CIVETTA
PROPERTY GROUP

Congratulations and Welcome Home!

NEW HOME WARRANTY GUIDE

SAMPLE

Closing Date: Month 1, 1234

Address: 123 Sample Street, Philadelphia, PA 19000

Warranty Expiration Date: Month 1, 1234



CIVETTA
PROPERTY GROUP

YOUR HOME MAINTENANCE RESPONSIBILITIES

In this New Home Warranty Guide ("Guide"), we will explain your warranty and how to care for your new home. Your warranty coverage assumes that you will keep up with all preventative home care and maintenance and take common sense approaches to typical wear and tear on your new home. Like a regular health checkup, a home care schedule is also important.

YOUR WARRANTY DETAILS

This Warranty and Home Care Guide is intended to review items that are covered by the Limited Warranty, as well as provide ways for you to care for your new home. If you have an item, you feel needs to be addressed, this Guide will give you the specifics on what is covered.

If an issue results in damage to the home, this Guide will be used to determine our responsibility under the Limited Warranty.

Certain items' coverage varies within the warranty period, and some items require proper care and maintenance. We reserve the right to review each warranty request individually based on the circumstances of the request.

When warranty service is performed on an item during the warranty period, that item continues to be covered within the remaining original warranty period; however, there is no extension to any warranty service on that item beyond the original warranty period.

The Limited Warranty covers materials and workmanship that are either part of the structure or elements of the home on the settlement date. The existence of a defect does not constitute a breach of this Limited Warranty; however, we will repair or replace the item, as explained in the Guide.

This is not a maintenance agreement or insurance policy. It details the scope of our Limited Warranty, our responsibilities to you, and your responsibilities to your home.

SAMPLE
CIVETTA PROPERTY GROUP

WARRANTY REQUESTS

If you have a warranty claim, visit our Homeowner Resource Page (QR code below or at civettapropertygroup.com/homeowner-resource-guide), where you will find two forms to submit your request:

- **Warranty Intake Form** — for standard warranty concerns
- **Emergency Warranty Intake Form** — for issues requiring immediate resolution only, including:
    - No heat
    - Water main break
    - Sewage backups

Please complete the appropriate form as soon as possible with details of your issue so we can track and resolve your request in a timely manner.

YEAR 1 WARRANTY

Materials and Workmanship

Covers workmanship and materials on a construction defect. as stated in this Guide, with certain exceptions, including:

- Landscaping
- Chips, cracks, cuts, scrapes, stains or nicks
- Sewer stoppage after 30 days
- HVAC ductwork
- Plumbing
- Electrical

Please note: Most of the products installed in your home are also covered by Manufacturer Warranties.

SAMPLE

CIVETTA
PROPERTY GROUP

WARRANTY ITEMS COVERED IN YEAR 1

Cabinets
Carpet
Caulking
Countertops
Doors
Drainage
Drywall
Electrical
Fire Suppression System
Floors
Foundation Walls
Gutters & Downspouts
HVAC (Heating & Cooling)
Insulation
Interior Trim
Luxury Vinyl Plank (LVP)
Paint
Plumbing (Mechanical)
Plumbing Fixtures
Roofing
Siding & Exterior Trim
Brick
Walls & Ceilings
Water Heater
Welded Exits
Windows

FOUNDATION WALLS

What you can expect from your home?

Shrinkage cracks in the walls, veneer, brick steps or stoop of your home's concrete foundation are not unusual. The grade adjacent to foundation walls tends to settle and expose some portion of the wall. Minor cracks less than ⅛ inch in width normally require no action. You should periodically inspect the positive drain in the crawl space for obstructions and debris. Do the same for the drain overflow and/or the sump pump. You should also inspect the vapor barrier in the crawl space to ensure it is not damaged.

What is covered by the warranty?

Within the first year of homeownership, we will take such action as necessary to correct basement and crawl space leaks. Conditions contributing to water penetration will be repaired. We will repair cracks greater than ⅛ inch in width by pointing, patching or other appropriate methods.

SAMPLE

Examples of exclusions

Dampness of the walls or floors may occur in new construction and is not considered a deficiency. We are not responsible for leaks caused by improper landscaping or failure to maintain proper grades. We are not responsible for color variation between old and new mortar.

What your home can expect from you

You should be selective about what you store in the basement or crawl space. Items that are vulnerable to moisture should not be stored on concrete Floors. Also, dehumidifiers can help maintain moisture at the desired level.

Examples of exclusions

We are only responsible for repairing materials originally used in the construction of the home. Any materials added by the Homeowner are not covered under the warranty. We cannot guarantee color matching of repaired areas.

WELLED EXITS

What you can expect from your home

If your home is equipped with a sump pump, the welled exit drain will be connected to the Floor crock.

What your home can expect from you

These areas must be kept clear of debris to avoid Flooding into your basement.

What is covered by the warranty?

Within the first year of homeownership, if the welled exit floods and it has been kept clear of debris, please contact Civetta Property Group and we will inspect it.

Examples of exclusions

We are not responsible for flooding repairs if the area is not kept clear of debris. Any materials added by the Homeowner are not covered under the warranty. We cannot guarantee color matching of repaired areas.

