



NEW HOME PERFORMANCE GUIDELINES

Version 1.1

The following performance guidelines are intended to provide you with the expectations and criteria used to determine if specific items of your home meet performance guidelines during the first-year coverage period of home ownership. This information will explain which of these items are acted upon by Allen Edwin Homes and the appropriate action taken to meet the guidelines. Several items within the home require routine maintenance by the homeowner to prevent or reduce damages to the home. Failure to perform this maintenance may void the action on the corresponding items.

Your new home includes a Warranty specifically referenced in your Purchase Agreement. The New Home Performance Guidelines are intended to be used as guidelines for the performance of your new home. This document does not supersede or replace your New Home Warranty. In the event of conflicting language, the Warranty language shall prevail.

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CHAPTER 1 - FOUNDATION

GRADING AND BULLDOZER FINISH ONLY GRADING

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Back of property was not graded	Builder shall only grade disturbed area within 25' of the foundation unless additional grading is required by the engineered Grading Plan	No action required by Allen Edwin	N/A
No topsoil is available	Home site shall be graded with native or imported soils to balance soil for the homesite. Allen Edwin does not provide topsoil	No action required by Allen Edwin	N/A
The lot is not ready to be seeded	The lot will be graded with a bulldozer finish to allow for proper drainage away from the foundation. A bulldozer finish balances the soil and provides a rough finish. The lot will require machine preparation and raking prior to seeding. It is the Homeowner's responsibility for final soil preparation	No action required by Allen Edwin	N/A
There is a dead tree on the property	Dead trees within 25' of the home will be removed by builder. This is measured by the trunk at ground level and does not pertain to leaning trees and/or branches as well as those present following occupancy. Trees outside the 25' perimeter are the responsibility of the Homeowner	No action required by Allen Edwin	N/A
There is construction debris left behind	Large, excess construction material shall be removed from the site. Minor construction debris is considered normal	No action is required with minor debris. Allen Edwin shall remove large debris such as 2x4s and siding	One year
There are nails left on the lot	Construction materials shall be cleared from the site as much as possible prior to closing, however occasional nails found after completion are considered normal	No action required by Allen Edwin	N/A

GRADING AND BULLDOZER FINISH ONLY GRADING – *continued*

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Rocks are left behind after final grading	Rocks are considered an integrated part of the soil and unique to each lot	No action required by Allen Edwin	N/A
Lot is not very flat and level	Grade shall slope away from the foundation to allow for positive drainage in accordance with the grading plan	Allen Edwin will grade the disturbed area according to the Grading Plan except sloped areas caused by soil erosion (see "Soil Erosion")	One year

SOIL EROSION

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
There are ruts in the lot from the downspout erosion	Ruts caused by downspout erosion can occur from rainfall and are the responsibility of the Homeowner. Homeowner may choose to bury downspouts with ADS pipe or concrete pads placed at the end of the downspout	No action required by Allen Edwin	N/A
Downspouts are washing out landscaping	Responsibility of the homeowner. Homeowner may choose to bury downspouts with ADS pipe or concrete pads placed at the end of the downspout	No action required by Allen Edwin	N/A
Lack of gutters is washing out soil and/or landscaping	Homes without gutters are not covered. Homeowner shall be responsible for maintaining proper grade and all lawn/landscaping repairs	No action required by Allen Edwin	N/A
Silt fence has not been removed	Silt fence shall be maintained by Homeowner and only be removed by Homeowner or landscaper once lawn growth has been established	No action required by Allen Edwin	N/A
Sloped lot is eroding after it rains	Homeowner is responsible for maintaining the grade and to establish ground cover as soon as possible	No action required by Allen Edwin	N/A

DRAINAGE

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
There are spots holding water within 10 feet of the foundation	Standing water may remain up to 24 hours (or more than 48 hours in swales) after a rain event. In the event of heavy or extended rain, use of irrigation and saturated soils will prolong the above timeline. Homeowner should exercise care to avoid altering the depth and slopes of final grade	Allen Edwin will correct grade for areas which stand for more than the standard. This excludes areas disturbed by homeowner and eroded areas (see Soil Erosion). Homeowner is responsible for re-establishing landscaping and groundcover	One year
The swale greater than 10 feet from the foundation has water in it	Standing water may remain up to 72 hours after a rain event. In the events of heavy or extended rain, use of irrigation and saturated soils will prolong the above timeline. Homeowner must establish ground cover prior to evaluating swale conditions	Allen Edwin will correct grade for areas which stand for more than the guideline. This excludes areas disturbed by homeowner and eroded areas (see Soil Erosion). Homeowner is responsible for re-establishing landscaping and groundcover	One year
There are areas of the lot that have settled	Minor settling may occur and is considered normal, however areas settling more than 6" or impacting drainage within the first year are not acceptable	Allen Edwin will fill the settlement area to meet the standard one time during the one-year coverage period. This excludes areas disturbed by Homeowner and eroded areas (see Soil Erosion). Homeowner is responsible for re-establishing landscaping and groundcover	One year
There are wet areas of the lot that won't dry	Each lot is graded to provide positive drainage away from the foundation. As a result, some areas of the lot are lower than others. Each lot has unique soil and drainage characteristics and may have low areas that stay wet for large portions of the year. For areas with standing water, refer to the paragraphs above	No action required by Allen Edwin	N/A

FOUNDATION WALL

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
There is a foundation leak present	Foundation wall shall not leak	Allen Edwin will repair the area with approved foundation crack sealer or epoxy sealer designed to prevent water intrusion	One year
Tar line on the foundation wall is exposed	Damp proofing tar may become exposed in areas where the grade transitions around the home or areas of settlement and is considered acceptable	No action required by Allen Edwin	N/A
There is condensation on the foundation wall	Dampness or condensation on foundation walls is a normal occurrence and does not require modification by builder. Homeowner is recommended to run a dehumidifier in the area as necessary	No action required by Allen Edwin	N/A
Crack in foundation wall	Cracks shall not be larger than ¼" in width	Allen Edwin will patch or caulk the area with an American Concrete Institute approved material	One year
Crystal-like deposits on foundation wall	Efflorescence (a white film on the foundation wall) may occur due to condensation or a water leak. This is not acceptable if resulting from a leak in the foundation wall	If the area is due to a water leak, see "Foundation Leak," otherwise no action is required by Allen Edwin	One year

EGRESS WINDOW

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Egress window is leaking	Egress windows shall not leak under normal conditions; however, the window is not waterproof and will leak if a water source hits the unit directly or if it is submerged due to drain blockage. Homeowner is responsible to maintain the drain and ensure it is kept free of debris	Allen Edwin will repair egress bucket with an approved sealer to meet the performance guideline under normal conditions. No action is required by Allen Edwin if proper drainage maintenance has not been performed	One year

EGRESS WINDOW - *continued*

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Pea stone is missing or low in the egress well	Pea stone shall be installed in the egress well and be installed no closer than 4" to the windowsill	Allen Edwin will add or adjust stone to meet the performance guideline	One year
Egress well is pulling away from the foundation	Egress well shall be fastened to the wall securely through the flanges	Allen Edwin will secure flanges to meet the performance guideline	One year
Egress window screen is missing	All egress windows shall be installed upon closing	Allen Edwin shall provide missing window screens	One year
Egress window screen is damaged	Egress screen shall be damage-free upon closing. Damage after closing is the responsibility of the homeowner	No action required by Allen Edwin unless noted at the new home orientation	N/A
Rodents are collecting in the egress well	Rodents are attracted to cool, damp spaces and are expected to be managed by homeowner or their exterminator	No action required by Allen Edwin	N/A

PERIMETER DRAINAGE SYSTEM

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Sump pump runs frequently	Sump pumps turn on and off as needed. Pumps may run more frequently as a result of seasonality, rainfall and soil conditions. This is considered normal	No action required by Allen Edwin	N/A
Sump pump discharge is only buried 10' away from the house	Sump pump discharge shall be buried at least 10' away from the foundation. Homeowner is responsible to bury drain line farther if desired	Allen Edwin will correct to meet the performance guideline	One year
Sump pump discharge is preventing grass growth in the lot	Sump pump discharge may cause vegetation issues when combined with seasonality, excessive sprinkling, erosion, etc. The sump pump is functioning appropriately to remove water from home	No action required by Allen Edwin	N/A

PERIMETER DRAINAGE SYSTEM - *continued*

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Sump pump stopped working	Sump pump shall operate in accordance with manufacturer's design. It is Homeowner's responsibility to maintain area around sump pump, including clearing stones or debris buildup in the sump pit. It is the Homeowner's responsibility to maintain the sump pump and protect their personal contents from sump pump failure	If the sump pump internal electrical components are defective, Allen Edwin will replace the sump pump and remediate/repair the affected items which were included in the original building contract and selections. Allen Edwin Homes is not responsible for any water damage to personal items. See your homeowner's insurance policy for coverage	One year
	A sump pump that fails to operate due to power outage and/or power surge	No action required by Allen Edwin. See your homeowner's insurance policy for coverage	N/A
	Sump pump that fails to operate due to a tripped breaker caused by continuous sump pump operation or power surge	No action required by Allen Edwin. See your homeowner's insurance policy for coverage	N/A

BASEMENT SLAB

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
There is a crack in the concrete basement slab	Cracks are normal and expected in concrete slabs. Cracks less than ¼" in width or 3/16" in vertical displacement are considered normal	No action required by Allen Edwin	N/A
	Cracks greater than ¼" or more than 3/16" in vertical height	Allen Edwin will patch or caulk the area with an American Concrete Institute approved material. The color of the repaired area will not match the rest of the concrete	One year

BASEMENT SLAB - *continued*

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Basement slab has settled or heaved	Movement of less than 1" from the original installation	No action required by Allen Edwin	N/A
	Movement of more than 1" from the original installation	Allen Edwin will skim coat the affected area with an American Concrete Institute approved overlay material. The color of the repaired area will not match the rest of the concrete	One year
Basement slab has low spots	Less than 3/8" depressions in 32" is considered acceptable	No action required by Allen Edwin	N/A
	More than 3/8" inch depressions in 32" shall be patched with a leveling compound	Allen Edwin will skim coat the area with an American Concrete Institute approved leveling material. The color of the repaired area will not match the rest of the concrete	One year
Basement concrete slab is pitting/spalling	Less than 2 sq. ft. of imperfections in a 100-sq. ft. area is considered acceptable	No action required by Allen Edwin	N/A
	Between 2-4 sq. ft. of imperfections in a 100-sq. ft. area shall be patched as needed	Allen Edwin will patch the area with an American Concrete Institute approved material. The color of the repaired area will not match the rest of the concrete	One year
	More than 4 sq. ft. of imperfections in a 100-sq. ft. area shall be resurfaced as needed	Allen Edwin will resurface the affected area with an American Concrete Institute approved material. The color of the repaired area will not match the rest of the concrete	One year
There are rock pops in the basement slab	Less than 10 pops in a 100-sq. ft. area is considered acceptable	No action required by Allen Edwin	N/A
	Between 10-30 pops in a 100-sq. ft. area shall be patched as needed	Allen Edwin will patch the area with an American Concrete Institute approved material. The color of the repaired area will not match the rest of the concrete	One year

BASEMENT SLAB - *continued*

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
There are rock pops in the basement slab (cont.)	More than 30 pops in a 100-sq. ft. area shall be resurfaced as needed	Allen Edwin will resurface the affected area with an American Concrete Institute approved material. The color of the repaired area will not match the rest of the concrete	One year
Control joints are missing from the basement slab	Control joints assist in controlling location of concrete cracks for aesthetic reasons and are not required	No action required by Allen Edwin	N/A
Discoloration in concrete and/or repair areas	Concrete may be different colors throughout, and repairs typically will not match the original color. This is considered normal	No action required by Allen Edwin	N/A
Perimeter of the basement slab appears damp	Seasonal changes can cause the foundation walls to condensate and create dampness on the floor. This can be controlled with dehumidification	No action required by Allen Edwin	N/A

