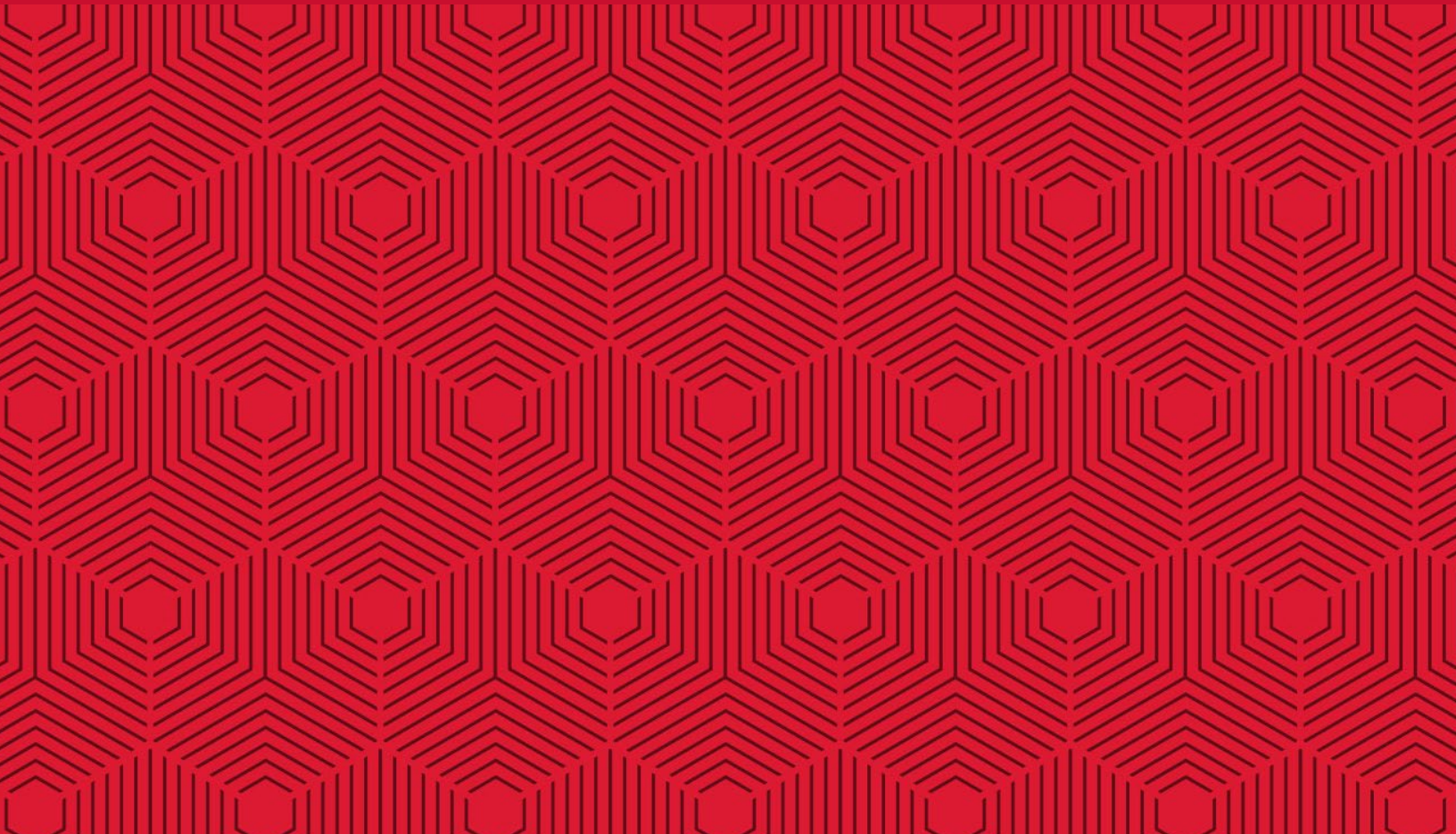




Home Care & Warranty Guide





Dear Robert Thomas Homes Purchaser,

Congratulations and thank you for purchasing a home from Robert Thomas Home, Inc. We take pride in our commitment to provide quality that is supported by a complete Service and Warranty program. Customer Care at Robert Thomas Homes means setting standards of performance and expectation for you and then meeting those standards.

We hope by supplying you with the following information in advance that this will help you understand what to expect from Robert Thomas Homes. in the areas of service and warranty in the future.

Since our homes are individually constructed, and no two homes are exactly alike, Robert Thomas Homes has established performance standards that each house is required to meet. Anything that falls below our performance standards will be corrected to meet them.

We hope by providing you with this information, you will have a clear understanding of what Robert Thomas Homes will do for you. We hope you enjoy your new home and thank you again for purchasing with Robert Thomas Homes.

Sincerely,
Todd M. Stutz
President

Customer Care

Dedicated warranty service team delivers peace of mind.

Everyone at Robert Thomas Homes strives to deliver exceptional homes and an excellent home-building experience. Our New Home Consultants, Interior Designers, and Project Managers are dedicated to the success of your building project, from the purchase agreement through final closing.

But we don't stop there. We have an entire Customer Care team devoted to your satisfaction for the duration of your new home warranty. We want you to love your new Robert Thomas home!

Assurance of quality.

Every new home we build is protected by a comprehensive warranty in accordance with the highest industry standards and the requirements under Minnesota law. Generally, these warranties provide a one, two or ten-year warranty against specific types of defects with your home.

Robert Thomas Homes has also adopted a series of performance standards outlined in the Home Care & Warranty Guide, each covered by a warranty period, and many of the installed products and materials in your home have additional warranties provided by their manufacturers.

Finally, your new home is protected with a 10-year Builder's Limited Warranty administered by Professional Warranty Service Corporation.

Home Warranties

- 1- year coverage on defects caused by faulty workmanship and defective materials
- 2- year coverage on faulty installation of plumbing, electrical, heating and cooling systems
- 10- year coverage on major structural defects
- Manufacturer warranties on various installed products and materials
- 10-year Builder's Limited Warranty administered by Professional Warranty Service Corporation

Customer Care

New Home Orientation

You'll meet a member of the Customer Care team just before you close on your new home for a New Home Orientation walkthrough. The purpose of this 2-3 hour meeting is to review and demonstrate the proper use and maintenance of interior and exterior components of your home, including the mechanical systems. Any items that do not meet performance standards will be noted during this walkthrough. This is a good time to ask any questions, no matter how small.

Home Care & Warranty Guide

During the New Home Orientation you'll also receive and review the Home Care & Warranty Guide, a valuable resource with information and instructions you'll need to care for and maintain your investment. Think of it as the Owner's Manual for your home – complete with warranty documents, emergency contact information, final floor plans & design specifications, and maintenance tips for the products and finishes used in your home.

30-day Customer Care Review

After closing, the Customer Care team schedules a 30-day Review. This meeting is another opportunity to ask any questions and address any concerns that you may have missed during the excitement of seeing your newly completed home.

11-month Customer Care Review

The final Quality Assurance check occurs eleven months after completion of your home. A Customer Care team member will schedule a walkthrough to review your home and itemize any warranty items to be addressed before the expiration of year one of your new home warranty.

Warranty service requests

Our Customer Care team is available throughout the warranty period to address any questions or concerns you may have. Please note that all warranty service requests must be made in writing to comply with the terms of your warranty.

Submitting a warranty service request:

ONLINE: Submit a request anytime using the Customer Care link at RobertThomasHomes.com (See Next Page for Details)

BY EMAIL: Email service requests directly to service@robertthomashomes.com

When submitting requests, please follow these steps:

- 1- Refer to your Home Care & Warranty Guide before making a warranty request to determine:
- 2- Is the request covered by warranty?
- 3- Does it fall within the Performance Standards contained in the Home Care & Warranty Guide?
- 4- Who is responsible for this item, and what is the acceptable correction?

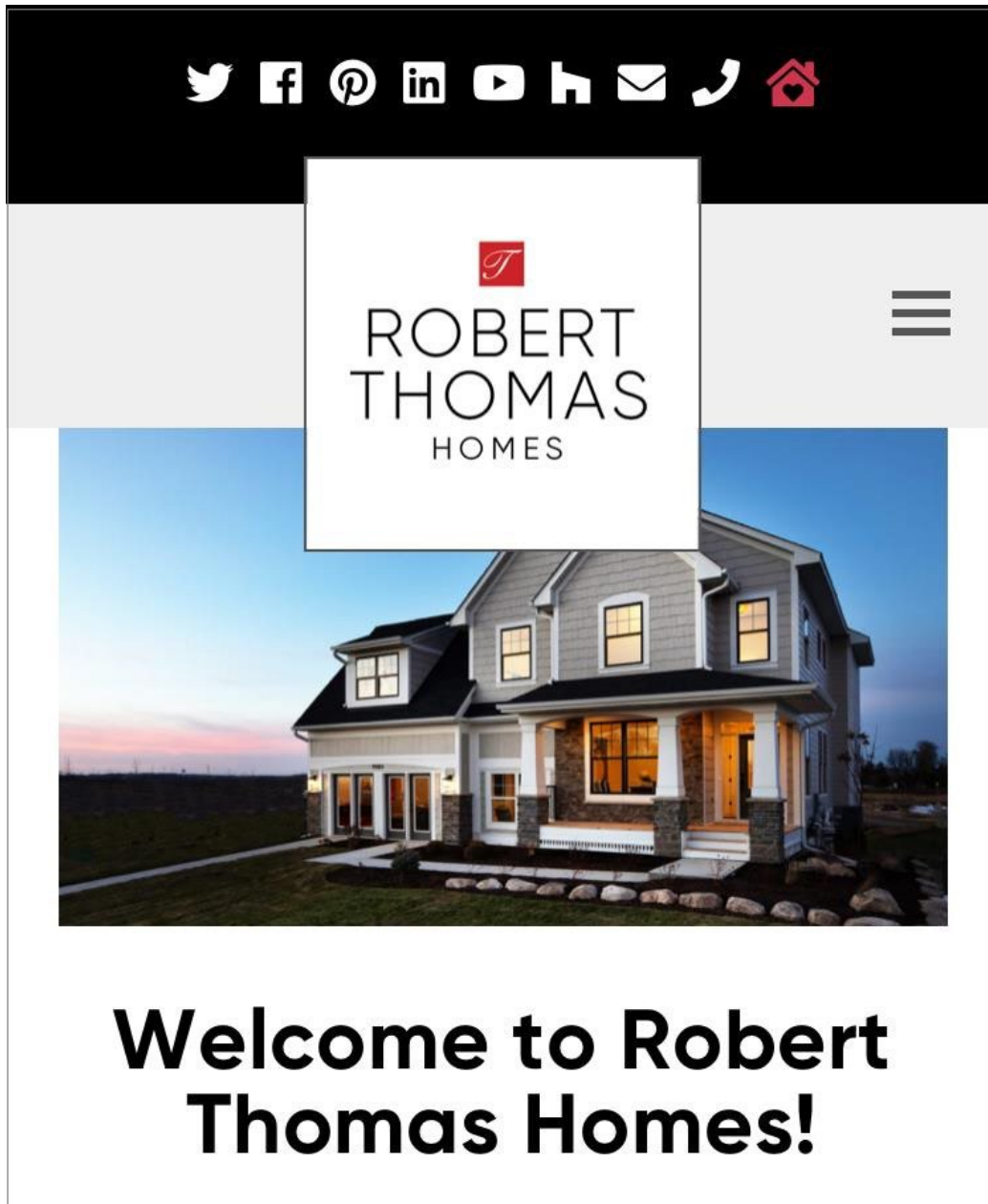
Please note that any kitchen appliance requests should be directed to the manufacturer. Their service phone numbers are listed in the Use and Care materials for the individual appliances and on the "Emergency Service" page in the Home Care & Warranty Guide.