SAMPLE

ROOFING

What you can expect from your home

Your home's roof and flashing were constructed to minimize the chance of leaking under normally anticipated conditions. A properly pitched roof is designed to drain water. Flat roofs may retain a certain amount of water or experience minor ponding.

What your home can expect from you

It's important that you check all roofing annually to maintain a good watertight condition. Take care when checking vents for cracked sealant, wind damage and protruding nails. Shingles should be checked for loose or damaged sections. It is especially important to maintain sealant where flashing meets the brick.

Make sure to avoid damaging your roof when installing items like solar panels, satellite dishes or television or radio antennas, as these procedures may cause leaks and could also void your roof warranty. Excessive foot traffic on the roof can also cause damage. If shingles become loose, consult us or a reputable roofing contractor. Consult with a structural engineer prior to installing solar panels.

Roof trusses are not designed as storage spaces. Extra weight, such as solar panels, added to the roof may impact the structural integrity of the truss support systems. The use of a structural engineer to determine if any additional support is needed, as well as the use of a reputable installer, are both recommended when adding extra weight to the roof system.

What is covered by the warranty?

Within the first year of homeownership, excessive ponding of water, which causes roofing material to leak, is a deficiency. We will repair any verified roof or flashing leaks. We will also take corrective action to assure proper drainage of your roof and repair all leaks due to or caused by standing water.

Examples of exclusions

We are not responsible for leaks caused by excessive ice build-up caused by clogged gutters.

SAMPLE

GUTTERS & DOWNSPOUTS

What you can expect from your home

Your home's gutters and downspouts are installed to properly drain and are constructed not to leak, however they may overflow during heavy rains.

What your home can expect from you

We recommend inspecting your gutters and downspouts annually to clear debris and ensure that nothing is obstructed.

What is covered by the warranty?

Within the first year of homeownership, we will correct any installation irregularities and repair leaks.

Examples of exclusions

We are not responsible for any damage to, or leaks in, gutters and downspouts caused by excessive debris or standing water.

SIDING & EXTERIOR TRIM

What you can expect from your home

Your home's siding is made with a low maintenance material which reduces costly priming and painting. Over time, your siding may still bow. Siding is installed according to the materials manufacturer's instructions.

What your home can expect from you

Exterior materials on your home require periodic maintenance. You may occasionally want to wash your siding. If you do, use a mild, non- bleach detergent and a soft brush or cloth. Some materials such as prefinished siding should be washed to maintain their appearance and remove airborne materials that can damage the finish. Maintaining these painted surfaces on your home can help prevent mildew. All wood and composite exterior materials should be periodically inspected for wear and maintained by the Homeowner. Exterior trim will require periodic maintenance including cleaning, caulking and painting.

SAMPLE

What is covered by the warranty?

If bowing exceeds ½ inch within a 32-inch measurement, it is deemed unacceptable. Your lap siding should not delaminate or deteriorate within those manufacturer specifications. Within the first year of homeownership, we will install additional nails in siding to meet nailing schedules which are standard in the industry and will replace any siding that does not meet that standard. We will also repair or replace siding that is damaged due to installation errors as needed. The repaired area should match as closely as possible in color and or texture. For surfaces that require paint, we will paint only new materials.

Joints between exterior trim elements, including siding and masonry, should not result in open joints more than ⅜ inch. We will repair open joints and touch up finish coatings where repaired to match existing as close as possible. Caulking is acceptable for joints less than ⅜ inch in width. Examples of exclusions

We will not be responsible for damage to the siding caused by high winds, severe storms, or lack of maintenance. For surfaces requiring paint, we will paint only the new material.

BRICK FRONT

What you can expect from your home

The veneer of your home was color coordinated with your exterior color scheme to seamlessly integrate with your surrounding neighborhood. Small hairline cracks in the bricks are possible due to shrinkage and are common in mortar joints in masonry construction.

What your home can expect from you

Avoid planting ground cover or ivy, which could creep up the foundation wall, and as a result, affect the strength of the mortar and stone.

What is covered by the warranty?

Within the first year of homeownership, we will repair loose bricks and stones or cracks larger than ⅛ inch by touch up or patching.

SAMPLE

DOORS

What you can expect from your home

Your new home is equipped with a variety of door types which should open, close and lock appropriately. Exterior doors should seal against air leaks.

What your home can expect from you

Doors will need adjusting from time to time and the weather- stripping and sweep at the bottom of the exterior doors may require periodic adjustment or replacement as the material wears.

Sliding glass doors will require periodic cleaning of the bottom track to allow the panels to move freely and drain holes will need to remain clear so that rainwater can flow out of the track. Doors will need to be adjusted from time to time. Tracks, pivots, and guides will need to be kept free of paint and dirt and a little silicone spray may need to be applied to the edge of the tracks to allow the doors to operate smoothly.

What is covered by the warranty?

Within the first year of homeownership, doors that are warped greater than ¼ inch and doors that stick, or bind will be corrected.

Examples of exclusions

Doors that stick or bind will be reset one time only during the first year of homeownership.

