct bearing wood columns that are out of plumb more than ¾ of an inch in 8 feet and bearing steel columns that are out of plumb 3/8 of an inch in 8 feet under the five year structural warranty. (2-6-1 & 2-6-4)

### ***Plumb Walls***

CAMPBELL will correct walls that are out of plumb more than 3/8 inch in 32 inches and walls that are bowed more than 1/2 inch in any 32-inch measurement the five year structural warranty. (4-1-1 & 4-1-2)

## **SIDING**

### **OWNER Use and Maintenance**

Siding expands and contracts in response to changes in humidity and temperature. Slight waves are visible in siding under certain weather conditions; this cannot be entirely eliminated.

### ***Cement Board Siding***

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

### **CAMPBELL Limited Warranty Guidelines**

#### ***Gaps***

One time during the one year warranty period, CAMPBELL will caulk and apply touch-up paint to gaps that exceed 3/16 inch. Paint or stain touch-up will not match. (5-1-2)

#### ***Chips & Dents***

CAMPBELL will correct chips and dents noted on the orientation. We will correct any separation at joints or where siding meets another material if the separation allows water to enter the home under the one year warranty. (5-3-1)

## **SMOKE AND CABON MONOXIDE DETECTORS**

### **OWNER Use and Maintenance**

Read the manufacturer's manual for detailed information on the care and operation of your smoke and carbon monoxide detectors.

### **CAMPBELL Limited Warranty Guidelines**

CAMPBELL does not represent that the smoke and carbon monoxide detectors will provide the protection for which they are installed or intended.

CAMPBELL will test smoke and carbon monoxide detectors during the New Home Orientation to confirm that they are working and to familiarize you with the alarm. OWNER is responsible to testing and maintenance after orientation.



## LIMITED WARRANTY GUIDELINES

### STUCCO

#### OWNER Use and Maintenance

Stucco is a cement based product that is subject to expansion and contraction. Minor hairline cracks will develop in the outer layer of stucco. This is normal and does not reduce the function of the stucco in any way.

#### ***Cleaning***

Acrylic finishes may become soiled from time to time. If that should happen it may be cleaned with a general purpose cleaner. It is recommended that it be tested in an inconspicuous trial area in a concentration recommended by the manufacturer. Care must be taken when applying, agitating and rinsing to avoid damaging the finish.

- Do not use solvent-based cleaners.
- Do not use steam or high temperature cleaning methods.
- Do not use high-pressure washer or sand blaster.
- Do not use excessive scrubbing, stiff bristle or wire brushes.

#### ***Drainage***

To ensure proper drainage, keep dirt and concrete flatwork a minimum of 6 inches below the stucco screed (mesh underneath final coat of stucco).

#### ***Efflorescence***

The white, powdery substance that sometimes accumulates on stucco surfaces is called efflorescence. This is a natural phenomenon and cannot be prevented. Removal of efflorescence is an OWNER maintenance responsibility. Consult your home improvement store for commercial products to remove efflorescence.

#### ***Sprinklers***

Avoid spraying water from irrigation or watering systems on stucco surfaces to avoid the potential for leaks. Check the spray from the lawn and plant irrigation system frequently to make certain that water is not spraying or accumulating on stucco surfaces.

### CAMPBELL Limited Warranty Guidelines

#### ***One-Time Repair***

CAMPBELL will repair stucco cracks that exceed 1/8 inch one time during the first year. The repair will not exactly match the surrounding area. (5-5-1 & 5-5-2)

#### ***Spalled Finish Coat***

CAMPBELL will repair the final coat that separates from the base coat under the one year warranty. (5-5-3)

### SUMP PUMP

(if applicable)

#### ***Homeowner Use and Maintenance***

Your home includes a perimeter drain and sump pump. The perimeter drain is installed around the foundation to gather water and channel it to the sump pit. When the water reaches a certain level, the pump comes on and pumps the water out of the sump pit. Read and follow the manufacturer's instructions.

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.

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

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



## **LIMITED WARRANTY GUIDELINES**

### ***Discharge***

Know where the discharge for your sump pump system is and keep the end of the drain clear of debris and landscaping that can block the discharge line. It is the Homeowners responsibility to extend the discharge line away from the home.

### ***Power Supply***

The sump pump runs on electricity. If power goes off, the pump cannot operate. Storm water (not sewage) could then enter your basement.

### **CAMPBELL Limited Warranty Guidelines**

CAMPBELL will discuss the operation of the sump pump during the New Home Orientation. Sump pumps are a consumer product and not covered under the Limited Warranty. OWNER is responsible to testing and maintenance after orientation.

## **VENTILATION**

### **OWNER Use and Maintenance**

Homes today are built more tightly than ever. This saves energy dollars but creates a potential concern. Condensation, cooking odors, indoor pollutants, radon, and carbon monoxide may all accumulate. We provide mechanical and passive methods for ventilating homes. Proper ventilation is important to longevity of your home as well as your health and safety.

Building codes require attic vents to minimize accumulation of moisture. Attic ventilation occurs through vents in the soffit (the underside of the overhangs) and the roof. Driving rain or snow sometimes enters the attic through these vents. Do not cover any vent to prevent this.