GARAGE SLAB

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Crack in garage concrete	Cracks less than 1/4" in width or 3/16" in vertical displacement are considered acceptable	No action required by Allen Edwin	N/A
Crack in garage	Cracks greater than 1/4" or greater than 3/16" in vertical height	Allen Edwin will patch or caulk the area with an American Concrete Institute approved material. The color of the repaired area will not match the rest of the concrete	One Year
There is no drain in the garage floor	The garage floor is designed with a slope from the back to the front, thus no drain is required	No action required by Allen Edwin	N/A

GARAGE SLAB - *continued*

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Concrete in the garage has settled or heaved	Movement of less than 1" from the original installation	No action required by Allen Edwin	N/A
	Movement more than 1" from the original installation	Allen Edwin will skim coat the affected area with an American Concrete Institute approved overlay material. The color of the repaired area will not match the rest of the concrete	One year
Slab in the garage has low spots	Less than 3/8" depressions in 32" is considered acceptable	No action required by Allen Edwin	N/A
	More than 3/8" inch depressions in 32" inches shall be patched with a leveling compound	Allen Edwin will skim coat the area with an American Concrete Institute approved leveling material. The color of the repaired area will not match the rest of the concrete	One year
Pitting or spalling in the garage concrete	Less than 2 sq. ft. of imperfections in a 100-sq. ft. area is considered acceptable	No action required by Allen Edwin	N/A
	Between 2-4 sq. ft. of imperfections in a 100-sq. ft. area shall be patched as needed	Allen Edwin will patch the area with an American Concrete Institute approved material. The color of the repaired area will not match the rest of the concrete. Pitting or spalling resulting from the use of salt on the concrete surface will void action	One year
Pitting or spalling in the garage concrete	More than 4 sq. ft. of imperfections in a 100-sq. ft. area will require replacement	Allen Edwin will replace the affected section to meet the performance guideline. The color of the repaired area will not match the rest of the concrete. Pitting or spalling resulting from the use of salt on the concrete surface will void action	One year

GARAGE SLAB - *continued*

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Rock pops present in the garage concrete	Less than 10 pops in a 100-sq. ft. area is considered acceptable	No action required by Allen Edwin	N/A
	Between 10-30 pops in a 100-sq. ft. area shall be patched as needed	Allen Edwin will patch the area with an American Concrete Institute approved material. The color of the repaired area will not match the rest of the concrete. Pitting or spalling resulting from the use of salt on the concrete surface will void action	One year
	More than 30 pops in a 100-sq. ft. area will require replacement	Allen Edwin will replace the affected section to meet performance guideline. Pitting or spalling resulting from the use of salt on the concrete surface will void action	One year
Control joints are missing in the garage concrete	Control joints assist in controlling concrete cracks for aesthetic reasons and are not required	No action required by Allen Edwin	N/A
Discoloration in concrete and/or repair areas	Concrete may be different colors throughout, and repairs typically will not match the original color. This is considered normal	No action required by Allen Edwin	N/A

CHAPTER 2 - EXTERIOR COMPONENTS

EXTERIOR CONCRETE

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
There is a crack in the exterior concrete or concrete has heaved or settled	Cracks less than 1/4" in width or 3/16" in vertical displacement are considered acceptable	No action required by Allen Edwin	N/A
	Cracks greater than 1/4" in width and greater than 3/16" in vertical height	Allen Edwin will patch or caulk the area with an American Concrete Institute approved material. The color of the repaired area will not match the rest of the concrete	One year

EXTERIOR CONCRETE - *continued*

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
There is a crack in the exterior concrete or concrete has heaved or settled (Cont.)	Adjoining concrete has greater than 3/4" in vertical height displacement	Allen Edwin will repair or replace the affected section only. The color of the repaired area will not match the rest of the concrete	One year
Exterior concrete has low spots	Less than 1/2" depressions in 32" is considered acceptable	No action required by Allen Edwin	N/A
	More than 1/2" inch depressions in 32" inches shall be patched with a leveling compound	Allen Edwin will skim coat the area with an American Concrete Institute approved leveling material. The color of the repaired area will not match the rest of the concrete	One year
Discoloration in concrete and/or repaired areas	Discoloration is common in concrete and repair areas and is considered acceptable	No action required by Allen Edwin	N/A
There is pitting or spalling in the exterior concrete	Less than 2 sq. ft. in a 100-sq. ft. area is considered acceptable	No action required by Allen Edwin	N/A
	Between 2 to 4 sq. ft. in a 100-sq. ft. area shall be patched as needed	Allen Edwin will patch the area with an American Concrete Institute approved material. The color of the repaired area will not match the rest of the concrete. Pitting or spalling resulting from the use of salt on the concrete surface will void action	One year
There is pitting or spalling in the exterior concrete	More than 4 sq. ft. in a 100-sq. ft. area shall require the replacement of only the affected area	Allen Edwin will replace the affected section only. The color of the repaired area will not match the rest of the concrete. Pitting or spalling resulting from the use of salt on the concrete surface will void action	One year
Control joint location in exterior concrete is not symmetrical	Control joints are placed according to each design and best practices may not allow for symmetry	No action required by Allen Edwin	N/A

EXTERIOR CONCRETE - *continued*

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Rock pops are present in the exterior concrete	Less than 10 pops in a 100-sq. ft. area is considered acceptable	No action required by Allen Edwin	N/A
	Between 10-30 pops in a 100-sq. ft. area shall be patched as needed	Allen Edwin will patch the area with an American Concrete Institute approved material. The color of the repaired area will not match the rest of the concrete	One year
	More than 30 pops in a 100-sq. ft. area shall require the replacement of only the affected area	Allen Edwin will replace the affected section only. The color of the repaired area will not match the rest of the concrete	One year
Edge of control joint has chipped/broken off	Chips or breaks along the control joints less than 4" are considered acceptable	No action required by Allen Edwin	N/A
	Chips or breaks along the control joints larger than 4" shall be patched	Allen Edwin will patch the area with an American Concrete Institute approved material. The color of the repaired area will not match the rest of the concrete	One year
Broom finish in the concrete is too rough	Broom finish grooves less than 1/4" in height are considered acceptable	No action required by Allen Edwin	N/A
	Broom finish grooves shall not exceed 1/4" in height	Allen Edwin will grind the affected area and seal the driveway with an American Concrete Institute approved material	One year
Soil has eroded below exterior concrete	Allen Edwin provides a bulldozer finish to the lot and backfills all exterior concrete at that time. Any maintenance or issue pertaining to soil erosion is the customer's responsibility. See "Soil Erosion"	No action required by Allen Edwin	One year

FRAMING

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Floors bounce	Floor systems are sized and installed with an allowable amount of deflection per the manufacturer and prevailing building codes	Allen Edwin will correct if the deflection is deemed to be out of tolerance per the manufacturer and/or building code	One year
Subfloor squeaks when walked upon	A squeak-proof floor cannot be guaranteed, and minor noises are considered normal and expected. However, floor squeaks from loose subfloor are not considered acceptable	Allen Edwin will make a reasonable attempt to eliminate the floor squeak, if due to loose subfloor. Homeowner shall understand the flooring will be removed and patched as needed. The entire floor will not be replaced	One year
Wall is not plumb	Wall shall be plumb within ¼" in 32" measured vertically	Allen Edwin will correct to meet the performance guideline	One year
A wall is bowed	Walls shall be free of bows greater than ¼" in a 32" horizontal measurement or ½" in any 8' vertical measurement	Allen Edwin will correct to meet the performance guideline	One year

WINDOWS

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
A window has cracked glass	Windows shall be installed damage-free upon closing. Damage noted after closing shall be the responsibility of the Homeowner	No action required by Allen Edwin unless noted at the new home orientation	One year
Window leaks water	Windows shall not allow water infiltration	Allen Edwin will correct to meet the performance guideline	One year
Condensation or fog on the window glass	Condensation on window surfaces is the result of temperature changes and high humidity	No action required by Allen Edwin	N/A
Condensation or fog between the window glass	Window seals shall not allow for condensation between the window panes	Allen Edwin will correct to meet the performance guideline	One year

WINDOWS - *continued*

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Window frame is cracked or broken	Windows shall be installed damage-free upon closing. Damage noted after closing shall be the responsibility of the Homeowner	No action required by Allen Edwin unless noted on the new home orientation	N/A
Locking mechanism is not working properly	Locking mechanisms shall operate as designed by the manufacturer	Allen Edwin will correct to meet the performance guideline	One year
Window sash is difficult to open or close	Window shall open/close with appropriate force as described by the manufacturer. Seasonal temperature changes will affect the amount of force needed	Allen Edwin will adjust as needed to meet the performance guideline	One year
Window screen is broken or torn	Window screens shall be installed damage-free upon closing. Damage noted after closing shall be the responsibility of the Homeowner	No action required by Allen Edwin unless noted at the new home orientation	N/A

EXTERIOR DOORS

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
The paint on exterior door is peeling or flaking	Paint or stains shall not flake or peel during coverage period	Allen Edwin will correct to meet the performance guideline	One year
Door does not latch properly	Exterior doors shall operate according to manufacturer specifications. However, temperature changes, humidity and settling may affect performance at certain times which becomes the responsibility of the Homeowner	Allen Edwin will adjust to meet the performance guideline one time during the coverage period	One year
Door has a gap around it when closed	Doors must have gaps at the perimeter to operate properly and allow materials to expand and contract with seasonal changes. These gaps shall be no wider than 3/16"	Allen Edwin will adjust to meet the performance guideline	One year

EXTERIOR DOORS - *continued*

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Door rubs on frame when opening or closing	Exterior doors shall operate according to manufacturer specifications. However, temperature changes, humidity and settling may affect performance at certain times which becomes the responsibility of the Homeowner	Allen Edwin will adjust to meet the performance guideline one time during the coverage period	One year
There is gap along the door allowing light, water or air to infiltrate	Doors must have gaps at the perimeter to operate properly and allow materials to expand and contract with seasonal changes. These gaps shall be no wider than 3/16". However, temperature changes, humidity and settling may affect performance at certain times which becomes the responsibility of the Homeowner	Allen Edwin will adjust to meet the performance guideline one time during the coverage period	One year
There is a dent in the door and/or threshold	Doors shall be installed damage-free upon closing. Damage noted after closing shall be the responsibility of the Homeowner	No action required by Allen Edwin unless noted on the new home orientation	N/A

SLIDING DOORS

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
The sliding door track is full of debris	Routine Homeowner maintenance is required to keep the track free of debris	No action required by Allen Edwin	N/A
Sliding door does not latch properly	Exterior doors shall operate according to manufacturer specifications. However, temperature changes, humidity and settling may affect performance at certain times which becomes the responsibility of the Homeowner	Allen Edwin will adjust to meet the performance guideline one time during the coverage period	One year

SLIDING DOORS - continued

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
The sliding door screen is damaged	Sliding door screens shall be installed damage-free upon closing. Damage noted after closing shall be the responsibility of the Homeowner	No action required by Allen Edwin unless noted at the new home orientation	N/A

GARAGE DOORS

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
The garage door came off its track	Garage doors shall operate as designed by the manufacturer. Garage door components that exhibit damage, have been hit/moved or the lock was engaged while trying to open the door are considered the responsibility of the Homeowner	Allen Edwin will only correct to meet the performance guideline if product or installation is defective	One year
The garage door doesn't open or close properly	Garage doors shall operate as designed by the manufacturer. Garage door components that exhibit damage or have been hit/moved are considered the responsibility of the Homeowner	Allen Edwin will only correct to meet the performance guideline if product or installation is defective	One year
The garage door jams are damaged	Garage door jams shall be installed damage-free upon closing. Damage noted after closing shall be the responsibility of the Homeowner	No action required by Allen Edwin unless noted at the new home orientation	N/A
Garage door opener sensors are not working properly	Garage door safety sensor shall operate as designed by the manufacturer upon closing. Adjustment or re-alignment of the sensors are considered the responsibility of the Homeowner	Allen Edwin will only correct to meet the performance guideline if product or installation is defective	One year
The garage door weather stripping is damaged	Garage door weather stripping shall be installed damage-free upon closing. Damage noted after closing shall be the responsibility of the Homeowner	No action required by Allen Edwin unless noted at the new home orientation	N/A