You will receive a confirmation email and a response from our Customer Care team within 48 hours of your request. In the event you do not receive a response, please contact the Customer Care team directly at (952) 322-8784.

Warranty service repairs will be performed during the working hours of 8:00 am to 5:00 pm Monday through Friday, and you will need to provide access.


How to Enter a Service Request

1. Visit the Robert Thomas Homes website at RobertThomasHomes.com & click on the '**Customer Care**' button on the top of the page



2. This will bring you to the Customer Care Page. Find & click on the "Submit Online Service Request" button

Submit a Warranty Service Request:
Submit Online Service Request



3. Fill out all required fields (*):

Home Warranty Service Request
Fields marked with an * are required
First Name *

Last Name *

Your Home Address *

City *

State *


- Select State -

Zip *

Your Email Address *

Your Phone *

Your Home's Closing Date

Brief description of warranty service request * 

4. Attach any photos, and submit your request

Upload your photos (max 20 photos)

Select Files

Submit



5. You will receive an email with a copy of your request and should hear from a Customer Care team member within 1-2 business days.

Emergency Service

Emergency service includes any of the following situations:

- Total loss of heat
- Total loss of electricity (Please check with the electric company for larger outage)
- Plumbing leak that requires the entire water supply to be shut off
- Sump pump failure
- Total loss of hot water
- Total sewage stoppage
- Roof and window leaks
- Any situation that endangers the occupants of the home

Please call the necessary subcontractor directly. Their numbers are located in the following areas:

- Plumbing # located on water heater
- Heating and Air Conditioning # located on furnace
- Electric # located on circuit breaker box

In the event that you are unable to reach the subcontractor please email service@robertthomashomes.com

Drywall Repairs

Drywall repairs are covered under a 1- Year Warranty, and will be completed in your home, *one time only*. To allow the home to stabilize itself, it is recommended that drywall repairs are corrected at the end of the first year home care warranty period, usually during the eleventh month. Please be aware that the builder will refinish or repaint the repaired area only. When you are ready to have your drywall repaired, please follow the steps below.

- Refer to the drywall performance standards in this Guide.
- List out areas that have been affected and need repair.
- If the paint color has been changed we will only repair the drywall and not repaint the wall. Any area that has been wallpapered, the drywall will be repaired and the wall paper will not be replaced.
- Please provide access to your home during normal working hours, 8:00 am to 5:00 pm Monday through Friday.

Spring Work

During the winter months, we may not be able to complete some of the exterior items on your home. These items may include your driveway, final grade, garage floor, stoops, sidewalks, and exterior painting. At the time of closing, money for these items (1.5 times the value) will be put into an escrow account. This work will be completed when weather and soil conditions permit. Due to road and/or weight restrictions imposed by the state, county or city in the spring, this work typically cannot start until after May 15th.

Our Project Managers and subcontractors will be responsible for determining when the work can be completed. Please be aware that during this transition from Winter to Spring, there may be a period of time when your temporary driveway may become impassable due to wet soil conditions. We ask you to please be patient since you will need to park in the street until your driveway dries out.

Our process of completing concrete and asphalt work is accomplished by starting in one area of the subdivision and moving sequentially through the area. By following the street order process, we can complete the work on more homes in a shorter amount of time. We ask you to please be patient with this process. If you have any questions regarding the completion of escrow items, you may contact your Project Manager by phone or email.

Service Warranty Processing Procedures

Upon receipt of any Warranty Request Form the Warranty Service Department may contact you for an inspection appointment if more clarification is needed.

Appointments are available Monday Through Friday 8:00 am to 5:00 pm.

The items listed in your request may be inspected to determine appropriate action.

A written service work order will be issued, with a confirmation letter sent to you, notifying our subcontractor and authorizing repairs for your home. It is the responsibility of the subcontractor who receives the work order to contact you for the appointment. If you are difficult to reach by telephone, you are welcome to expedite this process by calling the vendor to set your appointment.

Completion of service warranty items can be expected within 15 working days of the service work order issue date unless you are otherwise notified.

In the case of inspection and/or material order, completion of work could exceed the 15 working days.

Service Warranty Coverage

All decisions on the scope, nature, and extent of warranty coverage for service warranty requests will be based upon our Home Care and Warranty Guide. If there are any questions on our warranty procedures, please contact our Service Warranty Department. (952) 322-8700

Warranty Protection Provided

Robert Thomas Homes provides comprehensive warranty coverage for their homes in accordance with the highest industry standards and the requirements under Minnesota Law. The State of Minnesota requires that builders provide certain warranties against defects in workmanship with new home construction (see your Purchase Agreement, Exhibit A, Minnesota Statutes 327A.) Generally, these warranties provide a one, two or ten year warranty for specific types of defects with your home. Please read Exhibit A for any questions about Minnesota's statutory warranties.

In addition to state warranties, Robert Thomas Homes has adopted a series of performance standards which are outlined in this Guide. Each Performance standard is accompanied by a warranty period.

Finally, your Robert Thomas Home may have additional warranty coverage with Professional Warranty Service Corporation or other warranty companies. These additional warranties are outside of the warranties extended to you by Robert Thomas Homes under state statute and under the performance standards listed in this Guide. Please note that any warranties that may accompany your home through Professional Warranty Service Corporation are additional (not substitute) warranties which are administered under the terms of this company's warranty terms. Robert Thomas Homes does not administer service, control, or determine any warranty claims you may present to Professional Warranty Service Corporation or other warranty companies. Please see PWSC's warranty for any questions you may have regarding their program.



Home Care Warranty Manual



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Air Conditioning

It is important that an air conditioning unit is used properly. If it is operated incorrectly it can greatly reduce its efficiency, harm your condenser and prevent the air conditioning system from doing the job it was designed to do.

Keep windows and blinds closed during the day when the air conditioner is running. The air conditioner is a closed system which recycles air throughout the home. Keeping the windows or blinds closed will help to keep the air cooled.

Tips for Operation

Vents-keep registers open on the upper floors and close in the lower floors to allow the cool air to fall to the lower floors. Keep registers closed in spaces that are not used as frequently (spare bedrooms and storage areas).

Keep compressor level and clean so it operates efficiently. It is important to maintain your compressor by cleaning it periodically. Monitor the coils throughout the summer months.



Filter-change the furnace filter monthly to ensure proper air flow and air conditioner performance.

Make sure humidifier damper is closed. An open damper can add humidity to the home. Manufacturer's manuals-follow specified maintenance for your air conditioning system.

Insufficient Cooling - 2 Year Warranty

Action Required - Robert Thomas will correct if cooling system cannot maintain a 78 degree Fahrenheit temperature, under normal operating and weather conditions Temperature shall be measured at a point 5' above center of the floor in the affected room. On excessively hot days, where outside temperature exceeds 95 degrees Fahrenheit, a difference of 15 degrees from outside temperature will be difficult to maintain.

Comments – Balance dampers and registers, and make other minor adjustments for the changing of seasons, and maintain proper window treatment to optimize cooling capabilities. Maintain air conditioning unit per manufacturer's specifications.

Refrigerant line leaks – 2 Year Warranty

Action Required – Robert Thomas will repair all leaking refrigerant lines and will recharge the unit, unless damage is caused by Homeowner

Comments – Homeowner maintenance is required on the system.

Condensation drain lines- 1 Year Warranty

Action Required – Robert Thomas Homes will provide clear condensation drain lines at closing or first occupancy, whichever occurs first. After this, the Homeowner is responsible for keeping the condensation drain lines clear.

Comments – Condensation drain lines may clog under normal use. The Homeowner is responsible for keeping lines clear. Prior to using the cooling system each season, check the condensation lines to ensure the drain lines are clear.

Ductwork makes ticking and crackling noise – No Warranty

Action Required –The ductwork may make a ticking and crackling noises when the metal in it expands from the heat and contracts from the cold. This condition is natural and is not a deficiency.

Alarm System

If you had a prewired alarm system installed in your home, you will have to make arrangements with the company that installed the system to activate and demonstrate the system. Alarm Systems installed in Robert Thomas Homes may carry manufacturers' warranties; however, RTH does not provide any warranty for these systems or their components.

Appliances

All appliances are covered by the manufacturer if purchased by Robert Thomas Homes. RTH provides no warranties for appliances. All appliance manuals will be left in the home and will be shown to you at the time of the walk thru. Please contact the manufacturer with any warranty questions.

Asphalt

Your asphalt driveway is a surface that requires protection and maintenance to prolong its beauty and function for years after your closing date. Note that asphalt driveways are expected to expand and contract with normal freeze and thaw conditions. Typical driveway movement is not a defective condition.

When your driveway is first placed, do not use it for 14 days. After that period, avoid placing heavy materials and pointed objects (kickstands from bikes and motorcycles) for the life of the driveway.

Do not turn your vehicle wheels while parked and sharp turns will cause tire marks. Avoid driving over the edges of the driveway to prevent breakage of the asphalt edges. Do not spill gasoline or other petroleum products on the asphalt this will cause soft spots and will cause deterioration. Allowing heavy commercial type vehicles (moving or large delivery trucks) to come onto your driveway may cause damage to the surface. The driveway is designed for cars and light trucks.

Seal coat your driveway to protect against sunlight and other weather conditions that will fade your driveway. Driveway sealing is not required but is recommended. Wait for a minimum of 12 months before applying sealer.

Settling or cracking of asphalt driveways- 1 Year Warranty

Action Required – Driveways will move up and down as a direct result of frost in the ground. These are not defects. Robert Thomas Homes will repair longitudinal or transverse cracks greater than 1/16" in width or vertical displacement. Color and texture variations are to be expected and the builder will not be responsible for these variations or sealcoating to cover repairs.

Comments – Maintain the driveway with the suggestions listed above.

Attic

Your attic space is designed only for maintenance and not for storage. There is an access in place for service in the attic. If service is ever performed, inspect attic insulation to make sure that it has not been displaced. In areas that have been disturbed the R-value can be compromised. If the attic access seal has been broken seal shut with a bead of caulking. Robert Thomas Homes provides no warranty for Attic spaces.

Brick and Stone

Brick and Stone is a very beautiful surface that is durable and low maintenance.

Brick and Stone may need to be cleaned due to efflorescence which is a natural occurrence and cannot be prevented. Efflorescence can be maintained by cleaning with a wire brush and vinegar. Tuck-pointing may be required on the face brick by repairing the mortar between the bricks.

All brick and stone work will be inspected at the time of the Homeowner Orientation and deficiencies will be corrected.

Cracks in mortar joints – 1 Year Warranty

Action Required – Robert Thomas Homes will repair cracks more than 3/8" wide. Cracks up to 3/8" wide are due to shrinkage are common in mortar joints, and are not defects.

Comments – Inspect and regularly maintain mortar joints.

Cabinets

The natural wood cabinets in your home are a beautiful feature that adds warmth and style to your kitchen. Natural wood will come with variations in the grain, color and mineral marks (Mineral marks are the black marks in cabinets). Variation in cabinets is to be expected and is not a warranty item. Please take time to look at the cabinets in your home and compare them with our model homes for other examples.

