



WARRANTY PROCEDURES

Property Address

Our goal at Campbell Homes, hereinafter CAMPBELL, is to deliver a quality new home to every homeowner, hereinafter OWNER. Since a new home consists of tens of thousands of components, hand installed by as many as 40 different trade partners, it is likely there will be a few items requiring adjustment or correction. For more information on what is considered a deficiency under your Limited Warranty, please refer to Exhibit A, Limited Warranty Guidelines (hereinafter Guidelines). Your Limited Warranty coverage begins on the date of closing.

WARRANTY CLAIM

Should OWNER discover 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 discovers the defect, but prior to the expiration of the applicable portion of the Limited Warranty.

Please review the full Limited Warranty, Guidelines and Warranty Procedures before submitting a warranty claim.

AFTER-HOURS EMERGENCY

An After-Hours Emergency is defined as:

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

In the event you are experiencing an After-Hours Emergency, immediately contact the appropriate Trade Partner listed on the After-Hours Emergency Procedures form provided to you at your New Home Orientation. Then follow-up with a Warranty Claim to CAMPBELL as soon as possible by submitting it as noted above.

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

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 shall 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 or a third party.



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OWNER MAINTENANCE

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 areas required by local building codes 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 small appliances, space heaters, blow dryers or other devices. Some household appliances and exercise equipment will not work on an AFCI protected circuit. Static electricity may also cause nuisance tripping of AFCIs. If an AFCI trips, it must be re-set at the breaker panel.

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 four outlets. All bathrooms are typically on one GFCI circuit and the reset button for all bathrooms is typically located in the bathroom closet to the electric panel.

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

HEATING VENTILATION AND AIR CONDITIONING: During the warranty period, any work OWNER authorizes 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 a heat pump, whole house humidifier, air conditioning or changing thermostats 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. OWNER must maintain CAMPBELL installed erosion control structures (such as wattles) on the lot and remove any soil which may runoff from your lot onto the street or adjacent properties as soon as possible to avoid fines from local authorities. Correcting erosion is an OWNER responsibility.

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

LANDSCAPING: Placing plants of any type, sprinkler valve boxes or sprinkler heads within 5 feet of your home and outside of an established swale is prohibited and may void your structural warranty. Landscaping and improvements 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.



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CAMPBELL is not responsible for any damage caused by changes to CAMPBELL established grades.

OUTSIDE FAUCETS: Outside faucets are freeze-proof, but in order for this feature to be effective, hoses must be removed 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, or road chemicals which 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.

EARLY MOVE-IN: Placement of personal belongings such as vehicles, furniture, boxes, appliances, window coverings, storage containers, etc. in the house or on the lot is not permitted until OWNER has taken possession of the home after closing. CAMPBELL is not responsible for damage to CAMPBELL installed improvements caused by the placement of personal belongings in the house or on the lot nor for the theft of personal belongings left in the house or on the lot.

CAMPBELL will not allow you to move in any personal belongings prior to closing.

SITE VISITS: CAMPBELL asks OWNER not to visit the house between the New Home Orientation and closing. Trades and employees will be entering the home to complete their work and would appreciate completing their work without interruption.

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