ASPHALT SHINGLES

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Roof is missing shingles	Shingles shall be installed according to the manufacturer's installation instructions and perform in accordance with the manufacturer's warranty. Damage to shingles due to winds greater than 60 mph are considered the responsibility of the Homeowner	Allen Edwin will correct to the meet the performance guideline. Damage resulting from high winds should be submitted to Homeowner's insurance company	One year
Shingles on roof are not aligned	Shingles shall be installed according to the manufacturer's installation instructions	Allen Edwin will correct to meet the performance guideline	One year
Drip edge on roof is bent	Drip edge shall be installed damage free upon closing. Seasonal temperature changes and high winds can cause movement in the drip edge which is considered the responsibility of the Homeowner	Allen Edwin will only correct to meet the performance guideline if product or installation is defective	One year
Exposed fasteners on roof	Fasteners shall not be exposed according to manufacturer instructions	Allen Edwin will seal the fastener with asphalt sealant to meet the performance guideline	One year
The plumbing boot is not secured or fastened properly	Plumbing boot shall be installed per manufacturer's installation instructions	Allen Edwin will correct to meet the performance guideline	One year
Ridge vent or cap on roof is loose or missing	Ridge vent and cap shall be installed according to the manufacturer's installation instructions and perform in accordance with the manufacturer's warranty. Damage due to winds greater than 60 mph are considered the responsibility of the Homeowner	Allen Edwin will correct to the meet the performance guideline. Damage resulting from high winds should be submitted to Homeowner's insurance company	One year
Roof is leaking	Roofs and flashing shall not leak under normal conditions. Leaks from ice build-up, leaves, debris, abnormal weather conditions or lack of Homeowner maintenance are considered the responsibility of the Homeowner	Allen Edwin will correct to meet the performance guideline under normal conditions. Damage resulting from conditions not covered should be submitted to Homeowner's insurance company	One year

ASPHALT SHINGLES - *continued*

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Ice or snow build up	Snow and ice buildup normally occur during the winter months. Homeowner is responsible for the prevention and removal of the build up	No action required by Allen Edwin	N/A

METAL ROOFING

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Scratches present on metal roof	Roof scratches shall not visible from the ground level at time of closing. Damage noted after closing shall be the responsibility of the Homeowner	No action required by Allen Edwin unless noted at the new home orientation	N/A
Metal roof panel(s) are loose	Metal roofing shall be installed according to the manufacturer's installation instructions	Allen Edwin will correct to meet the performance guideline	One year
Metal roof is leaking	Roofs and flashing shall not leak under normal conditions. Leaks from ice build-up, leaves, debris, abnormal weather conditions or lack of Homeowner maintenance are considered the responsibility of the Homeowner	Allen Edwin will correct to meet the performance guideline under normal conditions. Damage resulting from conditions not covered should be submitted to Homeowner's insurance company	One year

MASONRY VENEER (Brick or Stone)

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Masonry varies in color and shade	Slight color and shade variance are considered normal	No action required by Allen Edwin	N/A
Crystal-like deposits on the veneer (Efflorescence)	Efflorescence is a common occurrence resulting from moisture reacting with salts in the mortar and is considered acceptable	No action required by Allen Edwin	N/A

MASONRY VENEER (Brick or Stone) - *continued*

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Veneer is spalling	Veneer shall hold its shape and appearance. Spalling or deterioration of veneer is not acceptable	Allen Edwin will correct to meet the performance guideline. Due to the nature of color and exposure to the elements, Allen Edwin cannot guarantee a color match	One year
There is interior wall damage due to a leak	Veneer wall shall be constructed and flashed to prevent water penetration. Leaks from abnormal weather conditions, blocked weep holes or lack of Homeowner maintenance void any action by Allen Edwin	Allen Edwin will correct to meet the performance guideline under normal conditions. Damage resulting from conditions not covered should be submitted to Homeowner's insurance company. Due to the nature of color and exposure to the elements, Allen Edwin cannot guarantee a color match	One year
Mortar stains are present	Mortar stains shall not detract from wall appearance as viewed from twenty feet	Allen Edwin will clean veneer to meet the performance guideline	One year
Visible cracks in the veneer	Cracks shall not be visible from more than 20' or greater than ¼" in width	Allen Edwin will patch to meet the performance guideline. Due to the nature of color and exposure to the elements, Allen Edwin cannot guarantee a color match	One year
Veneer has come loose or has fallen off	Veneer shall be installed and secured according to manufacturer's installation instructions	Allen Edwin will correct to meet the performance guideline	One year
Veneer courses are not straight	Brick courses shall not vary more than ¼" in 10' at the bottom of course or more than ½" in any total length. Stone veneer comes in multiple sizes and installed according to manufacturer's installation instructions which result in a random pattern and not straight	Allen Edwin will correct the brick (only) to meet the performance guideline. No action required on stone veneer	One year

VINYL SIDING

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Siding is bowed	Vinyl siding shall not bow more than 3/4" over 48" in the direction the siding is installed	Allen Edwin will correct to meet the performance guideline. Due to the nature of color and exposure to the elements, Allen Edwin cannot guarantee a color match	One year
Siding on home is loose	Vinyl siding shall not come loose under normal conditions. Damage due to winds greater than 60 mph are considered the responsibility of the Homeowner	Allen Edwin will correct to meet the performance guideline under normal conditions. Damage resulting from high winds should be submitted to Homeowner's insurance company. Due to the nature of color and exposure to the elements, Allen Edwin cannot guarantee a color match	One year
Siding is bubbling or showing nail pops	Vinyl siding will contract and expand during temperature changes resulting in a "bubbled" look. Please refer to "Siding is bowed" above	Allen Edwin will correct to meet the performance guideline. Due to the nature of color and exposure to the elements, Allen Edwin cannot guarantee a color match	One year
Melted siding	Issues resulting in melted siding, including solar reflection, are considered the responsibility of the Homeowner	Allen Edwin will replace the melted siding one time during the coverage period if due to solar reflection. Due to the nature of color and exposure to the elements, Allen Edwin cannot guarantee a color match	One year
There is a gap in some of the siding trim pieces	Vinyl siding will contract and expand during temperature changes resulting in gaps up to 3/8" which are considered normal	Allen Edwin will correct to meet the performance guideline	One year
A repair was done, but the color does not match	Siding and siding accessories fade over time due to exposure to the sun's ultraviolet rays and will result in a different color	No action required by Allen Edwin	N/A

VINYL SIDING - *continued*

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
A piece of siding is damaged	Siding shall be installed damage-free upon closing. Damage noted after closing shall be the responsibility of the Homeowner	No action required by Allen Edwin unless noted at the new home orientation	N/A
The vents make a lot of noise in the wind	Damper and louver style vents may flutter in the wind which is considered normal	No action required by Allen Edwin	N/A
Missing louver on a vent	Louvers shall not be missing upon closing. Damage after closing shall be the responsibility of the Homeowner	No action required by Allen Edwin unless noted at the new home orientation	N/A

CEMENT BOARD SIDING

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Siding is cracked or chipped	Siding shall be installed damage-free upon closing. Damage noted after closing shall be the responsibility of the Homeowner	No action required by Allen Edwin	N/A
Siding is loose	Cement board siding shall be fastened according to manufacturer's installation instructions	Allen Edwin will secure the siding to meet the performance guideline. Due to the nature of color and exposure to the elements, Allen Edwin cannot guarantee a color match	One year

COMPOSITE SIDING TRIM

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Trim is gapped	Siding will contract and expand during temperature changes resulting in gaps up to ¼" which are considered normal	Allen Edwin will caulk the gap to meet the performance guideline	One year
Nails are not filled	Nail holes are not required to be filled	No action required by Allen Edwin	N/A

COMPOSITE SIDING TRIM - *continued*

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Nails are rusty	Hot dipped galvanized or stainless-steel fasteners shall be used in accordance with manufacturer installation instructions. Exposure to the elements will result in some rusting that becomes part of Homeowner maintenance	Allen Edwin will touch-up the nail heads one time during the coverage period	One year

EXTERIOR PAINT

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Paint spatter	Paint shall not be visible on surfaces not intended to be painted as viewed from a distance of 6' under normal lighting conditions	Allen Edwin will clean the surface to meet the performance guideline	One year
Paint flakes or rubs off	Exterior paint shall not flake, peel or rub off during the coverage period	Allen Edwin will re-paint to correct the performance guideline	One year
Nail holes are exposed	Nail holes shall not be visible from a distance of 6' and shall be filled to create a professional and uniform appearance	Allen Edwin will correct to meet the performance guideline	One year
Caulking has dried and separated	Cracking and/or separation shall not exceed more than ¼"	Allen Edwin will re-caulk to meet the performance guideline	One year
Repair work does not match	Repair work shall match as closely as possible to surrounding area. However, the original coating has been exposed to naturally occurring factors like sun light, pollution, and weather which, over time, will cause color variations	Allen Edwin will make a reasonable attempt to match the paint color as viewed from a distance of 20' under normal lighting conditions	One year

GUTTERS

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Gutter leaks	Gutters and down spout shall not leak under normal conditions	Allen Edwin will correct with sealant to meet the performance guideline	One year
Gutter and/or downspout is loose	Gutter and downspouts shall be securely fastened to the home	Allen Edwin will correct to meet the performance guideline	One year
A section of gutter is missing from the house	Gutters and downspouts shall be installed in the locations specified on the house plans	No action required by Allen Edwin unless they are noted and not installed per the house plans	N/A
Downspout extension is missing	Downspout extensions are not permanently attached to allow for ease of maintenance and mowing. They shall be considered installed upon closing. Missing downspout extensions after closing are the responsibility of the Homeowner	No action required by Allen Edwin unless noted on the new home orientation	N/A
The gutter overflows	The gutter shall not overflow during normal rain events. It is the Homeowner's responsibility to keep gutters and downspouts clear from debris, ice, and snow	Allen Edwin will correct to meet the performance guideline if the issue is not related to Homeowner maintenance	One year
Water remains in gutter after rain	Water level will not exceed ½" in depth if gutter is unobstructed by ice, snow, or debris. It is the Homeowner's responsibility to keep gutters and downspouts clear from debris, ice, and snow	Allen Edwin will correct to meet the performance guideline if the issue is not related to Homeowner maintenance	One year

DECK

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
There are large cracks in deck support posts	Treated lumber that is left unprotected will weather causing cracks, splinters and gaps which are considered normal and are part of Homeowner maintenance	No action required by Allen Edwin	N/A
Several deck spindles are loose	Railing systems are to be attached and secured to structural members according to prevailing building codes	Allen Edwin will re-secure to meet the performance guideline	One year

DECK - *continued*

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Handrail system is loose	Railing systems are to be attached and secured to structural members according to prevailing building codes	Allen Edwin will correct to meet the performance guideline	One year
Several boards, railings or spindles have cracks and splinters	Treated lumber that is left unprotected will weather causing cracks, splinters and gaps which are considered normal and are part of Homeowner maintenance	No action required by Allen Edwin	N/A
Deck hardware is rusty	Hot dipped galvanized or stainless-steel fasteners shall be used in accordance with manufacturer installation instructions. Exposure to the elements will result in some rusting that becomes part of Homeowner maintenance	No action required by Allen Edwin	N/A

HYDRO SEED/DRILL SEED

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Hydroseed has areas with bare spots	Hydro seed shall be applied consistently without bare spots. Bare spots in the seed <u>growth</u> of the hydro seed is the Homeowner's responsibility	No action required by Allen Edwin unless areas were visibly missed in initial hydroseed application	One year
Weeds are growing in areas of hydroseed application	Weeds are considered an integral part of the soil and will likely be present during the lawn establishment process. A well-maintained lawn will take several applications of herbicide to control weeds. Refer to a lawn professional for application.	No action required by Allen Edwin	N/A
There are rocks in the soil	Rocks are considered an integrated part of the soil and unique to each lot.	No action required by Allen Edwin	N/A
Washout & Erosion	It shall be the Homeowner's responsibility to ensure their water run-off is controlled and will not create washouts. See Soil Erosion section	No action required by Allen Edwin	N/A