Cabinet drawers and doors will need to be adjusted by you periodically (seasonal changes may cause warping and is a temporary condition). Instructions for adjusting will be given at the Homeowner Orientation. Moisture can damage cabinet surfaces by causing delamination or warping. Be careful when cooking not to have items producing large amounts of heat near your cabinets. When cleaning your cabinets use mild dish detergent and warm water, avoid using anything abrasive which will scratch and damage your cabinet surfaces. All cabinets will be inspected at the time of the Homeowner Orientation for proper operation. Wood Grain and color variation in cabinets is not a warranty item and will not be corrected.

Cabinet separates from wall or ceiling – 1 Year Warranty

Action Required – Robert Thomas Homes will correct separation in excess of 1/4". Some separation is normal. Caulking is an acceptable method of repair.

Comment – Homeowner should not overload cabinets.

Crack in door panel- 1 Year Warranty

Action Required – Robert Thomas Homes will correct only if documented prior to occupancy. Cabinets will be inspected at time of Homeowner Orientation.

Warping of cabinet door or drawer fronts – 1 Year warranty

Action Required – Robert Thomas Homes will correct if warp exceeds ¼" as measured from cabinet frame.

Comments – Seasonal changes may cause warping and may be a temporary condition. Doors and drawers do not operate

Action Required – Robert Thomas Homes will correct doors and drawers that do not operate.

Comments – Homeowner will need to maintain cabinets by cleaning and periodically adjusting doors.

Carbon Monoxide Detectors

Carbon Monoxide (CO) detectors have been installed in your home per code. Robert Thomas Homes does not warranty carbon monoxide detectors. Read all manufacturers' instructions for care and maintenance of your CO detectors. The warranty for your CO detectors is covered by the manufacturer.

CO detector starts to "chirp" or talk – No Warranty

Action Required – Robert Thomas Homes will not pay for inspections or service calls on CO detectors

Comments – Change batteries routinely (every equinox) so battery backup does not become weak.

Caulking

Caulking has been installed around the exterior and interior of your home. Caulking is a product that naturally breaks down with exposure to the elements, and you will need to routinely maintain caulk. This maintenance is important for the proper sealing of windows, doors, and other penetrations through the exterior of your house. If caulking has shrunk it will no longer seal the area it is intended to protect.

Read instructions and warnings completely on caulk tube before applying to the intended surface. Areas that will require maintenance are sinks, tub and showers, backsplashes, toilets, windows, and doors.

Caulking shrinks or dries – No Warranty

Action Required – Robert Thomas Homes will not be responsible for maintaining caulking.

Comments – All caulking will need to be maintained by the Homeowner. Inspect all caulking at the time of Homeowner Orientation.

Ceramic Tile

Ceramic tile is a very beautiful and durable surface that is relatively easy to clean and maintain. Cleaning of ceramic tile requires little more than dusting and an occasional damp mopping. Success in cleaning ceramic tile lies in frequent cleaning and subsequent minimization of excessive moisture and dirt on the surface of your ceramic tile for extended periods.

Diligent cleaning and maintenance of your ceramic surfaces will give you relatively longer life if compared to most other flooring materials. Minor imperfections in material and workmanship are inherent in ceramic tile and can be observed in any ceramic tile installation. Extra tiles and grout will be left in your home in the case of a future repair to ensure matching.

Small cracks in grout lines are common and will need to be repaired. Clean your tiles by sweeping, vacuuming or damp mopping when needed. Sealing your grout is recommended and will be the Homeowner's responsibility. You can find grout sealer at most hardware stores and tile shops. Minor grout touch up may be required.

Cracks in ceramic grout joints – 1 Year Warranty

Action Required – Robert Thomas Homes will correct cracks one time only in the first year after closing or occupancy.

Comments – Cracking of grout joints is common and is considered routine Homeowner maintenance unless excessive.

Ceramic tile cracks or becomes loose – 1 Year Warranty

Action Required – Robert Thomas Homes will re-secure loose tile.

Comments – Cracked tiles will be identified at time of Homeowner Orientation and will be completed.

Concrete Flatwork

Concrete slab areas are not a structural part of the home and are not covered in the 10 year structural warranty. Concrete slabs have a tendency to crack when the slab shrinks and cures. Concrete can also crack as a result of temperature changes that are caused by expansion and contraction. These types of cracks are naturally occurring in this climate, and are not defects. Slab cracking can be controlled by the use of Zip Strip, expansion joints and creasing. In your garage floor you will notice patterned cracking and this is completely normal.

Maintain your concrete by keeping surface clean and free of salt, chemicals and maintain good drainage. Concrete slabs may vary in color; this is common and is not a warrantable item.

Your garage slab is sloped from the back to front to direct water that enters on your car to run out the entrance of the garage.

Heaving of exterior concrete is a common occurrence in the winter months. Exterior sidewalks and patios are floating slabs and when moisture gets between the slab and soil base, frost can lift up the sidewalk or patio. Expansion joints are placed between the slab and the foundation or stoop to allow this action to happen. In the spring when the temperatures warm, the frost will go out of the ground and the sidewalk or patio will settle into position.

During summer months water can enter into cracks in your concrete and cause heaving in the winter due to frost lifting the slab. To prevent this from happening, maintain proper drainage and seal cracks with a concrete caulk to prevent water from entering. Keep concrete clean, free of salt and chemicals.

Cracks appear in basement floor- 1 Year Warranty

Action Required - Minor cracks in basement floors are normal and are not covered by any warranty. We will repair cracks more than 3/16" wide or 1/8" vertical by grinding, caulking, or filling.

Cracks appear in attached garage floor – 1 Year Warranty

Action Required - Robert Thomas Homes will repair cracks in garage slabs more than 1/4" wide or 1/4" in vertical displacement.

Pitting, scaling or spalling (flacking, chipping) of concrete surfaces covered by the warranty- 1 Year Warranty

Action Required - It is normal for some minor chipping of the surface to occur. Concrete surfaces should not disintegrate so that the aggregate is exposed and loosened under normal use and weather conditions. Robert Thomas Homes will repair concrete surfaces where aggregate is exposed and loosened. Robert Thomas Homes is not responsible for deterioration caused by salt, chemicals, mechanical implements or other factors beyond our control.

Comments - Avoid damaging concrete with salt, chemicals, mechanical equipment, etc.

Cracks in concrete floor which rupture or significantly impair performance of floor covering- 1 Year Warranty

Action Required - Robert Thomas Homes will correct so defect is not readily noticeable when floor covering is in place.

Comments - Minor impressions in floor covering are not considered significant imperfections and are not covered under warranty.

Uneven concrete floors or slabs – 1 Year Warranty

Action Required – Concrete floors in rooms designed for habitability (as living space) will not have pits, depressions, or raised surfaces greater than ¼" in 32". Robert Thomas Homes will repair these defects.

Settlement, heaving or separating of stoops, steps or garage floors- 1 Year Warranty

Action Required –Stoops, steps integrated into stoops, or garage floors will not settle, heave or separate more than 1" from the home. Robert Thomas Homes will repair these deficiencies.

Comments –Sidewalks and patios will lift and settle with the changing seasons. This is normal and expected condition in this climate, and Frost heave is not a warranty item.

Standing water on stoops – 1 Year Warranty

Action Required – Water shall drain from outdoor stoops and steps; however, it is normal for small amounts of water to stand on stoops for short periods after it rains. Robert Thomas Homes will correct any improper drainage where accumulations are over 3/8" are present continuously for 24 hours or more.

Condensation

Windows will collect condensation on the interior surfaces when there are extreme temperature differences and high humidity levels in the home. Warm moist air and cold outdoor temperature will equal condensation on a cool window frame.

If a humidifier is selected for your home, be very careful not to add too much humidity to the home in the first year after construction. When a home is new there is a high amount of moisture in the materials that were installed. Water is in the lumber, drywall taping compound, ceiling texture, paint and concrete. After the first year your home will dry out, but continue to monitor your humidity levels carefully. Just living in the home will add humidity (cooking, cleaning, breathing, plants, and indoor humidifiers).

New homes are built very tight to be energy efficient. Because of this, homes will hold moisture. Water condensation on windows is not a defect, but is an indicator that your humidity levels inside the home are improper. This is a maintenance issue. Here are some tips to help manage humidity levels in your home:

- Run bath fans for 20 minutes after showering or bathing.
- Leave blinds and draperies open to allow warm air to circulate to windows.
- Run furnace fan continuously. This will help circulate air and will help reduce hot and cold spots in your home.
- Turn off or reduce humidifier setting.

Condensation or frost on interior window surface – No Warranty

Comments – Use tips given in guide to reduce condensation.

The University of Minnesota has developed guidelines for the minimum recommended humidity levels for houses. Based on a 70°F interior room temperature, engineering studies established the following guidelines:

Outside Temperature	Inside Humidly
20° to 40°F	Not over 40%
10° to 20°F	Not over 35%
0° to 10°F	Not over 30%
10° to 0°F	Not over 25%
-20° to -10°F	Not over 20%
-20°F or below	Not over 15%

Countertops

Cultured Marble Countertops

Cultured marble is an attractive and functional surface for bathroom vanity tops and shower walls. It is non-porous, resists stains and mildew, easy to clean and maintain. Some caution must be taken with cultured marble. Dropping heavy objects on vanity tops may crack surface. Some cosmetics and shampoos can leave a stain on vanity if not cleaned up immediately. Abrasive cleaner should not be used on vanities with a gloss finish. When cultured marble tops have a matte finish using soft scrub is permitted.

Separation from wall – 1 Year Warranty

Action Required – Robert Thomas Homes will repair the crack. Caulking is acceptable. We will repair only once after closing or first occupancy, whichever occurs first.

Granite/Quartz Countertops

Granite and Quartz are very beautiful products to have for countertops. It is scratch and heat resistant. Granite can stain and stone sealers help prevent spills from absorbing into the granite surface. Quartz is stain resistant but stains can always be prevented by quickly wiping up spills.

Most cleaning can be done with a soft damp cloth. For deeper clean use mild soap and water or natural stone cleaner. Glass cleaner is also an acceptable cleaner but can leave a haze on the countertop. Seal your countertop every year to maintain stain resistance.

Separation from wall – 1 Year Warranty

Action Required – Robert Thomas Homes will repair the crack. Caulking is acceptable. We will repair only once after closing or first occupancy, whichever occurs first.

Chips, cracks or scratches in countertops – 1 Year Warranty

Comments – Identify any chips, cracks or scratches in the countertops at the time of Homeowner Orientation.

Laminate Countertops

Laminate countertops are much less durable surface than stone. Always use a cutting board to prevent scratching the surface and use a hot pad or a trivet to protect laminate surface.

Separation from wall – 1 Year Warranty

Action Required – Robert Thomas Homes will repair the separations exceeding ¼" in the first year. Caulking is an acceptable repair. We will repair only once after closing or first occupancy, whichever occurs first.

Chips, cracks or scratches in countertops – 1 Year Warranty

Comments – Identify any chips, cracks or scratches in the countertops at the time of Homeowner Orientation.

Decks/Wood Front Porches

Wood decking will be used for your exterior deck and some front porches. Wood decking requires yearly care and maintenance. Scratches and wear on wood decking is typical and expected with use. Since the decking is exposed to all seasons it goes through a variety of changes throughout the year. Wet, dry, hot and cold will make the boards grow and shrink, crack and split, cup and twist. You can manage the extreme elements your deck can be subjected to by sealing your deck surface. Sealing your deck/porch will prolong its life and preserve the beauty. Periodically treat your deck with water repellent or wood preservative. Keep your deck surface clean because small debris left on deck can scratch the surface. Ice and snow should be carefully removed so the shovel does not scratch boards.

Scratches in deck boards – No Warranty

Action Required – None. Shrinkage, cracking splitting, cupping knotholes, and twisting are natural occurrences, and is excluded from limited warranty coverage

Comments – Inspect all deck boards, rails and spindles at the time of Homeowner Orientation.

