



QUADRANT HOMES

PERFORMANCE STANDARDS AND GUIDELINES

for use with

ONE YEAR CUSTOMER SERVICE PROGRAM

and the

HOME BUILDER'S LIMITED WARRANTY

and our

DEFINED STRUCTURAL ELEMENT PERFORMANCE GUIDELINES EXTENDED THROUGH YEAR 10

PERFORMANCE STANDARDS AND GUIDELINES

Thank you for selecting us as the builder of your new home. We strive to provide you with the best customer service experience possible. Our representatives are building professionals who are ready to respond to your needs in a prompt and reliable manner. Realizing that a new home contains several thousand components and is constructed by numerous individual trade partners, there is the possibility that there will be conditions in your home that will require correction. Our commitment to you is to expeditiously and professionally correct "Construction Defects" in accordance with the terms and conditions of the HOME BUILDER'S LIMITED WARRANTY ("Limited Warranty"), a copy of which has been provided to you. Additionally, during the first year following closing, under our One Year Customer Service Program, we will evaluate and, if appropriate, remedy minor problems in your home that might not rise to the level of a Construction Defect under the Limited Warranty.

ONE YEAR CUSTOMER SERVICE PROGRAM - Throughout the first year all new homes go through a period of settlement and movement as the home reaches equilibrium. During this period, the home may experience some minor material shrinkage, cracking and other events, which are unavoidable and considered normal. While some conditions will be your responsibility as maintenance items, we will evaluate items outside of the scope of coverage for Construction Defects under the Limited Warranty, and during the first year remedy conditions considered a Deficiency that is our responsibility in accordance with the Performance Standards found in Section A of this booklet. These Performance Standards set forth the acceptable tolerances and guidelines for different areas of concern. The standards and guidelines are designed to help you determine whether or not a condition should be reported to us. Keep in mind that you are responsible for proper home maintenance and that exclusions as noted under specific items in this booklet, as well as, those contained in the Limited Warranty apply.

It is not possible to list every component of a home in these standards so only the most frequent items concerning new homes are addressed here. To the extent a standard has not been enumerated here, we will determine whether or not that condition is a Construction Defect covered under the Limited Warranty.

HOME BUILDER'S LIMITED WARRANTY – The Performance Guidelines contained in Sections B & C of this booklet are provided to assist in the determination of whether a condition might constitute a Construction Defect covered under the Limited Warranty. Where a performance guideline is not enumerated for the condition, we will use the other factors identified in the Limited Warranty document to determine if a Construction Defect is present, including whether the magnitude of the flaw or imperfection materially affects the structural integrity of the home; or, has an obvious and material negative impact on the appearance of the home; or, jeopardizes the life or safety of the occupants; or, results in the inability of the home to provide the functions that can reasonably be expected in a home.

CONTACT INFORMATION:

QUADRANT HOMEOWNER SERVICE:

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SECTION A – PERFORMANCE STANDARDS - APPLICABLE TO ONE YEAR CUSTOMER SERVICE PROGRAM

1. SITE WORK

1.1 Grading:

- a. Possible Deficiency: Settling of ground around foundation, utility trenches or other areas on the property where excavation and back fill have taken place that affect drainage away from the home.
Performance Standard: Settling of ground around foundation walls, utility trenches or other filled areas which exceeds a maximum of six inches from finished grade established by us.
Our responsibility: If we have provided final grading, we will fill settled areas affecting proper drainage, one time only, during the first year. We are responsible for removal and replacement of shrubs and other landscaping installed by us affected by the placement of fill.

1.2 Drainage:

- a. Possible Deficiency: Improper grades and swales which cause standing water and affect the drainage in the immediate area surrounding the home.
Performance Standard: Necessary grades and swales shall be established to provide proper drainage away from the home. Site drainage is limited to those immediate grades and swales surrounding the home. Standing or ponding water within the immediate surrounding area of the home shall not remain for a period of longer than 24 hours after a rain. Where swales are draining from adjoining properties or where a sump pump discharges, an extended period of 48 hours is allowable for water to dissipate. The possibility of standing water after an unusually heavy rainfall should be anticipated and is not considered a Deficiency. No grading determination will be made while there is frost or snow or when the ground is saturated. Water shall not stand or pond in crawl spaces for extended periods of time.
Other: Standing or ponding water on the property which does not directly affect the immediate area surrounding the foundation of the home, caused by unusual grade conditions, retaining of treed areas or sodding done by the homeowner is not considered a Deficiency.
Our responsibility: We are responsible for initially establishing the proper grades, swales and drainage away from the home.
Your responsibility: You are responsible for maintaining grades and swales once properly established by us. Soil erosion and runoff caused by your failure to maintain the properly established grades, drainage structures and swales, stabilized soil, sodded, seeded and landscaped areas are excluded from coverage.

2. DRIVEWAYS AND EXTERIOR SURFACES

2.1 Asphalt Driveway:

- a. Possible Deficiency: Excessive cracking of surface or retention of water in a depression.
Performance Standard: Cracks exceeding ¼ inch width as a result of defective materials or our workmanship are Deficiencies. A depression which retains water in excess of 1 inch in depth caused by settlement is a Deficiency.
Our responsibility: We will correct as required.
Other: Extreme heat will cause indentations and surface deterioration if vehicles are parked for long periods of time in the same location. Such indentations are not covered by us.

2.2 Masonry (brick) Driveway:

- a. Possible Deficiency: Excessive settlement of masonry driveway.
Performance Standard: Settlement or shifting greater than ¼ inch is a Deficiency.
Our responsibility: We will repair settlement or shifting greater than ¼ inch by resetting pavers
- b. Possible Deficiency: Cracks or chips in masonry driveway.
Performance Standard: Cracks or chips are considered to be normal result of use. Unless such conditions are noted on the final walkthrough, these conditions are not Deficiencies and are excluded from coverage.
Our responsibility: If cracks or chips are noted on the final walkthrough, we will remedy such conditions.
Your responsibility: Inspect the masonry driveway at the final walkthrough for any cracks or chips. Use caution during move in to ensure that heavy vehicles are not allowed to park on masonry driveway.

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2.3 Exterior Concrete:

- a. Possible Deficiency: Surface scaling, pitting or spalling.
Performance Standard: Concrete surfaces that disintegrate to the extent that aggregate is exposed and loosened under normal conditions of use are Deficiencies.

Our responsibility: We will take corrective action to remedy excessive disintegration of surface where the condition is not the result of salt and/or chemicals used to treat roads or your use of such products.
Your responsibility: Do not use products that can result in damage to the concrete surfaces.
- b. Possible Deficiency: Walkways, patios or garage floors settle or heave in relationship to the structure.
Performance standard: Exterior concrete surfaces that settle or heave in excess of 1 inch resulting in damage to the concrete surfaces are Deficiencies.
Our responsibility: We will repair damaged portions of the concrete surfaces that settle or heave more than 1 inch from the home resulting in damage to the concrete surface.
Other: Movement at expansion and contraction joints is per design and is not a Deficiency.
- c. Possible Deficiency: Excessive cracking of concrete.
Performance Standard: Cracks in driveways, patios or sidewalks exceeding ¼ inch in width or vertical displacement is a Deficiency.
Other: Driveways, patios and sidewalks are exposed to the elements and are subject to wear and tear from weather. Additionally, minor cracks are to be expected as a result of normal curing, expansion and contraction of the concrete. Community sidewalks are the maintenance responsibility of the local community.
Our responsibility: We will repair surfaces where cracks exceed ¼ inch in width or vertical displacement by filling, patching or grinding.
Your responsibility: Do not allow moving or delivery vehicles to park on these surfaces.
- d. Possible Deficiency: Ponding of water on surfaces.
Performance Standard: Water ponding should not exist on exterior concrete surfaces more than 24 hours after rain has ceased.
Our responsibility: We will take corrective action where water ponds on exterior surfaces for more than 24 hours after rain has ceased.