HYDRO SEED/DRILL SEED - *continued*

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Weeds are growing in areas of hydroseed application	Weeds are considered an integral part of the soil and will likely be present during the lawn establishment process. A well-maintained lawn will take several applications of herbicide to control weeds. Refer to a lawn professional for application.	No action required by Allen Edwin	N/A
Hydroseed is dry and not growing	After lot has been graded and hydroseed applied, it is Homeowner's responsibility to properly water and maintain the hydroseed	No action required by Allen Edwin	N/A
My soil was not prepared with imported topsoil	Allen Edwin prepares the site with native soils and does not provide additional topsoil.	No action required by Allen Edwin	N/A

SOD

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Sod is dead and/or dying	All sod installed by Allen Edwin is considered healthy at time of installation. Homeowner is fully responsible for maintaining the overall health of the sod through proper watering techniques. Sod is specifically not covered	No action required by Allen Edwin	N/A
Sod is brown	It is normal for sod to have brown or dry edges at the initial installation. Proper watering by Homeowner will ensure the color comes back	No action required by Allen Edwin	N/A
Washout	It shall be the Homeowner's responsibility to ensure their water run-off is controlled and will not create washouts. See Soil Erosion section	No action required by Allen Edwin	N/A
My soil was not prepared with imported topsoil	Allen Edwin prepares the site with native soils and does not provide additional topsoil.	No action required by Allen Edwin	N/A

LANDSCAPING

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Plants are stressed or dead	Any plant, shrub, or tree installed by Allen Edwin shall be alive at time of installation. Homeowner is fully responsible for maintaining the overall health of the plants through proper watering techniques	No action required by Allen Edwin	N/A
Mulch has washed away	It is the Homeowner's responsibility to ensure their water run-off is controlled and will not create washouts. Homeowner may choose to bury downspouts with ADS pipe or concrete pads placed at the end of the downspout	No action required by Allen Edwin	N/A

IRRIGATION

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
System does not turn on	Irrigation system shall operate as manufacturer intended	Allen Edwin will correct to meet the performance guideline	One year
Control timer is inoperable	Irrigation system shall operate as manufacturer intended	Allen Edwin will correct to meet the performance guideline	One year
Sprinklers do not shut off	Irrigation system shall operate as manufacturer intended	Allen Edwin will correct to meet the performance guideline	One year
Water leak	Irrigation system shall not leak water except for the remaining water discharging from the sprinkler heads upon turning off	Allen Edwin will correct to meet the performance guideline	One year
Damaged and/or broken sprinkler heads	Irrigation components shall operate as manufacturer intended. Sprinkler heads broken due to lawn service or any other reason after closing are the responsibility of Homeowner	Allen Edwin will only correct to meet the performance guideline if the product or installation is defective	One year
Sprinklers hitting house	Sprinkler heads shall be adjusted to not hit the home under normal weather conditions	Allen Edwin will adjust the sprinkler heads to meet the performance guideline	One year

IRRIGATION - *continued*

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Sprinklers over the property line	Irrigation system shall be installed according to the site plan and within property boundaries	Allen Edwin will correct to meet the performance guideline	One year
Sprinklers do not shut off	Irrigation system shall operate as manufacturer intended	Allen Edwin will correct to meet the performance guideline	One year

STREET TREES

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Tree is dead or stressed	Any tree installed by Allen Edwin shall be alive at time of installation. Homeowner is fully responsible for maintaining the overall health of the plants through proper watering techniques	No action required by Allen Edwin	N/A
Tree is leaning	Street trees shall be installed upright and staked for stability. Homeowner is responsible for maintenance and wind displacement.	No action required by Allen Edwin	N/A
Mulch ring has washed away	A mulch ring shall be installed at time of tree installation. Homeowner is responsible to maintain mulch ring around the tree after initial installation.	No action required by Allen Edwin	N/A

MAILBOX

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Mailbox is damaged	Mailbox shall be installed damage-free upon closing. Damage after closing shall be the responsibility of the Homeowner	No action required by Allen Edwin unless noted a new home orientation	N/A

MAILBOX - *continued*

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Mailbox does not match the rest in the neighborhood	Allen Edwin shall provide a standard mailbox and it is not required to match others in the neighborhood unless required by the Homeowner's Association	No action required by Allen Edwin unless required by the Homeowner's Association	N/A
Missing pieces or numbers	Mailbox shall have all functioning parts. Damage is not covered	Allen Edwin will only correct to meet the performance guideline if product or installation is defective	One year

CHAPTER 3 - MECHANICAL SYSTEMS

SEPTIC/CITY SEWER

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Sewer backup	System shall operate as designed under normal conditions. Homeowner is responsible for maintenance and/or costs associated with consumer action or failure to perform maintenance	Allen Edwin will only correct to meet the performance guideline if product or installation is defective	One year
Septic alarm is going off	Septic system shall operate according to manufacturer specifications and alarm shall not sound under normal operating conditions. Homeowner is responsible for routine maintenance	Allen Edwin will only correct to meet the performance guideline if product or installation is defective	One year
Sewage in lot	Septic system shall operate according to manufacturer specifications and shall not leak under normal conditions. Homeowner is responsible for routine maintenance	Allen Edwin will only correct to meet the performance guideline if product or installation is defective	One year

CITY WATER/WELL

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Low water pressure	WELL: Well shall operate according to manufacturer specifications and design parameters	Allen Edwin will only correct to meet the performance guideline if product or installation is defective	One year
	MUNICIPAL OR COMMUNITY WATER: Water lines are installed and monitored according to the local municipality guidelines	No action required by Allen Edwin	N/A
Water smells bad	WELL: Water is tested in accordance with safe drinking water guidelines and approved by local inspection prior to occupancy. Homeowner is responsible for treatment of water	No action required by Allen Edwin	N/A
	MUNICIPAL OR COMMUNITY WATER: City water is monitored according to local municipal guidelines. Homeowner is responsible for treatment of water	No action required by Allen Edwin	N/A
Sand in fixtures	Sand in fixtures may accumulate over time. Homeowner is responsible for treatment of sand particles and may elect to add a sand filter to the system	No action required by Allen Edwin	N/A
Water is dirty	WELL: Iron and/or hardness is common in well water, which may affect the overall clarity of the water. Homeowner is responsible for water treatment and may elect to install a treatment system to improve water clarity	No action required by Allen Edwin	N/A
	MUNICIPAL OR COMMUNITY WATER: Homeowner should contact their water provider	No action required by Allen Edwin	N/A
Water Leak	Water system shall not leak	Allen Edwin will correct to meet the performance guideline	One year

PLUMBING – GENERAL

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Pipes freeze and/or burst	Pipes shall not freeze or burst with exterior ambient temperatures of 0° F or above. Homeowner is responsible for taking precautions to protect pipes from freezing when temperatures are below 0° F. Damages from lack of heat and/or homeowner maintenance are not covered along with damages to personal items	Allen Edwin will correct to meet the performance guideline. Allen Edwin Homes is not responsible for any water damage to personal items. See your homeowner's insurance policy for coverage	One year
Water leak	Plumbing system shall not leak	Allen Edwin will correct to meet the performance guideline	One year
Hear water running through the walls	Water may be heard moving through pipes in the walls and is considered normal	No action required by Allen Edwin	N/A
Tub and/or shower has a crack in it	Plumbing fixtures shall be installed damage-free upon closing. Damage noted after closing shall be the responsibility of the Homeowner	No action required by Allen Edwin unless noted at the new home orientation	N/A
It takes a long time to get hot water	The location of the water heater to the source will determine the length of time to receive hot water. Longer distances will require a longer time, which is considered normal	No action required by Allen Edwin	N/A
Toilet is clogged	Toilets shall be installed and function according to manufacturer's specification. Homeowner is responsible for maintenance and/or costs associated with blockages not related to construction materials	No action required by Allen Edwin unless the clog is determined to be a construction or product defect	One year
Toilet runs continuously	Toilets shall be installed to not operate continuously	Allen Edwin will adjust to meet the performance guideline	One year

PLUMBING – GENERAL - *continued*

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Garbage disposal in inoperable	Disposal shall operate according to manufacturer specifications. Homeowner is responsible for maintenance and/or costs associated with blockages due to food or debris	Allen Edwin will only correct to meet the performance guideline if product or installation is defective	One year
Garbage disposal makes a humming noise and does not turn	Disposal shall operate according to manufacturer specifications. Homeowner is responsible for maintenance and/or costs associated with blockages due to food or debris	Allen Edwin will only correct to meet the performance guideline if product or installation is defective	One year

WATER HEATER

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
No hot water	Water heater shall be installed and operate according to manufacturer specifications	Allen Edwin will correct to meet the performance guideline	One year
Water temperature is not very warm	Water heater shall be installed and operate according to manufacturer specifications. Homeowner may elect to adjust water heater temperature	Allen Edwin will only correct to meet the performance guideline if product or installation is defective	One year

HEATING and COOLING – GENERAL

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
There is a smell of gas in the home	Gas lines shall not leak. If gas is smelled, open the windows if possible, leave the home immediately and contact the local gas company for further assistance	Allen Edwin will correct to meet the performance guideline on gas leaks after the gas meter	One year
Thermostat inoperable	Thermostat shall operate correctly and perform per manufacturer specifications. Homeowner is responsible for maintaining the batteries	Allen Edwin will only correct to meet the performance guideline if product or installation is defective	One year

HEATING and COOLING – *continued*

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Humidifier inoperable	Humidifier shall be installed and operate according to the manufacturer's specifications	Allen Edwin will correct to meet the performance guideline	One year
Condensation observed on interior components of home	Condensation can occur naturally when differences in temperature and humidity are present. Homeowner is responsible for managing moisture within the home	No action required by Allen Edwin	N/A
Excessive cracking and static throughout the home	Static and cracking naturally occurs when moisture levels in the air are low, typically during the winter months. This is normal and considered acceptable. A humidifier is recommended to help control humidity	No action required by Allen Edwin	N/A
No water to humidifier	Water shall be supplied to humidifier according to manufacturer's installation instructions	Allen Edwin will correct to meet the performance guideline	One year
Bath fan runs continuously	Bath fans may operate continuously in certain homes as designed according to prevailing building and energy codes	No action required by Allen Edwin	N/A
Birds have started to nest in the duct	Ductwork to exterior shall have covers installed to help keep out pest. However, they are not guaranteed to keep pests out. Homeowner is responsible for all pest removal	No action required by Allen Edwin	N/A

FURNACE

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
No heat	Heating system shall produce a temperature of 70 degrees measured at a height of 5' in the center of the room. This shall comply with prevailing building codes and municipal requirements	Allen Edwin will correct to meet the performance guideline	One year

FURNACE – *continued*

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Rooms don't heat equally	Heating system shall produce a consistent temperature within the parameters that comply with prevailing building codes and municipal requirements	Allen Edwin will correct to meet the performance guideline	One year
Unfinished basement is not very warm	Heating system is designed to only heat/cool finished spaces. Unfinished spaces are considered unconditioned and not temperature controlled	No action required by Allen Edwin	N/A
Rooms do not appear to have return air vents	Ductwork system has been designed and installed according to all prevailing building codes	No action required by Allen Edwin	N/A
Furnace is leaking	Furnace shall not leak under normal conditions. Failure to perform routine maintenance can result in leaks and/or furnace malfunction. Homeowner is responsible for maintenance and/or costs associated with failure to perform maintenance	Allen Edwin will only correct to meet the performance guideline if product or installation is defective	One year

AIR CONDITIONER

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
No cooling	Cooling system shall produce a temperature of 78 degrees measured at a height of 5' in the center of the room. When outside temperatures exceed 95 degrees, air conditioner shall only cool to 15 degrees less than the outside temperature. This shall comply with prevailing building code and municipal requirements	Allen Edwin will correct to meet the performance guideline	One year

