

Subcontractor Warranty Policy

ALL WARRANTY REQUESTS MUST BE IN WRITING.

Please submit all warranty requests online by visiting:

www.RigginsCustomHomes.com/customerservice.html

Please fill out the form online and click "submit".

*Before submitting all warranty claims, please reference this warranty packet to see if your claim is covered.

For after hour emergencies please call:

Plumbing: Call Brad's Plumbing – 479-927-3686 or **Littrellbrad@yahoo.com** or **Lbratti@cox-internet.com**.
Clogged Toilets will only be fixed if they are clogged with construction debris.

Heat & Air: Please call Anderson's Heat & Air - Steve at (479) 530-3012 or Mike at (479) 530-1782 or **Andersonheatac@gmail.com**

Electrician: Please call Fast Electric (479) 927-1077 or **fasterjewels@fastelectric.arcoxml.com**

Thank You.

Warranty Service Procedures and Forms

AIR CONDITIONING

Air Conditioning can add much to the comfort of your home, but if used improperly it can result in wasted energy and improper cooling. To help you maximize your air conditioning system, we offer the following suggestions:

- A) Your air condition is a closed system which means that the interior air is continually recycled and cooled until the desired air temperature reached. You need to help your air conditioning system by closing your drapes to keep direct sun light out and keep doors and windows shut.

- B) If you turn your air on at 5:30 PM on a day when the temperature has reached 90 degrees, and set your thermostat to 75 degrees, the air condition unit will begin cooling but will take a long time to reach the desired temperature. At 5:30 PM the air conditioning will start cooling the air, but the walls, carpet and furniture release heat and nullify this cooling. It may be hours before the air conditioning unit has cooled the walls, carpet and furniture.

- C) If no one is home during the day you should set the air conditioner to a moderate temperature before leaving, allowing the unit to maintain the cooler temperature throughout the day. Lower the setting slightly further when you arrive home. Setting the thermostat at 60 degrees will not cool the home any faster and can result in the unit "freezing up" and not performing at all, which can damage the unit.

- D) Be sure to adjust the cooling vents to maximize air flow to occupied parts of the home.

If your air conditioner does not operate properly even after you have followed the above guidelines and the manufacturer's warranty booklet, CALL THE SUBCONTRACTOR LISTED ON THE WARRANTY SERVICE PAGE. Remember you will be responsible for paying the service call unless the problem is covered under warranty.

HEATING SYSTEM

To insure against heating problems, observe the following guidelines:

- A) Good Maintenance of the furnace can save energy dollars as well as prolong the life of your furnace. Carefully read the Manufacturer's Warranty Booklet and remember to change the filter monthly during the heating season.
- B) If you find yourself with no heat, the following may identify the cause; review the Manufacturer's Warranty booklet for help. These are the normal homeowner maintenance items. If the heating contractor makes a service call to turn on a switch, replace or reset a breaker, you will be obligated to pay a service charge.
1. Thermostat temperature setting and switches.
 2. The ON/OFF switch in the furnace room.
 3. The fuse, if your furnace has one.
 4. ON/OFF switch on the furnace, check the Manufacturer's Booklet for location.
 5. The breaker on the electrical panel.
 6. Safety switch for the fan cover.

If none of these are the problem, call our Warranty Service Department, but remember: Only problems caused by an installation error would be warranted. The furnace is warranted by the manufacturer.

PLUMBING

To insure against plumbing problems, observe the following guidelines:

- A) Many plumbing clogs are caused by improper garbage disposal use. Always use plenty of cold water when running the disposal. Allow the water to run 10 to 15 seconds after shutting off the disposal.
- B) If you decide to finish the basement, care should be taken in doing so to insure that the plumbing lines are not isolated from the heating source.
- C) Provided your home is heated at a normal level, pipes should not freeze. Heat should be set at 65 degrees at least when you're away during winter months. If temperatures are below normal, you should open cupboards to allow heat to the pipes and let faucets drip to keep pipes from freezing.
- D) Outside faucets must be shut off during freezing weather and the hose removed. If pipes do break, shut off water to that fixture as soon as possible or call a plumber. Each sink and toilet has a shut off for its water supply or use the main water shut off if necessary.
- E) Lines installed for sprinkler system are the responsibility of the Homeowner.
- F) If your water supply stops completely, first check the water shut off at the front of the house or garage. Next, check the water meter shut off to confirm the service has not been shut down in your area. If this is not the problem, please call our Warranty Service Department.