3. CONCRETE

3.1 Cast-in Place Concrete:

- a. Possible Deficiency: Basement or foundation wall cracks, other than expansion or control joints.
Performance Standard: Non-structural cracks are not unusual in concrete foundation walls. Cracks 1/8 inch in width or greater are considered excessive.
Our responsibility: Repair non-structural cracks in excess of 1/8 inch by surface patching.
Other: These types of conditions should be reported near the end of the first year to permit normal stabilizing of the home. Separation or movement at expansion and control joints is designed and is not a Deficiency.
- b. Possible Deficiency: Cracking of basement floor.
Performance Standard: Minor cracks in concrete basement floors are common. Cracks exceeding ¼ inch width or in vertical displacement are Deficiencies.
Our responsibility: Repair cracks exceeding Performance Standard by surface patching or other methods, as required.
- c. Possible Deficiency: Cracking or settling of garage floor slab.
Performance Standard: Cracks in garage floor slabs in excess of ¼ inch in width or ¼ inch in vertical displacement are Deficiencies. Settling, heaving or separation in excess of 1 inch from the structure is a Deficiency.
Our responsibility: Repair cracks in excess of Performance Standard by chipping out and surface patching or other methods, as required. We will take whatever corrective action to bring settling, heaving or separating floors within the Performance Standard.

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- d. Possible Deficiency: Cracks in concrete slab-on grade floors, with finish flooring.
Performance Standard: Cracks which rupture or significantly impair the appearance or performance of the finish flooring material are Deficiencies.
Our responsibility: Determine the cause for the cracking and correct as required so as not to be apparent when the finish flooring material is in place.
- e. Possible Deficiency: Uneven concrete floor slabs.
Performance Standard: Except for basement floors where a floor or portion of floor has been designed for specific drainage purposes, concrete floors in rooms designed for habitability shall not have pits, depressions or area of unevenness exceeding ¼ inch in 32 inches, or slopes in excess of 1/240 of room width or length (example, 10.0 wide room not to exceed ½ inch out of level).
Our responsibility: Determine cause and remedy to meet the Performance Standard. Where applicable, surface patching is an accepted method of repair.
- f. Possible Deficiency: Pitting, scaling or spalling of concrete surfaces.
Performance Standard: Concrete surfaces shall not disintegrate to the extent that the aggregate is exposed and loosened under normal conditions of weathering and use.
Our responsibility: Take corrective action as necessary to repair or replace concrete surfaces.
Other: Deterioration caused by salt, chemicals, implements used and other factors beyond our control is not a Deficiency and is not covered by us.
- g. Possible Deficiency: Excessive powdering or chalking of concrete surfaces.
Performance Standard: Excessive powdering or chalking of concrete surfaces is a Deficiency, but should not be confused with normal surface dust that may accumulate for a short period after the home is occupied.
Our responsibility: Take corrective action as necessary to treat, repair or resurface defective areas.
- h. Possible Deficiency: Separation of brick or masonry edging from concrete slab and step.
Performance Standard: It is common for the joint to crack between concrete and masonry due to the dissimilarity of the materials. Cracks in excess of ¼ inch are Deficiencies.
Our responsibility: Grout crack fully and reset loose masonry where required. If required, replacement of masonry material shall match the existing material as close as possible; however, an exact match is not possible.

4. MASONRY

- 4.1 Unit Masonry (brick/block/stone):
- a. Possible Deficiency: Cracks in non-bearing or non-supporting walls.
Performance Standard: Small shrinkage cracks are not unusual through masonry and mortar joints. Cracks in excess of 1/8 inch in width are Deficiencies.
Our responsibility: Repair non-structural shrinkage cracks in excess of 1/8 inch in width by pointing or patching.
Other: These types of conditions should be reported near the end of the first year to permit normal stabilizing of the home.
- b. Possible Deficiency: Cracks in bearing or supporting masonry walls.
Performance Standard: Vertical or diagonal cracks which do not impact the structural ability of masonry bearing walls are not unusual. Cracks in excess of 1/8 inch in width are Deficiencies.
Our responsibility: Repair shrinkage cracks in excess of 1/8 inch in width by pointing or patching. Where the structural integrity of the wall is impacted, suitable repair or replacement shall be a part of remedy to eliminate the condition.
- c. Possible Deficiency: Horizontal cracks in basement or foundation walls.
Performance Standard: Horizontal cracks in the joints of masonry walls are not common but may occur. Cracks 1/8 inch or more in width are Deficiencies.

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Our responsibility: We will repair cracks between 1/8 and 3/16 inch in width by pointing and patching. Cracks exceeding 3/16 inch shall be investigated by us to determine the cause. We will take the necessary steps to remedy the cause and make repairs by pointing and patching, reinforcement or replacement of the defective courses.

- d. Possible Deficiency: Cracks in masonry walls or veneer above grade.
Performance Standard: Small cracks are common in mortar joints of masonry construction. Cracks 1/8 inch or greater in width are Deficiencies.
Our responsibility: Repair cracks and voids in excess of 1/8 inch in width by surface pointing. These types of conditions should be reported near the end of the first year to permit normal stabilizing of the home. We will attempt to match materials as closely as possible, however there will be color variations between existing and new mortar.
- e. Possible Deficiency: Cracking, settling or heaving of stoops and steps.
Performance Standard: Stoops and steps should not settle or heave in excess of 1 inch in relation to the home structure. Where the stoop or steps abut the home or where an expansion strip has been installed, separation of up to ½ inch is acceptable. Cracks in concreted stoops in excess of 1/8 inch are Deficiencies.
Our responsibility: Take corrective action to remedy conditions in excess of Performance Standard. Where repair is made to a concrete surface, the repair will match adjoining surfaces as close as possible, however, there will slight color variations between new and existing materials.
- f. Possible Deficiency: Standing water on stoops, steps and porches.
Performance Standard: Standing water is a Deficiency if it creates a hazard to individuals or causes damage to the home.
Our responsibility: We will take action to remedy water that stands on stoops, steps and porches.
- 4.2 Stucco and cement plaster
- a. Possible Deficiency: Cracking or spalling of stucco and cement plaster.
Performance Standard: Hairline cracks in stucco or cement plaster are common especially where applied directly to masonry back-up. Cracks greater than 1/8 inch in width or spalling of the finish surface are Deficiencies.
Our responsibility: Scrape out cracks and spalled areas and fill with cement plaster or stucco to match finish and color as close as possible.

5. CARPENTRY

- 5.1 Rough carpentry:
- a. Possible Deficiency: Floors squeak due to improper installation of loose subfloors.
Performance Standard: A squeak proof floor cannot be achieved and an isolated floor squeak is not a Deficiency. Excessive squeaking due to a loose subfloor are Deficiencies.
Our responsibility: We will refasten any loose subfloor or take other corrective action to eliminate excessive squeaking to the extent possible within repair capability without removing floor and ceiling finishes.
Other: Nails may be expelled from the wood during drying. In some instances gluing the subfloor is an acceptable method of reducing deflection. Renailing floor joists with ring shank nails can also provide a significant reduction in floor squeaks. Nailing of loose subflooring with casing nails into the carpet surface and countersinking the head is an acceptable practice of a remedy for reducing floor squeaks.
- b. Possible Deficiency: Uneven wood framed floors.
Performance Standard: Floors which are more than ¼ inch out of level within any 32 inch measurement are Deficiencies. Floor slope within any room which exceeds 1/240 of the room width or length is a Deficiency (for example a 10.0 wide room should not exceed ½ inch out of level).
Our responsibility: Correct or repair to meet the allowances in the above standard.
- c. Possible Deficiency: Bowed stud walls or ceilings.
Performance Standard: All interior and exterior frame walls or ceilings have slight variations on the finish surfaces. Bowing should not be visible so as to detract from the finished surface. Walls or ceilings which are bowed more than ¼ inch within a 32 inch horizontal or vertical measurement are Deficiencies.

