



Warranty Guide

Version 3

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30 Day Follow-Up Visit

As you get settled and use your home's features on a daily basis, something may fail to function as intended. **Our 30-day Follow-Up Visit** is the appropriate time for us to repair or adjust these items. Esperanza Homes will be responsible to repair the item if and only if it falls within the items under warranty, or if the item was noted on the original Homeowner Orientation done at point of Closing / Buyer Intro. A detailed description of warranted and non-warranted Items can be found in the Warranty Guide Book. If an emergency occurs during normal business hours, please call our main administrative office at (956) 287-2800 or follow standard customer service request policy and procedure steps.

The Homeowner can, at any point after Closing and within the Warranty Period, submit a service request through the Homeowner's Portal Online.

One of our Customer Service Representatives will be in contact with you to schedule this follow-up visit. Esperanza Homes reserves the right to not perform this follow up visit if the Homeowner is not available to meet during regular business hours. Warranted items can and will still be honored through the original warranty periods.

Customer Name: _____ House: _____

#	30 Day Items	Initial
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
	Signature & Date:	



30 Day Follow-Up Checklist

Initials

KITCHEN

- _____ 1. Instruction on use of faucet, including cleaning of the aerator.
- _____ 2. Show location and use of water cut-offs and clean-outs.
- _____ 3. Instruction on use and care of garbage disposal:
 - A. Reset button.
 - B. Wrench to un-jam or broom stick counter clockwise.
 - C. Run disposal before running dishwasher.
 - D. What can and cannot be put in disposal.
- _____ 4. Instruction on operation and care of dishwasher. (Run through complete cycle).
- _____ 5. Instruction on operation and care of range.
- _____ 6. Instruction on operation and care of microwave and/or vent hood and filters.
- _____ 7. Show instructions for all appliances (also filling out and mailing appropriate warranty cards).
- _____ 8. Notify customer to please verify width of refrigerator opening before purchasing new appliance and show location of ice maker water connection.
- _____ 9. Show GFCI plug locations and how to reset and test them.
- _____ 10. Gas cut-off locations.
- _____ 11. Explain what to do if appliances do not operate:
 - A. Check to be sure they are plugged in.
 - B. Check breakers.
 - C. Check to see if gas is on (if applicable).
 - D. Check to see if water is on (if applicable).
- _____ 12. Explain care of countertops, i.e., extreme heat will leave burn marks.
- _____ 13. Maintain caulk at backsplash and sink to maintain water tightness (Homeowner maintenance).

- _____ 14. Show paint kit.
- _____ 15. Care of cabinets and how to adjust shelves.
- _____ 16. Appliance warranty registration
 - a. Explain sending in registration card for each appliance.
 - b. Warranty claims for appliances will be through the manufacturer.
 - a. Each card has a customer service number.
 - b. Many Manufactures offer extended warranties if registration card is turned in early.

Initials ***BATHROOM/UTILITY***

- _____ 1. Show location of water cut-off and clean-outs and HVAC primary drain connection.
- _____ 2. Show location and explain GFCI and where the reset button is.
- _____ 3. Explain whirlpool tub operation, GFCI, and pump access.
- _____ 4. Explain that bathroom and privacy locks can be unlocked from the outside with a small screwdriver or coat hanger.
- _____ 5. Instruction on use of faucets, including cleaning of aerator, and toilet tank mechanism adjustments and the cleaning of the drain.
- _____ 6. Explain use of caulk to reseal tub to vinyl, and in corners of tile in tub (Caulking in the home is considered Homeowner maintenance and not covered under warranty).
- _____ 7. Explain that tile grout may crack and must be maintained by homeowner. (Homeowner maintenance and not covered under warranty).
- _____ 8. Washer Dryer hookups and proper venting.

Initials ***HVAC/SMOKE DETECTORS***

- _____ 1. Show location and operation of thermostat(s).
 - A. Humidity Set point
 - B. For Variable speed function have fan on auto.
- _____ 2. There can be a variation in the thermostat setting and the real temperature; this is normally ± 3 .
- _____ 3. During hot weather a maximum of 25-degree difference between exterior and interior temperatures may be expected when the exterior temperature exceeds 100 degrees.
- _____ 4. When using the heating system, the fan does not come on immediately when the thermostat is turned on.

- _____ 5. Do not place heat-emitting objects, such as lamps, near thermostats, since it will affect their operation.
- _____ 6. Show location of A/C filters. Filters should be changed every month. Avoid blocking the air flow to the return air grill.
- _____ 7. General HVAC Maintenance
- A. Change filters every month
 - B. Pour bleach down drain lines once every 6 months (Usually about 1/2 cup of bleach/vinegar)
- _____ 8. If problems with heating or cooling develop, homeowner should do the following in the order listed:
- A. Check thermostat setting (heat or cool).
 - B. Check breaker box (be sure breaker is on; the breaker switch should be turned all the way off first, then turned back on).
 - C. Make sure that the service switches are in the “on” position in the attic.
 - D. Check Filter
 - E. Notify customer service using Home Owner Portal.
- _____ 9. Show smoke detector locations and demonstrate testing procedure. Recommend that they be tested monthly. If they go off due to a cooking error or an abundance of cigarette smoke, open the windows to allow the smoke to escape and fan the detector with a magazine or newspaper.
- _____ 10. Go over HVAC unit warranty and how to register with manufacturer.

Initials

ATTIC

- _____ 1. Show HVAC service switches and light switch.
- _____ 2. Show primary drain to bath sink and secondary drain pan and drain pipes inside.

Initials

GARAGE

- _____ 1. If water is not hot, check to see if gas is on and pilot lit for gas, check the breaker box and make sure breaker is in ‘on’ position for electric, before calling customer service.
- _____ 2. Electric meter breaker box is labeled.
- _____ 3. Esperanza Homes will remove utilities seven (7) business days from closing. This includes, water, electric, and gas services.

- _____ 4. Show GFCI plug and operations.
- _____ 5. Explain Arc Fault Breakers and how they function.
- _____ 6. Explain how to use sprinkler controller.

Initials

EXTERIOR

- _____ 1. Location of A/C compressors and A/C service disconnect.
- _____ 2. Do not plant shrubbery around or to shade compressor, as leaves may clog compressor.
- _____ 3. Irrigation system maintenance. Common issues and where to find parts.
- _____ 4. GFCI outlet at front and back door.
- _____ 5. Hot water pop-off line.
- _____ 6. Show location of water meter and location of water cut-off valves.
- _____ 7. Explain back flow valves and inspection policy.
- _____ 8. Show location of sewer clean-out. (In case of emergency, remove cap and allow sewer to overflow outside).
- _____ 9. Explain brick expansion joints and brick weep holes, do not block them (if applicable).
- _____ 10. Brick mortar may crack due to settlement and can be re-grouted (Homeowner responsibility).
- _____ 11. Slight brick or stucco cracking is normal at windows, soffit, etc.
- _____ 12. Exterior caulking can crack due to weather and settlement. Caulking should be maintained to prevent damage to wood. Windows should be inspected and re-caulked as needed by Homeowner.
- _____ 13. It is important to slab maintenance that you maintain a consistent amount of moisture around the foundation.
- _____ 14. Hardboard siding (if used) should be repainted every 4-5 years. Mildew can be removed by scrubbing with weak water and bleach solution.
- _____ 15. Treated lumber used in wood decks, steps or railings should weather one year prior to staining.
- _____ 16. Concrete driveways, patios, and sidewalks may develop cracks because of ground movement and are not covered under warranty.
- _____ 17. Fences should not touch the ground. Do not fill in as it can cause rotting. Fences are not covered under warranty.

- _____ 18. Water will flow through the yard during rain. Do not block or alter drainage patterns.
Water may temporarily stand during long periods of heavy rain.
- _____ 19. The homeowner needs to plant grass or shrubbery as soon as possible to control
erosion. (Erosion is not warranted).
- _____ 20. Demonstrate use and programming controller of water sprinkler system.
- _____ 21. Esperanza Homes Representative has explained:
a. The 1 year and 2 Year Esperanza Homes Builder Warranty,
b. How to submit a warranty request through your Home Owner Portal.

_____/_____/_____ **Date** ____/____/____
Customer Signature(s)

Esperanza Homes Representative Initials _____
Date: ____/____/____



Caring for Your Home

Esperanza Homes has constructed your home with quality materials and the labor of experienced craftsmen. Before we use any material, it must meet our specifications for quality and durability. All work is done under our supervision to attain the best possible results for your investment.

A home is one of the last hand-built products left in the world. Once we have assembled the natural and manufactured materials, the components interact with each other and the environment. Although quality materials and workmanship have been used in your home, this does not mean that it will require no care or maintenance. A home, like an automobile, requires care and attention from day one. General homeowner maintenance is essential to providing a quality home for a lifetime.

Homeowner Use and Maintenance Guidelines

We are proud of the homes we build and the neighborhoods in which we build them and therefore we strive to create long-lasting value. This cannot be achieved unless you, as the homeowner, properly maintain your home and all of its components. Periodic maintenance is necessary because of normal wear and tear, the inherent characteristics of the materials used in your home, and the normal service required by the mechanical systems. Natural fluctuations in temperature and humidity will also affect your home.

Many times, a minor adjustment or repair done immediately saves a more serious, time-consuming and sometimes costly repair later. **Note, also, that the neglect of routine maintenance can void applicable limited warranty coverage on all or part of your home.** By caring for your new home attentively, you ensure your enjoyment of it for years to come. Also, the attention provided by each homeowner contributes significantly to the overall desirability of the community in which you live.

We recognize that it is impossible to anticipate and describe every detail of the attention that is needed for good home care, but we have covered many of the most important details. The subjects covered include components of homes we build, and each topic includes suggestions for use and maintenance, as well as the Esperanza Homes limited warranty guidelines. Be aware, this manual may discuss some components that are not present in your home.

Please take the time to read the literature provided by the manufacturers of consumer products and other items in your home. The information contained in that material is not repeated here. Although much of the information may be familiar to you, some points may differ significantly from homes you have had in the past.