Variations or discoloration of decking finish – No Warranty

Comments – Variation of color on wood products is natural and expected.

Doors – Interior & Exterior

Doors may need adjustment when the seasons change because of humidity changes in your home. Refer to the sections below to find out what a warrantable item is, and what will need owner maintenance. At the time of your Homeowner Orientation inspect the operation of all doors. The reveals around the doors should be consistent around the entire door frame.

Check to make sure the door latches smoothly. Inspect the entry and garage service door threshold to make sure that it is tight enough that exterior air does not pass under the door but loose enough that the door operates. If a door becomes squeaky, remove the hinge pins and spray the pins with a silicone spray. This should eliminate any squeak. Avoid the use of oil when lubricating hinges, because oil will attract dirt to the hinges. During the walk through the Project Manager will review all door adjustments that can be made.

Exterior doors on RTH homes, particularly exterior entryway doors with integrated window components and thresholds, often carry a specific manufacturer's warranty. Please refer to the manufacturer's warranty for any issues with your doors that deal with the material, glass, or other components of the door itself. Robert Thomas Homes does not warranty the performance of exterior doors beyond their installation.

Door binds, sticks or does not latch – 1 Year Warranty

Action Required – Robert Thomas Homes will correct only if due to improper installation

Comments – Seasonal changes may cause doors to expand and contract. This is usually a temporary condition.

Exterior

Wood door panel shrinks- No Warranty

Comments – Panels will shrink and expand and may expose unfinished surfaces.

Warping

Action Required – Robert Thomas will repair any doors that warp to the extent that they satisfy one of the following:

- They no longer work;
- They are no longer weather resistant; or
- They warp more than ¼", measured diagonally from corner to corner. We will refinish any new doors to match other doors as closely as possible.

Comments – Seasonal changes may cause doors to expand and contract. This is usually a temporary condition.

Split in panel – 1 Year warranty

Action Required – If light is visible through the split in a panel, Robert Thomas Homes will make this repair only once after closing or first occupancy whichever occurs first.

Comments – Splits which do not allow the entrance of elements are considered normal. Homeowner maintenance is required.

Separation between door and weather stripping- 1 Year Warranty

Action Required – Robert Thomas will correct if daylight is visible or if entrance of elements occurs under normal conditions.

Comments – Even with properly installed weather stripping, some movement of the door, when closed, may be expected. Homeowner maintenance is required for minor alterations to adjustable thresholds and other parts of the door.

Interior

Latch is loose or rattles – 1 Year Warranty

Action Required – If needed, latch will be tightened or realigned to work properly.

Comments – some minor movement should be expected.

Binds, sticks or does not latch – 1 Year Warranty

Action Required – Robert Thomas will correct if due to faulty workmanship or materials

Comments – Seasonal changes may cause doors to expand and contract, and are usually temporary conditions.

Warping

Action Required – Robert Thomas Homes will repair any doors that warp more than ¼", measured diagonally from corner to corner. In the event we install a new door we will finish new doors to match other doors as closely as possible.

Comments – Seasonal changes may cause doors to expand and contract. This is usually a temporary condition.

Excessive opening at bottom – 1 Year warranty

Action Required – Robert Thomas will correct gaps in excess of 1 ½" between bottom of passage door and finished floor or 2" between bottom of closet door and finished floor.

Door rubs on carpet - 1 Year Warranty

Action Required - Robert Thomas will correct.

Comments - Robert Thomas is not responsible if Homeowner installs carpet.

Drains

Clogs in drains are typically maintenance issues and as such are not covered by Robert Thomas Homes under warranty. Some degree of escaping sewer gas may occur after periods of prolonged non-use of your drains. When leaving your home for an extended period of time you may arrive home to find some sewer gas odor from plumbing traps that have dried. The quick remedy is to fill traps with water to eliminate the sewer gas odor.

Drywall

Drywall finishes involve a period of curing after installation. New home settle and as a result, drywall often experiences some cracking and nail pops. Robert Thomas homes will inspect areas of drywall cracking and nail pops at the end of the first year and repairs will be completed in your home, ONE TIME only. To allow the home to stabilize, it is recommended that drywall repairs are corrected at the end of the first year, usually during the eleventh month. Please be aware that the builder will refinish or repaint the repaired area only. Normal drywall repairs are a maintenance item and can be easily repaired. To repair a small crack, caulking or spackle can be used to fill the area flush and a coat of paint can be applied after the area is dry. Nail pops can be repaired by resetting the nail or tightening the screw spacing over the area and painting when area is dry.

Cracks and separations in drywall, lath or plaster; nail pops-1 Year Warranty

Action Required - Robert Thomas Homes will correct cracks in excess of 1/8" in width. Robert Thomas Homes will correct nail pops which have broken the finished surface and will repair cracks and touch up paint to match as close as possible, one time only. Such conditions should be reported near the end of year 1 of the warranty period to allow for normal movement of the home.

Comments - Minor seam separations and cracks, along with other slight imperfections, are common and should be expected. Minor depressions and slight mounds at nail heads are not defects and are not warranted.

Electrical

The electrical panel will be located in the garage or the basement depending on the proximity of the exterior transformer. All of the breakers in the electrical panel will be labeled to the area in the home they serve. The circuit breakers have three positions, on, off and

tripped. In the event a breaker is tripped it should be pushed all the way off before it can return to the on position. If a circuit breaker trips, it is overloaded and what is plugged into the receptacles should be evaluated.

GFI's (Ground Fault Interrupters) are required in certain locations of your home by building code, and are located in all kitchen, bathrooms, garages and exterior patios or decks. GFI's are installed to prevent electric shock and trip easily when there is a variance in the electric load. If a GFI trips it can easily be reset by depressing the reset button on the outlet. It is recommended to test the GFI outlets once a month by pressing the test button, this will manually trip the GFI and it will need to be reset by pressing the reset button. Do not plug in a refrigerator or freezer to a GFI; there is a possibility it could trip and spoil the contents in the appliance.

Arc Fault Protectors are required by code anywhere there is a 15 amp lighting circuit. Arc Faults detect faults and trip the circuits as needed. If the arc faults repeatedly trips, unplug items that are on the circuit until the arc fault holds. After unplugging all items on the circuit and the problem persists, contact the Robert Thomas Homes service department.

Both GFI's and Arc Faults will be reviewed during your Homeowner Orientation. All receptacles are required by code to be tamperproof. When plugging into these outlets the plugs need to be pushed into the outlets at the exact same time. An emergency number for the electrician will be located on the house panel. The only electrical emergency is the total loss of power, and the first call should go to the electric company.

Circuit breaker trip excessively - 2 Year Warranty

Action Required - Robert Thomas Homes will correct if tripping occurs under normal usage.

Comments - Homeowner is advised to not overload circuits.

Outlets, switches or fixtures malfunction - 2 Year Warranty

Action Required - Robert Thomas will correct if caused by defective workmanship or materials.

Comments - Homeowner should exercise routine care and maintenance. Replacement of light bulbs is Homeowner's responsibility.

Air leaks around electrical outlets - 1 Year Warranty

Action Required - Cold air can be drawn through an outlet on an exterior wall into a room. This is not unusual and is not a defect in the electrical components of your home. Robert Thomas Homes will repair significant or extreme air leaks around electrical outlets once at the end of the first year.

Ground Fault interrupters frequently trip (these are sensitive safety devices that are installed into the electrical system to protect from electrical shock) - 2 Year Warranty

Action Required - Ground fault interrupters are sensitive and can be easily tripped. Normally, this is not indicative of a construction defect. Robert Thomas Homes will install ground fault interrupters to meet the electrical requirement. We will correct the interrupters if the tripping is due to a defect in installation.

Comments - A tripped ground fault interrupter usually indicates an overloaded circuit or the connected appliance contains a faulty ground.

Electrical wiring does not carry its designed load for normal residential use - 2 Year Warranty

Action Required - Robert Thomas Homes will repair any wiring that does not conform with approved local electrical requirements during the first two years after closing. We are responsible for original installation only. We are not responsible for problems caused by conditions beyond our control.

Fireplace

Fireplaces are offered as an option with most Robert Thomas Homes plans. If you have selected a fireplace it is a direct vent gas fireplace. These fireplaces are designed to provide ascetic appeal, and are not intended as a source of heating your home. There is a short break-in period with your gas fireplace; there will be an odor that is emitted from the fireplace unit. This is normal and will go away with use of the fireplace. During windy conditions, there may be a downdraft that could extinguish the pilot light. This is common and the pilot light will need to be relit.

When cleaning the glass on your fireplace do not use normal glass cleaner; this will cause the glass to become foggy. Use fireplace glass cleaner to clean up any built up residue. Fireplace components may carry specific manufacturers' warranties. Robert Thomas Homes does not warrant the fireplace or its components. Take time to read the fireplace manual and any accompanying warranty for all care and maintenance of the fireplace unit.

Improper drawing of fireplace or chimney - 1 Year Warranty

Action Required - A number of items can cause temporary negative draft situations in a fireplace or chimney. These include high winds, obstructions such as large branches or trees too close to chimney, or tight insulation and weatherproofing throughout the house. Robert Thomas Homes will not be responsible for these problems. If the draft problem is caused by improper installation, we will repair the problem within the first year.

Comments - Ensure there is sufficient fresh air make-up for the flue to draw properly. Before the beginning of the season that you will use the fireplace look for any obstructions and clear prior to use.

Exterior and interior masonry veneer cracks- 1 Year Warranty

Action Required - Robert Thomas Homes will correct cracks in excess of 1/4" in width that appear in the masonry veneer of the fireplace during the first year.

Comments – Some cracks are common in masonry and mortar joints. Cracks ¼" in width or less are considered maintenance items that are the responsibility of the homeowner.

Firebox color is changed; accumulation of residue in chimney or flue – No Warranty

Comments – Changes of color of the firebox and accumulation of soot in the chimney are natural by-products of fireplace use. Homeowner maintenance is required.

Chimney separates from the home – 1 Year Warranty

Action Required – Robert Thomas Homes will correct separation in excess of ½" within 10' during the first year.

Comments – Newly built chimneys will often incur slight amounts of separation which is normal.

Smoke in living area – 1 Year Warranty

Action Required – Robert Thomas Homes will correct if caused by improper construction or inadequate clearance. See manufacturer's instructions for proper use to ensure proper operation.

Comments – Temporary negative draft situations can be caused by high winds, obstructions such as tree branches too close to the chimney, the geographic location of the fireplace, or its relationship to adjoining walls and roof. In some cases, it may be necessary to open a window to create an effective draft. Since negative draft conditions could be temporary, it is necessary that owner substantiate problem to RTH by constructing a fire so the condition can be observed.

Water infiltration into firebox from flue – No Warranty

Comments – A certain amount of rainwater can be expected to enter into the fireplace under normal conditions.

Firebrick or mortar joints crack. – No Warranty

Comments – Intense heat may cause cracking. This is normal and not a warrantable item.

Fire Suppression Systems

In some multi-family homes (where required by building code) there will be a fire suppression system that has been installed to protect the spread of fire from dwelling to dwelling. Defects in the installation of these systems are covered by a 2 Year Warranty. Each sprinkler head has a glass bulb that is heat sensitive so if the temperature in the room gets to 155 degrees that glass bulb will rupture, only in the area that the temperature reaches 155 degrees, and water will be sprayed from the head to aid in extinguishing the fire. Be careful around the sprinkler heads not to crack or fracture the glass because the system is always

charged. If a sprinkler head is broken, because of fire or accident the system is under 24 hour monitoring and the fire department will be contacted.

