Frequently asked Warranty Questions
The doors in my house stick, is this warrantable?
Yes, all interior and exterior doors are under warranty for one adjustment during the warranty period.
There are cracks in my brick, is this normal?
Yes, as the house settles cracks in the brick are normal. Cracks that can be seen from 20' away or are over 3/4" thick are excessive and will need to be inspected.
There is no hot water in one or more areas of the home.
If the water is not hot during cold temperatures, the water line might have froze. Refer to tips note on how to unfreeze.
There is no power in part of the house, outlets in part of the house do not work, ect.
This is a warrantable item and is encouraged to turn the breaker off on the segment of the house the issue is occurring in.
Landscaping is dying, diseased or in disarray.
Upon closing of your home all landscaping is maintenance.
Tile/ Grout is cracked in any area of the home.
One time during the warranty period all tile and grout repairs can be repaired under warranty.
There are areas in the house where repairs were completed and now need paint. Does this fall under warranty?
All repairs made under warranty will be painted.
Do furnace filters fall under warranty?
Furnace filters should be changed every 3 months and are maintenance items
Are the weeping holes in brick supposed to be caulked?
No, weeping holes in brick are meant to allow any water to flow out from behind the brick. Make sure to keep these clean of all debris.
There is caulking missing inside/outside of my home.
Caulking on interiors and exteriors are warrantable items if the cause is not due to normal wear and tear.
The gutters on the outside of my home are full.

This item is a maintenance item, and recomended to be cleaned twice a year.
The windows in my house are hard to operate.
One time during the warranty period all windows can be serviced to operate smoothly.
The weatherstripping on my doors are starting to wear away/ move around.
Normal wear and tear of weather stripping is not warrantable and is a maintenance item.
One of my windows has been broken, is this warrantable?
At the time of closing all windows are inspected and noted as not broken. After closing any broken windows are considered the responsibility of the homeowner.
There are scratches on my doors/windows, is this warrantable?
After closing any scratches on windows and doors are not warrantable.
My tub/shower is draining slowly, is this warrantable?
Slow drains are usually due to buildup of hair in the drains, this is considered maintenance.
There is insulation/debris covering the soffit vents in my attic, can you send someone to fix it?
After closing this is a maintenance item, due to the possibility of debris moving after closing.
There is damage due to pets anywhere in the home.
All damage caused by the homeowners or their pets is considered maintenance.
There are cracks in the garage/ house on the foundation.
If the cracks are over 3/16" wide with vertical displacement this can be considered a warrantable item.
The floor upstairs has a bounce, shakes, or has visible sag in the floor.
This is considered a warrantable item, however to completely nullify all movement upstairs is not possible.
The water pipes are making noises.
Noise emitting from the water pipes or drains is considered common.
There is a leak in the house.
Whether it is caused from plumbing or the roof all leaks are warrantable.

The siding on my home looks like it's bowing, is this normal?
Yes, siding will bow due to humidity it is common.
There are cracks on my porch/patio?
Cracks may appear due to the home settling, this is common and is not a warrantable item when the crack is in a non conditioned space.
Upstairs the floor squeaks, why?
Due to humidity when laying your subfloor; they leave a gap for fluctuation in humidity. This is to allow the expansion and contraction of the subfloor to try and prevent squeaks and rubbing. A totally squeak proof floor is not possible.

Cracking and Shrinking of Caulking

Is a normal condition. It is recommend to re-caulk regularly. Specially wet areas (bathrooms, sinks, etc.)