We make every effort to keep our information current and accurate. However, if any detail(s) in our discussions and/or manuals conflicts with the manufacturer's recommendations, you should follow the guidelines set by the manufacturer. **Activate specific manufacturer's warranties by completing and mailing any registration cards included with their materials.** In some case, manufacturer's warranties may extend beyond two years and it is in your best interests to be apprised of such coverage.

KITCHEN APPLIANCE WARRANTIES

The manufacturers of kitchen appliances will work directly with you if any repairs are needed for these products. Customer service phone numbers are listed in the use and care materials for each appliance. Be prepared to provide the model and serial numbers of the item(s) and the closing date of your home. Appliance warranties are generally for one year; refer to the literature provided by the manufacturer for complete information.

How to Protect Your Home From Unhealthful Molds, Fungus and Mildew

- Keep water out. Fix any leaks within 24 hours.
- Be on the lookout for discoloration of walls, ceilings or anything made of wood or paper. Mold growth can be almost any color: white, black, green and fluorescent.
- Look behind cabinets or pictures on cold outside walls where condensation can occur. Keep furniture away from outside walls.
- Check around air handling units (air conditioners, furnaces) for stagnant water. Keep these units serviced with regular cleaning of ducts and air filters.
- Be aware of odors. Mildew has been described as pungent or “aromatic.”
- Know the symptoms of mold-related illness. These can range from chronic sinus infections and asthma to nosebleeds, extreme fatigue, severe headaches and dizziness, rashes and central nervous system problems. Do the symptoms get better when you go on vacation and worse when you come home?
- Use the air conditioner or a dehumidifier during humid months.
- Be sure the home has adequate ventilation, including opening windows regularly and using exhaust fans in the kitchen and bathrooms.
- Clean bathrooms with mold-killing products.
- Remove and replace or dry and clean flooded carpets.
- Prevent moisture due to condensation by increasing surface temperature or reducing the moisture level in air (humidity).
- To increase surface temperature, insulate or increase air circulation.
- To reduce moisture level in air, repair leaks, increase ventilation (if outside air is cold and dry) or dehumidify (if outdoor air is warm and humid).
- Keep heating, ventilation and air conditioning (HVAC) drip pans clean, flowing properly and unobstructed.
- Vent moisture-generating appliances, such as dryers, to the outside where possible.
- Perform regular building/HVAC inspections and maintenance as scheduled.
- Don't let foundations stay wet. Provide drainage and slope the ground away from the foundation.



Customer Service Request Policy & Procedures

Step 1: Please check to see if the item that needs service is considered a warrantable item under the terms of this Warranty Manual, then contact Esperanza Homes as soon as possible upon detecting a defect and before the expiration of any applicable warranty period, by following the online service request policy described below.

Step 2: All service requests must be submitted online by going to esperanzahomes.com. Click on the link that says **Customer Portal**. It is on the top right-hand corner of the page. This will take you to the website where you can enter your warranty claim. Your username is your email that we have on file. The password is defaulted to “password”. Please change as soon as you can to a password of your choice. If you have any questions or have trouble logging, in please call the main office at (956) 380-6500.

Step 3: An Esperanza Homes representative will receive an email detailing your warranty issues. They will then contact you and schedule a meeting to discuss the claim. You will be contacted by phone within 2 business days.

Appointments are available Monday through Friday, 9:00 a.m. to 5:00 p.m. Access to the home during reasonable workday hours must be available so that service can be performed. Failure to allow access or an unreasonable delay in allowing access to your home may void warranty coverage for that claim. If for some reason you need to cancel and reschedule an appointment, please contact us as soon as possible.

Please Note: If you do not inform us that you will not be able to make the appointment and are not at home at the scheduled time as arranged, your request will be closed and you will need to re-submit your request in writing, at your convenience. Also, appointments may be rescheduled only once. If you need to reschedule again after the first time, the request will be closed and you will also need to re-submit your request.

Step 4: After service is performed, please sign the Customer Warranty/Work Request form. Note: Esperanza Homes requires that the customer service representative have the form signed only if the homeowner is satisfied with the work done.

If you are unsatisfied with the work, please notify the main office (administration) of Esperanza Homes at (956) 380-6500. You will be requested to submit your issues in writing so we can address them as quickly and efficiently as possible.

Esperanza Homes is committed to customer satisfaction and our staff is prepared to welcome and satisfy your requests. Thank you, again, for choosing Esperanza Homes as your homebuilder.



One-Year Limited Warranty Policy

The terms of this one-year limited warranty are a part of the contractual agreement between the Homeowner and Esperanza Homes.

This is NOT an insurance policy, a maintenance agreement or a service contract. It is an explanation of what you, the purchaser, can expect from this limited warranty. This warranty does not take the place of your homeowners' insurance.

Appliances and equipment included in the home are not warranted under this limited warranty but may be covered by separate warranties provided by the manufacturer or supplier. These warranties may be passed on to you by Esperanza Homes at closing and are separate from this limited warranty.

You are responsible for maintenance of your new home. General and preventative maintenance are required to prolong the life of your new home.

When does the warranty take effect?

The one-year limited warranty policy goes into effect immediately upon closing. The one-year limited warranty terminates one year after the date of closing.

Who is covered?

The one-year limited warranty policy is extended to you as the owner of record and is automatically transferred to subsequent owners of the home for the unexpired portion.

Items covered for 1 year:

Faulty workmanship or materials which exceed industry standards and tolerances as outlined in the quality and performance standards section of this manual.

- ☛ **During the Final walk-through inspection, it is important that you take as much time as is necessary for you to inspect each of the items below to your satisfaction. Esperanza Homes can only be responsible for the following defects if noted on the walk-through inspection form.**

Items not covered after the Final walk-through inspection:

- ☞ Defects or smudges of interior and/or exterior painted or stained surfaces.
- ☞ Defects or smudges in stucco and/or concrete surfaces.
- ☞ Scratched, chipped or otherwise defective surfaces of:
 - Ceramic, porcelain, glass and fiberglass fixtures
 - Counter tops
 - Cabinets
 - Hardware
 - Fixtures
 - Appliances

- Doors, jambs and casings
- Mirrors, glass and skylights
- Floor and window coverings
- Hardwood flooring
- Torn, bent or defective window screens
- Scratched or damaged windows
- Any defects of similar nature

Esperanza Homes takes responsibility for resolving any items noted at the final walk through. We will try to complete these items before you move-in, but if work needs to be performed in your home after you move-in, we will continue to work as quickly as possible around your schedule to complete any of the outstanding items.

Under normal circumstances, expect us to resolve all pending items within 14 working days. Please note that we will correct only those items listed at orientation and **no verbal commitments of any kind will be honored by Esperanza Homes.**

Items not covered by the Esperanza Homes Warranty Policy:

1. Any damage to the extent it is caused or made worse by any of the following:
 - A. Negligence, improper maintenance or improper operation by anyone other than Esperanza Homes, its employees, agents or subcontractors.
 - B. Failure by the homeowner or by anyone other than Esperanza Homes' employees, agents or subcontractors to comply with the warranty requirements of manufacturers of appliances, fixtures and items of equipment.
 - C. Failure by the homeowner to give notice to Esperanza Homes of any defects within a reasonable time.
 - D. Changes of the grading of the ground by anyone other than Esperanza Homes, its employees, agents, or subcontractors.
 - E. Changes, alterations, or additions made to the home by anyone.
 - F. Dampness or condensation due to the failure of the homeowner to maintain adequate ventilation.
2. Loss or damage, which the homeowner has not taken timely action to minimize.
3. Normal wear and tear and/or normal deterioration of the home.
4. Loss or damage caused by or resulting from accidents, riot and civil commotion, fire explosion, smoke, water escape, falling objects, aircraft, vehicles, Acts of God, lightning, windstorm, hail, flood, mud slide, earthquake, volcanic eruption, wind driven water or snow.
5. Loss or damage caused by or resulting from seepage of water.
6. Loss or damage caused by or resulting from soil movement, which was not reasonably predictable through soil testing.
7. Insect damage or environmental hazards.
8. Loss or damage which arises while the home is being used for non-residential purposes.
9. Loss or damage caused by or resulting from abnormal loading on floors by the Homeowner which exceeds design loads as mandated by codes.
10. Costs of shelter, transportation, food, moving, storage, or other incidental expenses related to inconvenience or relocation during repairs.
11. Any claim not filed in a manner set forth in the customer service procedure section of this manual.
12. Normal home maintenance, including, but not limited to, painting, caulking, lubricating, minor adjustments and cleaning.

13. Financial responsibility for repairs ordered directly by the homeowner without prior written authorization from Esperanza Homes.
14. Minor cracking of concrete, stucco, ceramic tile and/or wood that is a normal characteristic of the material.
15. Responsibility for obtaining and/or matching of paint or other finished areas that were not applied by Esperanza Homes.
16. Bodily or personal injury of any kind (both physical and mental pain as well as suffering and emotional distress), medical, hospital, or rehabilitation or other incidental expenses; also, damage to personal property or damage to property of others.
17. Loss of use, loss of opportunity, loss of market value, loss of rental value or any other consequential loss (except to the extent that any such exclusion is not permitted by law).
18. Changes in the level of underground water table or development of perched water tables.
19. Conditions which do not cause actual damage to the home.
20. Any defects not reported prior to the end of the warranty term.
21. Structural slab foundations systems that have shown some movement but are within the foundation design performance criteria.
22. Defects in driveways, sidewalks, fences, landscaping or final grading which were not put in writing at the Homebuyer's orientation.
23. Any loss resulting from the Homeowner's obstruction to efforts by Esperanza Homes to complete repairs or replacements.
24. Damage to landscaping and fences caused by settlement.
25. Perimeter drains around foundations are not provided by Esperanza Homes. The choice to purchase and install a perimeter drain is solely that of the Homeowner. The Homeowner should consult the soils report and seek professional advice from someone other than the builder before making this decision. Should the Homeowner purchase a home from Esperanza Homes which is under construction or completed at time of purchase, the Homeowner assumes all risk if the home was constructed with a perimeter drain.