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.
- Develop the habit of running the hood fan when you are cooking.
- Ditto the bath fans when bathrooms are in use.
- Open windows for a time when weather permits.

Proper ventilation can prevent excessive moisture from forming on the inside of the windows.

### **CAMPBELL Limited Warranty Guidelines**

CAMPBELL warranty guidelines for active components (for example, exhaust fans) are discussed under the appropriate headings such as electrical systems, heating system, etc.

During blizzard or driving rain conditions, moisture may enter the home through the roof or soffit vents. OWNER should remove this moisture at once, to minimize any damage to the home. This is considered a homeowner maintenance item and is not covered under the limited warranty.

The burning of products such as candles, oil lamps, incense, cigars, cigarettes, air fresheners and other substances may emit a residue or soot that may build up on walls and ceilings. Repairs needed to remove any residue or soot is considered a homeowner maintenance item and is not covered under the limited warranty.

## **WINDOWS, SCREENS, AND PATIO DOORS**

### **OWNER Use and Maintenance**

During the New Home Orientation CAMPBELL will confirm that all windows and screens are in place and that there is no damage. CAMPBELL will repair or replace damaged windows and screens as indicated on the orientation list. OWNER is responsible for all subsequent damage. Contact a glass company for re-glazing of any windows that break. (4-4-2)

### ***Cleaning***



## LIMITED WARRANTY GUIDELINES

Clean glass as needed with vinegar and water, a commercial glass cleaner, or the product recommended by the window manufacturer.

### ***Door Tracks***

Keep patio door tracks clean for smooth operation and to prevent damage to the door frame. Apply silicone lubricants as needed.

### ***Sticking Windows***

If sticking occurs or excessive pressure is required to open or close a window, apply a silicone lubricant. Avoid petroleum-based products.

### ***Weep Holes***

In 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 operation.

### **CAMPBELL Limited Warranty Guidelines**

CAMPBELL will confirm that all windows and screens are not damaged at the New Home Orientation. CAMPBELL will repair or replace broken windows or damaged screens noted on the orientation list.

### ***Bulk Water***

Bulk water will not penetrate around windows or doors. CAMPBELL will repair as needed meet this standard under the one year warranty. (4-2-1 & 4-2-2)

### ***Condensation***

Condensation, ice or frost on interior surfaces of the window and frame is the result of high humidity within the home and low outside temperatures. Humidity levels within your home are outside of the control of CAMPBELL so no corrective measure is provided. (9-2-1)

Condensation that accumulates between the panes of glass in dual-glazed windows indicates a broken seal. CAMPBELL will replace the glass if this occurs during the one year warranty period.

### ***Grills***

CAMPBELL will correct window grills that dislodge or become out of level under the one year warranty. (4-4-4)

### ***Infiltration***

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

### ***Operation***

Windows should operate with reasonable ease and locks should perform as designed. CAMPBELL will adjust windows that do not operate properly under the one year warranty. (4-4-1)

### ***Scratches***

Minor scratches on windows can result from delivery, handling, and other construction activities. CAMPBELL will replace windows that have scratches readily visible from a distance of 10 feet under normal lighting conditions and noted on the orientation form. CAMPBELL does not replace windows that have scratches visible only under certain lighting conditions. (4-4-5)

### ***Tinting***

If you add tinting to dual-glazed windows, all warranties are voided. Damage can result from condensation or excessive heat build-up between the panes of glass. Refer to the manufacturer's literature for additional information.

## **WOOD TRIM**





## **LIMITED WARRANTY GUIDELINES**

### **OWNER Use and Maintenance**

Shrinkage of wood trim occurs during the first two years or longer, depending on temperature and humidity. All lumber is more vulnerable to shrinkage during the heating season. Maintaining a moderate and stable temperature helps to minimize the effects of shrinkage. Wood will shrink less lengthwise than across the grain. Wood shrinkage can result in separation at joints of trim pieces. You can usually correct this with caulking and touch-up painting.

Shrinkage may also cause a piece of trim to pull away from the wall. If this occurs, drive in another nail close to, but not exactly in, the existing nail hole. Fill the old nail hole with putty and touch up with paint as needed. If the base shoe (small trim between base molding and the floor) appears to be lifting from the floor, this is probably due to slight shrinkage of the floor joists below. Again, you can correct this condition by removing the old nails and re-nailing. You may prefer to wait until after the first heating season to make any needed repairs at one time when redecorating.

### **CAMPBELL Limited Warranty Guidelines**

During the New Home Orientation we will confirm that wood trim is installed properly without damage. Minor imperfections in wood materials will be visible and will require no action. CAMPBELL will correct readily noticeable construction damage such as chips and gouges listed during the orientation.

#### ***Exterior***

CAMPBELL will caulk and apply touch-up paint to cracks in exterior trim components that exceed 3/16 inch. We provide this repair one time only near the end of the first year. Paint or stain touch-up may not match. We will correct any separation at joints that allows water to enter the home.

#### ***Raised Grain***

Because of the effects of weather on natural wood, you should expect raised grain to develop. This is normal and not a defect in the wood or paint. This Limited Warranty excludes this condition.