WINDOWS

What you can expect from your home

Your home's windows were installed to prevent water or any significant amount of outdoor air from entering.

What your home can expect from you

Windows should be maintained by keeping the sill and sidetracks clean and spraying any sidetrack with silicone spray. Keep the windows locked when not in use and keep the weep holes clean to prevent air from entering and raising the relative humidity. Increased humidity could cause condensation to form on the window glass. Vinyl liners and jambs should not be painted.

SAMPLE

What is covered by the warranty?

Condensation between the glass panes of your windows should not occur within the manufacturer's warranty. Within the first year of homeownership, we will replace the glass if deemed necessary. Water leaks that result in actual trickling of water will be repaired.

Examples of exclusions

After the first year, the Homeowner is responsible for replacing any glass and must contact the manufacturer to obtain the replacement glass as allowed within the product warranty.

DRYWALL

What you can expect from your home

The interior walls of your home are covered in drywall that is attached to the structure/ frame. Hairline cracks in your home's drywall are not unusual in the interior walls and ceiling surfaces. Slight imperfections such as nail pops and cracks are common in drywall installations.

What your home can expect from you

New homes will have drywall curing and settlement. We recommend waiting to install custom paint colors or hanging wallpaper until after one year.

What is covered by the warranty?

The drywall installed in your home should not show imperfections under normal lighting conditions viewed 4 feet from the surface. Slight imperfections, such as nail pops and hairline/stress cracks, and exposed corner bead areas will be repaired one time only during the first year of homeownership.

Examples of exclusions

Drywall repairs must be initiated by the Homeowner and any repairs completed will be painted back to the original paint color at settlement. We will not be responsible for repairs beyond the one time visit within the first year.

SAMPLE

CIVETTA
PROPERTY GROUP

INSULATION

What you can expect from your home

Your home's insulation has been installed to meet or exceed applicable energy and building code requirements.

What your home can expect from you

You should not compress insulation.

What is covered by the warranty?

Within the first year of homeownership, we will install insulation in sufficient amounts to meet the performance standards.

Examples of exclusions

We will not replace compressed insulation caused by the Homeowner.

WALLS & CEILINGS

What you can expect from your home

All of your home's interior and exterior walls and ceilings have slight variations on their finished surfaces. Bowing of walls and ceilings should not be visible to detract from the finished surfaces.

What your home can expect from you

Help protect your walls and ceilings by keeping the humidity inside your home consistent, so that excessive moisture does not cause bowing and/or shrinkage.

What is covered by the warranty?

Walls and ceilings bowed or out of plumb more than ¼ inch within any 32-inch horizontal or vertical measurement is a deficiency. We will repair the bowed area to meet performance standards, within the first year of homeownership.

Examples of exclusions

We will not be responsible for damage to the walls and ceilings caused by anything other than construction deficiencies.

SAMPLE

CIVETTA
PROPERTY GROUP

FLOORS

What you can expect from your home

Your new home has been built with quality lumber which has been dried in a kiln to help minimize the wood's movement, however like all building materials, wood is affected by heat, cold and humidity. Some shrinkage and swelling are unavoidable.

What your home can expect from you

Keep the humidity in your home consistent to limit shrinkage and/or swelling of the lumber.

What is covered by the warranty?

Within the first year of homeownership, we will correct floor squeaks or loose subfloor if caused by a construction defect. Where necessary, at our discretion, we will remove the finished floor materials to make the repair and reinstall or replace if damaged.

If floors are more than a ¼ inch ridge or depression within any 32-inch measurement, we will correct or repair to meet performance standards.

No point on the surface of a floor shall be more than ½ inch higher or lower than any other point on the surface within 20 feet, or proportional multiples of the preceding dimensions. We will make the necessary modifications to any floor which does not comply with the performance standard for levelness.

Examples of exclusions

Floor squeaks or loose subfloor are often temporary conditions common to new home construction, and a squeak- proof floor cannot be guaranteed. Where a load bearing beam or a cantilever is used, this standard may not be met. Excessive loads added by the Homeowner are not covered by the warranty.

SAMPLE
CIVETTA
PROPERTY GROUP

PAINT

What you can expect from your home

Your home has been painted using quality paints. Paint should not peel during the first year, however, fading is normal, and the degree is dependent on climate conditions.

What your home can expect from you

You may have to paint or stain to extend the life of the painted components on the exterior of the home.

What is covered by the warranty?

If paint is defective, within the first year of homeownership, we will refinish affected areas, matching color as close as possible. Painting required because of other work under this Limited Warranty will be refinished to match surrounding areas as closely as possible.

Examples of exclusions

Only the repaired area will be repainted which may not include an entire wall. We do not guarantee any color match. Mildew or fungus formation because of excessive exposure to moisture is a condition we cannot control and is a Homeowner maintenance item.

CAULKING

What you can expect from your home

Caulking is applied in areas where needed and to reduce air or water transition.

What your home can expect from you

Caulking around all exterior openings should be inspected by the Homeowner every spring and fall.

What is covered by the warranty?

Possible consequences of wood shrinkage and swelling due to the settlement of the home may be seen as gaps around doors or windows, countertops, and interior and exterior trim. Within the first year of homeownership, we will caulk separated joints.