Other Considerations:

1. Any agreement that modifies, adds to or subtracts from the text of this policy must be in writing.
2. Esperanza Homes reserves the right to repair rather than replace any defect for which service is requested.
3. All service work must be done during normal working hours, which are 9:00 a.m. to 5:30 p.m., Monday through Friday. Failure to allow access or an unreasonable delay in allowing access to your home will void warranty coverage for that claim.
4. Esperanza Homes' obligation under this warranty is limited to repair and or replacement, at Esperanza Homes' discretion. Replacement items will be of like kind and quality. Identical styles, colors or textures may not be available.
5. Actions taken by Esperanza Homes to correct defects shall not constitute an admission of liability or extend the terms or provisions of the warranty.
6. The warranties contained herein are given in exclusion of all other guaranties, expressed or implied, including merchantability or habitability.
7. The homeowner is responsible for providing access to all defects. This includes moving furniture, removing blinds or curtains, emptying cabinets and closets, and any similar situations.
8. Repair, replacement or payment under warranty shall not extend the term of the warranty.
9. Esperanza Homes' total liability under this warranty is limited to the final sales price of the home, less the land cost.

10. To the extent that standards are not specified, defects and deficiencies in materials and workmanship will be those recognized under generally accepted standards of the building industry in Texas.

HOMEOWNER'S MAINTENANCE EXAMPLES:

Time and weather will shrink and dry caulking so that it no longer provides a good seal. As a routine maintenance, check the caulking and make needed repairs. Caulking compounds and dispenser guns are available at most hardware stores. Read the manufacturer's instructions carefully to be certain that you select the appropriate caulk for your intended purpose.

CAULKING

Esperanza Homes will apply caulking both interior and exterior as the home is prepared for closing. Please list any areas requiring caulking at the Homeowner Orientation. **Maintenance of all caulking is the Homeowner's responsibility**, including, but not limited to:

- ☞ Exterior Windows
- ☞ Exterior and Interior Doors
- ☞ Expansion Joints
- ☞ Thresholds
- ☞ Baseboards
- ☞ Crown Molding
- ☞ Tubs/Showers
- ☞ Sinks/Toilets
- ☞ Window Thresholds
- ☞ Settling Cracks

TILE (CERAMIC)

Your ceramic tile grout is porous and absorbs moisture and grease, which can cause staining or discoloration.

- ☞ Clean grout that becomes yellowed or stained with a fiber brush, cleanser and water. Grout cleaners and whiteners are available at most hardware stores.

SEALING GROUT

There are several grout sealers available on the retail market that you may consider applying. Sealing grout is your decision and responsibility. Once grout has been sealed, ongoing maintenance of that seal will be necessary. **Please note that the limited warranty coverage on grout is void if the grout has been sealed.**

- ☞ Do not seal grout in tub and shower areas, as this will seal in moisture, therefore, not allowing any moisture to evaporate.

SEPARATIONS

Expect slight separations to occur in the grout between tiles. This grout is for decorative purposes only; it does not hold the tile in place. Maintaining the grout is considered normal homeowner maintenance. Cracks in the grout can be filled using premixed grout purchased from flooring or hardware stores. Follow package directions.

Tile around bathtubs or countertops may appear to be pulling up after a time. This is caused by normal shrinkage of grout or caulk and shrinkage of wood members as they dry out. If this occurs, the best remedy is to purchase tub caulk or premixed grout from a hardware store. Follow directions on container. This maintenance is important to protect the underlying surface from water damage.

For a detailed list of items that are warrantable or non-warrantable and for items that are considered Homeowner maintenance, please refer to the Quality & Performance Standards—Warranty Policy section of this Guide.



Most Common Requests for Warranty Service That Are Not Covered Under Your Warranty

- Paint
 - At your Buyer introduction you received a paint touch-up kit; just perfect for those minor move-in nicks, scratches and other cosmetic areas.
- Caulk
 - Shrinkage of caulk occurs. For best results, re-caulk interior and exterior areas regularly, especially wet areas.
- Brick
 - Expect bricks to have some mortar stain. Repeated cleaning of brick may damage the intended finish. Cracks and chips are common to the product and not a sign of a defect.
- Countertops
 - Granite and quartz countertops must be protected from sharp objects, heat and abrasives. Some marking may be apparent from the manufacturing process. Do not allow water to stand on countertop seams. Damage may occur.
- Drainage
 - Unplanted yards can wash out with on rainfall. Maintenance of established drainage pathways is a homeowner responsibility.
- Floors
 - Some noise may be heard when walking on the second floor in a two-story home. This is a characteristic of a multifamily home and not a result of a construction defect.
- Concrete
 - Cracks in concrete (driveways, sidewalks, patio, foundation) are likely to occur. They are usually not an indication of a construction deficiency and will not impair the intended use of the concrete surface.

QUALITY AND PERFORMANCE STANDARDS ONE-YEAR LIMITED WARRANTY

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Appliances

One-Year Limited Warranty Policy

Items Not Covered After Final Walk-Through Inspection:

Cracks, chips, scratches or other cosmetic defects in the surfaces of appliances.

Items Covered For One Year:

1. Any defect in the installation of the appliance that causes malfunctions or failure of proper operation will be corrected by Esperanza Homes (this does not apply to the actual appliances).
2. The manufacturer of each appliance warrants his product directly to the consumer. You should consult the information the manufacturer has supplied with this product for terms and periods of coverage. When calling for service you will need to provide your closing date, model number and serial number of the appliance and a description of the problem.

Homeowner's Maintenance:

1. Water conditions vary widely, so you may have to experiment with different detergents until you find one that works best for you.
2. Garbage disposals are permanently lubricated and are self-cleaning. Use a steady flow of **cold** water and allow the unit to run long enough to thoroughly complete its job. You can also run ice cubes through the disposal to help keep it clean; and to help with a smell from the disposal, run sliced lemons through. Fibrous materials, such as cornhusks and artichoke leaves, should not be run through the disposal and larger pieces of food should be cut up first.
3. Never put lye or drain cleaning chemicals into the garbage disposal or dishwasher, as these chemicals may cause permanent damage.

Cabinets

One Year Limited Warranty Policy

Items Not Covered After Final Walk-Through Inspection:

Cracks, chips, scratches or other cosmetic defects in the surfaces of cabinets.

Items Covered For One Year:

1. Any defect in workmanship or materials that causes malfunction or the failure of proper operation, will be corrected.
2. Opening of wood joints in excess of 1/8 of an inch will be corrected.
3. Doors or drawers which have warped in excess of 1/4 of an inch will be adjusted or replaced.

4. Gaps between cabinets and ceilings or walls shall not exceed 1/8 inch. Scribe molding may be installed to cover gaps.

Items Not Covered:

1. Opening of wood joints that do not exceed 1/8 of an inch.
2. Warping which is not in excess of 1/4 of an inch.
3. Imperfections in the wood grain or stain which are due to the normal characteristics of the wood.
4. If repairs or replacements are made, Esperanza Homes cannot guarantee wood grain or color match between old and new.

Homeowner's Maintenance:

1. The finish on your cabinets is very similar to the finish on the furniture in your home. Use only a manufactured cabinet or furniture polish to clean your cabinets; do not use water to clean your cabinets, as this can damage the finish. Scott's Liquid Gold or Old English are examples of acceptable products.
2. Minor surface scratches can often be removed with an almond stick (available in most paint or hardware stores) by following the package directions.

Carpentry

One Year Limited Warranty Policy

Items Not Covered After Final Walk-Through Inspection:

Cracks, chips, scratches or other cosmetic defects in the surfaces of interior and exterior wood moldings and trim.

Items Covered For One Year:

1. Any defect in workmanship or materials which prevent intended function.
2. Separations of joints between exterior wood elements and adjoining surfaces, whether wood or otherwise, that exceeds 1/4 of an inch will be repaired.
3. Separation of joints between interior wood elements and adjoining surfaces, whether wood or otherwise, that exceeds 1/8 of an inch will be repaired with caulk or replaced if deemed necessary by Esperanza Homes.

Items Not Covered:

1. Separation of joints between exterior wood elements and adjoining surfaces, whether wood or otherwise, that does not exceed 1/4 of an inch.

2. Separation of joints between interior wood elements and adjoining surfaces, whether wood or otherwise, that does not exceed 1/8 of an inch.
3. Warping, cracking, twisting, swelling or shrinking this is caused by normal characteristics of the wood.

Homeowner's Maintenance:

During the first "cold" season, when you use your heat, try to keep your home about 72-76 degrees or even slightly lower. Too high of a temperature, and the wood in your home is apt to dry too quickly which can increase warping, twisting and cracking.

Carpeting

One Year Limited Warranty Policy

Items Not Covered After Final Walk-Through Inspection:

1. Stains, burns, discoloration and fraying or any other cosmetic defects of a similar nature.
2. Roll crush will subside after repeated vacuuming.

Items Covered For One Year:

1. The manufacturer of the carpeting warranties their product directly to the consumer. You should consult the information the manufacturer has supplied with their product for terms and the periods of warranty coverage.
2. Carpeting will be installed free of bubbles, wrinkles or frayed edges. The carpet shall remain tight, lay flat and be securely fastened.
3. Carpet seams shall be smooth without gaps or overlaps.

Homeowner's Maintenance:

1. Daily care for carpet should include a once-over lightly with a vacuum cleaner, particularly in high traffic areas and near entrances from the outdoors. Never fear that you might vacuum too often, vacuuming does **NOT** wear out your carpet. On the contrary, you will find that a clean carpet is a longer wearing carpet.
2. To prolong the life and beauty of your carpet, draw the drapes on sunny or hot days, as the sun will fade and dry out the carpeting.
3. Periodic care: when carpet is too soiled to respond to vacuuming, it should be cleaned by a reputable professional cleaner. Please remember that professional cleaning companies use strong cleansers, and this process should be done as infrequently as possible.

4. Disputes arising after a carpet manufacturer has declined a defect claim will be settled via inspection by an independent representative. The representative's findings shall prevail.

Caulking

Homeowner's Maintenance:

Time and weather will shrink and dry caulking so that it no longer provides a good seal. As routine maintenance check the caulking and make any needed repairs. Caulking compounds and dispenser guns are available at hardware stores.

Concrete

Garage Slabs:

One Year Limited Warranty Policy

Movement of slabs in finished living areas larger than 1 ½" vertically shall be considered excessive. Cracks larger than ¼" vertically or 1 inch horizontally shall be considered excessive. Esperanza Homes will correct slab floor defects in finished living areas to the above standard during the first year of home ownership.