Floor Covering

Carpet

Robert Thomas Homes installs a wide variety of carpeting in its homes. These carpet products carry various manufacturers' warranties depending on the manufacturer, style, materials, and grade. As such, Robert Thomas Homes does not warrant the performance of any particular carpet product that is warranted by the manufacturer. Carpet is a floor covering that requires regular routine weekly and yearly maintenance. Vacuum the carpet in your home weekly to lift out dirt particles that can get embedded in the carpet pile and reduce the life of your carpet. Vacuum carpet in high traffic areas more thoroughly to keep carpet from wearing unevenly. Remove stains immediately after they occur. Blot and dab area to lift the stain out of the carpet pile. Avoid rubbing to push the stain deeper. Exercise caution when using stain remover, try to test a concealed area before attempting stained area. Refer to manufacturer's recommendations before using any stain remover. Have carpet professionally cleaned at 12 to 18 months, depending on the condition.

Furniture and traffic will crush carpet pile, this can be reduced by frequent vacuuming and protection cups under furniture to distribute the weight. Crushing of carpet pile is considered normal wear and is not a warrantable item.

Carpet will fade over time but diligent maintenance can reduce this by frequent vacuuming, proper humidity and controlling sun exposure by using blinds and drapes. Seams in carpet, depending on room size, cannot be avoided; rolls of carpet come in 12' widths. Seams will show different in styles of carpet, tight and low profile seams will be more visible. Common seam locations are in doorways and running parallel in lower traffic areas.

Fades, stains or discolors - No Warranty

Action Required - Spots and/or fading can occur naturally when a carpet is exposed to light. Robert Thomas Homes has no responsibility for this condition. We will correct stains or spots only if documented prior to occupancy.

Comments - Fading is not a deficiency. Homeowner is responsible for establishing a pre-closing walk-through inspection list.

Premature wearing of carpet - No Warranty

Comments - Excessive wear in high-traffic area such as entryways and hallways is normal.

Visible Gaps at Carpet Seams - 1 Year Warranty

Action Required - Robert Thomas Homes will correct gaps in the carpet seams that arise from installation during the first year.

Comments – Seams will be apparent. Visible seams are not defects or improper installation.

Carpet becomes loose or buckles – 1 Year Warranty

Action Required – Robert Thomas Homes will correct loosened or buckling carpet due to improper installation during the first year.

Comments – Some stretching is normal. Owner should exercise care in moving furniture.

Wood Floor

Wood floors are a beautiful, natural feature of your home. Robert Thomas Homes offers a wide variety of wood floor options from many different wood floor manufacturers. Due to the nature of this product, manufacturers offer varying warranties with their products. Refer to your manufacturer's warranty for specific details. RTH does not warrant the performance of any wood flooring product.

To keep the floor beautiful, routine preventative maintenance will need to be performed. Wood floors will also go through expansion and contraction depending on your humidity levels; it is important to manage the humidity level in your home to minimize expansion and contraction. If your home gets too dry there is a chance that the boards can shrink and crack, if the home is too humid there is the chance of expansion and the floor will squeak from the boards rubbing together. When cleaning your wood floors always follow the manufacturer's recommendations.

There are other steps you can take to minimize maintenance and maintain the beauty of your wood floors as well.

1. Do not use sheet vinyl or tile floor care products on wood floors. Self-polishing acrylic waxes cause wood to become slippery and appear dull quickly.
2. Use throw rugs both inside and outside doorways to help prevent grit, dirt and other debris from being tracked onto your wood floors. This will prevent scratching.
3. Do not wet-mop a wood floor. Standing water can dull the finish, damage the wood and leave a discoloring residue.
4. Wipe up spills immediately with a slightly dampened towel.
5. Do not over-wax a wood floor. If the floor dulls, try buffing instead. Avoid wax buildup under furniture and other light traffic areas by applying wax in these spots every other waxing session.
6. Put soft plastic or fabric-faced glides under the legs of furniture to prevent scuffing and scratching.
7. Avoid walking on your wood floors with cleats, sports shoes and high heels.
8. When moving heavy furniture, do not slide it on wood flooring. It is best to pick up the furniture completely to protect the wood flooring.
9. For wood flooring in the kitchen, place an area rug in front of the kitchen sink.
10. Use a humidifier throughout the winter months to minimize gaps or cracks.

Cracking or separating between hardwood floor boards – 1 Year Warranty

Action Required – Robert Thomas Homes will repair cracks in excess of 3/16" in width by filling or replacing the boards at the sole option of Robert Thomas Homes. The grain and stain will match as closely as possible, but color variations are to be expected.

Comments – Owner will properly care for wood floor.

Vinyl Flooring

Robert Thomas Homes is pleased to offer many types of vinyl flooring products from an array of manufacturers. These products often carry warranties from their manufacturers, so refer to the specific warranty for your floor. RTH does not warranty the performance of vinyl floor products. Regular maintenance is essential in keeping your vinyl floor looking glossy and new. Vinyl floors have a glossy coating that protects the surface. Read and carefully follow the manufacturer's recommendations on care for your vinyl floor.

Keep floors clean with frequent sweeping, vacuuming and mopping. When mopping do not saturate the floor with water, excess water can seep through the seams and edges on the vinyl floor and compromise the subflooring and causing the floor edges to lift. Regularly inspect and repair caulking where flooring meets tubs, showers and toilets to prevent excess water from entering these areas.

Use pads under furniture to protect flooring and do not wear high heels on vinyl; high heeled shoes will cause potential flooring damage. Extra vinyl will be left at the home for future repairs.

Here are some suggestions to prevent staining or denting of your vinyl flooring.

- Direct sunlight will, in fact; discolor vinyl. We suggest using window treatments to refract sunlight.
- Use of rubber back mats will discolor your floor. We recommend non-rubber back rugs.
- Deck stains and all oil based paints will also discolor floors. With deck stains and stains in general, walking from stained surfaces onto vinyl will cause tracking of stain to the vinyl floor. It is best to have some sort of mat to wipe your shoes before you walk on the floor.
- Asphalt driveways and sealers will also stain vinyl. It is best to remove shoes first or use rugs to wipe your feet.
- Cleaning solvents – You must be careful to use only the manufacturer's suggested cleaning products when cleaning your floor. Also, when cleaning appliances, make sure to protect your floor from solvents dripping on to your floor as these may discolor your vinyl.
- Excessive heat may burn or discolor your vinyl. (Excessive heat is considered to be over 125 degrees F.)
- Lawn fertilizers may discolor vinyl floors, both the liquid and granular types. It is best to remove footwear before walking on vinyl floors.

Resilient flooring comes loose at edges

Action Required – Robert Thomas Homes will correct the loose edges in the warranty period.

Comments – Owner maintenance is required regarding fades, stains or discoloration

Action Required – Robert Thomas Homes will correct stains or spots only if documented prior to occupancy.

Comments – Owner care and maintenance is required.

Resilient Flooring Lifts, Bubbles, or becomes Unglued - 1 Year Warranty

Action Required - Robert Thomas Homes will repair these defects from installation in the first year.

Visible seams or shrinkage gaps at joints of resilient flooring - 1 Year Warranty

Action Required - Gaps more than 1/8" wide between pieces of resilient flooring from improper installation will be repaired in the first year. If the gaps between flooring and other materials are more than 1/8" wide, RTH will repair the affected area only.

Fastener pop through resilient flooring - 1 Year Warranty

Action Required - Robert Thomas Homes will correct where fastener has broken through floor covering.

Comments - Sharp objects such as high heels, table and chair legs, can cause similar problems, and is not covered by this warranty.

Depressions or ridges in resilient flooring at seams of subflooring - 1 Year Warranty

Action Required - Robert Thomas Homes will repair any ridges or depressions from installation which are readily apparent and which are more than 1/8" high or deep. The ridge or depression measurement is the gap created at one end of a 6" straight-edge placed over the depression or ridge with 3" or the straightedge on one side of the defect, held tightly to the floor. We will not be responsible to exactly match the old and the new flooring.

Cuts and gauges in floor covering - No Warranty

Action Required - Robert Thomas Homes will correct any cuts or gauges in the vinyl flooring from normal use if documented prior to occupancy. RTH does not warrant performance of the flooring after installation, and refers you to the manufacturers' warranty.

Foundation

Foundations are poured according to the plans and specifications required by building code. Foundations are poured concrete with steel reinforcing and are insulated on the outside of the foundation wall. The insulation on the outside of the wall prevents the cold or warm air from being transferred into the home. The above-grade insulation will be protected with a scuff coating and caution should be used when performing lawn care around insulation. Damaging the scuff coating will expose insulation to ultra violet rays which will start to erode the integrity of the insulation.

In an unfinished basement in the summer months, keep your furnace fan on, open a window to circulate the air or in an extreme case use a dehumidifier. This will prevent the damp

basement feel; a damp basement is not to be confused with a wet basement. Damp foundation walls and floors are normal and not a warrantable item.

Note that concrete components such as foundations experience cracking from expansion, contraction, and settlement. These cracks are normal and expected. The performance of your foundation is not typically affected by minor cracking.

Cracks in poured concrete foundation walls - 1 Year Warranty

Action Required - Robert Thomas Homes will correct any crack which exceeds 1/8" in width during the first year.

Comments - Shrinkage cracks are common and should be expected. Surface patching and epoxy injection are examples of acceptable repair methods.

Condensation on walls, joists, support columns and other components of basement area - No Warranty

Comments - Some Condensation on exposed foundation walls in your basement is expected from heat/cold transfer through the concrete. Maintaining adequate ventilation and moisture control is considered homeowner maintenance and is not warrantable.

Water leaking into wet basement - 1 Year Warranty

Action Required - Actual leakage of water into the basement will be corrected. Robert Thomas Homes will not be responsible if the cause is due to improper landscaping, maintenance or negligence by the homeowner.

Comments - To ensure that water drains away from the home; you should maintain the grading so it slopes away from the foundation. Keep window wells free of debris and vegetation. If landscaping rock, wood chips, etc. is used around the foundation of the home, it is essential to install this material correctly so water pockets do not develop and water does not become trapped and leak into the basement. It is also recommended to use a poly/plastic sheeting under rocks or mulch beds that surround foundations. Also consider installing gutters and down spouts that extend to edging.

Framing

Robert Thomas Homes are constructed with wood framing, wood trusses, and wood subfloors. Wood is a natural product which expands and contracts within certain tolerances. Some expansion, contraction, and settlement within the wood members used in your home is expected and normal. Floor squeaks will generally appear and disappear due to the settling of the home and changes in the weather. Complete avoidance of floor squeaks is impossible and cannot be guaranteed. Maintaining a consistent humidity level in the home will reduce the number of squeaks.

Uneven Ceiling- 1 Year Warranty

Action Required - Robert Thomas Homes will correct framing issues in the first year where the unevenness exceeds ¼" within a 32" measurement

Comment - Some minor framing imperfections should be expected.

Floor high and low areas- 1 Year Warranty

Action Required - Robert Thomas Homes will correct flooring if high or low areas exceed ¼" within a 32" measurement.

Comments - Some minor framing imperfections should be expected.

Squeaking floors or subfloors that appear loose- 1 Year Warranty

Action Required - Robert Thomas Homes will correct abnormally loud floors if caused by a defective joist or improperly installed subfloor during the first year.

Comments - A squeak-proof floor cannot be guaranteed. Lumber shrinkage as well as temperature and humidity changes may cause squeaks.