Examples of exclusions

We will only caulk separated joints one time within the first year of homeownership.

INTERIOR TRIM

What you can expect from your home

Your new home has been built with quality lumber, which has been dried in a kiln to help restrict the wood's movement. However, some shrinkage and swelling is unavoidable. Possible consequences of wood shrinkage and swelling due to the settlement of the home may be seen in slight cracks around doors or windows and nail pops around baseboards and on outside corners.

SAMPLE
CIVETTA PROPERTY GROUP

What your home can expect from you

Help protect your home's trim by keeping the humidity inside consistent so that excessive moisture does not cause swelling and/or shrinkage beyond what is considered normal with the settlement of your home. Interior trim will require periodic maintenance including caulking and painting.

What is covered by the warranty?

Joints in your home's moldings or surfaces should not have gaps exceeding ⅛ inch in width. Within the first year of homeownership, we will repair separated joints. Caulking separated joints is an acceptable practice.

Examples of exclusions

We will only repair separated joints one time within the first year of homeownership.

CABINETS

What you can expect from your home

Slight shrinkage or door displacement of your cabinets over time is not uncommon due to regular use and wear.

What your home can expect from you

Keep the humidity in your home consistent to prevent any cracks or warpage in your cabinets. It is the Homeowner's responsibility to touch up and maintain unpainted surfaces.

What is covered by the warranty?

Your cabinets should not warp more than ¼ inch as measured from the face frame to the door or drawer when closed. If necessary, we will replace the door or drawer front, within the first year of homeownership. Any gaps between your cabinets, ceilings and walls should not exceed ¼ inch in width. Within the first year of homeownership, we will correct any excessive gap by installing a trim piece.

Examples of exclusions

Variations of grain pattern and color are normal in wood veneer and solid wood cabinets and doors.

SAMPLE

COUNTERTOPS

What you can expect from your home

Countertops come in a wide array of colors, patterns, and materials to complement your home.

What your home can expect from you

All quartz and granite tops should be wiped down with non- abrasive cleaner and polish recommended by the manufacturer. Do not let water stand in the seams of your countertops.

What is covered by the warranty?

Within the first year of homeownership, we will replace delaminated or cracked countertops if the countertop is defective or damaged before settlement.

Examples of exclusions

Cultured materials are cut from natural stone and as such may have color variances between pieces.

LUXURY VINYL PLANK (LVP) FLOORS

What you can expect from your home

Luxury vinyl plank (LVP) flooring is a popular material because it has the look of real wood but is very durable, easy to clean and maintain.

What your home can expect from you

It is recommended to sweep daily and to damp mop weekly with mild detergent and mop,
or with cleaning pads. LVP flooring should never be steam-cleaned since the pressure of the steam cleaner can potentially drive moisture down through the seams to the wooden subfloor.

What is covered by the warranty?

Within the first year of homeownership, floors will be square by ¼ inch within 32 inches, and l at within 3⁄16 inch in 10 feet or ⅛ inch in 6 feet.

SAMPLE

Examples of exclusions

For warrantable repairs, we will repair or replace with similar color, pattern, and quality for either the defective area or the replacement of the floor at our discretion.

CERAMIC TILE

What you can expect from your home

Your home's ceramic tile or installed accessories should not crack or become loose. Cracks in grouting or ceramic tile joints are common due to shrinking conditions, however, no gap should be visible.

What your home can expect from you

Keep your ceramic tile and grouted surface clean and free of film accumulations by using a non abrasive cleaner. We recommend installing a ceramic seal immediately after moving into your home, and a minimum every two years thereafter, to reduce stains and discoloration of the grouting.

What is covered by the warranty?

Within the first year of homeownership, we will replace and re-secure tiles that become cracked or loose due to construction imperfections. We will also correct the cause of the loose or cracking tile condition.

Examples of exclusions

We will not be responsible for discontinued patterns or color variations in ceramic tile or grouting but will match as closely as possible. These repairs will only be made one time during the first year of homeownership.

CARPET

What you can expect from your home

Carpets were selected for their ability to withstand normal wear and tear with minimum care. Seams and color variations may be evident depending on the style of carpeting and the pile fiber you have chosen, however, no gap should be visible.

SAMPLE

What your home can expect from you

General carpet care includes regular vacuuming, quick action when spills occur, and an annual professional carpet cleaning. Some color fading may occur due to overexposure to direct sunlight. Close your window treatments during certain times of the day to help prevent this fading.

What is covered by the warranty?

We will re-stretch and resecure carpeting as needed one time only during the first year of homeownership.

Examples of exclusions: Some color fading may occur due to constant exposure to direct sunlight. We are not responsible for carpets that are damaged due to tears caused by wear or Homeowner neglect.

HVAC (HEATING & COOLING)

What you can expect from your home

Your home's mechanical system has been designed, sized, selected, installed, and independently verified for performance within industry standards and guidelines in accordance with the building codes at the time the building permit was issued. Your home's system should be able to produce code required thermal conditions (temperature, relative humidity and other related conditions) in the center of an empty room at approximately shoulder height, with all doors and windows in their closed position. These thermal conditions are projected to be 72° and 75° respectively for the heating and cooling seasons, within standard local design conditions. Under standard local design conditions the mechanical system thermostat(s) should indicate a temperature within +/- 3° of the setpoint temperature.