Items Covered For One Year:

Slab floors in unfinished areas shall not move more than 3" vertically nor crack more than 3/8" horizontally or vertically. Esperanza Homes will correct slab floor defects in unfinished areas to the above standard during the first year of home ownership.

Concrete slab repairs or replacements will only be made once during the warranty period. Weather permitting, this should be at the end of the one-year term. Where determined necessary, replacement will be limited to the damaged area, at Esperanza's discretion.

Homeowner's Maintenance:

Failure of homeowner to maintain proper drainage away from the foundation or excessive watering of plants or sod within 3 feet of the foundation will void any and all warranties for garage and slab floors.

Interior:

One Year Limited Warranty Policy

Items Not Covered After Final Walk-Through Inspection:

1. Concrete floors in rooms designed for habitability should not have pits, depressions, or areas of unevenness exceeding 3/8" in 32 inches.
2. Interior concrete surfaces shall not disintegrate. Aggregate pops are normal; minor scaling in uncontrollable. Exterior surfaces are not warrantable.

3. Minor cracks in concrete slabs are normal. Cracks exceeding 1/8" in width or 1/16" in vertical displacement in living spaces that are not otherwise designed with a slope for drainage, such as a laundry room, will be repaired.
4. A crack in exterior concrete shall not cause vertical displacement in excess of 1/4 of an inch or horizontal separation in excess of 1/4 of an inch.

Items Not Covered:

1. Cracks, chips, scratches or other cosmetic defects in surfaces of concrete.
2. Garage slab that settles, heaves, or separates which does not exceed 1" from house structure.
3. Minor cracks in concrete garage floors are normal. Cracks which do not exceed 3/8" in width or 3/8" in vertical displacement are not warrantable.
4. Except for where a floor or portion of the floor has been designated for specific drainage purposes, concrete floors in rooms designed for habitability shall not have pits, depressions, or areas of unevenness which do not exceed 3/8" in 32 inches.
5. A garage slab that settles, heaves, or separates that does not exceed the standard will be inspected by an Esperanza Homes representative to determine the cause and to monitor future movement.
6. A separation in a control joint less than 1/4 of an inch vertically or 1/2 an inch horizontally from an adjoining section.

Concrete Repair Note: Esperanza Homes cannot ensure that concrete repairs requiring new material will match the color of the existing material. Color and texture variations are normal.

Homeowner's Maintenance:

You should conduct a monthly inspection of concrete flatwork and do any maintenance necessary to improve drainage and minimize the infiltration of water. This is especially important during the first five years for a newly built home, as this is when the most severe adjustment between the new construction and its environment occurs. The process of inspection and maintenance should continue over the years, but cracking, settling and other problems should become less common.

Some cracking will occur in most new concrete flatwork. However, cracking tends to be more severe and common on swelling soils. If cracks are not sealed, they can cause the flatwork problem to get worse and contribute to deeper saturation that may damage the foundation. It is the homeowner's responsibility to caulk these cracks to prevent water from getting under the slab and causing the soil underneath to settle or expand, further compounding the cracking of the concrete.

All cracks in flatwork should be sealed as soon as possible. Quality exterior acrylic caulking compounds or equivalent products manufactured for this purpose can be purchased at most hardware stores and lumber yards.

Slab Maintenance: At the end of the warranty period, the homeowner should monitor the slab for movement to prevent damage to plumbing and mechanical systems.

The homeowner can help prevent slab movement by maintaining proper drainage away from the foundation and avoiding excessive wetting of the slab. If you install a sprinkler system, make sure to equally distribute water around the home on all sides. This will reduce the risk of foundation movement that could cause settlement cracks.

Driveways, Patios and Sidewalks:

One Year Limited Warranty Policy

Items Not Covered After Final Walk-Through Inspection:

Cracks, gouges, chips, scratches or other cosmetic defects in the surfaces of the concrete.

Items Covered For One Year:

1. A slight expansion or contractions crack in the driveway slab, patio or sidewalk that exceeds 3/8 inch in width will be repaired.
2. A driveway, patio or sidewalk that permanently settles, heaves, or separates in vertical displacement in excess of 1 inch from any adjoining slab or apron will be repaired.
3. A concrete surface that disintegrates by means other than chemicals or abuse will be repaired.
4. Standing water on a patio for more than 24 hours.

Items Not Covered:

A separation at an expansion joint that does not exceed ½ inch vertically from an adjoining section or 1 inch horizontally, including joint material, in a non-frost condition.

Concrete Repair Note: Esperanza Homes cannot ensure that concrete repairs requiring new material will match the color of the existing material. Color and texture variations are NORMAL.

Homeowner's Maintenance:

You should conduct a monthly inspection of concrete flatwork and do any maintenance necessary to improve drainage and minimize the infiltration of water. This is especially important during the first five years for a newly built home, as this is when the most severe adjustment between the new construction and its environment occurs. The process of inspection and maintenance should continue over the years, but cracking, settling and other problems should become less common.

Some cracking will occur in most new concrete flatwork. However, cracking tends to be more severe and common on swelling soils. If cracks are not sealed, they can cause the flatwork problem to get worse and contribute to deeper saturation that may damage the foundation. It is the homeowner's responsibility to caulk these cracks to prevent water from getting under the slab and causing the soil underneath to settle or

expand, further compounding the cracking of the concrete.

All cracks in flatwork should be sealed as soon as possible. Quality exterior acrylic caulking compounds or equivalent products manufactured for this purpose can be purchased at most hardware stores and lumber yards.

Weight Precaution: Keep excessive weight, such as firewood, sand, lumber and moving vans, off of the driveway as much as possible to prevent cracking. Also make sure to remove any excess fertilizer from flatwork after fertilizing your lawn, for if not removed, the fertilizer will cause rust spots on the concrete.

Porches, Steps and Stoops:

In most cases, exterior concrete cracks are due to the freeze and thaw cycle, settlement and/or soil expansion.

One Year Limited Warranty Policy

Items Not Covered After Final Walk-Through Inspection:

Gouges, chips, scratches or other cosmetic defects in the surfaces of the concrete.

Items Covered For One Year:

1. A slight expansion or contraction crack on porches, steps and stoops that exceeds ¼ inch in width will be repaired by filling the crack with a flexible silicone concrete caulking.
2. A crack on porches, steps and stoops that exceeds ¼ inch in vertical displacement will be repaired by grinding, chiseling or surface patching of the affected area.
3. A porch, stoop or step that settles or heaves in excess of 3/8 inch or separates in excess of 1 inch from the house structure, will be repaired.
4. Puddling of water on stoops and walkways which exceeds ¼ inch in depth and 18 inches in diameter will be repaired.

Concrete Repair Note: Esperanza Homes cannot ensure that concrete repairs requiring new material will match the color of the existing material. Color and texture variations are NORMAL.

Foundation:

One Year Limited Warranty Policy

Items Covered for One Year:

1. A vertical crack in the foundation that exceeds 1/8 inch in width will typically be repaired as follows.

- A. A slight contraction or expansion crack may be filled with a flexible silicone concrete caulking.
 - B. In the case of water penetration, a crack can be repaired from the interior by injecting an epoxy resin material into the crack to bond the concrete together.
2. A horizontal crack in the foundation occurs infrequently. It is considered more serious than a vertical crack and will be inspected by a Esperanza Homes representative to determine the cause and to monitor future movement.

Items Not Covered:

Slight imperfections in the foundation base thin-coat will not be repaired.

Homeowner's Maintenance:

Drainage: Proper water drainage around the foundation will help keep the foundation dry and eliminate unnecessary stress on the foundation

*** Check that the soil around the foundation properly slopes away from the home.**

Moisture Control: Slight moisture condensation on walls and floors is normal during the first year since hundreds of gallons of water are used to make the concrete, drywall mud and paint. As this water evaporates, it naturally raises the moisture content; however, proper ventilation will reduce this condensation. Open windows during clear, dry weather and keep them closed during damp, humid weather. If excessive humidity develops, consider using de-humidifiers to remove unwanted moisture from the air.

Efflorescence: A white, powdery substance that may appear on masonry, stucco or concrete is called efflorescence. It is composed of water-soluble salts, originally present in evaporates. White efflorescence is common and is not a cause for concern. It can be removed with a stiff scrub brush and water.

*** Failure of the homeowner to maintain proper drainage away from the foundation or excessive watering of plants or sod within 3 feet of the foundation will void any and all warranties on the foundation.**

Countertops and Vanity Tops

One Year Limited Warranty Policy

Items Covered After Final Walk-Through Inspection:

- 1. A cracked stone countertop may be replaced if caused by structural movement and will not be replaced if caused by homeowner abuse or negligence.
- 2. Stone countertops shall be level to within ¼ of an inch in any six-foot measurement.
- 3. A crack in caulking where the stone counter meets the wall will be re-caulked once.

4. Granite and other stone countertops will be re-secured if they become loose.

Stone Countertop Repair Note: Esperanza Homes cannot ensure that counter top repairs requiring new material will match the color of the existing material. Color variations are normal.

Homeowner's Maintenance:

Keep standing water away from the backsplash, seams and the seal around the sink. These areas are prone to water damage, since excessive moisture will eventually break down the seal and cause swelling or delaminating. Check seams periodically and re-caulk as necessary.

Do not use countertops as a cutting board and always use hot-pads when placing hot pans or appliances on your counter tops.

Doors

One Year Limited Warranty Policy

Items Not Covered After Final Walk-Through Inspection:

Cracks, chips, scratches or other cosmetic defects in the surfaces of doors.

Items Covered For One Year:

1. An interior passage, closet, or bi-fold door that warps in excess of $\frac{1}{4}$ inch, as measured vertically, horizontally or diagonally from corner to corner, will be repaired by adjusting the door back to normal operation.
2. An interior door that sticks will be repaired by adjusting the door, hinges and jambs or by planing the edges of the door to normal operation.
3. An interior door with detached veneers will be repaired by gluing and clamping said veneers.
4. An interior door with a gap that exceeds $1\frac{1}{2}$ inches, as measured from the bottom of the door to the finished floor surface, will be re-hung.
5. An interior door lock that does not operate properly will be repaired by adjusting the latch-keeper or door-lock mechanism.