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Our responsibility: Exterior and interior frame walls or ceilings bowed in excess of the Performance Standard shall be corrected to meet the allowances of the Performance Standard.

- d. Possible Deficiency: Wood frame walls out of plumb.
Performance Standard: Wood frame walls which are out of plumb more than 3/4 inch in 8 foot vertical measurement are Deficiencies.
Our responsibility: Make repairs necessary to meet the allowable tolerance.
- e. Possible Deficiency: Warping, checking or splitting of wood framing.
Performance Standard: Minor warping, checking or splitting is common as the wood dries and is not considered a Deficiency. A condition that impacts the integrity of the member or any applied surface material is a Deficiency.
Our responsibility: Make necessary repairs to ensure such conditions are remedied to meet the above standard.
- f. Possible Deficiency: Exterior sheathing and subflooring delaminates or swells.
Performance Standard: Sheathing and subflooring which delaminates on the side on which a finish material has been applied is a Deficiency.
Our responsibility: Repair or replace as required and where finish material is replaced, match as close as possible.
- 5.2 Finish carpentry:
- a. Possible Deficiency: Unsatisfactory quality of finished exterior trim and workmanship.
Performance Standard: Joints between exterior trim elements and siding or masonry which are in excess of 3/8 inch are Deficiencies. Trim abutting masonry and siding shall be capable of excluding the elements.
Our responsibility: Repair open joints and touch up finish coating. Caulk open joints between dissimilar materials.
Your responsibility: Maintain caulk applied between joints.
- b. Possible Deficiency: Unsatisfactory quality of finished interior trim and workmanship.
Performance Standard: Joints between moldings and adjacent surfaces which exceed 1/8 inch in width is a Deficiency.
Our responsibility: Repair joints which exceed Performance Standard.
- c. Possible Deficiency: Surface defects in finished woodwork and millwork including checks, splits or hammer marks.
Performance Standard: Finished woodwork and millwork should be smooth and without surface marks.
Our responsibility: Correct repairable defects by sanding, filling or puttying to return the surface to its original condition. If material is not repairable, replace and refinish to match surrounding area as close as possible.
- d. Possible Deficiency: Exposed nail heads in woodwork.
Performance Standard: Material used to fill nail holes has a tendency to shrink as it dries and such conditions are not Deficiencies. Nail holes which have not been filled on finished painted woodwork so that they are readily visible from a distance of 6 feet under normal lighting conditions is a Deficiency.
Our responsibility: Fill nail holes where required and if necessary apply touch up paint to match as close as possible.
Other: Puttying of nail holes in base and trim molding installed in unfinished rooms or areas not exposed to view (for example a closet) is not required. Some products are also designed in such a way as to exclude the filling in of nail holes.

6. THERMAL AND MOISTURE PROTECTION

6.1 Insulation

- a. Possible Deficiency: Insufficient insulation.
Performance Standard: Insulation not installed around habitable areas in accordance with established code requirements is a Deficiency.

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Our responsibility: Install insulation of sufficient thickness or characteristics to meet code requirements or according to R-Values designated in the contract documents. In the case of dispute, cost for investigating the sufficiency of insulation and restoring areas prior to condition will be borne by you if it is found that the standard had been met by us.

6.2 Louver and Vents

- a. Possible Deficiency: Inadequate attic or crawl space ventilation.
Performance Standard: Attic and crawl space ventilation is generally set by the applicable building code.
Our responsibility: We will provide for adequate ventilation. We are not responsible for damage which results from actions taken by you that interfere with the ventilation system.
- b. Possible Deficiency: Leaks due to snow or driven rain through louvers and vents.
Performance Standard: Improperly installed louvers and vents that permit penetration of the elements under normal weather conditions are Deficiencies.
Our responsibility: Take necessary steps to eliminate penetration of rain or snow under normal weather conditions where it is determined that the installation was improper.
Other: Properly installed louvers or vents will at times allow penetration of rain or snow under strong wind conditions.

6.3 Exterior Siding:

- a. Possible Deficiency: Delaminating, splitting, joint separation or deterioration of exterior siding.
Performance Standard: Exterior siding with joint separations exceeding 3/16 inch, or which delaminates, splits or has excessive deterioration is a Deficiency. Splits wider than 1/8 inch are Deficiencies.
Our responsibility: We will caulk or repair siding to fill joints exceeding 3/16 inch. Siding which delaminates or where panels on the same wall deteriorate (fade) at a different rate will be repaired, but may not be a precise match to the original siding. Splits will be filled with permanent filler.
Other: Any color siding will fade when exposed to the ultra-violet rays of the sun. This condition cannot be prevented by us.
- b. Possible Deficiency: Damaged siding or broken shingles.
Performance Standard: Damaged siding or broken shingles are Deficiencies only when noted on a pre-closing walk through inspection report.
Our responsibility: We will correct damaged siding or broken shingles only if these conditions were reported to us during a pre-closing walk through inspection report.
- c. Possible Deficiency: Siding is bowed or wavy.
Performance Standard: Some waviness in lap siding is to be expected due to bows in studs. Thermal expansion waves or distortions that exceed ¼ inch in 16 inches are Deficiencies.
Our responsibility: We will correct thermal expansion waves or distortions to comply with the Performance Standard by reinstalling or replacing siding as necessary.
- c. Possible Deficiency: Loose or fallen siding.
Performance Standard: Trim shall not separate more than ¼ inch from the home. Siding trim accessories will not separate from caulking at windows or other wall openings.
Our responsibility: We will reinstall trim or caulk separations as necessary and secure and siding which has fallen.

6.4 Roofing:

- a. Possible Deficiency: Lifted, curled or torn roof shingles.
Performance Standard: Shingle edges or corners need not be perfectly flat. Roof shingles which lift or curl or tear loose during normal weather conditions, or that buckle higher than ¼ inch are Deficiencies.
Our responsibility: Repair or replace shingles which lift, curl or are torn where the cause is not the result of acts of nature such as windstorm, hail, or ice and snow accumulation.
- b. Possible Deficiency: Sheathing nails loosened from roof sheathing raising asphalt shingles from surface or roofing nails exposed at ridge of roof.
Performance Standard: We will repair areas to meet standard.

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- 6.5 Sealants:
- a. Possible Deficiency: Water or air leaks in exterior walls due to inadequate caulking.
Performance Standard: Joints and cracks in exterior wall surfaces and around openings are to be properly caulked to prevent entry of water or excessive drafts.
Our responsibility: Repair and/or caulk joints or cracks in exterior wall surfaces as required ONE TIME ONLY.
Your responsibility: After we have adequately caulked joints and cracks in exterior wall surfaces, you must maintain caulking.
- 6.6 Gutter and Downspouts:
- a. Possible Deficiency: Gutters and downspouts leak.
Performance Standard: Gutters and downspouts which leak are a Deficiency. Standing water in gutters shall not exceed 1 inch in depth.
Our responsibility: We will repair gutters and downspouts to prevent leaks. Provided a gutter is not obstructed by debris, we will install gutter with sufficient pitch to prevent water standing in excess of the standard.