AIR CONDITIONER - *continued*

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Frozen coil	Cooling system shall not freeze under normal conditions. Failure to perform routine maintenance can result in leaks and/or cooling system malfunction. Homeowner is responsible for maintenance and/or costs associated with failure to perform maintenance	Allen Edwin will only correct to meet the performance guideline if product or installation is defective	One year
AC is not level	Cooling system equipment shall be installed level at time of installation. Minor settling will occur and is considered part of homeowner maintenance	In cases of settlement more than 2", Allen Edwin will adjust to meet the performance guideline one time during the coverage period	One year
AC line leaking in basement	Cooling system and lines shall not leak under normal conditions. Failure to perform routine maintenance can result in leaks and/or cooling system malfunction. Homeowner is responsible for maintenance and/or costs associated with failure to perform maintenance	Allen Edwin will only correct to meet the performance guideline if product or installation is defective	One year
Upstairs is warmer than main floor	Cooling system shall produce a consistent temperature within the parameters that comply with prevailing building codes and municipal requirements	Allen Edwin will correct to meet the performance guideline	One year

FIREPLACE

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Fireplace does not light	Fireplace shall operate under normal conditions. Winds or lack of gas may cause pilot to go out, which are the responsibility of the homeowner	Allen Edwin will only correct to meet the performance guideline if product or installation is defective	One year
Draft coming from fireplace	Fireplace shall be installed according to manufacturer's installation instructions. Minor drafts can be experienced at times and are considered normal	Allen Edwin will only correct to meet the performance guideline if product or installation is defective	One year

FIREPLACE - continued

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Draft coming from fireplace	Fireplace shall be installed according to manufacturer's installation instructions. Minor drafts can be experienced at times and are considered normal	Allen Edwin will only correct to meet the performance guideline if product or installation is defective	One year
Fireplace is scratched	Fireplace shall be installed damage-free upon closing. Damage noted after closing shall be the responsibility of the Homeowner	No action required by Allen Edwin unless noted at the new home orientation	N/A

ELECTRICAL – GENERAL

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
No power	Electrical system shall operate as designed and comply with prevailing building codes and municipal requirements. Homeowner is responsible for issues not resulting from product or installation defects	Allen Edwin will only correct to meet the performance guideline if product or installation is defective	One year
Ground fault circuit interrupter (GFCI) circuit tripped	GFCI's are sensitive equipment designed to protect against electrical shock and overload under normal conditions. Homeowner is responsible for issues not resulting from product or installation defects	Allen Edwin will only correct to meet the performance guideline if product or installation is defective	One year
Smoke detector is beeping	Smoke detectors shall operate as designed under normal conditions. They are designed with a battery backup and will typically "chirp" when the batteries need replacement. Homeowner is responsible for changing the batteries	Allen Edwin will only correct to meet the performance guideline if product or installation is defective	One year
Outlet or switch is inoperable	Outlets and switches shall operate as designed by the manufacturer	Allen Edwin will correct to meet the performance guideline	One year

ELECTRICAL – GENERAL - *continued*

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Unable to get plug into outlet	Outlets are tamper-resistant to protect against small children and will require a small amount of force to utilize the outlet	Allen Edwin will only correct to meet the performance guideline if product or installation is defective	One year

CHAPTER 4 - INTERIOR COMPONENTS

WALL INSULATION

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Cold air around plugs and switches	Some air infiltration around electrical components is considered normal	No action required by Allen Edwin	N/A
Cold air around windows and/or doors	Some air infiltration around windows and doors is considered normal	No action required by Allen Edwin	N/A
No insulation in garage exterior walls	Only walls or ceilings common to living space are insulated. All other garage walls will remain uninsulated	No action required by Allen Edwin	N/A
Unfinished basement insulation does not stay in place	Unfinished basement insulation batts shall remain in place per original installation	Allen Edwin will correct to meet the performance guideline	One year
Vapor barrier is missing on the basement insulation against concrete walls	Vapor barrier is not required on all below grade walls. This helps to allow the various building components acclimate during seasonal temperature changes	No action required by Allen Edwin	N/A
Unfinished basement exterior walls with vapor barrier appear to have condensation in the wall cavity	Condensation can occur naturally when differences in temperature and humidity are present. Homeowner is responsible for managing moisture within the home	No action required by Allen Edwin	N/A

ATTIC INSULATION

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Low spots in attic	Attic insulation will settle after the initial installation. However, all areas shall meet the minimum depth coverage as specified in the building contract	Allen Edwin will correct to meet the performance guideline one time during the coverage period	One year
Missing insulation and/or weather stripping on attic access panel	Attic access panels within the home shall have batt insulation attached to panel along with weather stripping on the panel edge	Allen Edwin will correct to meet the performance guideline one time during the coverage period	One year
Frost in attic	Condensation and frost during cold months can occur naturally when differences in temperature and humidity are present. Homeowner is responsible for managing moisture within the home	No action required by Allen Edwin	N/A

DRYWALL

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Drywall crack	Drywall cracks are a normal part of the new home construction process as the home acclimates to the environment. Drywall cracks shall not exceed 1/8" in width or be visible from a distance of 6' under normal lighting conditions. An exact drywall and/or paint match is not guaranteed or required. Homeowner painted areas will not be painted and will be the responsibility of the Homeowner	Allen Edwin will only repair to meet the performance guideline one time at the 11-month courtesy appointment, if selected	One year

DRYWALL - *continued*

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Nail pop	Nail pops are a normal part of the new home construction process as the home acclimates to the environment. Nail pops visible from a distance of 6' under normal lighting conditions shall be repaired. An exact drywall and/or paint match is not guaranteed or required. Homeowner painted areas will not be painted and will be the responsibility of the Homeowner	Allen Edwin will only repair to meet the performance guideline one time at the 11-month courtesy appointment, if selected	One year
Visible seam	All drywall seams are visible at certain positions and excessive or direct lighting. Drywall seams visible from a perpendicular viewing distance of 6' under normal lighting conditions shall be repaired. An exact drywall and/or paint match is not guaranteed or required. Homeowner painted areas will not be painted and will be the responsibility of the Homeowner	Allen Edwin will only repair to meet the performance guideline one time at the 2-month orientation appointment	One year
Truss uplift	Truss uplift is a natural occurrence where the top floor ceilings may separate from the interior walls during the winter months due to the contraction of the wood trusses from the variation in temperature and humidity. These areas typically transition back down to their original location as the weather warms up. At the point the area transitions back down in the Spring, this issue is treated as a drywall crack. See "Drywall crack" above. Truss uplift can be magnified or minimized by the moisture and/or humidity levels within the home. Homeowner is responsible for managing moisture within the home	Allen Edwin will only repair to meet the performance guideline one time during the coverage period	One year

DRYWALL - *continued*

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Bow in the wall	Walls shall be free of bows greater than ¼" in a 32" horizontal measurement or ½" in any 8' vertical measurement. An exact drywall and/or paint match is not guaranteed or required. Homeowner painted areas will not be painted and will be the responsibility of the Homeowner	Allen Edwin will only repair to meet the performance guideline one time during the coverage period	One year

INTERIOR DOORS

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Interior door is warped	Interior doors shall not warp more than ¼" either vertically or horizontally under normal conditions. Temperature and humidity changes may affect performance, which becomes the responsibility of the Homeowner	Allen Edwin will correct to meet the performance guideline one time during the coverage period if issue is not related to Homeowner responsibility	One year
Door rubs on jamb	Doors shall not rub or hit jamb under normal conditions. Slamming doors or hanging items on them will affect the overall function and void action by Allen Edwin. Temperature and humidity changes may also affect performance, which becomes the responsibility of the Homeowner	Allen Edwin will adjust to meet the performance guideline one time during the coverage period if issue is not related to Homeowner responsibility	One year
Door slab is not parallel with door jamb	Door edge shall be within 3/16" of parallel to the door jamb under normal conditions. Slamming doors or hanging items on them will affect the overall function and void action by Allen Edwin. Temperature and humidity changes may also affect performance, which becomes the responsibility of the Homeowner	Allen Edwin will correct to meet the performance guideline one time during the coverage period if issue is not related to Homeowner responsibility	One year

INTERIOR DOORS - *continued*

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Door swings open or closes by itself	Doors shall not open or close by the force of gravity	Allen Edwin will adjust to meet the performance guideline	One year
Door does not latch	Door shall latch under normal conditions. Slamming doors or hanging items on them will affect the overall function and void action by Allen Edwin. Temperature and humidity changes may also affect performance, which becomes the responsibility of the Homeowner	Allen Edwin will adjust to meet the performance guideline one time during the coverage period if issue is not related to Homeowner responsibility	One year
Door squeaks	Door shall not squeak under normal conditions. Slamming doors or hanging items on them will affect the overall function and void action by Allen Edwin. Temperature and humidity changes may also affect performance, which becomes the responsibility of the Homeowner	Allen Edwin will adjust to meet the performance guideline one time during the coverage period if issue is not related to Homeowner responsibility	One year
Bifold doors came off track	Bifold doors shall operate properly at time of closing. Homeowner shall understand bifold doors are more sensitive than swing doors and care must be taken during use to prevent damage and/or coming off the track	Allen Edwin will only correct to meet the performance guideline if product or installation is defective	One year

INTERIOR TRIM

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Gaps at molding joints or along the wall	Gaps in trim components can occur naturally when differences in temperature and humidity are present. This is considered normal and expected. Homeowner is responsible for managing moisture within the home	No action required by Allen Edwin	N/A

INTERIOR TRIM - *continued*

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Nails are not set or filled completely	Nails and nail holes shall not be visible from a distance of 6' as viewed from a perpendicular position under normal lighting conditions	Allen Edwin will correct to meet the performance guideline	One year
Trim is split, cracked or chipped	Interior trim is considered to be installed damage-free upon closing. Damage noted after closing shall be the responsibility of the Homeowner	No action required by Allen Edwin unless noted at the new home orientation	N/A
Stairs squeak	A squeak-proof stair system cannot be guaranteed, and minor noises are considered normal and expected. However, squeaks from loose stair components are not considered acceptable	Allen Edwin will make a reasonable attempt to eliminate the squeak. Homeowner shall understand the flooring will be cut and patched if needed	One year
Handrail is loose	Handrails shall be installed and secured in accordance with local building codes. Damages caused by consumer actions are not covered	Allen Edwin will correct to meet the performance guideline if product or installation is defective	One year

CABINETS

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Warped cabinet door and/or drawer	Minor warpage of doors and drawers can be expected due to seasonal changes. Cabinet doors and drawers shall not be warped more than ¼" as measured from the face frame to the furthest warpage in the closed position	Allen Edwin will correct to meet the standard. Due to the nature of color and sun exposure, Allen Edwin will not guarantee the repaired item will match the existing cabinets	One year
Cabinet doors and/or drawers are not aligned	Cabinet doors and drawers shall align with each other and not exceed more than 1/8" horizontally or vertically with the adjacent door/drawer. Damages caused by consumer actions are not covered	Allen Edwin will adjust to meet the performance guideline one time during the coverage period	One year

CABINETS - *continued*

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Crack in cabinet	Cracks in cabinet doors and drawers shall not crack under normal conditions. Excessive drying may cause components to crack and are not covered. Homeowner is responsible for managing moisture within the home	Allen Edwin will correct to meet the performance guideline if product or installation is defective. Allen Edwin will not guarantee the repaired item will match the existing cabinets	One year
Cabinet drawer difficult to operate	Cabinet drawers shall open and close with a reasonable amount of force	Allen Edwin will adjust to meet the performance guideline	One year
Loose cabinets and/or accessories	All cabinets and hardware shall be securely installed	Allen Edwin will correct to meet the performance guideline	One year
Cabinets are not level or plumb	Cabinets shall not deviate more than 3/16" out of level or plumb	Allen Edwin will correct to meet the performance guideline	One year
Nails and/or nail holes visible	Nails shall be set so the physical nail is not visible once filler is applied. Nail holes are filled with putty to resemble the cabinet color. However, the color will not match exactly and will be visible. This is considered normal	Allen Edwin will correct to meet the performance guideline	One year
Defective finish	Cabinets shall have no appreciable discoloration or evidence of blistering, checking, whitening, or other film failure under normal conditions. Damages resulting from temperature, humidity, cleaning or other homeowner responsibilities are not covered	Allen Edwin will correct to meet the performance guideline one time during the coverage period if issue is not related to Homeowner responsibility	One year
Discoloration between cabinets	Cabinets are a natural wood product with different color and grain patterns. Variations should be expected and are considered normal	No action required by Allen Edwin	N/A