Items Not Covered:

1. Warping of exterior doors, due to differences in outside and inside temperatures, that does not exceed $\frac{1}{4}$ of an inch.
2. Warping of an interior door that does not exceed $\frac{1}{4}$ of an inch.

3. Shrinkage of insert panels is expected, any exposure of raw wood edges as a result of shrinkage is considered normal homeowner maintenance.
4. Variations in stain consistency caused by normal imperfections in wood or grain.

Homeowner's Maintenance:

Sticking Doors: Home settlement or damp weather may cause swelling that puts the door out of alignment. In some cases, this may only be temporary due to seasonal variations, and the sticking will tend to correct itself without any adjustment. If adjustment is required:

1. Check the hinge screws and tighten as necessary.
2. Fold sandpaper around a wooden block and sand the edge that sticks. A small plane can also be used but be careful not to remove too much wood.
3. Always paint or varnish sanded or planed areas to protect the wood from future moisture penetration and sticking.

Door Precautions: Interior doors are hollow-core and are not designed to support attachments and hanging accessories. Hanging heavy items on doorknobs or at the top of a door can damage hardware and hinges.

Sliding Glass Doors

One Year Limited Warranty Policy

Items Not Covered After Final Walk-Through Inspection:

Gouges, chips, scratches or other cosmetic defects in the surfaces of doors.

Items Covered For One Year:

1. A sliding glass door that binds will be inspected and corrected by adjusting it to meet the manufacturer's installation specifications.
2. A sliding glass door lock that does not lock properly will be repaired by adjusting the latch-keeper or door-lock mechanism.
3. Double-pane glass doors that lose their seal and become fogged between the panes will be replaced in accordance with the manufacturers' product warranty.

Homeowner's Maintenance:

Clean glass with a spray glass cleaner and wipe frames with sudsy water and a soft cloth. Periodically clean the bottom of the door track and check to ensure that drain holes are clear of obstructions. To keep the doors moving freely, apply a silicone spray to the tracks.

Keep sprinklers away from sliding glass doors and windows when watering the lawn. Be aware that heavy condensation on glass doors during the winter heating season can, if not wiped away, freeze up the door in such a way that it cannot be opened.

Exterior Doors (Including Atrium Doors)

One Year Limited Warranty Policy

Items Not Covered After Final Walk-Through Inspection:

Cracks, chips, scratches or other cosmetic defects in the surfaces of doors.

***Note:** Esperanza Homes reserves the right to repair rather than replace any dents or cosmetic defects in surfaces of exterior metal doors.

Items Covered For One Year:

1. An exterior door will warp to some degree, due to temperature differences between the inside and outside surfaces.
 - a. An exterior door that warps in excess of ¼ inch, as measured diagonally from corner to corner, will be repaired by adjusting the door back to normal operation.
 - b. An exterior door that warps to the extent that it becomes inoperable will be replaced.
2. An exterior door that sticks will be repaired by adjusting the door, hinges, and jambs, or by planing the edges of the door back to normal operation.
3. An exterior door lock that does not lock properly will be repaired by adjusting the latch/keeper or door-lock mechanism.

Items Not Covered:

1. An exterior door that warps that does not exceed ¼ inch, as measured diagonally from corner to corner, will be repaired by adjusting the door back to normal operation.
2. Shrinkage of insert panels is expected. Any exposure of raw wood edges as a result of shrinkage is considered normal homeowner maintenance.
3. Imperfections of wood.
4. Variations in stain consistency caused by normal imperfections in wood or grain.
5. Dark colors used on exterior doors can cause heat build-up resulting in paint bubbling or peeling and warping of the glass trim. The Homeowner is cautioned against selecting dark colors, as problems which result will not be repaired by Esperanza Homes.
6. Door knobs are not covered under the warranty (Except where defective and are covered under the manufacturer's warranty).

Homeowner's Maintenance:

Weather Stripping: Weather stripping on exterior doors helps maintain the home's energy efficiency,

preventing the loss of conditioned air and reducing the infiltration of outside air. Weather stripping must remain in place to operate effectively.

- ☞ Replace weather stripping that becomes loose or damaged.
- ☞ Prolong the life of vinyl and rubber weather stripping by applying a silicone spray.
- ☞ The sweep weather stripping at the bottom of the door may require replacement. To replace, remove the sweep and match with a replacement available at hardware stores.
- ☞ To raise or lower the threshold, adjust the screws on the wood portion of the threshold.

Overhead Garage Doors and Openers

One Year Limited Warranty Policy

Items Not Covered After Final Walk-Through Inspection:

1. Cracks, chips, dents, scratches or other cosmetic defects in surfaces of garage doors and opener.
2. Overhead garage doors are not air tight. It may be possible to see daylight around the door. Some infiltration of dirt, rain, or snow may occur. This condition is not a defect.

Items Covered For One Year:

1. Any defect in the installation of the garage door and opener that causes malfunction or failure of proper operation will be corrected by Esperanza Homes.
2. The manufacturer of the garage door and opener warrants this product directly to the consumer. You should consult the information the manufacturer has supplied with this product for terms and periods of coverage.

*** Caution:** Garage doors use high-tension springs that make homeowner repairs dangerous. Please contact a garage door company for spring repairs.

Drywall

One Year Limited Warranty Policy

Items Not Covered After Final Walk-Through Inspection:

Cracks, chips, scratches or other cosmetic defects in wall surfaces.

Items Covered For One Year:

1. Cracks which exceed 1/16 of an inch in width at any point along the length of the crack will be repaired by Esperanza Homes.

2. Esperanza Homes will repair cracks which do not exceed 1/16 of an inch in width once during the warranty period. You may wish to wait until the end of your warranty period to have any cracks repaired, to catch most of the settlement.
3. Defects resulting in surface imperfections such as blisters, cracked corner beads, seam lines, excess joint compound or trowel marks that are visible from a distance of six feet or more in normal light will be repaired.
4. A drywall surface shall not have a bow or depression that equals or exceeds ¼ of an inch out of line within any 32-inch horizontal measurement as measured from the center of the bow or depression or ½ of an inch within any eight-foot vertical measurement.
5. A ceiling made of drywall shall not have bows or depressions that equal or exceed ½ of an inch out of line within a 32-inch measurement as measured from the center of the bow or depression running parallel with a ceiling joist or ½ of an inch deviation from the plane of the ceiling within any eight-foot measurement.
6. Crowning at a drywall joint shall not exceed ¼ of an inch within a twelve-inch measurement centered over the drywall joint.
7. A drywall surface shall not be out of level (horizontal), plumb (vertical) or square (perpendicular at a 90-degree angle) such that there are variations in those measurements to wall or surface edges at any opening, corner, sill, shelf, etc. and shall not exceed 3/8 of an inch in any 32-inch measurement along the wall or surface.
8. Walls shall be level, plumb and square to all adjoining openings or other walls within 3/8 of an inch in any 32-inch measurement.

Items Not Covered:

1. Slight imperfections, such as nail pops, variances in texture and seam lines, are common in drywall and considered acceptable.
2. Esperanza Homes will touch up paint in repaired areas if Esperanza Homes was responsible for the original interior painting. A perfect match between original and new paint cannot be expected and Esperanza Homes is not required to paint an entire wall or room.
3. After painting, drywall repair may be visible due to a halo effect. This is unavoidable.
4. Repairs will not be made to defects that are only visible in particular lighting conditions. Esperanza Homes shall not be responsible for the replacement of custom painting or wallpaper installed by the Homeowner.

Homeowner's Maintenance:

Nail Pops and Drywall Repairs: Minor drywall cracks and nail pops on the interior wall and ceiling surfaces are caused by home settlement and the normal drying of stud framing and drywall materials. Nail pops are nails that come loose from the studs, pushing the drywall joint compound up to produce a bump on the drywall surface. Both nail pops and small drywall cracks are simple to repair.

Electrical

One Year Limited Warranty Policy

Items Not Covered After Final Walk-Through Inspection:

Cracks, chips, scratches or other cosmetic defects in surfaces of electrical fixtures, switches, receptacles, light fixtures or items of equipment.

Items Covered For One Year:

1. An electrical outlet, wall switch, or light-fixture problem caused by defective workmanship or equipment will be inspected and corrected to meet the manufacture's installation and product specifications.
2. A ground fault interrupter (GFI) is installed to prevent electric shock. The units are sensitive to power surges and some tripping is normal. A GFI that trips frequently will be inspected and corrected to meet the manufacturer's installation and product specifications.

Items Not Covered:

1. Esperanza Homes does not warrant electrical fixtures, including ceiling fans, past any manufacturer's warranty.
2. GFI tripping unless caused by electrical defect.

Homeowner Maintenance:

1. Do not attempt any repairs or alterations while the electrical power is on.
2. Ground fault interrupters (GFI) are sensitive safety devices on the circuit that provide current to bathrooms, kitchens, garages and outdoor receptacles. The GFI helps protect against electrical shock and it is tripped very easily. If you experience loss of power in these areas, locate and check all GFI resets monthly. Do not plug freezers or refrigerators into GFI circuits.
3. Your circuit breaker panel has been labeled to coordinate each breaker with the room of circuit it controls.
4. Electrical wiring and appliances are protected by circuit breakers to stop circuit overloading. The main circuit breaker is located in the electrical panel box and if tripped for any reason, it entirely cuts off all electricity. The smaller circuit breakers within the same panel box control appliances, wall switches, lighting and the heating system. Each switch is clearly marked as to what it controls. Call the electrical contractor for service inspection.
5. Circuit Tripping Causes and Remedies:
 - a. Thunderstorms, lightning, and power failures can cause circuit breakers to trip. If only your home is affected, try to reset by switching the breaker to full OFF, then fully back to the ON position. If this does not reset the breaker or if the breaker continues to trip, do not

continue resetting the breaker, as this can damage the panel box, wiring, or appliance that it controls. Call the electrical contractor for service inspection.