What your home can expect from you

HVAC systems require that you operate and maintain all system components following the provided manufacturer's guidelines. This includes, but is not limited to, fans, filters, coils, condensate systems, indoor and outdoor equipment.

Keep plantings, fences, and leaves and snow away from outdoor HVAC units, and keep them level for maximum efficiency. Annual cleanings and inspections by qualified professionals to clean the mildew of the evaporator and condenser coils are recommended. You should also regularly check the heat exchange for damage or defects. Outdoor thermal conditions that fall outside of the standard local design conditions will affect the ability of the mechanical systems to maintain projected indoor thermal conditions. Under extreme outdoor heat days we recommend that you maintain your mechanical system thermostat(s) at a setpoint no greater than 15° below the outdoor temperature.

SAMPLE

Examples of exclusions

These standards for performance may be superseded by locally adopted codes or standards. Performance limitations due to lack of maintenance, Homeowner behaviors or conditions outside of standard local design conditions are not covered by this one- or two-year warranty. When metal is heated, it expands and when cooled, it contracts. The result is “ticking” or “crackling”, which is to be expected and is not covered. Condensation lines will clog eventually under normal use. This is a Homeowner maintenance item. We shall provide unobstructed condensation lines at the time of first occupancy.

PLUMBING SYSTEMS & FIXTURES

What you can expect from your home

In preparing your home for occupancy, the wastewater lines have been flushed and tested to work properly. Water supply systems and fixtures have been pressure tested to identify leaks. Temperature fluctuations may occur with the hot and cold water when other fixtures are being used at the same time. A “ticking” sound is sometimes noticeable when water pipes expand and contract. Water pressure often varies by individual municipalities and is not controlled by us. To minimize the possibility of clogging. Each plumbing fixture in your home has a drain "trap," a piece of drainpipe designed to provide a water barrier between your home and the possible odor of sewer gas. If the fixture is left unused, it should be turned on at regular intervals to replace evaporated water and to ensure the trap barrier remains intact.

What is covered by the warranty?

Within the first year of homeownership, we will replace a defective fixture, fitting, or appliance which does not meet acceptable standards. We will also repair or replace a leaking faucet or valve.

Examples of exclusions

If clogging occurs due to our negligence, it should become apparent within the first 30 days of occupancy; after that time, it will become the Homeowner’s responsibility to repair. Damage to plumbing fixtures, such as bathtubs, will not be repaired unless reported to us before occupancy. You can expect to hear some noise emitting from the water pipe system, due to the flow of water, and will not be addressed. Condensation on piping does not constitute leakage and is not covered except where pipe insulation is required.

SAMPLE

CIVETTA
PROPERTY GROUP

PLUMBING (MECHANICAL)

What you can expect from your home

All water lines have been installed in your home in accordance with applicable building and plumbing codes.

What your home can expect from you

In some municipalities water pressure is abnormally high, and regulators are installed to reduce the water pressure within the home so that appliance life may be maintained. Do not adjust this regulator once it is installed.

What is covered by the warranty?

Within the first year of homeownership, we will repair the water supply system if it fails to deliver water and is a result of defective workmanship or materials.

Examples of exclusions

If conditions beyond our control disrupt or eliminate the sources of the supply, we will have no responsibility.

WATER HEATER

What you can expect from your home

Your water heater, whether electric or gas, is equipped with a temperature and pressure relief valve or expansion tank, which is designed to open in the event of excessive pressure or temperatures building up within the tank. The temperature can be completely controlled by adjusting the dial on the outside of your water heater.

What your home can expect from you

If a steady flow of water is coming from the pressure relief valve, the water main should be shut off. If you have an electric water heater, it is recommended that you call a professional to adjust the temperature. Never turn on an electric water heater without water in the tank because the element will quickly burn out. We will assure the operation of your water heating appliance during the first year of homeownership.

Examples of exclusions

We suggest you refer to the manufacturer warranty after the first year, as they may offer an additional warranty.

SAMPLE

CIVETTA
PROPERTY GROUP

FIRE SUPPRESSION SYSTEM

What you can expect from your home

Fire suppression systems have been designed and installed in accordance with all applicable building, plumbing and fire and life safety codes.

What your home can expect from you

Your fire suppression pipes are full of water, so it is very important that you do not turn your heat off during cold weather. Frozen sprinkler pipes will crack.
You should not install ceiling fans or other objects which might affect the spray pattern of the head without first contacting a qualified fire protection professional. Painting the sprinkler heads or hanging anything from them will violate the building code and could result in improper operation of the system.

What is covered by the warranty?

We will repair your fire suppression system within the first one year of homeownership to restore its functionality to all approved building, plumbing and health codes.

Examples of exclusions

We are not responsible for fire suppression system failure unless it is the result of defective workmanship or materials.

ELECTRICAL

What you can expect from your home

Quality electrical wiring, outlets and switches have been installed in your new home to meet both local and federal standards of safety.

