

ORIENTATION AND WARRANTY STATEMENT

In order to minimize any misunderstanding as to minor repairs on your new home, we want to clarify our warranty and orientation procedures.

Orientation

You will be shown the care and use of the home. During your orientation, **be sure you indicate any item that you would like corrected.**

There are certain items which we cannot repair after the orientation. These items are:

- Any damage or flaws in hard surface tops.
- Scratches in windows.
- Torn screens
- spots on carpeting
- damage or flaws in hard surface flooring
- Paint touch-up's
- Cracks or scratches on tubs or sinks.

Homeowner Maintenance

There are certain items in your new home which require regular maintenance. These items are homeowner responsibilities and can void aspects of your warranty if they are not completed regularly. The list below is not conclusive; however, these are areas where we receive the most questions.

- Front door painting or staining will need attention on regular basis. Depending on the direction you home faces, you can expect some deterioration in the finish within the first six months.
- Grout and caulking at the tile and countertops areas may crack. It may be necessary to periodically re-grout or caulk these areas.
- Caulking around exterior windows, door sills, and door jambs is essential to keep out moisture. This caulking should be done at least once a year.
- Change heating and air conditioning filters on a monthly basis.
- Maintaining the grade around your foundation so that it insures a positive drainage away from the foundation. Keeping a consistent moisture content around your home usually allows soil stability reducing the shrink and swell of your soil that occurs through the normal seasonal changes your home undergoes. Most side yards will only require 1-2 days per week at 3-5 minutes per zone, due to access of direct sunlight and constant shade.

Non-Warrantable Items

This list is not comprehensive. **See “Your Home Warranty” for a list of what is covered by your warranty.**

- Wood moldings will shrink and expand depending on our weather. The caulking that is around these moldings will crack.
- Landscaping, including shrubbery, grass, annuals, ornamentals, and trees, to included native and builder supplied.
- Frozen water pipes and hose bibs. To prevent freezing of hose bibs, always disconnect your water hoses and cover your bibs. Caution should be taken to protect double check valves exposed to the elements, Re: Irrigation system.
- Cracking and movement of exterior flatwork (sidewalks, patios and driveways) will occur and is to be expected.

30-Day Follow Up

- Valid Warranty items (non-cosmetic items) that were NOT noted on the Repair List during the New Home Orientation will be addressed at the 30-day Follow Up.

SUBMITTING WARRANTY REQUESTS

All warranty requests for *non-emergency* items should be submitted in writing through the KT Homes website. Simply go to the homeowner/warranty section of the KT Homes website and fill out the warranty service request form. A KT Homes representative or a respective vendor will contact you and schedule a time for the warranty service request to be inspected and completed.

YOUR HOME WARRANTY

WHAT IS COVERED IN THE FIRST YEAR?

APPLIANCES

The manufacture warrants all appliances included with the purchase of the home. Any problem with them should be reported to the manufacturer's service department. Please provide them with the model and serial number and a description of the problem. It is important to register you appliances with the manufacturer, as soon as possible, in order to fully take advantage of the manufactures warranty.

CABINETS

Cabinet doors and drawers should not warp in excess of ¼ inch, (top to bottom). Minor warping of doors and drawers cannot be controlled.

CARPET

Wall to wall carpeting when stretched and secured properly should not come up, become lose, or separate or stretch excessively at its points of attachment. If deemed necessary by KT Homes, the carpet will be re-stretched one time within the first year.

CERAMIC TILE

Ceramic tile should not crack or become loose. KT Homes will re-secure any loose tiles within the first year. KT Homes will replace cracked tiles and cracking grout one time in the first year. KT Homes is not responsible for discontinued patterns of color variations.

CONCRETE

Concrete contracts and expands with temperature variations. Minor hairline cracking is normal and can be expected. KT Homes will patch cracks in driveways, walkways and attached patios in excess of 1/4" and/or 1/8" in vertical displacement.

Cracks in concrete slab-on-grade floors with finish flooring should not impair the appearance performance of flooring materials. KT homes will repair or replace the finish flooring during the first year only.

COUNTERTOPS

Countertops should be free from excessive scratches and chips. Care should be taken when cleaning. Countertops should not separate in excess of ¼" from finished walls. Caulking is acceptable.

DOORS

Exterior doors will warp to some degree due to the temperature differential on the interior and exterior faces. However, they should not warp to the extent that they become inoperable, cease to be weather resistant, or exceed ¼" from top to bottom.

Interior Doors should not warp in excess of ¼" top to bottom.

DRYWALL

Hairline cracks in drywall are not unusual. Cracks in excess of 1/8" in width will be repaired and repainted one time in the first year only.

Slight defects, such as seam lines are common and therefore not warranted by KT Homes. Blisters in tape, excess joint compound, trowel marks, exposed corner beads, and other blemishes that are visible from a distance of six feet will be repaired one time in the first year only.

ELECTRICAL

Wiring should be capable of carrying the designed load for normal residential use to electrical boxes.

Circuit breakers should not “trip” under normal usage. All switches, fixtures, and outlets should operate as intended.

GFCI's (Ground Fault Circuit Interrupters) are sensitive safety devices installed into electrical systems to provide protection against electrical shock. These devices look, like two outlets with 2 buttons in the middle which can trip easily, are located in the kitchen and/or bathrooms and/or garage and/or exterior locations. If outlets in these rooms do not work, check to see if the GFCI had been tripped. If so, press the RESET button.

Note: GFCI outlets are not designed to handle the fluctuation of amperage load caused by refrigerators and freezers. They will eventually fail, causing the appliance to shut off. For this reason, do not plug these appliances into a GFCI outlet.