Uneven wood floors - 1 Year Warranty

Action Required - Robert Thomas Homes will repair any floors that have more than ¼" ridge or depression within any 30" measurement when measured in any direction to the joists.

Bowed walls or other interior surfaces- 1 Year Warranty

Action Required - All interior and exterior walls have slight variances on their finished surfaces. Bowing of walls will not detract from or blemish the wall's finished surface. Robert Thomas Homes will repair any walls within the first year which bow more than 3/8" out of line within any 30" horizontal or vertical measurement taken a minimum of 16" from any sheetrock corner or opening.

Wall is Out-of-Plumb - 1 Year Warranty

Action Required - Robert Thomas Homes will repair any walls within the first year that are more than ¼" out of plumb for any 30" vertical measurement.

Garage Door

Your home has a garage door that was supplied by one of a number of suppliers to Robert Thomas Homes. These garage doors vary widely in size and composition. In addition, they are operated by openers from a number of manufacturers. The components of your door and opener are under warranty by their manufacturers, and Robert Thomas Homes does not warrant the performance of these products. Follow manufacturer's guidelines on

maintaining your garage door. Garage doors are a large moving door with many parts. Lubricate the moving parts of your garage door with silicone spray. Lubricate the rollers, tracks hinges pulleys and springs with silicone spray.

Garage Door does not Operate Properly under Normal Use - 1 Year Warranty

Action Required – If garage doors do not operate properly under normal use; Robert Thomas Homes will adjust or correct them once in the first year. Robert Thomas Homes is not responsible for the operation of the garage door with an opener you installed.

Comments – Garage sensor located at base of track can get out of alignment or be obstructed by objects. This is a homeowner's maintenance responsibility. Keep all movable parts lubricated.

Rain, snow or draft enters through garage door – 1 Year Warranty

Action Required – Garage doors will be installed in accordance with manufacturer's specifications. Robert Thomas Homes will repair leaks resulting from a failure to properly install the garage doors. During severe weather conditions, some leakage may be normal.

Comments – Sweeping out any water or snow accumulation under the garage door will keep the garage door from freezing shut during the winter months.

Gas Shut Off

All gas shut offs will be labeled and reviewed on your Homeowner Orientation. If a gas leak is suspected vacate the home and contact the gas company. Gas leaks can arise from a number of causes, including improper appliance operation and faulty installation. Robert Thomas Homes warrants the proper installation of gas lines and appliance for a period of 2 year. Leaks from faulty appliance are not warranted; see your manufacturer's warranty for coverage.

Grading and Drainage

Final grading around your home will be established prior to installing any landscaping or sod. An engineering company will be scheduled after the final grade is completed. They will verify that all of the elevations are correct and issue "As Built" drawings that will be submitted to the local building authority for final review. Once the local building authority has approved the "As Built" survey, the landscaping and sodding can be installed.

Drainage can be affected by settling that will occur around the foundation from the trench that has been excavated for the footings and foundation. Building trenches are compacted at the time of backfill but the soil densities are not returned to their original condition. Because of this, settling may continue for several years after the home has been completed. Settling around the foundation should be inspected and corrected as needed and is a

homeowner maintenance item. Standing water around the foundation can result in water migrating into the basement or water gathering at the foundation wall that could result in major structural damage to the foundation and void structural warranty.

Keep plantings and other landscaping out of drainage swales. Drainage swales will be discussed at the time of your orientation. Blocking drainage swales with landscaping and plants will compromise the drainage of your lot and standing water will be the result. Blocked drainage swales are not warrantable issues.

Improper drainage of the site- 1 Year Warranty

Action Required - Robert Thomas Homes will re-establish proper grades and swales (sloped low areas) for water to properly drain away from the home in the first year. Where lot lines permit, the protective slope will be 6 inches and 10 feet around the foundation. Water will not stand or pond in crawl spaces. Water will not stand or pond within 10 feet of the home for extended periods after a rain (usually not more than 24 hours). For swales, which drain other areas, or where sump pumps discharge; a longer time is not unusual (48 hours). It is normal for water to stand after a heavy rainfall. Robert Thomas Homes will not make grading or ponding determinations while there is frost or snow on the ground, or while the ground is saturated or frozen.

Comments - Standing water beyond the 10' perimeter of the foundation is not covered by this warranty. You are responsible to ensure appropriate and unobstructed ground cover. Settling of ground around foundation walls, utility trenches or other filled areas on property where there has been excavation and backfill which affected foundation drainage- 1 Year Warranty

Action Required - Robert Thomas Homes has established the final grade around your home prior to closing. RTH will replace fill in excessively settled area only once during the first year.

Comments - If settlement does not exceed 6", you are responsible to fill affected areas. You are also responsible for establishing and maintaining adequate ground cover.

Hardware

Levers, locks, and door knobs will need to be adjusted periodically depending on the season and humidity levels. Knobs and levers will need to have the screws tightened and moving parts will have to be lubricated.

All locks, levers, and knobs will be operated and inspected at the time of the Homeowner Orientation. RTH will warrant proper operation of all locks, levers, and knobs for a period of one (1) year.

Heating System

Robert Thomas Homes is pleased to provide you with quality, efficient furnaces. These furnaces carry certain warranties from their manufacturer. RTH does not warranty the performance of the furnaces, so please consult your manufacturer's manuals for all

warranties and instructions for operation. Yearly maintenance of your furnace will increase its life and help with overall performance and efficiency.

One of the most cost-effective and easiest homeowner maintenance projects is to change the furnace filter monthly. A clogged filter will greatly reduce the efficiency of your furnace. The procedure for changing out the furnace filter will be reviewed during your Homeowner Orientation.

Tips for operation

- Shut all supply registers in the rooms that are not being used.
- Close registers in upper rooms forces more air to the lower levels keeping the naturally cooler areas more comfortable.
- Keep furnace fan in the ON position instead of AUTO. This will help to eliminate the hot and cold spots in the home by continually moving the air and mixing the warm and cold together. Do not block registers with furniture or other objects that may reduce the airflow.
- Use a humidistat to monitor humidity levels in the homes.
- Save on heating bills by setting your temperature at 68 degrees Fahrenheit for the winter. Constant resetting wastes energy.

Noisy duct work - 2 Year Warranty

Action Required - Some noise is expected and normal with furnace and air conditions operations. Robert Thomas Homes will correct extreme, loud "oil canning" noise if caused by improper installation.

Comments - When metal heats and cools, ticking and cracking may occur and these noises are not covered by this warranty.

Condensation lines clog under normal use - No Warranty

Action Required - This is a homeowner maintenance item.

Comments - Condensation lines will clog under normal conditions. Continued operation of drain line requires homeowner maintenance.

Insufficient Heating - 2 Year Warranty

Action Required - Robert Thomas Homes will correct improper heating if the heating system cannot maintain a 70 degree Fahrenheit temperature, under normal operating and weather conditions. Your home's temperature shall be measured at a point 5' above center of floor in an affected area. On extremely cold days, a 6 degree difference between actual inside temperature and thermostat setting is acceptable.

Comments - Orientation of the home, location of rooms and locations of vents will also cause a temperature differential. There may be periods when the outdoor temperature, falls below design temperature thereby lowering temperature in the home. Certain aspects of expansive stairways, open foyers, sunrooms or cathedral ceiling may cause abnormal variation from these standards and are not covered by the warranty.

Humidifier

Humidifiers are for helping to regulate the humidity level in the home which keeps the materials in your home from going through changes from season to season. The humidifiers themselves carry manufacturers' warranties, and Robert Thomas Homes does not warrant the actual performance of the humidifier. Read through the humidifier manual for warranty and maintenance information.

Tips for operation

- Turn humidifier off and shut the damper in the summer to prevent adding additional humidity in the summer months.
- Clean your filter in the beginning and end of the summer to remove mineral deposits on the filter. The procedure for removing the filter will be reviewed during the Homeowner Orientation.
- This first year after your home is complete use caution when using your humidifier. During the first year all of the material in your home is drying out and using the humidifier may add too much moisture to the home.

Humidifier not working - 2 Year Warranty

Action Required – Robert Thomas Homes will repair the system to meet the performance standard.

Comments – Check water shut-off valve to make sure it is open during winter months and replace filter prior to heating season. Refer to manual for recommendations.

Insulation

Insulation and vapor barriers will be installed in your home as requires under applicable building code. All of the electrical boxes, ceiling lights and perimeter framing have been sealed to the vapor barrier. Additional work done in your attic after the closing on your home can compromise the R-value of the insulation. If any work is done in your attic, you should inspect the insulation to ensure that it has not been compressed by wires or walking. Insulation should appear to be fluffy.

Air infiltration around electrical receptacles - 1 Year Warranty

Action Required – Where extreme air flow is present; Robert Thomas Homes will seal the receptacles once in the first year.

Comments – Air flow around electrical boxes is normal and is not a deficiency.
Insufficient insulation

Action Required - Robert Thomas Homes will insulate the home as required to meet local energy and building requirements or, as applicable, FHA or VA requirements.

Comments - Insulation does not render a wall or room soundproof.

Landscaping

When installing landscape edging use caution not to dig edging down too far, this may prevent water from draining away from your foundation. Prior to installing rock mulch or wood mulch lay down landscaping fabric to prevent weed growth.

Keep all landscaping and plantings out of drainage swales. The swales are designed to carry water away from your home and off the lot. By installing landscaping in the drainage swales this will potentially overwater your plantings.

Newly placed sod requires extra water for several weeks after it is placed. When cutting the grass for the first time mow with the mower on the high setting and use caution not to cut any areas of the yard too short due to undulations in the yard.

Landscape plantings die - 1 Year Warranty

Action Required - Landscape plantings will remain alive for one year from the date of installation. Robert Thomas Homes will replace the landscape planting(s) one time only during the first year warranty period.

Comments - It is the homeowner's responsibility to maintain watering from the date of installation.

Dying sod or weeds - No Warranty

Comments - It is your responsibility to maintain normal watering, weed control, bug control, and fertilizing of the sod after the date of closing.

Lighting

Light fixtures come with a one (1) year warranty from the date of closing. All lights will be inspected at the time of Homeowners' Orientation.

Mirrors

Mirrors come with a one (1) year warranty from the date of closing. All mirrors will be inspected at the time of Homeowner Orientation.

Tips for cleaning mirrors

- Clean mirrors with reliable liquid glass cleaner or polisher.
- Do not use acidic cleaner that contain ammonia or vinegar.
- Avoid getting liquid behind the mirror as this can cause the silvering to deteriorate.

Paint

Exterior Paint

Robert Thomas Homes uses quality paints for a quality exterior finish. The paint products themselves carry manufacturers' warranties and RTH is not responsible for defects in the paint products themselves. Inspect all exterior painted surfaces at the time of your Homeowner Orientation. The exterior paint may need to be completed in the spring when temperature is conducive for paint application. Please contact the warranty department if there are any issues with the exterior when completed in the spring.

Every three to five years the paint will need to be refinished depending on manufacturer's recommendation and the amount of sun and weather exposure. Over time the paint will start to fade and dull. It is very important to keep these surfaces maintained. Paint that is left in a distressed state will compromise the integrity of the material; instead of just paint, it may need to be replaced.

Tips for maintaining

- Surfaces may be washed using mild soap and small amounts of water.
- Do not use abrasive cleaners for deeper cleaning on painted surfaces as this will dull the surface.

Peeling or fading of exterior paint or stain - 1 Year Warranty

Action Required – Fading of a paint or stain is normal and not considered a defect. The amount of fading will depend on the climate where the home is located. Robert Thomas Homes will repair paint, stain or varnish which peels or deteriorates in the first year due to improper application. We will properly prepare and refinish any areas that are affected. Note that RTH cannot guarantee exact matches to paints, stains, and varnishes refinished after original application.