7. DOORS AND WINDOWS

- 7.1 Interior and exterior doors:
- a. Possible Deficiency: Warping of interior or exterior doors.
Performance Standard: Exterior doors that warp so as to prevent normal closing are Deficiencies. The maximum allowable warpage of a door is ¼ inch when measured from top to bottom vertically or diagonally.
Our responsibility: We will adjust or replace the door as required to meet the standard.
- b. Possible Deficiency: Door binds against jamb or head of door frame. Door does not lock.
Performance Standard: Passage doors that do not open and close freely without binding against the door frame are Deficiencies. Lock bolt is to fit the keeper to maintain closed position.
Our responsibility: Adjust door and keeper to operate freely.
- c. Possible Deficiency: Door panels shrink and expose bare wood.
Performance Standard: Door panels will shrink due to the nature of the material, exposing bare wood at the edges and such conditions are not Deficiencies.
Our responsibility: None
- d. Possible Deficiency: Door panel split.
Performance Standard: Door panels that split to allow light to be visible through the door are Deficiencies.
Our responsibility: If light is visible, fill crack and finish panel to match as close as possible with surrounding surface. Such correction will be made one time only and thereafter corrections will be your maintenance responsibility.
- e. Possible Deficiency: Bottom of interior door drags or rubs on carpet surface.
Performance Standard: Where the carpet was provided as an original part of the home, we will undercut the doors as required. If you added carpet after move-in, we are not responsible for adjustments to doors.
- f. Possible Deficiency: Door swings open or closed by the force of gravity. Interior pre-hung doors are hinge bound. Exterior door sticks.
Performance Standard: Doors shall not swing open or closed by the force of gravity. Doors shall move smoothly with limited resistance.
Our responsibility: Adjust door to prevent it from swinging open or closed by the force of gravity, or to allow smooth operation. Exterior doors may stick during occasional periods of high humidity and in such conditions we are not responsible for this condition.
- g. Possible Deficiency: Sliding door or screen will not stay on track or does not roll smoothly.
Performance Standard: Sliding doors and screens shall slide properly at the time of the pre-closing walk through inspection.

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Our responsibility: Correct sliding doors or screens not working properly at the time of the pre-closing walk through will be repaired. Torn screens not noted at walk through inspection are not covered.

Your responsibility: Clean and maintain to preserve proper operation.

- h. Possible Deficiency: Garage door fails to operate or fit properly.
Performance Standard: Garage doors that do not operate and fit the door opening within manufacturer's installation tolerances are a Deficiency.
Our responsibility: Make necessary adjustments to meet the manufacturer's installation tolerances. No adjustment is required by us when the cause is determined to be the result of your installation of an electric door opener.
Other: Some entrance of the elements can be expected under extreme weather conditions and is not a deficiency. You may elect to install weather-stripping to prevent such conditions.

7.2 Windows

- a. Possible Deficiency: Window is difficult to open and close.
Performance Standard: Windows should operate in conformance with the manufacturer's specifications.
Our responsibility: We will correct or repair as required to meet manufacturer performance guidelines.
- b. Possible Deficiency: Double-hung windows do not stay in place when open.
Performance Standard: Double-hung windows will move within a 2 inch tolerance, up or down, when put in an open position.
Our responsibility: Adjust sash balances one time only and where possible, instruct you on the method of performing future adjustments.
- c. Possible Deficiency: Condensation or frost on window frames and glass.
Performance Standard: Windows and window frames will collect condensation on interior surfaces when humidity and temperature differences are present. Condensation is usually the result of such temperature/humidity conditions particularly in kitchen, bath and laundry areas. Such conditions are beyond our control.
- d. Possible Deficiency: Hardware does not lock or cannot perform properly.
Performance Standard: Hardware which does not operate properly is a Deficiency when not the result of your action.
Our responsibility: We will adjust, repair or replace hardware which does not operate or lock properly.

7.3 Weather-stripping and seals

- a. Possible Deficiency: Drafts around doors and windows.
Performance Standard: Some infiltration is normally noticeable around doors and windows, especially during high winds. No daylight shall be visible around the frame when door or window is closed.
Our responsibility: If infiltration exists AND daylight is visible around frame we will correct by adjusting frames or installing weather-stripping or other sealants where daylight is visible. Drafts cannot be eliminated and you may choose to install storm windows and/or doors to minimize such drafts.

7.4 Glass and glazing

- a. Possible Deficiency: Broken or scratched glass reported during pre-closing walk through inspection.
Performance Standard: Broken and/or scratched glass or glazing is a Deficiency only if reported to us on a pre-closing walk through inspection report.
Our responsibility: We will replace broken or scratched glass/glazing that is reported to us on a pre-closing walk through inspection report.

8. FINISHES

8.1 Lath and plaster:

- a. Possible Deficiency: Cracks in plaster wall and ceiling surfaces.

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Performance Standard: Cracks in plaster wall and ceiling surfaces that are in excess of 1/8 inch in width are Deficiencies.

Our responsibility: We will repair cracks that exceed the Performance Standard and touch-up paint to match as close as possible. These types of conditions should be reported near the end of the first year to allow for normal stabilizing of the home.

8.2 Gypsum wallboard:

a. Possible Deficiency: Nail pop, blister, cracks or other blemishes such as cracked corner bead, excess joint compound or trowel marks on finished wall or ceiling.

Performance Standard: Blisters in tape, cracked corner bead, and excess joint compound or trowel marks that are readily visible from a distance of 6 feet under normal lighting conditions are Deficiencies, as are cracks in excess of 1/8 inch in width, and nail pops where there are signs of spackle compound cracking or falling away.

Our responsibility: We will correct such Deficiencies to the acceptable tolerance level and touch up paint in the repaired area to match as close as possible. Such conditions should be reported near the end of the first year to allow for normal settlement of the home.

8.3 Hard surface flooring (flagstone, marble, tile, slate, etc.):

a. Possible Deficiency: Surface flooring cracks or becomes loose.

Performance Standard: Surface flooring which cracks or comes loose as a result of installation is a Deficiency.

Our responsibility: We will determine and correct the cause for the cracking or loosening of the finish material. We are not responsible for slight color and pattern variations or discontinued patterns.

Other: Defects caused by your actions or negligence are not covered.

b. Possible Deficiency: Cracks appear in grouting of ceramic tile joints or at junctions with other material such as a bathtub or shower.

Performance Standard: Cracks in grouting or ceramic tile joints are Deficiencies.

Our responsibility: We will repair grouting a necessary one time only during the first year.

Your responsibility: Maintenance for regrouting of these joints throughout the life of the home.

8.4 Resilient flooring:

a. Possible Deficiency: Nail pops appear on the surface of resilient flooring.

Performance Standard: Readily apparent nail pops are a Deficiency.

Our responsibility: We will correct nail pops that have caused damage to the floor material and repair or replace damaged floor covering in the affected area.

Other: Any defect caused to a finished surface material or any work supplied by anyone other than us or our employees, agents or subcontractors where the third-party installer accepted our surface to apply the finish material is not covered.

b. Possible Deficiency: Depressions or ridges appear in the resilient flooring due to subfloor irregularities.

Performance Standard: Readily apparent depressions or ridges exceeding 1/8 inch are Deficiencies. The ridge or depression measurement is taken at the gap created at one end of a six-inch straight edge placed over the depression or ridge with three inches on one side of the defect held tightly to the floor.