- b. Overload circuits can also cause tripping. This occurs when too many small or large appliances are used on one circuit. To reduce the load, unplug the appliances that may cause the overloading, and then reset the breaker as described above. Old or defective appliances may also cause circuits to trip.
6. If you install a microwave or other appliances that require large electrical loads, you may need a licensed electrical contractor to add additional wiring to accommodate the load. An electrical outlet or light switch on an exterior wall may produce a slight draft, allowing cold air to be drawn into the room. Esperanza makes a special effort to reduce these drafts, however, some cold air is normal. Draft protection pads that help reduce cool air drafts can be installed by a qualified electrician or are available at hardware stores.

Light Fixtures

Interior and exterior lighting fixtures require periodic homeowner maintenance to preserve the finish. Carefully review and follow the instructions provided for these fixtures.

- ☞ Do not use indoor light bulbs in exterior light fixtures. Do not use light bulbs with a higher wattage than the maximum wattage stated on the light fixture.
- ☞ **Light bulbs are not protected by any warranty.**
- ☞ Any light fixtures supplied by the homeowner are not under warranty by Esperanza Homes.
- ☞ Homeowner is responsible for adjusting chain lengths on hanging fixtures.

Masonry

One Year Limited Warranty Policy

Items Not Covered After Final Walk-Through:

Cracks, chips, smudges or other cosmetic defects in surfaces of masonry and mortar which are normal characteristics of the material.

Items Covered For One Year:

1. Mortar cracks greater than 1/8 of an inch will be repaired by pointing and patching.
2. A masonry wall shall not bow in an amount equal to or in excess of one inch when measured from the base to the top of the wall.
3. Mortar shall not obstruct a functional opening, such as a vent, weep hole or plumbing cleanout.
4. A gap between masonry and adjacent material shall not equal or exceed 1/4 of an inch in average width.

Note: Esperanza Homes cannot be responsible for color variation between old and new, if repairs are made.

Homeowner's Maintenance:

There may be a condition where a dust of white crystal-like material can be seen near the base of a masonry wall. This alkaline reaction can be easily controlled by spraying the affected surface with a mixture of vinegar and water (one part vinegar, four parts water) with a garden sprayer.

Keep garden sprinklers away from the house and do not plant shrubbery too close to the walls. Also, periodically inspect the exterior to be sure that trim joints and seams are tightly caulked. Loss of seal can result in damage.

Stucco

One Year Limited Warranty Policy

Items Not Covered After Final Walk-Through Inspection:

Cracks, chips, scratches, stains or other cosmetic defects in surfaces of stucco.

Items Covered For One Year:

1. Cracks in excess of 1/8 of an inch in width will be repaired ONCE during the warranty period.
2. Stucco surfaces shall not have imperfections that are visible from a distance of six feet under normal lighting conditions that disrupts the overall uniformity of the finished pattern.
3. A separation between stucco surface and adjacent material shall not equal or exceed 1/4 of an inch in width.

Items Not Covered:

1. Cracks, which do not exceed 1/8 of an inch in width at any point along the length of the crack, are considered acceptable.
2. Stains or discolorations, which result from normal characteristics of stucco.
3. Slight hairline cracks in stucco are normal and do not indicate any structural problems in the stucco application or home exterior, these will not be repaired.

Stucco Repair Notes: Esperanza Homes cannot ensure that stucco repairs requiring new material will exactly match the color of the surrounding stucco. Color variations are normal. New stucco will weather and blend more closely with existing stucco as time passes.

Homeowner's Maintenance:

Since Stucco is not a water barrier, avoid spraying water from irrigation or watering systems on stucco surfaces to avoid possible leaks. Check the spray from the lawn and plant irrigation system frequently to

make certain that water is not spraying or accumulating on stucco surfaces. It is very important to maintain normal expansion/contraction cracking in the stucco to preclude water intrusion.

Flooring

One Year Limited Warranty Policy

Items Not Covered After Final Walk Through Inspection:

1. Cracks, chips, scratches, stains or other cosmetic defects in surfaces of ceramic or porcelain tile.
2. Defects in caulking or grout.

Items Covered For One Year:

Esperanza Homes will replace cracked tiles and re-secure loose tiles only once during the warranty period, unless caused by the homeowner's action or negligence.

Items Not Covered:

1. Responsibility for discontinued patterns or color variations in ceramic tile or grout.
2. Cracks in grout or ceramic tile joints or at junctions with other materials such as the bathtub.
3. Defects in caulking or grout that was not noted on the Final walk-through inspection.
4. Responsibility for color differences between old and new grout, if repairs are made.
5. Hollow-sounding tile is not considered a defect.

Homeowner's Maintenance:

Grout Discoloration: Clean grout that becomes yellowed or stained with a fiber brush, cleanser, and water. Grout cleansers and whiteners are available at most hardware stores.

Sealing Grout: Sealing grout is your decision and responsibility. Once grout has been sealed, ongoing maintenance of that seal is necessary and limited warranty coverage on grout that has been sealed is void.

Separations: Expect slight separations to occur in the grout between tiles. This grout is for decorative purposes only; it does not hold the tile in place. Cracks in the grout can be filled using premixed grout purchased from flooring or hardware stores. Follow package directions.

Tile around bathtubs or countertops may appear to be pulling up after a time. This is caused by normal shrinkage of grout or caulk and shrinkage of wood members as they dry out. If this occurs, the best remedy is to purchase tub caulk or premixed grout from a hardware store and follow directions on the container. This maintenance is important to protect the underlying surface from water damage.

One-Time Repair: Cracks appearing in the grout of ceramic tiles at joints or junctions with other materials are commonly due to shrinkage. Esperanza Homes will repair grouting, if necessary, **once** during the one-year warranty period. We are not responsible for color variations in grout or discontinued colored grout. Any grouting or caulking that is needed after that time is the homeowner's responsibility.

Wood

One Year Limited Warranty Policy

Items Not Covered After Final Walk-Through Inspection:

Gouges, scratches, tears, burns or other cosmetic defects in wood flooring.

Items Covered For One Year:

1. Humps, depressions or unevenness that exceeds 3/8 of an inch in any 32-inch direction within any room.
2. Wood flooring shall remain securely attached to the foundation or sub-floor unless the wood flooring is designed to be installed without nails, glue, adhesives or fasteners.
3. Open joints and separations in excess of 1/8 of an inch.

Homeowner's Maintenance:

- ☞ Use protective mats at all exterior entrances.
- ☞ Vacuum or sweep the floor regularly.
- ☞ Remove spills promptly using a clean dry cloth.
- ☞ Use felt protectors under chairs and heavy pieces of furniture.
- ☞ To extend the beauty of the hardwood flooring, close drapes or blinds during hours of direct sunlight. Excessive sunlight can cause discoloration.

Framing

One Year Limited Warranty Policy

Items Covered For One Year:

1. Floor squeaks, which are caused by an underlying construction defect, will be repaired.
2. Floors, which have a ridge or depression in excess of 3/8 of an inch in any 32-inch direction, will be repaired.
3. Walls and ceilings bowed more than 1/4 inch out of line within any 32-inch horizontal measurement as measured from the center of the bow, or 1/2 inch within any 8-foot vertical measurement, will be repaired.

Note: Floor squeaks may occur when a sub floor that has come loose from the joists is deflected by the weight of a person and rubs against the nails that hold it in place. The sub floor or joists may be bowed, and the nails also may be expelled from the wood during drying. Movement may occur between the joist and bridging or other floor members when one joist is deflected while the other members remain stationary. Gluing the sub floor is an acceptable method of code compliance in certain jurisdictions. Re-nailing floor joists with ring-shank nails will also substantially reduce floor squeaks.

Because the performance guideline requires the builder to make a reasonable attempt to eliminate squeaks without requiring removal of floor and ceiling finishes, nailing loose sub-flooring with casing nails into the carpet surface and countersinking the head is an acceptable practice.

Items Not Covered:

1. Minor floor squeaks which result from normal expansion, contraction and shrinkage of wood.
2. Minor ridges or depression in floors which do not exceed $\frac{1}{4}$ of an inch in any 32-inch measurement.
3. Bowed or out-of-plumb walls which do not exceed $\frac{1}{4}$ inch in any 32-inch horizontal measurement.

Homeowner's Maintenance:

During the first heating season, try to keep your home about 70-75 degrees or slightly lower. Too high of a temperature tends to dry the wood too quickly, which can increase warping, twisting and cracking.

Hardware and Accessories

One Year Limited Warranty Policy

Items Not Covered After Final Walk-Through Inspection:

Cracks, chips, scratches or other cosmetic defects in surfaces of hardware and accessories.

Items Covered For One Year:

Any defect in workmanship or materials that cause a malfunction or the failure of the intended function.

Homeowner's Maintenance:

Periodic lubricating and tightening of hardware and accessories are part of the normal homeowner maintenance procedures. Doorknobs and locks should operate correctly with little attention. Over time, they may need slight adjustments due to the normal shrinkage of the framing. Occasionally, you may also need to tighten screws.

Heating and Air Conditioning

Note: As equipment technology frequently changes, the manufacturers' service manuals will supersede all recommendations and procedures contained in this guide.

Manufacturers' Warranties: The air conditioning and heating units installed in your home are protected by manufacturer warranties that may extend beyond Esperanza Homes' One Year Coverage. Should you experience warranty protected problems beyond the first year of occupancy, please contact a qualified heat and air conditioning contractor.

Warranty Caution: Any addition, alteration or modification to the original heating, venting, or air conditioning system installation, unless performed by an Esperanza Homes approved contractor, may void all applicable warranties.

Forced Air: Good maintenance of the furnace can save energy dollars and prolong the life of the furnace. Carefully read and follow the manufacturer's literature on use and maintenance. The guidelines here include general information only.

Adjust Vents: Experiment with the adjustable registers in your home to establish the best heat flow for your lifestyle. Generally, you can reduce the heat in seldom-used or interior rooms. This is an individual matter and you will need to balance the system for your own family's needs.

Avoiding Overheating: Do not overheat your new home. Overheating can cause excessive shrinkage of framing lumber and may materially damage the home. In the beginning, use as little heat as possible and increase it gradually.

Duct Work: Although the heating system is a sealed system, the ductwork should remain attached and securely fastened. Esperanza Homes will reattach any defects. The placement of ducts & registers may vary in your home from the location shown in your plans or in the model.