Comments – To maintain the longevity of exterior trim it may be necessary to repaint every three to five years. All joints in trim should be re-caulked before painting.

Color variations of stained woodwork - No Warranty

Comments – All wood products have variations in grain and color. These variations cannot be controlled by Robert Thomas Homes and are not warranted.

Interior Paint, Stain and Interior Millwork

Your home has been painted with one of several latex paint products that typically can be touched up with minor visible flashing. Marked up or lightly soiled walls can be cleaned using a soft damp cloth and soapy water. Cleaning the walls can sometimes dull the finish of the paint. For areas that have deeper marks consider touching up the paint.

During the Homeowner Orientation take time to inspect the walls with the following standards in mind. Paint flashing will not be readily visible on walls when viewed directly at walls (not angles) from a distance of 6' under normal lighting conditions. All areas that do

not meet this standard will be touched up to meet the standard prior to the acceptance meeting.

First Year Touch up - 1 Year Warranty

In the first year after closing on your home, Robert Thomas Homes will do a "one time" drywall and paint touch up. The paint will not be touched up in areas that have been painted by you. The touch ups that occur at this year-end appointment will be visible and should be expected. Paint flashing is normal when fresh paint is used to touch up existing areas on a wall.

Wood Grain and Color Variation - No Warranty

Color variations will result when stain is applied to wood millwork, cabinets, cabinet doors, and interior doors. Each piece of wood that goes into your home is unique and variation is to be expected.

Surface Deficiencies in Finished Woodwork - No Warranties

Action Required - Robert Thomas Homes will correct readily apparent splits, cracks, hammer marks and exposed nail heads, only if documented prior to occupancy.

Comments - Color matched putty will be used to repair areas.

Interior wall surfaces show paint flashing (roller marks/ texture differences due to touch-ups and/or correction)s. - 1 Year Warranty

Action Required - Robert Thomas Homes will touch up the affected area once in the first year to your satisfaction prior to the end of the first year.

Comments - All painted touch-ups and corrections will show paint flashing due to texture differences. Paint flashing will not be readily visible on walls when viewed directly at walls (not at angles) from a distance of 6' under normal lighting conditions.

Interior paint does not "cover" the underlying surface - 1 Year Warranty

Action Required - Robert Thomas Homes will touch up the paint as necessary to meet the performance standard. Color variations are to be expected and not warranted by Robert Thomas Homes.

Comments - The surface being painted will not show through the new paint when viewed from a distance of 6' under normal lighting conditions.

Interior surfaces are paint spattered - 1 Year Warranty

Action Required - Robert Thomas Homes will remove paint spatters from original application to meet the performance standard once during the first year.

Comments - All paint spatters will not be readily visible on walls, woodwork, floors or other interior surfaces when viewed from a distance of 6' under normal lighting conditions.

Deteriorating varnish or lacquer finish on inside woodwork - 1 Year Warranty

Action Required – Robert Thomas Homes will retouch areas of the woodwork where the finish has deteriorated. We will make this repair only once after closing or first occupancy, whichever occurs first.

Pests (Vermin)

Insects and animals can enter your home through very small cracks in the home. Robert Thomas Homes provides no warranty for insect, animal, or pest infestation. Concerns involving pests and wildlife are a homeowner issue. Use pest control services to remove these unwanted guests.

Plumbing

Your Robert Thomas Home includes a state-of-the-art plumbing system utilizing a number of appliances, fixtures and components. Read through all of the manufacturer's literature on use and maintenance for plumbing fixtures and components. Best maintenance practices will ensure proper operation of your plumbing components for many years. RTH does not warrant the performance of appliances, fixtures or components that carry manufacturer warranties.

During your Homeowner Orientation, all shut off locations water main, exterior spigots, water heater, water softener (if applicable), sinks, toilets and ice maker line will be shown. Low Flush Toilets were introduced in 1993 as a water-saving regulation which prohibited manufacturers from making toilets that used more than 1.5 gallons per flush. Because of this toilets are more prone to clogs. Most clogs can be avoided by being mindful of what is flushed down the toilet. The majority of clogs can be cleared with a plunger. If a clog cannot be cleared with a plunger or a plumbing snake, a professional drain cleaner's service may be required.

Tips for avoiding clogs

- Hold handle down to allow more water to pass.
- Flush two times.
- Expect to use a plunger.
- Do not flush disposable diapers, excessive toilet paper, Q-tips or dental floss.

Prior to winter, make sure that exterior faucets are shut off and the water is bled from the water lines. This procedure will be reviewed at the Homeowner Orientation meeting. Any additional questions on this procedure please contact the Robert Thomas Homes, Inc. Warranty Department. Frozen exterior faucets will not be covered under warranty. Exterior faucets have backflow preventers per code, removing these can damage the faucet and will not be covered under warranty. It is normal for these devices to have some spray back at the spigot from the back flow preventer when you turn off the faucet.

Pipe freezes and bursts - 2 Year Warranty

Action Required – Drain, waste, vent, and water pipes will be adequately protected to prevent freezing as required by the applicable plumbing requirements for normally anticipated cold weather and in accordance with the design temperatures recognized in the building industry. Robert Thomas Homes will repair any pipes not meeting these standards.

Comments – Proper winterization of pipes is considered routine maintenance and you should maintain suitable temperatures inside the home.

Noisy water pipe - 2 Year Warranty

Action Required – Robert Thomas Homes will correct excessive hammering noises if caused by improper installation.

Comments – Some noise can be expected due to flow of water and pipe expansion. This is not a defect and not under warranty.

Plumbing fixtures and trim fittings leak or malfunction - 2 Year Warranty

Action Required – Robert Thomas Homes will correct leaking and malfunctioning plumbing fixtures if due to faulty workmanship and materials in the first year.

Comments – Homeowner maintenance is required. Scratches, tarnishing or marring of plumbing fixtures or components must be noted on a pre-closing walk-through inspection list.

Cracks or chips in fixture - 2 Year Warranty

Action Required – Robert Thomas Homes will correct only if documented prior to occupancy.

Comments – Owners are responsible for establishing a pre-closing walk-through inspection list.

Defective fixture or fitting - 2 Year Warranty

Action Required – Robert Thomas Homes will correct defect from improper installation for up to two years.

Comments – Owner maintenance is required.

Condensation appears on pipes - No Warranty

Comments – Condensation on pipes may result because of certain combinations of temperature and indoor humidity. This is not a defect and not under warranty.

Pipes freezing - 2 Year Warranty

Action Required – Robert Thomas Homes will correct construction details or installation issues that have caused frozen pipes to prevent pipes from refreezing. The correction may involve opening the walls for access to the pipe, and either adding or replacing insulation which may have moved during the construction process or leaving a permanent vent into the warmer place to prevent the freeze from reoccurring. Piping that freezes from your negligence is not under warranty.

Comments – If you are leaving the home for the winter, make sure that thermostat is set at 55 degrees. If any pipes should freeze, do not turn the water supply off unless the pipe has burst, then notify RTH or the plumber immediately.

Clogged sewers, fixtures or drains – No Warranty

Action Required – Drainage maintenance is your responsibility. Robert Thomas Homes will reimburse you for the cost of the repair, if the problem is caused by faulty installation.

Comment – Sewers, fixtures and drains should operate properly to accomplish their intended function. Because sewers, fixtures and drains can easily be clogged through the homeowner's fault, the homeowner is responsible for the necessary repairs arising from poor maintenance.

Odors escaping from water drains – No Warranty

Comments – Some Discharge of odor is normal where a drain is not used for extended periods of time. To eliminate drain odors, one quart of water should be poured down the drain monthly. This may also include any floor drains

Fixtures do not hold water – 2 year warranty

Action Required – Where caused by improper installation, Robert Thomas Homes will correct the fixture to meet the warranty standard. Defects in the fixture are not warranted by RTH.

Comments – Stoppers on fixtures should retain water for a sufficient length of time to accomplish its intended use.

Toilet does not flush completely – 2 Year Warranty

Action Required – Robert Thomas Homes will correct the problem if caused by improper installation to meet the warranty standard.

Comments – Due to the mandated 1.5 gallon capacity for flushing volumes, the toilet handle will need to be depressed for a longer period of time to allow more water to flush through the system, to prevent clogging in the drain.

Water supply system does not deliver water – 2 Year Warranty

Action Required – Robert Thomas Homes is responsible for connecting all on-site service to municipal water mains and to private water supplies. RTH will repair problems caused by deficiencies in workmanship and material that result in the disruption of water supply to the

home. RTH is not responsible for water supply disruptions caused by conditions beyond our control (municipal utility problem, unusual weather, etc.).

Roof

Your home contains a roofing membrane consisting of shingles and underlayment products. The products used in your roof have defined lifespans, and carry manufacturers' warranties. Consult with the manufacturers of these products for warranty details. Robert Thomas Homes does not warrant the performance or lifespan of the component parts of your roofing membrane.

Your roof is a system that requires maintenance. Perform a visual inspection of your roof after severe storms to check for shingle blow off. During normal weather conditions, shingles should not blow off the roof. Clear your roof from accumulations of snow and ice. Damage caused by inadequate maintenance and abnormal weather conditions is not covered under warranty. Robert Thomas Homes will replace shingles blown off or damaged under normal weather conditions. Shingles that are replaced may be from different dye lots and variation can be expected. Robert Thomas Homes will repair roof leaks if the issue is not caused by abnormal weather conditions. Repairs will be made when roof is dry.

Roof vents are installed per code and are used for circulating air in your attic. If snow is covering the roof vents, hire a professional to clear snow away from the vents to keep attic properly ventilated. During severe weather conditions wind driven snow and rain can enter through the vent; this is not a defect and is not a warrantable item. Vents should not leak under normal weather conditions. Robert Thomas Homes will repair leaks that are caused under normal conditions.

Shingles are designed to seal with normal exposure to sunshine and typically seal by the end of the 1st year warranty period. The shingles need heat to seal down and a roof installed in the winter is more prone to blow-off if the shingles have not been exposed to warm weather. Robert Thomas Homes will repair shingles that are not sealed by the end of the first year warranty period. Shingles that are repaired will have color variations due to different dye lots. Exact Matches are not guaranteed nor covered under this warranty.

Roof and Roof flashing leaks - 1 Year Warranty

Action Required – Robert Thomas Homes will correct leaks if they occurs under normal conditions within the first year.. No repairs will be provided where the leak is caused by snow or ice buildup, high winds, driving rains, or improper roof maintenance.

Comments – Clean leaves from valleys, gutters and downspouts.

Lifted, torn or curled shingles – 1 Year Warranty

Action Required – Robert Thomas Homes will correct lifted, torn, or curled shingles in the first year if they fail due to poor installation.

Comments – Damage from improper or inadequate maintenance is not covered under warranty.

Inadequate ventilation – 1 Year Warranty

Action Required – Robert Thomas Homes will take steps to ensure adequate ventilation for the proper operation of the roof.

Comments – Moisture accumulation in attics which are not adequately vented is a deficiency. You are responsible to keep vents clear of obstructions to ensure air flow in attic spaces.

Water stays in gutters – 1 Year Warranty

Action Required – On homes where gutters are provided, Robert Thomas Homes will correct installed gutters to limit standing water depth not to exceed 1". RTH makes no guarantees on installation of gutters, or the scope of any gutters installed on the roof. This warranty applies to gutters actually supplied by RTH for your home closing.