Please Note: Having to shut off the water to an isolated item in the house (such as one toilet) is not an emergency. If it is a warrantable problem, submit it to our Warranty Service Department in accordance with normal procedures.

GAS SHUT OFFS

There is a shut off on the gas line at or near its connection to each item that operates on gas. If you suspect a gas leak, leave the home and call the gas company immediately for emergency service.

ELECTRICAL

The master control panel that contains the electrical breakers for your home includes a "Main" breaker switch that controls all the power to your home. In addition to the Main breaker switch, an individual breaker controls the separate circuits in your home. These individual breakers have three positions: ON, OFF and TRIPPED.

If you loose power to a specific portion of your home, check the individual circuit breakers in the control panel. If an breaker is in the "TRIPPED" position, first flip it to the "OFF" position and then it can be turned "ON". Switching the breaker from the "TRIPPED" position directly to the "ON" position will not resolve electrical power.

If you experience a total loss of electrical power to your home:

- A) Check the main breaker control panel discussed above.
- B) Next, check with your local utility company to see if the problem is with the source of electrical power supplied to your home.

PLEASE NOTE THAT A LOSS OF POWER TO A LIMITED AREA OF OUR HOME IS NOT CONSIDERED AN EMERGENCY.

If a wall outlet is not working, check to see if it is controlled by a wall switch. Check to be sure that the light bulb or appliance being used is working.

Your home's electrical system also contains Ground Fault Interrupter Circuits, commonly referred to as GFI receptacles. Installation of these GFI receptacles is a safeguard against excessive moisture and heavy appliance use. Faulty appliances, especially hair dryers, are a common cause of tripped GFI receptacles. GFI receptacles have a RESET button directly on the receptacle. If power is lost, simply press the RESET button and power should be restored.

If any of your circuit breakers continue to trip, unplug all items connected to it and then reset the breaker. If the circuit then remains on, one of the items you had connected may be defective.

SEWER STOPPAGE

All of your sewer and drain lines should operate freely and should have been inspected by the local building department. If a sewer or drain line becomes clogged, repair is required. Should an emergency problem develop with your sewer or drain lines and you have determined that the clogging is not the result of a blockage caused by improper disposal or other homeowner maintenance problem, you should contact us immediately.

Preventive maintenance is the best safeguard against clogged drains or sewer lines. Clogs are generally caused by the improper disposal of waste materials. It is very important to follow the manufacturer's guidelines regarding the use of garbage disposals and not to flush excessive amounts of waste when using your bathroom toilets. The use of a plunger can facilitate the clearing of minor clogs, and if you use a chemical agent, be sure to follow the manufacturer's instructions carefully to avoid personal injury.

If a service call is required and it is determined that the problem is not covered under warranty, you will be responsible for the plumber's charges.

COUNTER TOPS

Always use a cutting board when cutting, chopping, etc. Protect the counter from hot pans and avoid abrasive cleaners that will damage the luster of the surface.

Backsplashes and counter tops will need to be caulked from time to time. This is the homeowner's responsibility.

CONCRETE

Our warranty does not cover most concrete. Concrete is not replace because of cracking.

By maintaining good drainage away from your home, you are protecting both your home's foundation and the basement floor slab. Sweep your garage out, do not use a water hose.

ROOF

After severe storms, a visual inspection of the roof for damage is called for. Notify your homeowner's insurance if there is storm damage noted.

Maintain the gutters and downspouts so that they are free of debris and will drain quickly.

GARAGE DOOR – OVERHEAD

On a yearly basis, a light gauge oil should be applied to track, roller, hinges, pulleys and springs. Also, check to see if nuts and bolts are tight.