CABINETS - *continued*

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Cabinets have separated from the wall	Cabinets shall not separate more than 1/4" from the from the wall under normal conditions. Excessive gaps can occur when differences in temperature and humidity are present. Homeowner is responsible for managing moisture within the home	Allen Edwin will adjust to meet the performance guideline if product or installation is defective. Caulking and/or adding scribe mold are acceptable repair methods	One year

INTERIOR PAINTING

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Discoloration, smudge, mark or blemish on wall and/or ceiling	Paint shall be considered damage-free upon closing as measured from a perpendicular viewing distance of 6' under normal lighting conditions. Damage noted after closing shall be the responsibility of the Homeowner	No action required by Allen Edwin unless noted at the new home orientation. An exact color or texture match will not be guaranteed. Only the affected area will be painted and not the entire surface	N/A
Visible brush or roller marks	Texture marks from a paint roller are considered normal. Brush marks visible from a perpendicular viewing distance of 6' under normal lighting conditions shall be repaired. An exact drywall and/or paint match is not guaranteed or required. Homeowner painted areas will not be painted and will be the responsibility of the Homeowner	Allen Edwin will correct to meet the performance guideline. An exact color or texture match will not be guaranteed. Only the affected area will be painted and not the entire surface	One year
Paint splatter on surface	Paint splatter shall not be on any surface that was not intended to receive paint	Allen Edwin will correct to meet the performance guideline	One year

INTERIOR PAINTING - *continued*

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Touch up areas don't match or are visible	Touched up areas will vary in sheen and texture from the original paint. These areas will be visible due to different viewing angles, amount of lighting and certain paint colors. These variations are normal and considered acceptable. Paint touch ups visible from a perpendicular viewing distance of 6' under normal lighting conditions shall be repaired	Allen Edwin will correct the specific area to meet the performance guideline. Entire walls will not be repainted	One year
Paint is not washable	Washability varies amongst the different paint options at the New Home Showroom and no paint is completely washable and/or scrubbable. Homeowner shall follow manufacturer recommended instructions for cleaning according to paint sheen and product	No action required by Allen Edwin	N/A
Stained materials don't match each other or are inconsistent throughout the piece	Natural wood products will accept stain differently throughout an individual piece and amongst different pieces of the same species. These variations are normal and considered acceptable	No action required by Allen Edwin	N/A

VINYL FLOORING

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Torn vinyl	Vinyl flooring shall be installed damage-free upon closing. Damage noted after closing shall be the responsibility of the Homeowner	No action required by Allen Edwin unless noted at the new home orientation	N/A
Bubble	Vinyl flooring is attached along the perimeter only. Seasonal temperature and humidity changes and/or furniture/appliance movement	Allen Edwin will correct to meet the performance guideline if product or installation is defective	One year

VINYL FLOORING - *continued*

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Bubble (Cont.)	may cause the floor to move or bubble, which is considered normal		
Dents/Damage caused by appliances or furniture	Vinyl flooring shall be installed damage-free upon closing. Damage noted after closing shall be the responsibility of the Homeowner	No action required by Allen Edwin unless noted at the new home orientation	N/A
Nail coming through vinyl	Nails shall not protrude through the vinyl flooring	Allen Edwin will correct to meet the performance guideline	One year
Visible seam	All seams shall be installed, and seam sealed per manufacturer specifications. Seam may be visible at certain viewing angles and/or lighting conditions, which are considered normal	No action required by Allen Edwin	N/A
Vinyl floor is not glued throughout	Vinyl floors are secured at the perimeter only according to manufacturer specifications	No action required by Allen Edwin	N/A
No additional subfloor under vinyl	The vinyl flooring product is designed to be installed over the existing OSB subfloor according to manufacturer specifications	No action required by Allen Edwin	N/A
Vinyl lines are not square to the room and/or cabinets	Vinyl floor shall be installed square to the walls with a tolerance of (+/-) 3/8" in a 12' wall	Allen Edwin will correct to meet the performance guideline	N/A
Floor squeaks	A squeak-proof floor cannot be guaranteed, and minor noises are considered normal and expected. However, floor squeaks from loose subfloor are not considered acceptable	Allen Edwin will make a reasonable attempt to eliminate the floor squeak, if due to loose subfloor. Homeowner shall understand the flooring will be removed and patched as needed. The entire floor will not be replaced	One year

VINYL PLANK

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Damage to floor	Vinyl plank flooring shall be installed damage-free upon closing. Damage noted after closing shall be the responsibility of the Homeowner	No action required by Allen Edwin unless noted at the new home orientation	N/A
Dents/Damage caused by appliances or furniture	Vinyl plank flooring shall be installed damage-free upon closing. Damage noted after closing shall be the responsibility of the Homeowner	No action required by Allen Edwin unless noted at the new home orientation	N/A
Floor squeaks	A squeak-proof floor cannot be guaranteed, and minor noises are considered normal and expected. However, floor squeaks from loose subfloor are not considered acceptable	Allen Edwin will make a reasonable attempt to eliminate the floor squeak, if due to loose subfloor. Homeowner shall understand the flooring will be removed and patched as needed. The entire floor will not be replaced	One year

CERAMIC TILE

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Cracked tile	Ceramic tile shall be installed damage free upon installation and remain that way under normal conditions. Damage resulting from Homeowner actions are not covered	Allen Edwin will only correct to meet the performance guideline if product or installation is defective	One year
Loose tile	Ceramic tile shall be installed securely fastened upon installation and remain that way under normal conditions. Damage resulting from Homeowner actions are not covered	Allen Edwin will only correct to meet the performance guideline if product or installation is defective	One year

CERAMIC TILE - *continued*

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Missing or loose grout	Grout cracks commonly occur from shrinkage and are considered normal. Any cracks resulting in gaps in excess of 1/16" are not acceptable and shall be repaired. Homeowner is aware the repaired area may not match the original grout color	Allen Edwin will correct to meet the performance guideline one time during the coverage period	One year
Discolored or dirty grout	Grout shall be installed damage-free upon closing. Damage or discoloration noted after closing shall be the responsibility of the Homeowner	No action required by Allen Edwin unless noted at the new home orientation	N/A
Specific grout lines are not uniform in color	Variation in grout color shall not be visible from a perpendicular viewing distance of 6' under normal lighting conditions. Homeowner is aware the repaired area may not match the original grout color	Allen Edwin will correct to meet the performance guideline one time during the coverage period	One year
Grout lines not square to room	Ceramic tile shall be installed square to the walls with a tolerance of (+/-) 3/8" in a 12' wall	Allen Edwin will correct to meet the performance guideline	N/A

ENGINEERED HARDWOOD

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Scratches in floor	Hardwood is considered to be installed damage-free upon closing. Damage or scratches noted after closing shall be the responsibility of the Homeowner	No action required by Allen Edwin unless noted at the new home orientation	N/A
Dings, dents or splinters	Hardwood is considered to be installed damage-free upon closing. Damage, scratches or splinters noted after closing shall be the responsibility of the Homeowner	No action required by Allen Edwin unless noted at the new home orientation	N/A

ENGINEERED HARDWOOD - *continued*

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Flooring has buckled	Hardwood shall be free of any buckling under normal conditions. Damage caused by moisture, humidity, cleaning or other Homeowner maintenance responsibilities are not covered	Allen Edwin will only correct to meet the performance guideline one time during the coverage period if issue is not related to Homeowner responsibility	One year
Flooring has gaps	Minor spacing allows for natural expansion and contraction and shall not exceed 1/8" at time of closing. Gapping occurring after closing shall be the responsibility of the Homeowner	No action required by Allen Edwin unless noted at the new home orientation	N/A
Color has faded	Hardwood may change color from certain natural and/or artificial forces within the home. Allen Edwin does not cover color issues. Manufacturer guidelines may apply if product is defective	No action required by Allen Edwin as the manufacturer guidelines will apply	N/A
Defective finish	Hardwood finish shall not become defective under normal wear and tear and homeowner maintenance. Allen Edwin does not cover finish issues. Manufacturer guidelines may apply if product is defective	No action required by Allen Edwin as the manufacturer guidelines will apply	N/A
Floor Squeaks	A squeak-proof floor cannot be guaranteed, and minor noises are considered normal and expected. However, floor squeaks from loose subfloor are not considered acceptable	Allen Edwin will make a reasonable attempt to eliminate the floor squeak, if due to loose subfloor. Homeowner shall understand the flooring will be removed and patched as needed. The entire floor will not be replaced	One year

LAMINATE

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Scratches in floor	Laminate is considered to be installed damage-free upon closing. Damage or scratches noted after closing shall be the responsibility of the Homeowner	No action required by Allen Edwin unless noted at the new home orientation	N/A
Dings or dents	Laminate is considered to be installed damage-free upon closing. Damage or scratches noted after closing shall be the responsibility of the Homeowner	No action required by Allen Edwin unless noted at the new home orientation	N/A
Flooring has buckled	Laminate shall be free of any buckling under normal conditions. Damage caused by moisture, humidity, cleaning or other Homeowner maintenance responsibilities are not covered	Allen Edwin will only correct to meet the performance guideline one time during the coverage period if issue is not related to Homeowner responsibility	One year
Flooring has gaps	Minor spacing allows for natural expansion and contraction and shall not exceed 1/8" at time of closing. Gapping occurring after closing shall be the responsibility of the Homeowner	No action required by Allen Edwin unless noted at the new home orientation	N/A
Color fade	Laminate may change color from certain natural and/or artificial forces within the home. Allen Edwin does not cover color issues. Manufacturer guidelines may apply if product is defective	No action required by Allen Edwin as the manufacturer guidelines will apply	N/A
Defective finish	Laminate finish shall not become defective under normal wear and tear and homeowner maintenance. Allen Edwin does not cover finish issues. Manufacturer guidelines may apply if product is defective	No action required by Allen Edwin as the manufacturer guidelines will apply	N/A

LAMINATE - *continued*

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Floor squeaks	A squeak-proof floor cannot be guaranteed, and minor noises are considered normal and expected. However, floor squeaks from loose subfloor are not considered acceptable	Allen Edwin will make a reasonable attempt to eliminate the floor squeak, if due to loose subfloor. Homeowner shall understand the flooring will be removed and patched as needed. The entire floor will not be replaced	One year

CARPET

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Color mismatch	Carpets may lose some color due to normal dye lot variations during the manufacturing process or from certain natural and/or artificial forces within the home. Allen Edwin does not cover color issues. Manufacturer guidelines may apply if product is defective	No action required by Allen Edwin as the manufacturer guidelines will apply	N/A
Excessive wear	All carpet will wear depending on several things such as type, location, homeowner maintenance, etc. Allen Edwin does not cover carpet wear issues. Manufacturer guidelines may apply if product is defective	No action required by Allen Edwin as the manufacturer guidelines will apply	N/A
Visible seams	All carpet seam may be visible depending on carpet type, color, location and light exposure. This is considered normal	No action required by Allen Edwin	N/A
Seams separating	Seams shall not separate under normal wear and tear. Damage caused by cleaning, pets or other Homeowner maintenance responsibilities are not covered	Allen Edwin will only correct to meet the performance guideline if issue is not related to Homeowner responsibility	One year