Comments – Homeowner is responsible for keeping gutters and downspouts clean. Gutter or downspout leaks – 1 Year Warranty

Action Required – Robert Thomas Homes will correct leaks at connections for gutter they supply with the house for a period of one year.

Comments – You are responsible for keeping gutters and downspouts clean. Gutters may overflow during heavy rains.

Ice build-up on roof – No Warranty

Comments – Ice buildup is a maintenance responsibility of the homeowner. During alternate freezing and thawing conditions, ice build-up is likely to occur at the eaves of the roof. This condition occurs when snow and ice accumulates and gutters and downspouts freeze up. Robert Thomas Homes does not warrant roof repairs, roof maintenance, or ice removal from ice buildup on the roof.

Shingles do not overhang edges of roof, or hang too far over the edges of roof – 1 Year Warranty

Action Required – Robert Thomas Homes will reposition or replace shingles as necessary to meet the acceptable standard. If shingle replacement is required, please note the process of coating shingles with colored granules is a batch-type process and different dye lots will occur. Therefore, color variations in the shingles can arise from this process. RTH is not responsible for color variations.

Shingles sticking up or not sealing down – 1 Year Warranty

Action Required – Robert Thomas Homes will repair shingles that are not sealed by the end of the first year warranty period.

Comments – Shingles should be sealed by the end of the first year warranty period. Where a non-sealing type of shingle has been used, RTH can correct the nailing deficiency by sealing down the shingles. With sealing type shingles, these shingles require heat from the sun to affect the full seal, so some warm weather is required.

Rain or snow leaks into the attic through louvers and vents – No Warranty

Comments – Homes must have louvers and vents for proper ventilation. Rain or snow will sometimes come through these openings.

Siding

Robert Thomas Homes offers its customers a wide variety of siding products. These products have differing finishes, installation details, and lifespans. In addition, these products generally carry warranties direct from the manufacturer. Robert Thomas homes does not warrant the performance of the siding products installed on your home. Check the manufacturer's warranty with any questions you have on these products.

All siding will expand and contract with changes in temperature and humidity. In the summer, walls may appear to be wavy from expansion due to the warm and humid conditions. During the winter months, cold dry conditions will cause siding and wood based trim products to contract, and some separation will be noticeable.

Wood based siding will require routine maintenance. Caulking will need to be done where siding meets window trim and corners to minimize moisture from getting between the siding and trim. Different sides of the home will need to be re-caulked and repainted at different times depending on the exposure to weather and sun exposure.

Vinyl siding requires less maintenance than wood, but vinyl will expand and contract more than wood. Vinyl is installed to allow for expansion and contraction. Expansion may cause vinyl siding to appear wavy; this will not be a warrantable item. All areas that have received caulking will need to be maintained by the Homeowner. Siding will need to be cleaned to keep appearance new. Use cleaning products that are recommended by the siding manufacturer. Warning: if vinyl siding is exposed to high temperatures (from a grill or fire that is too close to a home) it may burn or melt.

Entrance of elements through separations of siding or trim joints, or separation between trim and surfaced of masonry or siding – 1 Year Warranty

Action Required – Robert Thomas Homes will correct entrance of elements caused by separations exceeding 3/8" by caulking or other methods.

Comments – Any separations 3/8" or less involve routine homeowner maintenance and are not covered under warranty.

Cracks in stucco, cement and plaster surfaces - 1 Year Warranty

Action Required - Robert Thomas Homes will correct cracks which exceed 1/8" in width.

Comments - Hairline cracks in stucco and Cementous finishes are common and expected. These cracks do not necessarily affect the ability of your home's exterior to shed water.

Siding materials deteriorated, delaminate or come loose - 1 Year Warranty

Action Required - Siding products are subject to exposure to the elements. Some deterioration of finishes for some products is expected and natural. Robert Thomas Homes will correct deteriorated, delaminated, or loose siding in the first year where the condition is caused by improper installation.

Comments - Separated, loose or delaminated siding can also be caused by improper maintenance. Wavy siding may be due to temperature changes and can be expected.

Siding is wavy or has holes - 1 Year Warranty

Action Required - Robert Thomas Homes shall correct the condition if caused by improper installation. RTH will not guarantee the perfect match of materials and colors.

Comment - Siding can become wavy or fade. Check your manufacturer's warranty on this product for coverage regarding dents, holes, wind specifications, etc.

Knot holes bleed through paint or stain - 1 Year Warranty

Action Required - Robert Thomas Homes will correct any affected areas during the first year where excessive bleeding of knots appears.

Comments - Knot holes will be present depending on the quality of material used, and the presence of knot holes is not a defect.

Vent or louvers leak - 1 Year Warranty

Action Required - Robert Thomas Homes will correct leaking vents and louvers if caused by improper installation. No warranty shall apply to vents or louvers leaking due to blockage or improper maintenance.

Comment - Properly installed louvers or vents may at times allow rain or snow to enter under strong wind conditions and is not a deficiency.

Trim has open joints between moldings and the surface areas to which the moldings are attached - 1 Year Warranty

Action Required - Robert Thomas Homes will repair any open joints that are more than 3/8" wide or which do not keep out the elements. Caulking is acceptable.

Inadequate clearance between exterior siding and finished grade - No Warranty

Action Required – Robert Thomas Homes will insure there is a 6" clearance between siding and finished grade at the time of closing or first occupancy whichever occurs first. Any deficiencies in the clearance between grade and siding height after closing are your maintenance responsibility.

Comments – Maintain exterior finish by caulking and painting.

Smoke Detectors

Smoke detectors are located throughout your home and have been installed per building code. These detectors carry manufacturers' warranties and Robert Thomas Homes does not warrant their performance. Maintenance of these devices is a life safety issue and is your responsibility. Your smoke detectors are hardwired and have battery backup; if one smoke detector goes off, they all go off. If the smoke detector starts chirping it indicates that the battery is low and will need to be replaced. It is recommended that the battery be changed out every six months (example would be to change out on the spring and fall equinox). Refer to your manufacturer's manual for care and maintenance of your smoke detectors.

Sump Pump

In homes with basements, or half basements, the foundation has a perimeter drain that channels water into your sump basket through an interior drain field. A sump pump is installed to remove water. Robert Thomas Homes warrants the proper operation of your sump pump against improper workmanship and installation for a period of two (2) years.

Maintenance of your sump pump system is your responsibility. During heavy rains or the spring snow melt and thawing, the sump pump will run frequently to keep up with large volumes of storm water. Make sure that the discharged water is running away from the foundation so that it is not being continuously pumped. Add an extension hose if water is not flowing away from the foundation. Sump pump baskets must be cleared of debris on a regular basis. Sump pumps carry manufacturer's warranties, and Robert Thomas Homes make no warranty as to their performance.

Water Heater

Your Robert Thomas Home has a brand new water heater. This water heater comes from the factory with warranties for its performance from the manufacturer. RTH does not warrant water heaters unless the water heater fails to properly work due to improper installation. Note that your water heater has a presetting from the manufacturer that is at a safe level and below scalding. Adjust the water temperature of your water heater as needed; how to adjust your water heater will be discussed at your Homeowner Orientation meeting.

Drain your water tank by following the manufacturer's time table and instructions. By draining the water you can reduce the build-up of chemical deposits and increase the life of your water heater.

If you notice your hot water smelling, the problem can be traced back to your water heater. The smell comes, from harmless bacteria in water that eats the magnesium anode rod inside the water heater. If the smell occurs it is best to contact the city to flush the water mains on the street. If the rod is removed it will void the warranty of the water heater. The rod is in place to protect the inside of the water heater.



Read through all of the manufacturer's literature and warranty for all of the care and maintenance on your water heater.

Windows, Patio Doors and Screens

Robert Thomas Homes has incorporated high quality windows, patio doors, and screens into this home. Your windows and patio door are warranted directly through the manufacturer. All of the warranty information will be given to you at the Homeowner Orientation in your walk-through booklet. Check all windows and patio doors in the home for smoothness of operation. RTH is not responsible for the performance of your windows or doors but warrants the proper installation of these products in your home.

During heavy rains and snow, water can build up in the lower window and patio door tracks. Weep holes are in windows to allow water to leak out of the tracks. Keep lower tracks clean and free of debris so the weep holes do not get clogged.



If condensation appears between your window panes contact your window manufacturer to replace the glass during your warranty period.



Condensation or frost on interior window surface - No Warranty

Comments - Condensation can occur from improper moisture levels in the house, and is relative to the quality and type of windows. Temperature differences in high levels of humidity along with individual living habits will cause condensation. Robert Thomas Homes does not warrant against condensation or frost on the interior window surfaces.

Clouding or condensation between panes of glass- No Warranty

Action Required - Any issue involving clouding or condensation between panes of glass would likely arise from a product failure. Robert Thomas Homes will only correct if clouding or condensation in your new windows is documented prior to occupancy. Your window manufacturer carries a separate warranty on the windows. RTH carries no other warranties for clouding or condensation between window panes.

Comments - You are responsible for establishing a pre-closing walk-through inspection list.

Glass Breakage - No Warranty

Action Required - Robert Thomas Homes will correct any glass breakage only if damage is documented prior to occupancy. After occupancy, RTH does not provide any warranty for glass breakage. See your window manufacturer's warranty.

Comments - You are responsible for establishing a pre-closing walk-through inspection list. Glass that is cracked due to homeowner's fault is not warranted.

Excessive drafts and leaks - 1 Year Warranty

Action Required - Robert Thomas Homes will correct poorly fitted (installed) windows. Drafts or Leaks from product failure is not warranted.

Comments – Some drafts are normally noticeable around windows, especially during high winds. Maintenance of weather stripping is your responsibility.

Difficult to open, close or lock – 1 Year Warranty

Action Required – Robert Thomas Homes will correct any problems with opening, closing, or locking of the windows during the one year warranty period.

Comments – Windows should open, close and lock with reasonable pressure.

Wood Trim

Inspect all wood trim at the time of your Homeowner Orientation for damage. Wood will have a tendency to shrink most during the first year of your home's existence. The greatest drying will happen in the winter months so it is important to keep your temperature and humidity level as consistent as possible. Wood that shrinks where trim meets the walls, joints or miters can be caulked or puttied to correct the problem.

All wood will have variations in grain and color.

Painted millwork – The base molding will be caulked to the walls, when the different materials in your home dry out the base trim, joints and miters may need to be refilled or re-caulked by the Homeowner.

Surface deficiencies in finished woodwork – No Warranty

Action Required – Robert Thomas Homes will correct readily apparent splits, cracks, hammer marks and exposed nail heads, only if documented prior to occupancy.

Comments – You are responsible for establishing a pre-closing walk-through inspection list.

Gaps between trim and adjacent surfaces and gaps at trim joints – 1 Year Warranty

Action Required – Robert Thomas Homes will correct gaps in excess of 1/8" at trim joints and 1/4" between trim and adjacent surfaces.

Comments – Some separation due to lumber shrinkage is normal and should be expected.

Cracking or deterioration of caulking – No Warranty

Comments – All interior caulking must be inspected by you prior to occupancy. Interior caulking shrinks and deteriorates. This is a homeowner maintenance responsibility and is not warranted by RTH.

Wall or trim surfaces visible through paint – 1 Year Warranty

Action Required – Robert Thomas Homes will correct affected area on a one-time basis. If the affected area is greater than 75% of the wall, trim piece, or ceiling that is affected, RTH will correct the entire surface.

Comments – Some minor imperfections such as overspray, brush marks, etc., are common and should be expected.

Color variations in wood trim – No Warranty

Comment – All natural wood products have variations in grain and color. These variations in color cannot be controlled and are not warranted.