DRAINAGE AND LANDSCAPING

Proper drainage depends on proper grading to ensure efficient drainage of water away from the foundation of your home.

- A) The grading has been done to facilitate water run-off. Do not fill in or change drainage, as you may cause foundation problems in your home
- B) You are responsible for maintaining grades and swales in order to keep water away from your foundation. You are also responsible for landscaping your yard in order to avoid soil erosion.

FLOOR COVERING

The three most common types of flooring are: Hardwood, Ceramic Tile, and Vinyl.

- A) **Hardwood Floor:** Wood floors will respond noticeably to changes in humidity; a humidifier will help, but will not completely eliminate this reaction. Wood floors will exhibit the following traits:

When new small splinters of wood appear, dimples or scratches can be caused by moving furniture, dropping heavy or sharp objects, etc. Some shrinkage or warping can be expected, especially around heat vents or any heat-producing appliances, Warping will occur if the floor becomes repeatedly wet or is thoroughly soaked even one time. A dulling of the finish in heavy traffic areas is likely; a white filmy appearance is caused by moisture.

Daily care of hardwood floors and preventive maintenance is the primary goal. For example, never wet mop a hardwood floor. Excessive amounts of water cause wood to expand, possibly damaging the floor.

Waxing is not necessary or recommended. We recommend that in a period of six months to one year, you have an extra coat of polyurethane applied to your hardwood floor, which should be done by a qualified contractor. The exact timing will depend on your particular lifestyle.

- B) **Ceramic Tile:** This is one of the easiest floor coverings to care for. Simply vacuum or wet mop if needed, but do not add detergent to the water. If the floor needs cleaning, use warm water, dishwasher crystals, and rinse thoroughly.

It is normal for a slight separation to occur where tile grout meets another material, such as along the edge of a bathtub. Tub and tile caulk can be used to seal this separation.

- C) **Vinyl:** High heels should not be worn while walking on vinyl floors as this will cause damage. Clean according to manufacturer's recommendations. Or use a vinegar and water solution. Scratches and cuts in the vinyl after pre-closing walkthrough are your responsibility.

BUILDING MATERIAL EXPANSION AND CONTRACTION

Most building materials will expand and contract subject to changes in temperature and humidity.

All materials do not expand and contract at the same rate and the result may be small cracks in the drywall, paint, and small separations between materials. This is very normal in a new home, even in the highest quality of construction. Shrinkage of the wood and sheetrock items in your home is inevitable, and this will be most noticeable during the first year following completion of the construction. Many times all that is needed is a small cosmetic repair, sometimes involving only minor caulking. Even properly installed caulk will eventually require replacement by the homeowner.

PAINT AND STAINING

Follow these guidelines for painting and staining in your home:

- A) Paint touch-up after your pre-closing walkthrough is the homeowner's responsibility.
- B) Do not wash your interior walls.
- C) Check the surface of your home's exterior annually. If you can repair paint or stain before there is much wearing away of the original finish, you will save the cost of extensive surface preparation.
- D) Separation of wood trim from the adjacent material is a normal result of shrinkage, which can require caulking and touch-up painting as a repair. This is the homeowner's maintenance responsibility.

DOOR LOCKS

Lubricate door locks with graphite or other waterproof lubricant. Avoid oil, as it will gum up. Tighten locks and door knobs, as needed.

CABINETS

Cabinets should be cleaned with products such as Liquid Gold and Old English Furniture Polish. White cabinets can be cleaned by using a mild soap and water solution.

CAULKING

It is the responsibility of the homeowner to properly maintain the caulking throughout the home. This is especially critical in the bathrooms. Tile grout that is cracking should be immediately repaired with good tub and tile caulk. Two types of caulking are:

- A) Silicone Caulk: Caulking that contains silicone will not accept paint, but is best where water is present.

- B) Latex Caulk: Latex caulking is appropriate for an area that requires painting.

CUSTOMER CARE SERVICE

We are committed to providing our customers the best possible service for their new home.

PLEASE CALL OUR CUSTOMER CARE REPRESENTATIVE.

Riggins Customer Care Line

479-582-9597