



WARRANTY PROCEDURES

Property Address

Our goal at Campbell Homes, hereinafter CAMPBELL, is to deliver a quality new home to every OWNER. Since a new home contains tens of thousands of components, hand installed by as many as 40 different trade partners, it is likely there will be a few deficiencies that will require correction. For more information on what is considered a deficiency under your Limited Warranty, please refer to Exhibit A, Limited Warranty Guidelines (hereinafter Guidelines) or Residential Construction Performance Guidelines, Consumer Reference, Fourth Edition which can be found on our website.

Below you will find a brief description of the New Home Orientation, summary of the different components of your Limited Warranty, general warranty procedures and a few Guideline highlights. Your Limited Warranty coverage begins on the date of closing.

NEW HOME ORIENTATION

Prior to closing, CAMPBELL will perform a New Home Orientation with every OWNER. This orientation will typically take about two hours and will include a comprehensive tour of your home along with explanations of how it operates as well as helpful maintenance tips. During the Orientation, notations will be made of deficiencies and cosmetic imperfections that do not meet CAMPBELL standards.

Every effort will be made to correct all items noted on the New Home Orientation form prior to closing. In the event that there are any items left incomplete, Customer Care will ask you to sign off on the completed items and CAMPBELL will open a Warranty Claim for the remaining items.

LIMITED WARRANTY SUMMARY

CAMPBELL, provides each new OWNER with a Limited Warranty which consists of the following:

- 1) One Year Coverage on Workmanship and Materials: For a period of one year after the commencement date of the Limited Warranty, CAMPBELL expressly warrants that the home will be free from defects in materials and workmanship. Defects in materials and workmanship will be those recognized under the Guidelines.
 - a) Appliance Warranty: CAMPBELL has assigned the manufacturer's warranty to the OWNER on all appliances and consumer products installed in the home. The manufacturer is now responsible for all appliance repairs.
- 2) Two Year Coverage on System Defects: For a period of two years after the commencement date of this Limited Warranty, CAMPBELL expressly warrants that the plumbing, electrical, heating and cooling systems will be free from defects in materials and workmanship.
- 3) Eight Year Coverage on Major Structural Defects: For a period of eight years after the commencement date of the warranty, CAMPBELL expressly warrants that the home will be free of from Major Structural Defects.

If you have any questions on the Limited Warranty before closing, please contact your Community Sales Manager.

Please review the Guidelines and the Warranty Procedures below before submitting a warranty claim.

WARRANTY CLAIM

If OWNER discovers a defect which is covered by this Limited Warranty, and it is not an After Hours Emergency as defined below, OWNER must submit a Warranty Claim to CAMPBELL in the manner provided below, specifying the name, address, email and telephone number of OWNER; the nature of the defect; the loss or damage claimed. Such notice shall be delivered to CAMPBELL via:

- 1) **Website:** At campbellhomes.com by clicking on the "Customer Care" tab in the upper right corner of our home page or,
- 2) **Email:** At customercare@campbellhomes.com or,
- 3) **Mail:** At Campbell Homes, 4850 Austin Bluffs Parkway, Colorado Springs, CO 80918

The Warranty Claim must be received by CAMPBELL as soon as practicable after OWNER either discovers or, in the exercise of reasonable diligence, should have discovered the defect or the loss or damage caused by the defect, but in no event later than ten (10) days after the warranty given hereby expires.

CAMPBELL WILL NOT process non-emergency warranty claims in person or over the phone.



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AFTER HOURS EMERGENCY

An After Hours Emergency is defined as:

- Total loss of heat, water or power,
- Water leak that will not stop,
- Any other situation that could cause bodily harm or significant damage to your home,
- And occurs on weekends, holidays or between the hours of 5:00 PM and 8:00 AM on typical business days.

In the event you are experiencing an After Hours Emergency, immediately contact the appropriate Trade Partner listed on the Is It An Emergency? form provided to you at your New Home Orientation to schedule an appointment to evaluate the problem. Then follow-up with a Warranty Claim to CAMPBELL as soon as possible by submitting it via:

- 1) **Website:** At campbellhomes.com by clicking on the "Customer Care" tab in the upper right corner of our home page or,
- 2) **Email:** At customercare@campbellhomes.com or,
- 3) **Mail:** At Campbell Homes, 4850 Austin Bluffs Parkway, Colorado Springs, CO 80918

RESPONSE

CAMPBELL or its agent, representative, employee, or subcontractor will contact OWNER following CAMPBELL's receipt of the notice of the Warranty Claim to schedule an inspection of the claim and, if necessary, to schedule the corrective action to be taken by CAMPBELL. CAMPBELL shall proceed with due diligence to complete any corrective action undertaken by CAMPBELL.