Filter: Remember to change or clean the filter monthly during the heating season. A clogged filter can slow airflow and cause cold spots in your home. Although it takes less than one minute to change a filter, this is one of the **most frequently overlooked details** of normal furnace care. Buy filters in large quantity for the sake of convenience.

If you have a permanent, washable, removable filter, you need to clean this monthly. Use water only to clean the filter, tap to dry or air dry, and leave unit off for a brief period. Do not use soaps or detergents on the filter.

Return Air Vents: For maximum comfort and efficient energy use, arrange furniture and draperies to allow unobstructed airflow from registers and to cold air returns.

Temperature: Depending on the style of home, temperatures can normally vary from floor to floor as much as 10 degrees or more on extremely cold days. The furnace blower will typically cycle on and off more frequently and for shorter periods during severe cold spells.

Thermostat: The furnace will come on automatically when the temperature at the thermostat registers below the setting you have selected. Once the furnace is on, setting the thermostat to a higher temperature will not heat the home faster. Thermostats are calibrated to within plus or minus 5 degrees.

We will install heating systems according to local building codes and national building codes, as well as to engineering designs of the particular model home.

Adequacy of the system is determined by its ability to establish a temperature of 70 degrees F, as measured in the center of the room, 5 feet above the floor. In extremely cold temperatures (10 degrees below zero or colder), the system should be able to maintain a temperature differential of 80 degrees from the outside temperature.

Air Conditioner (Refrigerated Air)

One Year Limited Warranty Policy

Items Covered For One Year:

1. Any defects in workmanship or materials that cause malfunction or failure of intended function.
2. Assuming that window coverings are in place, the air conditioning system shall be capable of maintaining a temperature of 78 degrees F, as measured in the center of each room at a height of 5 feet. Should outside temperatures exceed 95 degrees F; a differential of 15 degrees F from the exterior temperature will be maintained. Deficiencies will be inspected and corrected to meet the 78 degrees F specification.
3. A clogged condensation line caused by defective workmanship will be corrected by removing the clog.

Homeowner's Maintenance:

Keep the air conditioning compressor level and keep the area surrounding the unit clear to allow unimpaired airflow. Do not plant bushes near the unit and be careful that dirt, leaves, and grass clippings are cleared away.

Do not build a deck around or over the air conditioner unless there is an 18 inch clearance on the sides and a 6 foot minimum clearance on top.

Check for coolant leaks every month and immediately contact a qualified heating and air conditioning contractor for repairs, should you discover a leak. They appear as oil spots on fittings or tubing or where the copper tubing connects interior and exterior sections.

Maintain drain lines coming from AC unit once a month by pouring ½ a cup of bleach or vinegar down the removable cap. Let solution sit for 30 minutes then flush with water to make sure everything is draining properly.

Thermostat: When operating the thermostat in warm temperature (cooling) it is important to understand that it takes 4-6 hours to cool the house to a comfortable temperature.

It is recommended that when cooling the house, you maintain a constant running temperature between 72-78 degrees at all times.

Landscaping and Final Grading

Esperanza Homes warrants the irrigation system installed at your home for one year and warrants the landscaping, such as plants, grass and/or bushes for three months. If your home does not have an irrigation system installed, then landscaping is not covered under warranty.

Items Covered for One Year (if your home has irrigation installed by Esperanza Homes):

1. Plants, Grass and/or bushes for three months.
2. Trees for one year
3. Irrigation system for one year.

Note: If Esperanza Homes has provided final grading, upon request by the homeowner Esperanza Homes will fill settled areas affecting proper drainage in excess of six inches, one time only during the warranty period. The owner will be responsible for removal and replacement of shrubs and other landscaping affected by placement of such fill. It is the homeowner's responsibility to not disturb proper drainage with landscape installation. Any resulting damage would be the homeowner's responsibility.

Mildew

One Year Limited Warranty Policy

Items Not Covered:

We will remove any mildew noticed during the Final walk-through inspection, although Esperanza Homes warranty does exclude mildew.

Note: Esperanza Homes' warranty excludes mildew.

Homeowner Maintenance:

Mildew is a fungus that spreads through the air in microscopic spores. It thrives on moisture and feeds on surfaces or dirt. Many times, it resembles a layer of dirt. Cleaning mildew from your home is your responsibility. Solutions that remove mildew are available from local paint or home improvement stores. Wear protective eyewear and rubber gloves for this task; the chemicals that remove mildew are unfriendly to humans.

Painting (Interior)

One Year Limited Warranty Policy

Items Not Covered After Final Walk-Through Inspection:

Cracks, chips, scratches, smudges or other cosmetic defects in surfaces of interior painting.

Items Covered For One Year:

Interior and exterior paints that do not adhere to or cover up the surfaces to which they are applied will be repainted.

Items Not Covered:

1. Damage caused by improper maintenance by the homeowner.
2. Normal wear and tear of painted or stained surfaces.
3. Float lines or other sheet rock variations not noted in Final Walk-Through.
4. Esperanza Homes cannot ensure that painted repairs requiring new material will match the color of the existing material. Paint repairs may show slight variations in color as a result of weathering, aging, or pigment variations in different paint manufacturing runs. Color variations are normal. Esperanza Homes is not responsible for the obtaining and matching of paint of other finishes that were not applied by Esperanza homes.
5. Paint touch-ups may be visible under particular light conditions. Esperanza Homes will only repair touch-ups visible in normal daylight (10:00 AM to 2:00 PM).

Homeowner's Maintenance:

Wash semi-gloss enamel walls, doors and moldings with warm water and a mild soap or manufactured wall cleaner. Avoid using abrasives which can scratch or remove paint. Minor cracks at room corners or around window returns are caused by normal expansions, contractions and curing. These should be filled with a latex caulking or putty the next time you paint.

Staining: The interior woodwork has received one coat of stain and two coats of clear finish. Because of variations in wood, the natural imperfections in the wood and inconsistencies in the wood grain (which are expected in all-natural wood products), there may also be inconsistencies in the way the wood accepts the stain that is applied when finishing wood products.

Note: If repairs are made, Esperanza Homes cannot guarantee wood grain or color match between old and new.

Painting (Exterior)**One Year Limited Warranty Policy****Items Not Covered After Final Walk-Through Inspection:**

Cracks, chips, scratches, smudges or other cosmetic defects in surfaces of exterior painting.

Items Covered For One Year:

1. Painting required as corollary repair because of other repair work.

2. Interior and exterior paints that do not adhere to or cover up the surface to which they are applied will be repainted.

Items Not Covered:

1. Fading caused by climatic conditions.
2. Mildew or fungus caused by climatic conditions.
3. Esperanza Homes cannot ensure that painted repairs requiring new material will match the color of the existing material. Paint repairs may show slight variations in color as a result of weathering, aging, or pigment variations in different paint manufacturing runs. Color variations are normal.
4. Normal wear and tear of painted and stained surfaces.
5. Damage caused by improper maintenance of home.
6. Responsibility for obtaining matching paint or other finishes that were not applied by Esperanza Homes.

Homeowner's Maintenance:

All exterior paint is considered to be a part of the homeowner's maintenance and should be monitored closely by the homeowner.

Do not allow sprinklers to spray water on wood portions of your home. Continuous contact with water will cause rapid deterioration of painted or stained surfaces.

Maintenance of the paint on exterior wood doors is very important. When the paint deteriorates, moisture begins to penetrate the wood and will cause swelling and/or deterioration.

Plumbing**One Year Limited Warranty Policy****Items Not Covered After Final Walk-Through Inspection:**

Cracks, chips, scratches, or other cosmetic defects in plumbing fixtures and accessories.

Items Covered For One Year:

1. Any defect in workmanship or materials, that causes a malfunction or failure of intended function.
2. Any defect in the installation of the water heater that causes malfunction or failure of intended function or operation will be corrected by Esperanza Homes (does not apply to actual water heater).
3. The manufacturer of the water heater warrants his product directly to the consumer. You should consult the information the manufacturer has supplied with his product for terms and periods of coverage.

4. Any leaks occurring at drains, supply lines, joints, or couplings shall be repaired.
5. Subsequent damage to drywall or flooring.

Items Not Covered:

1. Defects in caulking.
2. Dripping faucets due to normal wear of replaceable washers or O rings.
3. Secondary damage to wallpaper, drapes and personal belongings.

Main Shut-Off Valve: This is the center of the plumbing system, the point at which the main line comes into the home. If a major plumbing problem occurs, turn off the main shut-off valve to prevent flooding. It is a good idea to show every family member where the shut-off valve is, as well as explain how to close it in case of an emergency, and to mark it with an easy-to-locate nametag.

Water Intake Valves: The plumbing fixtures in your home (excluding bathtubs and showers) have water intake valves to individually shut off the water for minor repairs and emergencies. Show family members how to operate them and where they are located on sinks, toilets, water heater, washing machine, and laundry tub. Toilet valves are behind the toilet and sink valves are under the sink.

Drain Traps: Every plumbing fixture in the home is equipped with a drain trap: an S-shaped pipe that holds water and acts as a barrier to keep airborne bacteria and sewer gas fumes from coming back into the home. If a sink or bathtub fixture is not used frequently, turn it on periodically to replace evaporating water and to keep water trap barrier intact.

Cautions: Do not pour grease into drains or toilets or use caustic sodas to open plugged drains. Do not use a plunger when using any drain-cleaning chemicals. When using a chemical drain cleaner, carefully follow the manufacturer's safety precautions and product directions.

Sanitary Sewer Lines: Do not put hair, grease, lint, garbage, heavy tissue, disposable diapers, or feminine hygiene materials into sewer system.

When operating the garbage disposal, always use a generous amount of cold water to keep the sink drain clear and the disposal motor cool.

Gas Leaks:

If you smell natural gas or propane in your home, follow these instructions:

1. Ventilate the house by opening windows and doors.
2. Call your gas provider.
3. Do not turn on lights, ring doorbells, light matches, or use any item or appliance that may cause a spark.
4. If the gas smell is severe, leave your house and call the local fire department from a neighbor's home.