Our responsibility: We will take required corrective action to bring the defect within acceptable tolerances so that the depression or ridge is not readily visible and not more than 1/8 inch.

Other: Any defect caused to a finished surface material or any work supplied by anyone other than us or our employees, agents or subcontractors where the third-party installer accepted our surface to apply the finish material is not covered.

c. Possible Deficiency: Resilient flooring loses adhesion.

Performance Standard: Resilient flooring that lifts, bubbles or detaches from the base is a Deficiency.

Our responsibility: We will repair or replace the resilient flooring as required. We are not responsible for discontinued patterns or color variation.

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Other: Any defect caused to a finished surface material or any work supplied by anyone other than us or our employees, agents or subcontractors where the third-party installer accepted our surface to apply the finish material is not covered.

- d. Possible Deficiency: Seams or shrinkage gaps show at resilient flooring joints.
Performance Standard: Gaps in excess of 1/8 inch in width in resilient floor covering joints or where dissimilar materials abut, a gap in excess of 3/16 inch, are Deficiencies.
Our responsibility: We will take the required action to correct the Deficiency so that it meets the Performance Standard. We are not responsible for discontinued patterns or color variations of floor covering.
- 8.5 Plywood wall covering:
a. Possible Deficiency: Variation in paneling color; scratches or checks on the finished surface.
Performance Standard: Plywood paneling pattern and color will often vary and is not a Deficiency. Scratches on the paneling surface reported on a pre-closing walk through inspection report are Deficiencies.
Our responsibility: We will repair or replace damaged paneling when the Deficiency has been reported to us on the pre-closing walk through inspection report.
- 8.6 Finished wood flooring:
a. Possible Deficiency: Dents, chips, open joints, cupping or cracks in wood flooring.
Performance Standard: Dents and chips are Deficiencies only if reported to us on a pre-closing walk through inspection report. Gaps between strip hardwood floor boards shall not exceed 1/8 inch in width. Cups in strip hardwood floor boards shall not exceed 1/16 inch in height in a 3 inch maximum span measured perpendicular to the long axis of the board. Crowning of strip flooring shall not exceed 1/16 inch in depth in a 3 inch maximum span when measured perpendicular to the long axis of the board.
Our responsibility: We will correct cracks, chips or dents reported on the walk through inspection report by filling and refinishing the affected area to match the remaining flooring as close as possible. We will repair gaps, cups and crowning to meet the Performance Standard.
- 8.7 Painting:
a. Possible Deficiency: Knot and wood stains appear through paint on exterior.
Performance Standard: Excessive knot and wood stains which bleed through the paint are Deficiencies.
Our responsibility: We will seal affected areas where excessive bleeding of knots and stains appear and touch-up paint to match as close as possible.
- b. Possible Deficiency: Exterior paint or stain peels, deteriorates or fades.
Performance Standard: Exterior paints or stains that peel or develop blisters or “alligator” patterns are Deficiencies. Fading is not a Deficiency as this is a normal condition dependent of climatic conditions.
Our responsibility: We will properly prepare and refinish the affected areas, matching color as close as possible. The warranty period for these newly repainted surfaces will not extend beyond the first year.
- c. Possible Deficiency: Mildew or fungus forms on exterior painted or factory finished surfaces.
Performance Standard: Mildew or fungus that forms on a painted or factory finished surfaces when the structure is subject to various exposures, particularly ocean, lake, riverfront, or heavily wooded areas, is common and is not a Deficiency.
Our responsibility: We will remove visible mildew or fungus before completion of the home.
Your responsibility: Periodically clean painted or factory surfaces to prevent or remove mildew or fungus.
- d. Possible Deficiency: Deterioration of varnish or lacquer finishes.
Performance Standard: Natural finishes on interior woodwork which deteriorate is a Deficiency. Such finishes on exterior surfaces may deteriorate rapidly and are not covered.
Our responsibility: Refinish affected areas of natural finished interior woodwork matching as close as possible.
- e. Possible Deficiency: Inadequate paint applied on interior surfaces.

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Performance Standard: Interior paint that is not applied in a manner sufficient to visually cover wall, ceiling and trim surfaces when viewed under normal lighting conditions from a distance of 6 feet is a Deficiency
Our responsibility: Touch-up affected areas where inadequate paint has been applied.

- 8.8 Wall covering:
- a. Possible Deficiency: Peeling of wall covering installed by us.
Performance Standard: Peeling of wall covering, not due to abuse or negligence, is a Deficiency.
Our responsibility: Correct peeling of wall covering.
Other: Any defect caused to a finished surface material or any work supplied by anyone other than us or our employees, agents or subcontractors where the third-party installer accepted our surface to apply the finish material is not covered. This would include lumps and ridges and nail pops which occur after you have arranged to apply wall covering from someone other than us. High humidity will also impact wallpaper and you may need to apply glue to corner areas from time to time.
- b. Possible Deficiency: Mismatching in wall covering pattern.
Performance Standard: Mismatched wall coverings at edges that severely detract from the appearance are a Deficiency. This does not include pattern irregularities from the manufacturer.
Our responsibility: Remove mismatched wall covering and replace to match as close as possible.
- 8.9 Carpeting:
- a. Possible Deficiency: Carpet does not meet (gaps) at seams.
Performance Standard: It is not unusual for carpet seams to show; however seams that separate and show visible gaps due to improper installation are a Deficiency.
Our responsibility: Eliminate visible gaps at carpet seams.
- b. Possible Deficiency: Carpeting loosens or excessive stretching occurs.
Performance Standard: Wall-to-wall carpeting shall not come up, loosen, or separate from the attachment points.
Our responsibility: Restretch and resecure loose carpeting as necessary.
- c. Possible Deficiency: Dead spots apparent in padding areas below carpet surface.
Performance Standard: Carpeted areas shall have full coverage of pad consistent throughout the area.
Our responsibility: Correct any areas where dead spots are apparent in padding area.
- d. Possible Deficiency: Spots or fading of carpet.
Performance Standard: Any spots or stains on carpet must be noted on the pre-closing walk through inspection report. Fading is normal and is not a Deficiency.
Our responsibility: Spots or stains reported to us on a pre-closing walk through inspection report will be removed. If such spots and stains cannot be removed so that they are not visible under normal lighting and viewing conditions, then we will replace the affected area.

9. MISCELLANEOUS AND SPECIALITIES

- 9.1 Fireplace and Wood Stove:
- a. Possible Deficiency: Chimney separation from the structure.
Performance Standard: Newly built fireplaces will often incur slight amounts of separation. Separation exceeding ½ inch from the main structure in any 10 foot vertical measurement is a Deficiency.
Our responsibility: We will determine the cause of separation and correct. Caulking or grouting of the affected area is an acceptable repair method except where the separation is determined to be the result of failure in the foundation of chimney. Where the cause of separation is determined to be a failure in the foundation of the chimney, we will take action to correct the foundation before repairing the gaps between the chimney and structure.
- b. Possible Deficiency: Fireplace or chimney does not consistently draw properly allowing smoke to enter the home.
Performance Standard: A properly designed and constructed fireplace and chimney is to function as intended. It is normal to expect that high winds can cause temporary negative draft conditions. Similarly, negative draft conditions

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can also be caused by obstructions such as large branches of trees too close to the chimney. Additionally, the geographic location of the fireplace or its relationship to adjoining walls and roof, hillsides, and neighboring homes can cause negative draft conditions. In some cases, stringent energy criteria applied to the construction of the home will impact the draft and as a result it may be necessary to open a nearby window slightly to create an effective draft. Since negative draft conditions are generally temporary, it is necessary that you substantiate the problem to us by constructing a fire so the condition can be observed.