Your home is equipped with ground fault interrupters (GFI) and arc faults. These sensitive safety devices are installed into the electrical system to provide protection against electrical shock. GFIs are required in outlets located in the garage, kitchen, bath, and powder room, along with all exterior outlets. The wiring throughout your home should be capable of carrying the designed load for normal residential use.

What your home can expect from you

“DIY” electrical wiring is dangerous! If you desire additional wiring, call a qualified electrician. Use only UL approved electrical products in outlets. Smoke detectors should be vacuum cleaned semi- annually and checked for replacement 5 years after settlement. Replace batteries annually.

SAMPLE

What is covered by the warranty?

Within the first year of homeownership, if necessary, we will replace breakers, switches, fixtures, and outlets that do not perform adequately or are defective. Within the first two years, we will replace wiring if it fails to carry the design load.

Examples of exclusions

We are only responsible for repairs or replacements of the originally installed electrical work, and only if the defects appear within the first one year of homeownership.

STRUCTURE

What you can expect from your home

Your home will be free from major structural defects in the materials or workmanship of the original construction.

What your home can expect from you

Special care should be taken when adding extra weight to the structure. We recommend consulting a structural engineer to determine if any additional support is required when altering the load- bearing portions of the home.

What is covered by the warranty?

Within the first year of homeownership, we will address structural defects which significantly affect the load-bearing functions of the home or otherwise render it unsafe for residential purposes.

Examples of exclusions

We will address structural defects on a case by case basis. Please contact Warranty Customer Care.

SAMPLE

EXAMPLES OF WHAT VOIDS A WARRANTY

There are circumstances that can cause your Homeowner Limited Warranty to be voided. Voiding the Homeowner Limited Warranty means that your home is no longer covered by an CPG warranty. This is different from the denial of a warranty claim. Examples of what may void your warranty:

- You cause a significant change in any mechanical system or the structural system of the home that prevents CPG from meeting its warranty obligations.
- Damage caused or made worse by Homeowner negligence, improper maintenance, or improper operation is expressly excluded under this Homeowner Limited Warranty.

EXCLUSIONS

NATURALLY OCCURRING GASES

A small percentage of homes in the United States experience elevated levels of radon and/or methane gas or other naturally occurring gases. These are naturally occurring gases which rise up and escape from the soil. This phenomenon can occur in any home, regardless of the type of home or who builds it. We claim no expertise in the measurement or reduction of these gases in homes, nor do we provide any advice to Homeowners as to acceptable levels or possible health hazards of the gases. As to radon, you may wish to obtain a test kit that meets the EPA protocol for measuring the level of radon gas in your home. EPA publishes a list which provides information on EPA- approved suppliers of such test kits. Further information is available through the U.S. Environmental Protection Agency or the applicable state environmental protection agency. **WE MAKE NO WARRANTY, EITHER EXPRESS OR IMPLIED, AS TO THE PRESENCE OF NATURALLY OCCURRING GASES, SUCH AS RADON AND/ OR METHANE, AT OR IN THE VICINITY OF THE SUBJECT PROPERTY.**

SOUND

Although our homes meet or exceed the code requirements for sound attenuation, there remains the possibility that you will be able to hear sounds from interior and exterior sources through the windows, floors, and walls. If noise is caused by a construction defect, such defect will be warranted as provided here; however, noise from whatever source cannot be excluded entirely.

SAMPLE

CIVETTA
PROPERTY GROUP

MOLD

Mold is a naturally occurring fungus which is spread by microscopic spores. Homes are not designed to exclude the possibility of mold spores circulating within the home and the subsequent development of mold. In order to grow, mold requires both a food source (i.e. fabric, carpet, drywall, and wood, among others) and moisture. A Homeowner can and should minimize moisture within the home to reduce or minimize mold growth. There are many possible sources of moisture within a home including, but not limited to, humidity, condensation, leaks, spills, and overflows. Some or all of these sources of moisture can be minimized through good maintenance and housekeeping practices. It is important to note that if the source of moisture is not minimized within 24- 48 hours, that it can prove to be the basis upon which mold may develop. Considering the above, a Homeowner has a continuing obligation to minimize the potential for mold growth and minimize mold when and if it develops. You can reduce of risk of mold by:

- You should regularly vacuum and clean the home, following manufacturer's recommendations for specific products.

- Always use exhaust fans, the air conditioner and take other steps to evaporate or facilitate the evaporation of moisture during seasons of high humidity, such as late spring, summer, and early fall, to minimize the humidity within the home. If the home has a humidifier, make sure it is turned off during these seasons.

- You should inspect for leaks on a regular basis within the home and, in that regard, look for wet spots, discoloration, musty odors and any visible signs of mold. Care should be given to the inspection of condensation pans in refrigerators and air conditioners. All leaks should be repaired promptly.

- Any spills, puddles or other sources of moisture should be cleaned up and dried as soon as possible. Under no circumstances should water be allowed to pool or stand in your home. Any materials that cannot be thoroughly dried, including drywall, insulation, padding or carpeting, should be replaced promptly.

