



Common Warranty Questions and Concerns

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Q: What do I do about sink stains?

A: Any stains noted on the walk-through or D.O.A. forms will be repaired by the builder. All stains occurring after the D.O.A. are the homeowner's responsibility.

Q: My driveway isn't smooth.

A: Asphalt will not remain totally flat due to changes in sub-surface soil conditions related to ground settlement and frost heaving.

Q: Light has burned out.

A: Burned-out light bulbs are the homeowner's responsibility.

Q: I have a bird nest/bee hive on or around the house.

A: This is an act of nature and therefore the homeowner's responsibility.

Q: Backsplash is pulling away from the wall.

A: This is a normal occurrence in cold climates due to drying and shrinkage of wall studs. See contractor for more information.

Q: My front/back decks are uneven.

A: Due to settlement, the decks may need periodic adjustment.

Q: Vents for bath fans (or dryer) don't close completely and/or make noise on windy days.

A: This is typical. They are built to industry standards.

Q: My door sweep is coming apart.

A: It is a homeowner's responsibility to adjust the threshold between seasons and keep objects out of the path of the door swing.

Q: Poor seal under the door.

A: It is a homeowner's responsibility to adjust the threshold up or down.

Q: Why do I have cracks where walls and ceiling meet?

A: Truss uplift is a common occurrence in cold climates. See contractor for more information.

Q: Why do I have exposed foundation walls?

A: Code requires a separation between the dirt and siding. In cases where the elevation changes, there may be more.

Q: Why doesn't my hot water heater get as hot as in older homes?

A: Recent code changes have required hot water heaters to be set to maximum temperatures to protect younger children from being burned. Shower valves are also equipped with a temperature-regulating device.

Q: Smell of sewer gas inside or outside.

A: Inside: see Section 6 for possible deficiency. Outside, the waste system is designed to vent these gas smells to the roof, where they can dissipate.

Occasionally, atmospheric conditions allow this smell to be sensed at ground level. This cannot be corrected or anticipated.