FINISH TRIM

Joints in interior molding or between molding and adjacent surfaces should not exceed 1/8". Joints between exterior trim elements should not exceed 1/4". KT Homes will repair joints that exceed these parameters once in the first year. Caulking is acceptable.

HEATING AND COOLING

The system is designed to produce a set inside temperature on both the heat and cool side. The heating system should be capable of producing an inside temperature of 70 degrees Fahrenheit. The cooling system should maintain a temperature of 75 degrees Fahrenheit. Where outside temperature exceeds 98 degrees, a differential of 20 degrees would be acceptable. Five degree allowance from room to room is acceptable.

Refrigerant lines should not develop leaks under normal operation.

Condensation lines can clog under normal use. This is a homeowner maintenance item.

Ductwork should remain intact and severely fastened. Metal ductwork does expand and contract. The resulting “ticking” is generally expected.

Home owner is responsible changing air filters. Issues caused by improper maintenance will not be covered by KT Homes.

Note: see manufactures warranty for the additional coverage and specifications.

PAINT

KT Homes is only responsible for touching up paint when associated with other warranty repairs and cannot guarantee a perfect match.

PLUMBING

No valve or faucet should leak due to defects in materials or workmanship. Leaks of this nature will be covered in the first year only.

No leaks of any kind would exist in any soil, waste, vent, or water pipe. Leaks of this nature will be covered in the first year only.

KT Homes is not responsible for sewers, fixtures, and drains that are clogged due to the need for regular maintenance on the part of the homeowner.

ROOF LEAKS

Roofs should not leak under normally anticipated conditions except when caused by severe weather conditions, (i.e. unusually strong winds causing rain to be driven at a severe horizontal angle). Your roof is warranted against leaks for two years. Wind damage is only warranted for up to 50mph.

SETTLING OF FILLED AREAS AND DRAINAGE

Maximum allowable settling is three inches and shall not interfere with home-site drainage. If deemed necessary by KT Homes, areas affected by excessive settlement shall be corrected once in the first year warranty coverage.

Proper grading has been done to ensure drainage. (In most instances water from the rear of the yard drains down the side and to the street in front) There should not be any standing water or puddles 48 hours after the rain stops or water is shut off. You should avoid over watering yards as to not wash out the grade and alter the drainage.

No grading determination shall be made while the ground is saturated, the builder is responsible for establishing the proper grades and swales only. The owners is responsible for maintaining such grades and swales once they are established by KT Homes.

IRRIGATION SYSTEMS

The clock, hoses, and valves should not leak or malfunction.

Note: The sprinkler heads are warrantable for 90 days except for homeowner neglect and/or mistreatment.

STUCCO

Cracks are not unusual in exterior stucco wall surfaces. Cracks less than 1/8" wide are considered acceptable.

Note: Attaching anything through the surface of the stucco (i.e. patio covers, awnings, sunscreens, etc.) may cause leaks and will void warranty.

WINDOWS

Warrantable items include malfunction of windows which do not operate in the conformance with the manufacturers design standards (such as not locking or rolling properly), single hung windows that do not stay open and condensate in between the panes of glass.

The manufacturer provides a limited lifetime warranty. Warranty requests after the first year should be submitted directly through the manufacture not through KT Homes.

Note: It is not recommended to have your windows tinted. Tinting can create undue heat stress on the glass, causing the window to crack and voiding the warranty. Also, improper installation of sunscreens may affect your warranty.

WOOD

Floors should not be more than ¼" out of level within any 32" horizontal measurement. Floor slope within any room shall not exceed 1/240 of the room width.

All interior and exterior walls have slight variances on the finished surfaces. Bowing of walls should not detract from or blemish the walls finished surface. Allowable structural deflections are governed by the approved building code specifications, however, bowing greater than 1/240 of the wall length will be considered unacceptable.

Abuse, neglect, poor maintenance, or any alternation of any of the above items will void the warranty.

WHAT IS COVERED IN THE SECOND YEAR?

PLUMBING-IN WALL PIPING

No leaks of any kind would exist in any water, waste soil or vent pipe. Clogged sewers, where defective construction is shown to be the cause, will be the responsibility of KT Homes.

HEATING AND COOLING SYSTEM

Cooling refrigerate lines should not leak under normal conditions. Ductwork should remain intact and securely fastened.

ELECTRICAL (CIRCUIT BREAKERS & IN WALL WIRING ONLY)

Wiring should be capable of carrying the designated load for normal residential use to electrical box.

THE TEN YEAR WARRANTY

This warranty covers structural defects in the home that occur during the first 10 years of homeownership.

A "Structural Defect" is actual damage to the load-bearing portions that affect their load-bearing functions to the extent that the home becomes unsafe, unsanitary, or otherwise unlivable. Examples of structural portions of a home are:

1. Foundations systems and footings
2. Beams
3. Girders
4. Columns
5. Load-bearing walls
6. Floor systems
7. Roof framing systems

Subsequent damages due to not reporting problem in a timely manner, such as water damage to any of the above, is not considered a structural defect and are not covered by warranty.



Follow-up survey

GuildQuality is an independent, unbiased customer surveying company. KT Homes uses our service to gather your feedback about your experience working with them. Your responses to the confidential survey questions will help KT Homes improve the way they do business, improve the way they build, and most importantly, improve the service you receive.



We will first contact you through email. The subject line will be: KT Homes would appreciate your feedback. The number we will call from will be 1-844-585-1199.



You'll also be contacted by phone. The surveys are short and generally take no more than 3-4 minutes.



In addition, you'll receive a card by mail. Please use the survey access code on the card to complete or view your survey online.

KT Homes' dedication to creating an exceptional customer experience is proven by their association with GuildQuality Inc.

Thanks for your participation in this valuable process.



GUILDQUALITY