- Always use exhaust fans while cooking or using the shower. If, notwithstanding all these preventive measures, mold should develop, the affected area should be cleaned with proper cleaning solutions. Materials that cannot be cleaned effectively should be discarded. If the mold growth is severe, the services of a professional cleaner should be utilized. As your builder, we should only be contacted where the source of moisture is a direct result of a building defect or mechanical problem within the applicable warranty period. Such notification must be given within 24 hours to minimize the possibility that the source of moisture will lead to mold development. We will not be responsible for any damages caused by mold or by any other agent arising from or connected with the mold.

SAMPLE

ICE DAMMING

During prolonged severe winter weather conditions, ice and snow build-up can occur at the eaves of a roof. This condition occurs when snow and ice accumulate at the roof edge and gutters and downspouts are blocked.

It is important to check the gutters in the spring and fall, since the most serious damage to your home will result in the winter if gutters and downspouts are obstructed. It is the Homeowner's responsibility to keep gutters and downspouts clear of tree limbs, leaves, balls and other obstructions which can stop the downspout from functioning properly.

In the winter, ice build-up at gutters can pull gutters loose from the home. Ice build-up can also cause water to back up under the roof and leak into the home. The installation of gutter guards may aggravate ice damming problems. Also, we will not remove ice damming from the roof. You may want to discuss coverage for this kind of possible damage with your insurance agent when selecting a Homeowner's insurance policy.

SUBSTITUTIONS

Sometimes the flooring, countertops, cabinetry, paint, electrical fixtures, or other items installed in your home are no longer available when a repair or replacement is necessary.

There are also times when there is a variation in color or composition from one countertop, tile, brick or paint, etc. to another by the same manufacturer. These variations cannot always be controlled because subsequent production runs may have small differences. We will stay as close to the original selection as possible and substituted items will be of similar quality.

MANUFACTURERS' WARRANTIES

Some appliances, equipment and other components included in the home will be covered by separate written warranties from the manufacturers of those items. These manufacturers' warranties are hereby assigned to the Purchaser as of the Warranty Date. All of the separate manufacturers' warranties represent the obligations of the manufacturers of those components, and they are not warranties of the Builder. If and when any item covered by such a manufacturer's warranty is defective, the Purchaser must contact the manufacturer directly to seek the performance of the applicable manufacturer's warranty.

SAMPLE

CIVETTA
PROPERTY GROUP

HOMEOWNER LIMITED WARRANTY

NOTE: Special, incidental, and consequential damages are excluded under paragraph 9a, and implied warranties are limited under paragraph 9b. Please be sure to read this entire Homeowner Limited Warranty (the "Warranty").

SPECIAL WARNING REGARDING WINDOW SCREENS: The window and door screens, frames and fastening systems have been designed by the window, door, and screen manufacturers only to keep most insects out of your Home. The manufacturers have not designed the system to support any weight other than that of the screen itself, therefore, the screen system will not prevent children or pets from falling through open windows to the ground below. Parents should be careful to prevent children and pets from leaning against the screens.

- **PERSONS PROTECTED:** This Warranty is extended to the original purchaser(s) and to all subsequent owners (if any) who take title of the designated home (the "Home") within the applicable warranty periods for residential purposes (the "Purchaser").

- **WARRANTY DATE:** The "Warranty Date" is the first day the original Purchaser settles on the new home.

- **ONE YEAR LIMITED WARRANTY:** Civetta Property Group warrants that the Home, walkways, steps, patios, porches, fences (if any) and decks (if any) supplied by Builder with the Home under the same purchase agreement will be free from defects in materials and workmanship of the original construction for a period of one (1) year from the Warranty Date.

- **ONE YEAR LIMITED WARRANTY ON MECHANICAL SYSTEMS:** Civetta Property Group warrants that the installation of the plumbing, electrical, and HVAC systems will be free from defects in workmanship of the original installation which appear at any time within one (1) year after the Warranty Date.

- **MANUFACTURERS' WARRANTIES:** Some appliances, equipment, and other components included in the Home will be covered by separate written warranties of the manufacturers of those items. These manufacturers' warranties are hereby assigned to the Purchaser as of the Warranty Date. All the separate manufacturers' warranties represent the obligations of the manufacturers of those components, and they are not warranties of the Builder. If any item covered by such a manufacturer's warranty is defective, the Purchaser must contact the manufacturer directly to seek the performance of the applicable manufacturer's warranty.