5. Do not try to locate or trouble-shoot the gas leak yourself.

Freezing Pipes: Provided the home is heated at a normal level, pipes should not freeze at temperatures above 0 degrees F. You should set the heat at 65 degrees F if you are away during winter months. Keep garage doors closed to protect plumbing lines running through this area from freezing temperature.

In unusually frigid weather or if you will be gone more than a day or two, open cabinet doors to allow warm air to circulate around pipes. Use an ordinary hair dryer to thaw pipes that are frozen. Never use an open flame. Run water continually during periods of extreme cold.

Esperanza Homes will repair any condition or defect that might cause pipe freezing in a normally heated home. The piping and home damage will also be repaired. There is no warranty on damage to wallpaper, drapes, or personal belongings.

Water Lines and Pressure: The pipes that carry water into the home are designed to resist rust and corrosion. Hot water passing through a pipe causes expansion and cold water causes contraction. While measures are taken during construction to minimize noise caused by expansion and contraction, it is normal to hear slight sounds.

It is also normal to hear wastewater from toilets, showers and sinks (especially in two- story homes) as it passes through the pipes that are within the walls.

Plumbing Fixtures and the Manufacturer Warranties: The water heater fixtures and ejector pump installed in your home are protected by manufacturer warranties that may extend beyond Esperanza Homes One Year Coverage. Should you experience warranty protection problems beyond the first year of occupancy, please contact a plumbing contractor.

Warranty Caution: Any addition, alteration, or modification to the water heater or plumbing fixture installation, unless performed by a licensed plumbing contractor, may void all applicable warranties.

Note: Esperanza Homes reserves the right to repair any fiberglass units rather than replace. We cannot guaranty a perfect color and finish match when repairing fiberglass units.

Homeowner's Maintenance:

- ☞ Do not use abrasive cleaners on faucets, drains, bathtub stoppers, or overflow covers.
- ☞ Do not drop objects on enamel fixtures to avoid finish chips.
- ☞ Water flows at faucets can be reduced by debris caught in the aerators. Unscrew aerators and run water over them to remove debris before re-attaching.
- ☞ Avoid putting materials like celery, artichokes, cornhusks and peanut shells in garbage disposals. Unplug the disposal before attempting to remove anything from it. Most disposals are supplied with an allen wrench to be used at the base of the unit to back wind and free objects from the blades. If unit does not have wrench slot use object like a broom handle free object in disposal.

- ☞ Monthly, drain a bucket of water from the drain on the water heater to prevent sediment build up.
- ☞ Clean porcelain-on-steel bathtubs, fiberglass tub-shower combinations, and shower stalls and floors with warm water and a non-abrasive cleanser. Clean glass shower doors with a commercial glass cleaner. Check bathtub stoppers and shower floor drain grates for hair accumulation.
- ☞ Do not step into a bathtub or tub-shower with shoes on. Gritty particles adhere to shoe soles that will scratch the coating.
- ☞ Over time, cracks and separations between tub or shower stall and wall surfaces or bathroom floors will appear. Maintaining these areas is critical, since excessive moisture can severely damage underlying materials.
- ☞ When leaving your home for extended periods during cold weather, turn on sink, vanity, tub and shower faucets to about half-flow, both hot and cold.
 - Turn off the main water shut off valve to the home.
 - Leave all faucets on, flush all toilets and open all exterior valves.
 - Upon return, turn on main shut off valve and allow water to run through all faucets and the toilet reservoirs to fill. Any signs of water not flowing may indicate a frozen pipe.
- ☞ Never leave your home when your pipes are frozen. You might return to find broken pipes and flood damage.
- ☞ Drain down or blow out your lawn sprinkler before winter. Leaks in sprinkler lines can soak soils and cause foundation damage.
- ☞ Occasionally check under sinks and lavatories to assure packing nuts on shut-off valves are not dripping.

Roofing

One Year Limited Warranty Policy

Items Not Covered After Final Walk-Through Inspection:

Broken or other cosmetic defects in surfaces of roofing materials.

Items Covered For One Year:

1. Any defect in roof workmanship or material that causes water leakage will be inspected and corrected to eliminate roof leaks. Any interior damage caused by roofing leakage will be repaired.
2. Shingles that come loose or unattached will be re-secured. Neither the shingle manufacturer nor the roofing contractor provides warranty coverage should the shingle come loose or detached by

winds in excess of **54** miles per hour. Winds this powerful are considered “Acts of God” and repairs are covered by homeowner’s insurance.

3. Flashing shall prevent water penetration.

Note: Roof damage must be reported within 72 hours to minimize damage.

Items Not Covered:

1. Roofing or flashing leaks which occur under unanticipated weather conditions.
2. Damages caused by high winds or other “Acts of God.”

Shingle Repair Note: Esperanza Homes cannot ensure that shingle repairs requiring new material will match the color of the existing material. Color variations caused by weathering effects are normal.

Manufacturer Warranties: Fiberglass shingles are protected by manufacturer warranties that may extend beyond Esperanza’s One Year Coverage. Should you experience warranty-protected problems beyond the first year of occupancy, please contact a roofing contractor.

Shingles: Roofing felt is attached to the roof sheathing and the shingles are laid over the felt. The underside of composition shingles have mastic or glue applied to it that, when warmed by the sun, automatically seals the upper shingle to the one beneath it.

Homeowner’s Maintenance:

1. Do not nail, screw, etc. any items, such as antennas, to your roof which can cause leaks.
2. Plumbing vent pipes and other roof protrusions are flashed with rubber and sheet metal collars. The roof tar or caulking that seals this collar to the vent should be inspected every few years and re-sealed as necessary to prevent leaks.

Note: Depending on the time of year the home is being constructed, wood decking can have inconsistencies in moisture levels. This can make some joints in decking under shingles more visible under certain sunlight conditions such as morning, noon, and evening. These should be minimized as these materials dry out.

Ventilation

One Year Limited Warranty Policy

Items Covered For One Year:

Esperanza Homes’ warranty guidelines for active components (for example, exhaust fans) are discussed under the appropriate headings (such as electrical systems, heating system, and so on).

Homeowner’s Maintenance:

1. Proper ventilation is the safe and steady way to reduce indoor humidity and condensation.

2. Open windows during warm, dry weather and close them when outside humidity is high.
3. Ensure that the clothes dryer is properly vented to the outside and that the vent is clear of obstructions and lint.
4. Vented kitchen, bath, and utility exhaust fans can be used to carry moist outside air. Use the fans for short time periods, since they exhaust conditioned air out of the home.
5. Adjust registers to maintain even temperatures throughout the home.
6. Do not try to speed up the evaporation process by creating extremely high temperatures in the winter. This will cause houses to dry out unevenly, creating cracks and other problems.

Windows and Mirrors

One Year Limited Warranty Policy

Items Not Covered After Final Walk-Through Inspection:

Cracks, chips, scratches or other cosmetic defects in surfaces of windows and mirrors as well as tears, dents, and bent frames of screens.

Note on Scratches: Esperanza Homes confirms that all window glass is in acceptable condition at the orientation. Minor scratches on windows can result from delivery, handling, and other construction activities. Esperanza Homes will replace windows and mirrors that have scratches readily visible from a distance of 10 feet under normal lighting conditions (Esperanza Homes does not replace windows and mirrors that have scratches visible only under certain lighting conditions), **PRIOR** to first occupancy. Defective glass not reported to Esperanza Homes prior to closing is the homeowner's responsibility.

Items Covered For One Year:

1. Any defect in workmanship or materials that cause malfunction or failure of intended function operation will be corrected.
2. Condensation that forms between window panes in a sealed insulated glass unit will be corrected.

Window Screens: Window screens are provided with every Esperanza home and their sole purpose is to help prevent insects from coming inside when the windows are open and to allow ventilation. Lost or missing window screens are not warranted unless noted at the final walk-through.

Homeowner's Maintenance:

1. Keep sliding windows and glass door tracks free from dirt for proper operation.
2. Windows are designed with weep holes, which allow moisture to exit the track and not leak into the house. These holes must be kept clear to prevent leaks.
3. Apply silicone lubricant to window locks and rollers periodically to maintain longer life.

4. When opening and closing a window, you should hold both the front and rear sides of the frames to prevent the frame from separating from the glass.
5. Do not use a garden hose to wash windows. They are not designed to accept direct spray of water and will leak.
6. Window frames should be cleaned with warm soapy water and a soft brush or rag. Never use scrapers or steel wool, which can cause scratches.
7. Bathrooms should be well ventilated during and after showering. Too much steam can cause the silvering to deteriorate, turning the edge of the mirror black.
8. During the cooler weather, windows may seem like they are leaking air. The air outside cools the air against the glass, which in turn, drops to the floor and sets up a current which moves into the room. The current of cool air may feel as though the window is leaking, but actually it is nothing but cool air in motion.



2-Year Limited Warranty Policy

Items covered by your 2-year limited warranty, part of your contractual agreement between the Homeowner and Esperanza Homes, are:

Electrical

- Defects in the electrical system installed in your home as defined in the quality and performance standards of this guide.
- Does not include light bulbs.
- Does not include light fixtures.

Plumbing

- Defects in the plumbing system installed in your home as defined in the quality and performance standards of this guide.
- Does not include plumbing fixtures.

Heating and Air Conditioning

- Defects in the HVAC duct system.
- Does not include HVAC equipment.
 - HVAC equipment may have extended warranty from the manufacturer.

This is NOT an insurance policy, a maintenance agreement or a service contract. It is an explanation of what you, the purchaser, can expect from this limited warranty. This warranty does not take the place of your homeowners' insurance.

Appliances and Equipment included in the home are not warranted under this limited warranty but may be covered by separate warranties provided by the manufacturer or supplier. These warranties may be passed on to you by Esperanza Homes at closing and are separate from this limited warranty.

You are responsible for maintenance of your new home. General and preventative maintenance are required to prolong the life of your new home.



10-Year Extended Warranty Policy

Your Homes 10-year warranty is covered by a third party, 2-10 Home Buyers Warranty. This third-party warranty is provided at no additional cost to you and is set up by Esperanza Homes after you provide your email address and sign the application at your homes closing. After closing 2-10 will mail you your 10 Year warranty certificate. All other 2-10 warranty program information can be found in your binder you received at closing.