CARPET - *continued*

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Debris under carpet	Floors shall be free of construction debris under carpet	Allen Edwin will correct to meet the performance guideline. Homeowner shall understand the flooring will be removed and patched if needed and color may not match. The entire floor will not be replaced	One year
Floor squeaks	A squeak-proof floor cannot be guaranteed, and minor noises are considered normal and expected. However, floor squeaks from loose subfloor are not considered acceptable	Allen Edwin will make a reasonable attempt to eliminate the floor squeak. Homeowner shall understand the flooring will be removed and patched if needed and color may not match. The entire floor will not be replaced	One year

MARBLE COUNTERTOPS

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Scratches	Marble tops may have visible swirls and/or scratches as part of the manufacturing process. Marble tops are considered to be installed damage-free upon closing. Damage noted after closing shall be the responsibility of the Homeowner	No action required by Allen Edwin unless noted at the new home orientation	N/A
Chips	Marble tops are considered to be installed damage-free upon closing. Damage noted after closing shall be the responsibility of the Homeowner	No action required by Allen Edwin unless noted at the new home orientation. Patching is the approved repair method. The color of the repaired area may not match	N/A
Vanity top is not completely flat	Marble tops shall be of uniform thickness and lay flat with a tolerance of 3/16" as measured over a distance of 4'	Allen Edwin will correct to meet the performance guideline	One year

MARBLE COUNTERTOPS - *continued*

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Top is discolored or stained	Marble tops are considered to be installed damage-free upon closing. Damage noted after closing shall be the responsibility of the Homeowner	No action required by Allen Edwin unless noted at the new home orientation	N/A
The top is pulling away from the wall	Gaps between the wall and countertop can occur when differences in temperature and humidity are present. This is most common during cold months and is considered normal and expected. Homeowner is responsible for managing moisture/humidity within the home and may elect to caulk the transition if desired	No action required by Allen Edwin unless product or installation is defective	N/A

LAMINATE COUNTERTOPS

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Scratches	Scratches shall not be visible from a distance of 6' under normal lighting conditions. Laminate tops are considered to be installed damage-free upon closing. Damage noted after closing shall be the responsibility of the Homeowner	No action required by Allen Edwin unless noted at the new home orientation	N/A
Chips	Laminate tops are considered to be installed damage-free upon closing. Damage noted after closing shall be the responsibility of the Homeowner	No action required by Allen Edwin unless noted at the new home orientation. Patching is the approved repair method. The color of the repaired area may not match	N/A
Seams are visible	Laminate countertop seams will be visible and are considered normal	No action required by Allen Edwin	N/A

LAMINATE COUNTERTOPS - *continued*

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Seam has separated or not smooth	Seams shall remain tight and not exceed displacement of more than 1/32 inch as measured by the thickness of a credit card. Damage due to excessive liquids or improper Homeowner maintenance shall be the responsibility of the Homeowner	Allen Edwin will only correct to meet the performance guideline if product or installation is defective. Seam filler is the approved repair method. The color of the repaired area may not match	One year
There is a bubble in the countertop or near the seam	Laminate tops shall not separate from the substrate. Damage due to excessive liquids or improper Homeowner maintenance shall be the responsibility of the Homeowner	Allen Edwin will only correct to meet the performance guideline if product or installation is defective	One year
The top is pulling away from the wall	Gaps between the wall and countertop can occur when differences in temperature and humidity are present. This is most common during cold months and is considered normal and expected. Homeowner is responsible for managing moisture/humidity within the home and may elect to caulk the transition if desired	No action required by Allen Edwin unless product or installation is defective	N/A

GRANITE COUNTERTOPS

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Scratches	Scratches shall not be visible from a distance of 6' under normal lighting conditions. Granite tops are considered to be installed damage-free upon closing. Damage noted after closing shall be the responsibility of the Homeowner	No action required by Allen Edwin unless noted at the new home orientation	N/A
Seams are visible	Granite seams will be visible and are considered normal	No action required by Allen Edwin	N/A
Sink has come loose from top	Sink shall be mounted securely to the top	Allen Edwin will correct to meet the performance guideline	One year

GRANITE COUNTERTOPS - *continued*

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Chips	Granite tops are considered to be installed damage-free upon closing. Damage noted after closing shall be the responsibility of the Homeowner	No action required by Allen Edwin unless noted at the new home orientation. Patching is the approved repair method. The color of the repaired area may not match	N/A
Cracks/Fissures	Granite tops are considered to be installed damage-free upon closing. Damage noted after closing shall be the responsibility of the Homeowner	No action required by Allen Edwin unless noted at the new home orientation. Patching is the approved repair method. The color of the repaired area may not match	N/A
Seam has separated or not smooth	Seams shall remain tight and not exceed displacement of more than 1/32 inch as measured by the thickness of a credit card. Damage due to improper Homeowner maintenance shall be the responsibility of the Homeowner	Allen Edwin will only correct to meet the performance guideline if product or installation is defective. Seam filler is the approved repair method. The color of the repaired area may not match	One year
Discoloration between slabs	Granite is a natural product and will have some variation between slabs which is considered normal	No action required by Allen Edwin	N/A
Water spot stains	Granite tops are sealed upon installation. However, proper cleaning and maintenance to prevent staining and/or damage shall be the responsibility of the Homeowner	No action required by Allen Edwin	N/A
The top doesn't appear to be sealed	Granite tops are sealed with a manufacturer approved sealant at time of installation. Sealant maintenance after closing is the responsibility of the Homeowner	No action required by Allen Edwin	N/A

GRANITE COUNTERTOPS - *continued*

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Top is pulling away from the wall	Gaps between the wall and countertop can occur when differences in temperature and humidity are present. This is most common during cold months and is considered normal and expected. Homeowner is responsible for managing moisture/humidity within the home and may elect to caulk the transition if desired	No action required by Allen Edwin unless product or installation is defective	N/A
Sink has come loose from top	Sink shall be mounted securely to the top	Allen Edwin will correct to meet the performance guideline	N/A

QUARTZ COUNTERTOPS

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Scratches	Scratches shall not be visible from a distance of 6' under normal lighting conditions. Quartz tops are considered to be installed damage-free upon closing. Damage noted after closing shall be the responsibility of the Homeowner	No action required by Allen Edwin unless noted at the new home orientation	N/A
Chips	Quartz tops are considered to be installed damage-free upon closing. Damage noted after closing shall be the responsibility of the Homeowner	No action required by Allen Edwin unless noted at the new home orientation. Patching is the approved repair method. The color of the repaired area may not match	N/A
Cracks/Fissures	Quartz tops are considered to be installed damage-free upon closing. Damage noted after closing shall be the responsibility of the Homeowner	No action required by Allen Edwin unless noted at the new home orientation. Patching is the approved repair method. The color of the repaired area may not match	N/A
Seams are visible	Quartz seams will be visible and are considered normal	No action required by Allen Edwin	N/A

QUARTZ COUNTERTOPS - *continued*

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Seam has separated or not smooth	Seams shall remain tight and not exceed displacement of more than 1/32 inch as measured by the thickness of a credit card. Damage due to improper Homeowner maintenance shall be the responsibility of the Homeowner	Allen Edwin will only correct to meet the performance guideline if product or installation is defective. Seam filler is the approved repair method. The color of the repaired area may not match	One year
Discoloration between slabs	Color variations may occur during the manufacturing process that may be visible amongst different slabs and is considered normal	No action required by Allen Edwin	N/A
Water spot stains	Quartz is a nonporous material and stains cannot easily permeate the material. However, proper cleaning and maintenance to prevent staining and/or damage shall be the responsibility of the Homeowner	No action required by Allen Edwin	N/A
The top doesn't appear to be sealed	Quartz is a non-porous material and does not require sealant	No action required by Allen Edwin	N/A
Sink has come loose from top	Sink shall be mounted securely to the top	Allen Edwin will correct to meet the performance guideline	N/A
Top is pulling away from the wall	Gaps between the wall and countertop can occur when differences in temperature and humidity are present. This is most common during cold months and is considered normal and expected. Homeowner is responsible for managing moisture/humidity within the home and may elect to caulk the transition if desired	No action required by Allen Edwin unless product or installation is defective	N/A

TILE BACKSPLASH

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Loose tile	Tiles shall be installed securely to the substrate. Damages resulting from Homeowner actions are not covered	Allen Edwin will only correct to meet the performance guideline if product or installation is defective	One year
Cracked tile	Backsplash tiles are considered to be installed damage-free upon closing. Damage noted after closing shall be the responsibility of the Homeowner	No action required by Allen Edwin unless noted at the new home orientation	N/A
Loose or missing grout	Cracks or gaps larger than 1/16" in width shall be repaired. Cracks or gaps less than 1/16" are considered normal. These routine maintenance items are the responsibility of Homeowner routine maintenance	Allen Edwin will correct to meet the performance guideline. The color of the repaired area may not match	One year
Uneven grout lines	Grout lines shall not vary more than 1/16" from the widest to narrowest point on a specific tile. Irregular size tiles will result in uneven grout lines which are considered normal	Allen Edwin will correct to meet the performance guideline. The color of the repaired area may not match	One year
Loose electrical outlet	Electrical outlet shall be securely attached to the electrical box	Allen Edwin will correct to meet the performance guideline	One year
There is no grout sealer applied	Grout has an additive added which doesn't require sealant. Any additional sealer application is the responsibility of the Homeowner	No action required by Allen Edwin	N/A
Color discoloration in the tile	Slight color variations amongst tiles are considered normal. Guidelines for color variation will default to the corresponding tile manufacturer.	Allen Edwin will act as a liaison to direct covered service requests to the appropriate party	One year

TILE BACKSPLASH - *continued*

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Grout or caulk cracking/gaping between backsplash and countertop	Gaps between the wall/backsplash and countertop can occur when differences in temperature and humidity are present. This is most common during cold months and is considered normal and expected. Homeowner is responsible for managing moisture/humidity within the home and may elect to caulk the transition if desired	No action required by Allen Edwin	N/A

ELECTRIC/GAS RANGE

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Operational and/or functional issues	Manufacturer-related defects are covered directly with the Homeowner and according to corresponding manufacturer's warranty. Builder does not cover appliances	Allen Edwin will act as a liaison to direct service requests to the appropriate party	One year
Stove surface is not at same level as countertop	Range shall be adjusted so surface is consistent with the level of the countertop	Allen Edwin will adjust to meet the performance guideline one time during the coverage period	One year
Scratches and/or dents	Appliances are considered to be installed damage-free upon closing. Damage noted after closing shall be the responsibility of the Homeowner	No action required by Allen Edwin unless noted at the new home orientation	N/A

SINGLE/DOUBLE OVEN

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Operational and/or functional issues	Manufacturer-related defects are covered directly with the Homeowner and according to corresponding manufacturer's warranty. Builder does not cover appliances	Allen Edwin will act as a liaison to direct service requests to the appropriate party	One year

SINGLE/DOUBLE OVEN - *continued*

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Scratches and/or dents	Appliances are considered to be installed damage-free upon closing. Damage noted after closing shall be the responsibility of the Homeowner	No action required by Allen Edwin unless noted at the new home orientation	N/A

RANGE HOOD

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Operational and/or functional issues	Manufacturer-related defects are covered directly with the Homeowner and according to corresponding manufacturer's warranty. Builder does not cover appliances	Allen Edwin will act as a liaison to direct service requests to the appropriate party	One year
Makes loud noise when using it	Range hood will produce a certain level of noise during operation which is considered normal	No action required by Allen Edwin	N/A
Scratches and/or dents	Appliances are considered to be installed damage-free upon closing. Damage noted after closing shall be the responsibility of the Homeowner	No action required by Allen Edwin unless noted at the new home orientation	N/A

MICROWAVE

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Operational and/or functional issues	Manufacturer-related defects are covered directly with the Homeowner and according to corresponding manufacturer's warranty. Builder does not cover appliances	Allen Edwin will act as a liaison to direct service requests to the appropriate party	One year