Our responsibility: Where it is determined that the malfunction is based upon improper design or construction of the fireplace we will take the necessary steps to correct the problem. Where it is determined that the fireplace is properly designed and constructed, but still malfunctions due to natural causes beyond our control, we are not responsible for the condition.

- c. Possible Deficiency: Damage by fire to firebox paint or cracking of firebrick, mortar joint or firebrick panel.
Our responsibility: None. Heat and flames may cause discoloration of firebox paint and cracking of the firebrick, mortar joint or simulated firebrick panel. Such conditions are normal.
- 9.2 Wood Decks:
- a. Possible Deficiency: Wood deck is springy or shaky.
Performance Standard: Structural members in a wood deck shall be sized and fasteners spaced in accordance with appropriate building codes, National Forest and Paper Association span tables, or any higher guideline agreed upon by contract.
Our responsibility: If the wood deck is springy or shaky and not constructed to the Performance Standard, we will reinforce or modify, as necessary, any wood deck to meet the standard.
Other: Deflection may be indicative of insufficient stiffness in the lumber or be a reflection of an aesthetic consideration independent of the strength and safety requirements of the lumber. Joists and rafters are required to meet standards for both stiffness and strength. Span tables allow, under full design loading, a maximum deflection equal to 1/360 of the span for floor and ceiling joists (3/8 inch in 12 feet), 1/240 for rafters up to 3/12 in pitch (5/8 inch in 12 feet), and 1/180 for rafters over 3/12 in pitch (3/4 inch in 12 feet).
- b. Possible Deficiency: Railings on wood decking contain slivers in exposed areas.
Performance Standard: Railings on wood decks shall not contain slivers longer than 1/8 inch in exposed areas at the time of the pre-closing walk through inspection. Slivers can develop from weathering of unprotected wood.
Our responsibility: We will repair slivers reported to us on the pre-closing walk through inspection report which exceed the standard; thereafter it is your responsibility to maintain the surfaces. Similarly, any wood deck boards that are split, warped or cupped must be reported to us on a pre-closing walk through inspection report or such conditions are considered to be your maintenance responsibility.
- c. Possible Deficiency: Wood deck is out of level.
Performance Standard: No point on the deck surface will be more than 1/2 inch higher or lower than any other deck surface point within 10 feet on a line parallel to the home, or proportional multiples of the preceding dimensions.
Our responsibility: We will repair the deck as necessary to meet the Performance Standard.
Other: A slope of approximately 1/8 inch per foot is desirable in the perpendicular direction to shed water and prevent the build-up of ice.
- d. Possible Deficiency: Nails on wood deck are “bleeding” or decking board has nail head protruding.
Performance Standard: Nail stains extending more than 1/2 inch from the nail and readily visible from a distance of more than 3 feet are Deficiencies. Nail heads are to be driven flush when the deck is installed, but may pop over time as the wood shrinks and expands.
Our responsibility: We will eliminate nail stains to meet the Performance Standard and will refasten nails with heads protruding from the floor of the deck that are reported to us within 30 days following closing of the home.
- e. Possible Deficiency: Wood deck lacks rigidity.
Performance Standard: Wood deck railings shall be attached to structural members according to applicable codes.
Our responsibility: We will correct as necessary to comply with applicable codes.

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10. CABINETS AND COUNTER TOPS

- 10.1 Cabinets and Vanities:
- a. Possible Deficiency: Doors or drawers bind.
Performance Standard: Cabinet doors and drawers shall open and close with reasonable ease.
Our responsibility: We will adjust or replace doors and drawers to meet the standard.
 - b. Possible Deficiency: Cabinet door will not stay closed.
Performance Standard: Catches and closing mechanisms shall be adequate to hold the door in a closed position.
Our responsibility: We will ensure that catches and closing mechanisms are adequate to meet the standard and make adjustments one time only. Thereafter you must adjust these items.
 - c. Possible Deficiency: Warping of doors and drawer fronts.
Performance Standard: Warping that exceeds ¼ inch measured from the face of the cabinet frame to the further most point of warpage on the drawer front in a closed position is a Deficiency.
Our responsibility: We will correct or replace doors and drawer fronts as necessary to meet the standard.
 - d. Possible Deficiency: Gaps between cabinets and ceiling or walls.
Performance Standard: Gaps in excess of ¼ inch between wall and ceiling surfaces are Deficiencies.
Our responsibility: We will make necessary adjustments of cabinets and top where necessary or close gap by means of molding suitable to match the cabinet finish, or by caulk or putty.
 - e. Possible Deficiency: Cabinets do not line up with each other.
Performance Standard: Cabinet faces more than 1/8 inch out of line, and cabinet corners more than 3/16 inch out of line, are Deficiencies.
Our responsibility: We will make the necessary adjustments to meet the standard.
- 10.2 Countertops:
- a. Possible Deficiency: Surface cracks, scratches, delamination and chips in high pressure laminates.
Performance Standard: If reported on a pre-closing walk through inspection report, high pressure laminates with scratches, chips or surface cracks or joints between sheets exceeding 1/16 inch are Deficiencies.
Our responsibility: We will correct such conditions if reported on a pre-closing inspection report.
 - b. Possible Deficiency: Countertop not level.
Performance Standard: Countertops shall be no more than 3/8 inch in 10 feet out of parallel with the floor.
Our responsibility: We will make the necessary adjustments to meet the standard.

11. MECHANICAL/PLUMBING/ELECTRICAL

- 11.1 Plumbing:
- a. Possible Deficiency: Plumbing pipes freeze and pipe bursts.
Performance Standard: Drain, waste, vent and water pipes are to be adequately protected to prevent freezing as required by the applicable plumbing code for normally anticipated cold weather.
Our responsibility: Correction of situations not meeting applicable code and repair of any piping damaged as a result.
Your responsibility: Maintaining suitable temperatures in the home to prevent pipes from freezing. Draining or otherwise protecting pipes and exterior faucets exposed to freezing temperatures. Where there will be no occupancy of the home for an extended period of time, the home should be properly winterized or periodically checked to ensure a reasonable temperature is maintained.
 - b. Possible Deficiency: Defects in plumbing fixture, appliance or trim fitting.
Performance Standard: Fixtures, appliances or trim fittings are to be judged according to the manufacturer's standards as to use and operation.
Our responsibility: Repair or replace those items which do not operate within manufacturer's standards.

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Other: Chips, cracks or other finish damage are not covered unless reported to us on a pre-closing walk through inspection report.