SAMPLE

- **EXCLUSIONS FROM WARRANTY COVERAGE:**
    - Appliances include range tops, stoves, ovens, refrigerators, dishwashers, microwaves, and other similar items. Please refer to the Manufacturer's Warranties for these items.
    - Damage to real property that is not part of the Home covered by the Warranty or not included in the purchase price.
    - Bodily injury or damage to personal property.
    - Any defect in material supplied or work performed by anyone other than the Builder or the Builder's employees, agents, or subcontractors.
    - Any damage that the Purchaser has not taken timely action to minimize or for which the Purchaser has failed to provide timely notice to the Builder for normal wear and tear or normal deterioration.
    - Insect damage, except where the Builder has failed to use proper materials or construction methods as required by local building codes and such failure caused insect damage.
    - Any loss or damage that arises while the Home is being used for nonresidential purposes.
    - Any damage to the extent it is caused or made worse by negligence, improper maintenance, or improper operations by anyone other than the Builder or the Builder's employees, agents, or subcontractors.
    - Any damage to the extent it is caused or made worse by changes in grading or the ground by anyone other than the Builder, the Builder's employees, agents or subcontractors.
    - Any damage caused or made worse by the failure of the Purchaser to maintain adequate heat or air conditioning in the Home.
    - Any damage caused or made worse by a heavy item such as a waterbed or pool table. If Purchaser desires to use such an item, Purchaser should consult a structural engineer for advice on whether the floors of the Home can withstand the weight of the item desired to be used in the Home.
    - Any loss or damage caused by acts of God or natural occurrences.
    - Any loss or damage caused by naturally occurring gases such as radon and methane.
    - Any claim for which Purchaser files a claim under any insurance policy (including Homeowners) and Purchaser fails to provide Builder the opportunity to inspect first and decide of coverage under this Warranty.

SAMPLE

- **REMEDIAL ACTIONS TO BE TAKEN BY BUILDER:** If a defect for which the Builder is responsible under Sections 3 or 4 of this Warranty occurs, the Purchaser must give prompt and written notice to the Builder in the manner specified in Section 10. In that event, the Builder will repair, replace, or pay the reasonable cost of repairing or replacing the defective component. The Builder will have the right to decide in its own discretion which remedies it will provide. If the Builder voluntarily offers or furnishes any remedy not legally required of it in any one instance, that action will not create an obligation to do so in any other instance, nor will any remedial action taken by the Builder at any time extend the time periods or alter the scope or conditions of the Warranty relating to the Home.

- **SUBROGATION:** If the Builder repairs, replaces, or pays the cost of repairing or replacing under this Warranty any defect or component for which the Purchaser is covered by a manufacturer's warranty or by insurance, the Builder will be automatically subrogated to the rights of the Purchaser under that manufacturer's warranty or insurance coverage to the extent of the costs paid or incurred by the Builder.

- **ADDITIONAL LIMITATIONS:**
  - Under no circumstances will the Builder be liable for special, incidental, or consequential damages (including, but not limited to, bodily injury, death, loss of the use of the Home, damage to property of any kind not furnished by the Builder, or attorney's / expert's / consultant's fees and costs), regardless of the form of action or legal theory under which any claim is asserted against the Builder for breach of warranty, breach of contract, negligence or strict liability.

  - The repair, replacement or payment remedy selected by the Builder will be the exclusive remedy for which the Builder will be liable with respect to the pertinent defect. In no event will the Builder be liable for repair costs or other Warranty obligations amounting in the aggregate to more than the purchase price of the Home.

SAMPLE
CIVETTA
PROPERTY GROUP

- **PROCEDURE FOR REQUESTING MEDIATION:**

If after thirty (30) days of submitting your service request to Civetta Property Group, you believe you have not obtained satisfactory performance under this Warranty, you are required to file for mediation with the American Arbitration Association (the "AAA") (ADR.org). Submission to mediation is an express condition precedent before you may file any legal action. Mediation shall be commenced by Purchaser by filing an AAA Demand for Mediation form with the AAA and the Builder. The mandatory mediation requirement set forth herein applies to any and all claims, controversies, or disputes you have with Builder arising out of or related in any way to your Home, the purchase of your Home, this Warranty, any repair performed or payment made under this Warranty, and any other agreements, communications, or dealings between you and Builder, including without limitation any disputes concerning alleged breach of contract, express or implied warranties, personal injury, and any other tort or statutory causes of action.

Purchaser agrees to make the Home and premises and any alleged defects available for inspection by the Builder and its representatives during normal business hours upon reasonable notice. Purchasers must file the Demand for Mediation within ninety (90) days after being denied their warranty claim by a Builder representative. Your right to demand mediation of the claim expires on the 91st day following the warranty claim denial, and you expressly agree that no legal action may be initiated after the 91st day following the warranty claim denial unless mediation was timely demanded with the AAA.
Mediation is not arbitration. In mediation, a neutral third party works with the parties to try to reach an agreement that will resolve the dispute. Purchaser and Builder agree to use good- faith efforts to resolve their disputes through mediation.

Purchaser and Builder agree to share the costs of the mediation equally. The party who files the request for mediation must pay any filing fee to initiate the mediation, subject to a credit in the amount of half of the filing fee that will be charged to the other party as its share of the mediation costs. Purchaser and Builder shall bear their own costs and expenses, including attorneys' fees, for any mediation. The entire mediation proceeding shall be confidential. Builders at its sole election may include its contractors, suppliers or vendors as parties to the mediation.

- **EFFECT OF OTHER LAWS ON WARRANTY PROVISIONS:** Notwithstanding any other provision of this Warranty, the Purchaser's rights and the Builder's obligations hereunder shall be without any force and effect and this Warranty shall be deemed superseded by any U.S. Government required warranty or other third-party warranty provided to Purchaser as required by local jurisdictions.

SAMPLE