REMEDIES

If a valid defect in construction of the home or a major structural defect occurs during the applicable warranty period, CAMPBELL agrees to repair, replace or compensate OWNER the reasonable cost of repairing or replacing the defective items. The choice between repair, replacement, or compensation for a valid Warranty Claim rests solely with CAMPBELL. Covered warranty repairs by CAMPBELL shall be at no charge to the OWNER and shall be performed within a reasonable length of time. OWNER agrees to accept reasonable matches in any repair or replacement in the event the specified or originally used item is no longer available. All work shall be performed by CAMPBELL or subcontractors chosen by CAMPBELL. CAMPBELL will not be obligated to reimburse OWNER for expenses, invoices, bills, or receipts for labor, materials or equipment furnished by or at the direction of OWNER.

OWNER MAINTENANCE

The OWNER is responsible for proper home maintenance. This includes being aware of and applying the recommended procedures for maintaining your home as detailed in the Guidelines. Under the terms of the Limited Warranty, neglect of normal maintenance items may deprive you or your successor of warranty coverage on the items involved. Damage to the home which is a result of OWNER negligence, abuse, misuse or inaction must be repaired by the OWNER at their expense.

GUIDELINE HIGHLIGHTS

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 circuits of 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 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 AFCIs.

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.

CAMPBELL is not responsible for any damage, including to food or other perishables, due to tripped GFCI or AFCI.



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HEATING VENTILATION AND AIR CONDITIONING: During the warranty period, any work you authorize by an outside contractor will void warranties on your system with CAMPBELL. Your system was installed and balanced to meet CAMPBELL standards. Modifications performed during the warranty period, such as adding heat pump, air conditioning or changing thermostats, etc., by an outside contractor will void your warranty with CAMPBELL even if it does not void the manufacturer's warranty. Timely registration of your furnace with the manufacturer may extend their warranty.

Modifications to HVAC systems by outside contractors will void your CAMPBELL warranty.

GRADING: Maintaining the CAMPBELL established final grade around your new home is vital to the structural integrity of your home and requires ongoing preventative maintenance and proper landscaping. Some settling of the grading will occur and is normal in new home construction. It is the OWNER's responsibility to maintain positive grading away from the foundation at all points at all times. CAMPBELL will provide dirt for this purpose upon written request. You must maintain CAMPBELL installed erosion control structures (such as wattles) on your lot and remove any soil that may runoff from your lot onto the street or adjacent properties as soon as possible to avoid fines from local authorities. Correcting erosion is your responsibility.

CAMPBELL is not responsible for any damage caused by improper maintenance or modifications to CAMPBELL established grades.

LANDSCAPING: Placing plants of any type or sprinkler heads within 5 feet of your home is prohibited and may void your structural warranty. Landscaping outside of this area must be installed so as not to block CAMPBELL established drainage patterns or hold water against the foundation. Surface water must flow freely away from the home at all points. CAMPBELL is not responsible for erosion or any damage caused by water intrusion due to lack of OWNER maintenance or changes to CAMPBELL established grade.

CAMPBELL is not responsible for any damage caused by settlement of CAMPBELL established grades.

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 and water damage to your home possibly months after the break occurred.

CAMPBELL is not responsible for any damage caused by frozen faucets.

EXTERIOR CONCRETE SLABS: Spalling is the flaking off of concrete slabs. Causes of spalling can include repeated hosing of concrete for cleaning, impacts, animal urine, fertilizer, un-cleared snow and ice, ice-melting agents, and road chemicals that drip off of vehicles all of which are outside of CAMPBELL's control. CAMPBELL highly recommends applying a good quality, penetrating acrylic concrete sealer to help protect exterior slabs from this type of damage. Concrete sealers are available at most home improvement stores or you can contact Barton Supply at 719-578-1997 for product recommendations. Concrete slabs will vary in color and texture and no correction is provided for this condition under CAMPBELL's Limited Warranty.

CAMPBELL is not responsible correcting variations in color or texture or for the spalling of concrete slabs.

CALL BEFORE YOU DIG: You are required to call before you dig anywhere on your lot to have all utility lines physically located; 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 utility lines located could result in damage that could disrupt service to your home or entire neighborhood, harm you or those around you and potentially result in repair costs and fines being assessed against you. Call 811 or 1-800-922-1987 before you dig.

CAMPBELL is not responsible for any damage you may cause by digging.



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EARLY MOVE-IN: CAMPBELL will NOT allow you to move any personal belongings or storage containers into the house, garage on the lot or driveway prior to closing. Damage to concrete flatwork, curbs, landscaping, grading, etc, caused by the placement of personal belongings or storage containers on the lot is not covered under the Limited Warranty.

CAMPBELL will not allow you to move-in prior to closing.

For additional recommendations and requirements, please refer to the Guidelines in the Limited Warranty.

OWNER's signature(s) below acknowledges that CAMPBELL's representative presented and explained the information above at the New Home Orientation.

Presented By:
Campbell Homes, LLC

Acknowledged By:
OWNER(S)

Signature

Signature

Date

Signature