- c. Possible Deficiency: Staining of plumbing fixtures due to high iron content of water.
Performance Standard: High iron content in the water supply will cause staining of plumbing fixtures.
Our responsibility: None
- 11.2 Heating and air conditioning:
- a. Possible Deficiency: Inadequate heat.
Performance Standard: A heating system shall be capable of producing an inside temperature of 70 degrees Fahrenheit, as measured in the center of each room at a height of 5 feet above the floor under local, outdoor winter design conditions as specified in the ASHRAE Handbook: Fundamentals. National, state, or local energy codes supersede this performance standard where such codes have been locally adopted. There may be times when the outdoor temperature falls below the design temperature, thereby lowering the temperature in the home. Location of rooms will also provide a temperature differential, especially when the heating system is controlled by a single thermostat for one or more floor levels.
Our responsibility: We will correct the heating system to provide the required temperature in accordance with the performance standard or applicable code specifications in effect at the time the home was constructed.
Your responsibility: You are responsible for the seasonal balance of dampers and registers and making other minor adjustments.
- b. Possible Deficiency: Inadequate cooling.
Performance Standard: Where air conditioning is provided, the cooling system shall be capable of maintaining a temperature of 78 degrees Fahrenheit, as measured in the center of each room at a height of 5 feet above the floor under local outdoor summer design conditions as specified in the ASHRAE Handbook: Fundamentals. In the case of outside temperatures exceeding 95 degrees Fahrenheit, the system shall keep the inside temperature 15 degrees Fahrenheit cooler than the outside temperature. National, state, or local codes supersede this standard where such codes have been locally adopted. There may be times when the outdoor temperature rises above the design temperature, thereby raising the temperature in the home. Location of rooms will also provide a temperature differential, especially when the cooling system is controlled by a single thermostat for one or more floor levels.
Our responsibility: We will correct the heating system to provide the required temperature in accordance with the performance standard or applicable code specifications in effect at the time the home was constructed.
Your responsibility: You are responsible for the seasonal balance of dampers and registers and making other minor adjustments.
- c. Possible Deficiency: Ductwork and heating piping not insulated in uninsulated area.
Performance Standard: Ductwork and heating pipes that are run in uninsulated crawlspaces, garages, or attics are to be insulated. Basements are not “uninsulated area” and no separate insulation is required.
Our responsibility: We will install the required installation.
- d. Possible Deficiency: Condensate lines clog up.
Performance Standard: Condensate lines will not clog under normal conditions.
Our responsibility: We will provide clean and unobstructed lines as of the date of closing.
Your responsibility: Continued operation of the drain line is your maintenance responsibility.
- e. Possible Deficiency: Improper mechanical operation of evaporative cooling system.
Performance Standard: Equipment that does not function properly at temperature standard set is a Deficiency.
Our responsibility: We will correct and adjust so that blower and water system operate as designed.
- f. Possible Deficiency: Ductwork noisy.
Performance Standard: Noise in ductwork may occur for a brief period when the heating or cooling begins to function and is not considered a Deficiency. Continued noise in the ductwork during its normal operation is a Deficiency.
Our responsibility: We will take the necessary steps to eliminate noise in the ductwork.

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- 11.3 Electrical:
- a. Possible Deficiency: Fuses blow or circuit breakers kick out.
Performance Standard: Fuses and circuit breakers which deactivate under normal usage, when reset or replaced, are Deficiencies.
Our responsibility: We will check wiring and replace wiring or breaker if it does not perform adequately or is defective.
 - b. Possible Deficiency: Draft comes through electrical outlets.
Performance Standard: The electrical junction box on exterior walls may allow cold air to flow through or around an outlet into a room. This condition is normal and may be impossible to completely eliminate.
Our responsibility: None. This is not a Deficiency.
Other: You may install foam insulation pads under switch and outlet plates to aid in decreasing drafts.
 - c. Possible Deficiency: Malfunction of electrical outlets, switches or fixtures.
Performance Standard: All switches, fixtures and outlets which do not operate as intended are considered Deficiencies.
Our responsibility: We will repair or replace defective switches, fixtures and outlets.
 - d. Possible Deficiency: Ground fault interrupter trips frequently.
Performance Standard: Ground fault interrupters are sensitive safety devices installed into the electrical system to provide protection against electrical shock. These devices are sensitive and can be tripped very easily. Tripping of ground fault interrupters due to defective installation or a device that is defective is a Deficiency.
Our responsibility: We will replace the device if defective.
 - e. Possible Deficiency: Receptacle/switch too far off wall.
Performance Standard: Receptacle/switch should not be more than 1/8 inch from the adjoining wall surface.
Our responsibility: We will repair to meet performance standard.
 - f. Possible Deficiency: Ceiling fan vibrates excessively and is noisy.
Performance Standard: Fans shall be installed according to the manufacturer's specifications including blade balances.
Our responsibility: If the fan vibrates excessively we will repair installation in accordance with manufacturer's specification.

12. SYSTEMS

- 12.1 Plumbing, Water Supply and Septic tank systems:
- a. Possible Deficiency: Septic system fails to operate properly.
Performance Standard: Septic system is to be capable of properly handling normal flow of household effluent. It is possible that due to freezing, soil saturation, changes in the ground water table or excessive use of plumbing or appliances, an overflow can occur.
Our responsibility: We will take corrective action as required where it is determined that the malfunction is due to improper design or construction or Our failure to establish proper surface drainage of the septic field. We are not responsible for malfunctions or limitations in the operation of the system attributable to design restrictions imposed by a governing agency.
Your responsibility: Periodic pumping of the septic tank is your maintenance responsibility and a normal need for pumping is not a Deficiency. The following are considered your negligence or abuse as an exclusion impacting any warranty coverage: a.) excessive use of water such as overuse of washing machine and dishwasher, including their simultaneous use; b.) connection of sump pump, roof drains or backwash from water conditioner to the system; c.) placing of non-biodegradable items in the system; d.) addition of any harsh chemicals, greases or cleaning agents, and excessive amounts of bleaches or drain cleaners; e.) use of a food waste disposer not supplied by us; f.) placement of impervious surfaces over the disposal area; g.) allowing vehicles to drive or park over the disposal area; h.) failure to periodically pump out the septic tank as required.
 - b. Possible Deficiency: Water supply system fails to deliver water or pressure is low.

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Performance Standard: All service connections to municipal water main or private water supply are our responsibility when installed by us. Low water pressure is defined as use of the cold water supply at any one single fixture drastically reduces the cold water supply at any one other single fixture.

Our responsibility: We will repair as required if failure to supply water is the result of a Deficiency in workmanship or material. Where conditions exist which disrupt or eliminate the sources of water supply that are beyond our control, then we are not responsible for meeting the standard.

c. Possible Deficiency: Noisy water pipes.

Performance Standard: Some noise can be expected from the water pipe system due to the flow of water. “Water hammer” in the supply system is a Deficiency. Noise due to water flow and pipe expansion is not considered a Deficiency.

Our responsibility: We will correct to eliminate the pounding noise referred to as “water hammer”.

d. Possible Deficiency: Faucet or valve leak.

Performance Standard: A valve or faucet leak due to material or workmanship is a Deficiency. Leakage caused by worn or defective washers or seals are your maintenance responsibility. You must drain exterior faucets during periods of cold weather.

Our responsibility: We will repair or replace a valve or faucet that leaks due to faulty material or workmanship.

e. Possible Deficiency: Stopped up sanitary sewers, fixtures and sanitary drains.

Performance Standard: Sanitary sewers, fixtures, and sanitary drains which do not operate and drain properly are Deficiencies when the result of workmanship or material.

Our responsibility: When defective material or construction is determined to be the cause, we will make the necessary repairs. NOTE: Our responsibility for sewer lines extends to the property lines on which the home is constructed.

Your responsibility: You assume costs for any repairs for sewers, fixtures and drains which are clogged through your negligence.

12.2 Heating and air conditioning:

a. Possible Deficiency: Refrigerant lines leak.

Performance Standard: Refrigerant lines that develop leaks during normal operation are Deficiencies.

Our responsibility: Repair the leaking lines and recharge unit as required.

b. Possible Deficiency: Ductwork separates or becomes unattached.

Performance Standard: Ductwork that is not intact or securely fastened is a Deficiency if not the result of your actions. Do not stack items on top of ductwork.

Our responsibility: We will reattach and resecure separated or unattached ductwork.