MICROWAVE - *continued*

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Makes loud noise when using it	Microwave will produce a certain level of noise during operation which is considered normal	No action required by Allen Edwin	N/A
Flapping noise at back of exterior vented microwave	Microwaves vented to the exterior will experience a flapping noise when the wind causes the exterior vent louvers to open and close. This is considered normal	No action required by Allen Edwin	N/A
Cold draft through exterior vented microwave	Microwaves vented to the exterior will experience drafts when the wind causes the exterior vent louvers to open and close. This is considered acceptable	No action required by Allen Edwin	N/A
Condensation in exterior vented microwave	Microwaves vented to the exterior may experience condensation and/or frost when the cold air meets the warm air in the microwave. This is considered acceptable	No action required by Allen Edwin	N/A
Scratches and/or dents	Appliances are considered to be installed damage-free upon closing. Damage noted after closing shall be the responsibility of the Homeowner	No action required by Allen Edwin unless noted at the new home orientation	N/A

DISHWASHER

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Operational and/or functional issues	Manufacturer-related defects are covered directly with the Homeowner and according to corresponding manufacturer's warranty. Builder does not cover appliances	Allen Edwin will act as a liaison to direct service requests to the appropriate party	One year

DISHWASHER - *continued*

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Water leak to appliance	Water connection to appliance shall be secure and free of any leaks under normal use. In case of leak, Homeowner should turn off water to appliance and call Customer Care. Damages resulting from misuse or appliance movement are not covered	Allen Edwin will correct to meet the performance guideline if product or installation is defective	One year
Scratches and/or dents	Appliances are considered to be installed damage-free upon closing. Damage noted after closing shall be the responsibility of the Homeowner	No action required by Allen Edwin unless noted at the new home orientation	N/A

REFRIGERATOR – if supplied by Allen Edwin

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Operational and/or functional issues	Manufacturer-related defects are covered directly with the Homeowner and according to corresponding manufacturer's warranty. Builder does not cover appliances	Allen Edwin will act as a liaison to direct service requests to the appropriate party	One year
Water leak	Water connection to appliance shall be secure and free of any leaks under normal use. In case of leak, Homeowner should turn off water to appliance and call Customer Care. Damages resulting from misuse or appliance movement are not covered	Allen Edwin will correct to meet the performance guideline if product or installation is defective	One year
Scratches and/or dents	Appliances are considered to be installed damage-free upon closing. Damage noted after closing shall be the responsibility of the Homeowner	No action required by Allen Edwin unless noted at the new home orientation	N/A

WASHING MACHINE – if supplied by Allen Edwin

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Operational and/or functional issues	Manufacturer-related defects are covered directly with the Homeowner and according to corresponding manufacturer's warranty. Builder does not cover appliances	Allen Edwin will act as a liaison to direct service requests to the appropriate party	One year
Water leak	Water connection to appliance shall be secure and free of any leaks under normal use. In case of leak, Homeowner should turn off water to appliance and call Customer Care. Damages resulting from misuse or appliance movement are not covered	Allen Edwin will correct to meet the performance guideline if product or installation is defective	One year
Scratches and/or dents	Appliances are considered to be installed damage-free upon closing. Damage noted after closing shall be the responsibility of the Homeowner	No action required by Allen Edwin unless noted at the new home orientation	N/A

ELECTRIC/GAS DRYER – if supplied by Allen Edwin

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Operational and/or functional issues	Manufacturer-related defects are covered directly with the Homeowner and according to corresponding manufacturer's warranty. Builder does not cover appliances	Allen Edwin will act as a liaison to direct service requests to the appropriate party	One year
Scratches and/or dents	Appliances are considered to be installed damage-free upon closing. Damage noted after closing shall be the responsibility of the Homeowner	No action required by Allen Edwin unless noted at the new home orientation	N/A

EXTERIOR DOORKNOBS

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Discolored or Tarnished	Exterior doorknobs shall not discolor or tarnish within the coverage period. Manufacturer warranty may extend longer and shall be handled between the manufacturer and Homeowner	Allen Edwin will correct to meet the performance guideline	One year
Loose	All door hardware shall be installed securely according to manufacturer specifications. Damages resulting from misuse are not covered	Allen Edwin will adjust to meet the performance guideline one time during the coverage period if product or installation is defective	One year
Doorknob does not operate	All door hardware shall operate according to manufacturer specifications. Damages resulting from misuse are not covered	Allen Edwin will correct to meet the performance guideline one time during the coverage period if product or installation is defective	One year
Lost keys	Homeowner shall receive a minimum of 2 keys at time of closing. Homeowner is responsible for additional and/or lost keys	No action required by Allen Edwin	N/A
Knobs are not keyed alike	All exterior knobs and deadbolts original to the house at time of closing shall operate with the same key	Allen Edwin will correct to meet the performance guideline one time during the coverage period	One year

INTERIOR DOORKNOBS

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Discolored or Tarnished	Interior doorknobs shall not discolor or tarnish within the coverage period. Manufacturer warranty may extend longer and shall be handled between the manufacturer and Homeowner	Allen Edwin will correct to meet the performance guideline	One year
Loose	All door hardware shall be installed securely according to manufacturer specifications. Damages resulting from misuse are not covered	Allen Edwin will adjust to meet the performance guideline one time during the coverage period if product or installation is defective	One year

INTERIOR DOORKNOBS - *continued*

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Doorknob does not operate	All door hardware shall operate according to manufacturer specifications. Damages resulting from misuse are not covered	Allen Edwin will correct to meet the performance guideline one time during the coverage period if product or installation is defective	One year
No privacy knobs on bedrooms	Privacy knobs are not required and/or provided by builder. Homeowner is responsible for adding privacy knobs	No action required by Allen Edwin	N/A

CABINET HARDWARE

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Discolored or tarnished	Cabinet hardware shall not discolor or tarnish within the coverage period. Manufacturer warranty may extend longer and shall be handled between the manufacturer and Homeowner	Allen Edwin will correct to meet the performance guideline	One year
Loose	All cabinet hardware shall be installed securely according to manufacturer specifications. Damages resulting from misuse are not covered	Allen Edwin will adjust to meet the performance guideline one time during the coverage period if product or installation is defective	One year
Not level or plumb	All cabinet hardware shall be installed level or plumb on the material it is fastened to. Damages resulting from misuse are not covered	Allen Edwin will adjust to meet the performance guideline one time during the coverage period if product or installation is defective	One year

MIRRORS

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
De-silvering, black spots, distortion or scratches	Surface imperfections shall not be visible from a distance of 2' or more under normal lighting conditions	Allen Edwin will correct to meet the performance guideline	One year
Mirror not level	Mirrors shall be installed level	Allen Edwin will adjust to meet the performance guideline one time during the coverage period	One year

MIRRORS - *continued*

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Mirror fell off wall	Mirrors shall be securely installed to wall	Allen Edwin will correct to meet the performance guideline	One year

BATH HARDWARE

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Missing	Only toilet paper holders are installed as a standard. All other options must have been selected at time of selections appointment to be installed. Homeowner is responsible for additional bath hardware	No action required by Allen Edwin	N/A
Loose	All bath hardware shall be installed securely according to manufacturer specifications. Damages resulting from misuse are not covered	Allen Edwin will adjust to meet the performance guideline one time during the coverage period if product or installation is defective	One year
Discolored	Bath hardware shall not discolor or tarnish within the builder coverage period. Manufacturer warranty may extend longer and shall be handled between the manufacturer and Homeowner	Allen Edwin will correct to meet the performance guideline	One year
Damaged, scratched or dented	Bath hardware is considered to be installed damage-free upon closing. Damage noted after closing shall be the responsibility of the Homeowner	No action required by Allen Edwin unless noted at the new home orientation	N/A

SHOWER DOORS

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Shower door leaks	Shower door shall be installed to not leak. Leaks resulting from caulking or other routine maintenance after closing is the responsibility of the Homeowner	Allen Edwin will only correct to meet the performance guideline if product or installation is defective	One year

SHOWER DOORS - *continued*

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Caulking has separated	Shower doors are considered caulked and sealed upon closing. Caulking or other routine maintenance after closing is the responsibility of the Homeowner	No action required by Allen Edwin	N/A
Shower door does not open or close properly	Shower door shall operate properly as designed by the manufacturer. Damages resulting from misuse are not covered	Allen Edwin will adjust to meet the performance guideline if product or installation is defective	One year
Finish is failing or discolored	Shower door finish shall not fail or discolor during coverage period under normal use. Damages caused by cleaning products or cleaning methods are not covered	Allen Edwin will only correct to meet the performance guideline if product or installation is defective	One year
Shower door and/or components are broken	Shower doors are considered to be installed damage-free upon closing. Damage noted after closing shall be the responsibility of the Homeowner	No action required by Allen Edwin unless noted at the new home orientation	N/A

SHELVING

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Loose	Shelving shall be installed securely to the wall according to manufacturer installation instructions. Damages due to weight overloading are the responsibility of the Homeowner. See below for guidelines	Allen Edwin will only correct to meet the performance guideline if product or installation is defective	One year
Shelving is sagging when clothes are hung	Shelving shall be installed according to manufacturer installation instructions. Damages due to weight overloading are the responsibility of the Homeowner. See below for guidelines	Allen Edwin will only correct to meet the performance guideline if product or installation is defective	One year

SHELVING - *continued*

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
Shelving has fallen	Shelving shall be installed according to manufacturer installation instructions and weight specifications. Damages due to weight overloading are the responsibility of the Homeowner. See below for guidelines	Allen Edwin will only correct to meet the performance guideline if product or installation is defective	One year

SHELVING WEIGHT CAPACITY GUIDELINES

Shelving is open on both ends (no wall on either side)	Shelf Length	Allowed Weight per Lineal Ft	Total Allowed Weight
	1 ft	75 lbs.	75 lbs.
	2 ft	65 lbs.	130 lbs.
	3 ft	45 lbs.	135 lbs.
	4 ft	40 lbs.	160 lbs.
	5 ft	35 lbs.	175 lbs.
	Over 6 ft	30 lbs.	180 lbs.
Shelving is open on one side (no wall) and has a wall on the other side	Shelf Length	Allowed Weight per Lineal Ft	Total Allowed Weight
	1 ft	90 lbs.	90 lbs.
	2 ft	70 lbs.	140 lbs.
	3 ft	50 lbs.	150 lbs.
	4 ft	45 lbs.	180 lbs.
	5 ft	40 lbs.	200 lbs.
	Over 6 ft	35 lbs.	210 lbs.
Shelving has wall at both ends	Shelf Length	Allowed Weight per Lineal Ft	Total Allowed Weight
	1 ft	105 lbs.	105 lbs.
	2 ft	75 lbs.	150 lbs.
	3 ft	60 lbs.	180 lbs.
	4 ft	55 lbs.	220 lbs.
	5 ft	50 lbs.	250 lbs.
	Over 6 ft	42 lbs.	252 lbs.

LIGHT FIXTURES

ISSUE	PERFORMANCE GUIDELINE	ACTION by ALLEN EDWIN	COVERAGE PERIOD
No power	Light fixture shall operate according to manufacturer specifications. Failure to operate due to burned out bulbs is not covered	Allen Edwin will correct to meet the performance guideline	One year
Bulb burned out	Light bulbs are considered to be operational upon closing. Burned out bulbs noted after closing shall be the responsibility of the Homeowner	No action required by Allen Edwin unless noted at the new home orientation	N/A
Globe is cracked or broken	Light fixtures are considered to be installed damage-free upon closing. Damage noted after closing shall be the responsibility of the Homeowner	No action required by Allen Edwin unless noted at the new home orientation	N/A
Ceiling fan makes noise while running	Ceiling fan shall operate within the manufacturer's standards for noise tolerance	Allen Edwin will adjust to meet the performance guideline	One year
Ceiling fan wobbles when running	Ceiling fans shall be installed according to manufacturer's instruction and the vibration/wobbling tolerances set forth by the manufacturer	Allen Edwin will correct to meet the performance guideline	One year
Discoloration of finish failure on fixture	Light fixture finish shall not fail or discolor during coverage period under normal use. Damages caused by cleaning products or cleaning methods are not covered	Allen Edwin will only correct to meet the performance guideline if product or installation is defective	One year