12.3 Electrical conductors

a. Possible Deficiency: Failure of wiring to carry its designed circuit load to switches and receptacles.

Performance Standard: Wiring that is not capable of carrying the designed load, for normal residential use, to switches, receptacles and equipment is a Deficiency.

Our responsibility: We will check wiring and replace wiring if it fails to carry the design load.

SECTION B – PERFORMANCE GUIDELINES - APPLICABLE TO THE HOME BUILDER’S LIMITED WARRANTY

The following performance guidelines are to assist in determining whether a condition constitutes a construction defect, subject to the terms and conditions of the Home Builder’s Limited Warranty. Such conditions should be reported to the builder. Coverage provided in this section is through year 6 (six) of the warranty period.

13. SPECIFIC WATER INTRUSION & INTERIOR LEAKS

13.1 Waterproofing:

- a. Condition: Leaks in basement or in foundation/crawlspace.
Performance Guideline: Leaks resulting in actual trickling of water through the walls or seeping through the floor may be a construction defect. Dampness in basement or foundation walls or in concrete basement and crawl space floors is often common to new construction.
Our responsibility: Take such action as is necessary to correct basement and crawlspace leaks resulting from a flaw in the materials or workmanship used in constructing the home that is determined to represent a construction defect. Where a sump pit has been installed by us, no action is required until a properly sized pump is installed by you in an attempt to correct the condition. Should the condition continue to exist, then we will take the necessary action to correct a condition determined to be a construction defect covered under the Limited Warranty.
Other: Leaks caused by landscaping improperly installed by you, or failure by you to maintain proper grades, are excluded from warranty coverage.

13.2 Roofs:

- a. Condition: Roof or flashing leaks.
Performance Guideline: Roof or flashing leaks that occur under normal weather conditions may be a construction defect. If the leak is determined to have resulted from severe weather conditions such as ice or snow build-up, high winds and driven rains, such leaks are not construction defects.
Our responsibility: Correct roof or flashing leaks resulting from a flaw in the materials or workmanship used in constructing the home that is determined to represent a construction defect covered under the Limited Warranty.
- b. Condition: Standing water on low-sloped roof area.
Performance Guideline: Water ponding on a low-sloped roof area should not exceed ¼ inch in depth for more than 24 hours after rain ceases. Ponding for longer periods that results in leaks due to a flaw in the materials or workmanship used in constructing the home may be a construction defect.
Our responsibility: Take corrective action to correct ponded areas resulting from a flaw in the materials or workmanship that is determined to be a construction defect covered under the Limited Warranty by adding additional roofing materials.
Your responsibility: Keep debris from accumulating in these areas.

13.3 Windows and skylights:

- a. Condition: Window or skylight leaks.
Performance Guideline: Water leaking through or around a window or skylight under normal weather conditions may be a construction defect.
Our responsibility: We will correct water leaks resulting from our improper installation of a window or skylight.

13.4 Piping:

- a. Condition: Leaks in any waste, vent, and water piping. Condensation on piping does not constitute leakage and is not a construction defect except where pipe insulation is required but was not installed.
Performance Standard: Leaks resulting from a flaw in the materials or workmanship used in constructing the home may be a construction defect.
Our responsibility: Take such action as necessary to correct a leak in waste, vent or water piping resulting from a flaw in the materials or workmanship used in the construction of the home that is determined to be a construction defect covered under the Limited Warranty.

**SECTION C – DEFINED STRUCTURAL ELEMENT PERFORMANCE GUIDELINES - APPLICABLE TO THE HOME
BUILDER’S LIMITED WARRANTY AND EXTENDED BY QUADRANT HOMES THROUGH YEAR 10**

In the event one or more of the structural elements identified below contains a flaw of such a magnitude that the Tolerance is exceeded, that condition may constitute a construction defect, subject to the terms and conditions of the Home Builder’s Limited Warranty, and should be reported to the builder for evaluation. Defined Structural Failure(s) will be covered through year 10 per our Performance Guidelines.

Defined Structural Element	Tolerance
A. Arches	
1. Masonry	Crack of ¼ inch in width in arch, or settlement in span of arch of ½ inch.
B. Floor Systems	
1. Structural Concrete	Crack of ¼ inch in width and ¼ inch vertical displacement.
2. Joists	DEFLECTION of 1 inch in 15 feet.
3. Trusses	DEFLECTION of 1 inch in 10 feet.
C. Foundation	
1. Concrete Beams	Crack of 1/8 inch in width, or DEFLECTION of ¼ inch in 30 inches.
2. Wood Beams: Built-up, Laminated or Solid	DEFLECTION of 1 inch in 10 feet.
3. Steel Beams	DEFLECTION of ½ inch in 8 feet.
4. Footings	Crack of ½ inch in width.
5. Concrete Walls	Crack of ¼ inch in width and ¼ inch vertical displacement, or out-of-plumb ¼ inch in 12 inches measured from base of wall.
6. Masonry Walls	Crack of 3/8 inch in width, or out-of-plumb ¼ inch in 12 inches measured from base of wall.
7. Concrete Columns	Bow of ½ inch in 8 feet, or out-of-plumb ¼ inch in 12 inches measured from base of column.
8. Masonry Columns	Out-of-plumb 1/8 inch in 12 inches measured

**SECTION C – DEFINED STRUCTURAL ELEMENT PERFORMANCE GUIDELINES - APPLICABLE TO THE HOME
BUILDER’S LIMITED WARRANTY AND EXTENDED BY QUADRANT HOMES THROUGH YEAR 10**

from base of column.

9. Steel Columns Bow of 1 inch in 8 feet, **or** out-of-plumb $\frac{1}{4}$ inch in 12 inches measured from base of column.

10. Wood Columns Bow of 1 inch in 8 feet, **or** out-of-plumb $\frac{1}{4}$ inch in 12 inches measured from base of column.

D. Lintels and Headers

1. Concrete, Masonry, Steel, or Wood **DEFLECTION** of $\frac{1}{4}$ inch in 4 feet.

E. Roof Framing

1. Ridge Beam **DEFLECTION** of 1 inch in 10 feet.

2. Rafters Common, Jack, or Valley/HIP **DEFLECTION** or bow of 1 inch in 10 feet.

3. Ceiling Joists **DEFLECTION** of $\frac{3}{4}$ inch in 10 feet.

4. Trusses **DEFLECTION** of 1 inch in 10 feet.

F. Structural Beams and Girders

1. Steel **DEFLECTION** of $\frac{1}{2}$ inch in 8 feet.

2. Wood Solid, Built-up, or Laminated **DEFLECTION** of 1 inch in 10 feet.

G. Structural Columns

1. Concrete Bow of $\frac{1}{2}$ inch in 8 feet, **or** out-of-plumb $\frac{1}{4}$ inch in 12 inches measured from base of column.

2. Masonry Out-of-plumb $\frac{1}{8}$ inch in 12 inches measured from base of column.

**SECTION C – DEFINED STRUCTURAL ELEMENT PERFORMANCE GUIDELINES - APPLICABLE TO THE HOME
BUILDER’S LIMITED WARRANTY AND EXTENDED BY QUADRANT HOMES THROUGH YEAR 10**

3. Steel Bow of 1 inch in 8 feet, **or** out-of-plumb $\frac{1}{4}$ inch in 12 inches measured from base of column.

4. Wood Bow of 1 inch in 8 feet, **or** out-of-plumb $\frac{1}{4}$ inch in 12 inches measured from base of column.

H. Load Bearing Walls and Partitions

1. Studs Bow or cup of 1 inch in 8 feet.