
ten year warranty

for new homeowners



Greater Indy
Habitat
for Humanity®

Dear Homeowner,

Congratulations on achieving the dream of homeownership! We're thrilled to have you as a part of our Greater Indy Habitat family. As you settle into your new home, we want to ensure that you have all the information you need to make the most of your homeownership journey.

This Ten-Year Warranty Booklet is a guide to the warranty coverage of your new home. We urge you to read through it carefully to fully understand the extent of your warranty and the process for addressing any concerns that may arise.

Your new home comes with both responsibilities and the warranty coverage afforded it under Indiana law.



Section 1

Warranty Overview - How to File a Claim.....	2
Emergency Service.....	3
Cosmetic & Additional Items Excluded from Warranty.....	3
Home Needs.....	4
Access to Your Home.....	4
Inspection and Work Hours.....	5
Household Pets.....	5
Your Belongings.....	5
Completion Time.....	5
Missed Appointments.....	5

Section 2

Common Questions & Things to Know for Your 1 Year Walkthrough.....	6
One Year Service Appointment, Appliance Warranty Service.....	6
Bathtubs, Sinks, Showers.....	6
Appliances, Cabinets, and Countertops.....	7
Carpet, Caulking, Hardwood & Vinyl Flooring.....	7-11
Ceramic, Porcelain Tile, & Doors.....	11-13
Drywall, Other Wall Issues, & Wood Trim.....	14-15
Gutters, Downspouts, Ventilation.....	16-17
Exterior: Landscaping, Siding, Decks.....	19
Paint, Stain, Mold Prevention, & Leak Issues.....	19-21
Smoke Detectors, Termites, Pests, & Concrete.....	22-23

Section 3

Your Mechanical System & Common Questions.....	24
Air Conditioning & Troubleshooting Tips.....	24-26
Heating System.....	27-28
Gas Shutoffs, Electrical System, & Breakers.....	29
Lightbulbs, Recessed Lights, & Underground Cables.....	30
Circuit Breakers & Plumbing.....	31-33

Section 4

Major Structural Defects.....	34
Drains, Roof, & Attic Space.....	34-35
Transfer Form.....	36

Overview of Your Warranty

Your home warranty covers different parts of your home differently.

Here are the basics of what you can expect:

- Habitat for Humanity provides a variety of repairs to new homes culminating in a **1 year** Service Appointment. This appointment is your responsibility to schedule.
- Appliances' manufacturers directly warrant your appliances, often for **1 year**.
- Habitat will help with defects related to bad material or poor workmanship in the electrical, plumbing, and mechanical systems for **2 years** after closing.
- Habitat will help with roof assembly defects related to poor workmanship for **4 years**.
- Habitat will help with major structural defects related to poor workmanship for **10 years**.
- If the house is sold, Habitat will help each subsequent owner for the remainder of the above term. To make sure this service remains effective for any subsequent owner, Habitat to Humanity must receive a transfer form. See page 36 for transfer form.
- Warranties are limited, and actions taken to cure defects will not extend the time period of your limited warranties. This document does not change or extend any limited warranties to buyers under Indiana law, and is intended to help guide your expectations as a new homeowner, rather than grant any rights against Habitat for Humanity. Changes to Indiana law may change the services that Habitat offers. This is not a homeowner's insurance policy, and you are required to buy an insurance policy to protect your investment as part of the mortgage.

How to File a Claim

All service requests must be made in writing. It is easiest and most convenient to use our form at <https://indyhabitat.org/warranty/>:

- Name(s), address and phone number(s) where you can be reached between 9:00 a.m. and 4:30 p.m.
- A complete description of the problem. For example, "kitchen cold water line leaks under sink" is more helpful than "plumbing issue." If possible, please include a picture of the issue in your submission.





Emergency Service

Occasionally, a situation will require immediate attention. Examples include:

- A plumbing leak that requires water to the entire home to be shut off.
- Total loss of water (after checking with water company).
- Total loss of electricity (after checking with electric company).
- Total loss of heat when the outside temperature is below 45 degrees. Please note that loss of air conditioning is not an emergency, but service calls will be handled as quickly as possible.
- Gas leaks. If you smell gas you should leave immediately and notify the gas company.
- Total sewer blockage or backup. As noted on page twenty-six, stopped-up toilets are not an emergency and are almost never covered under this Limited Warranty.

If an emergency occurs you should contact an emergency service provider. You will be reimbursed for the cost of the repair if the defects are covered under the Limited Warranty agreement.

To ensure compliance with your warranty, please submit a warranty claim, by our form, after your emergency has been stabilized and resolved. Please include a copy of the invoice or receipt.

Cosmetic Items Excluded from Warranty

Please carefully note the condition of all finished surfaces (cabinets, walls, ceilings, sidings, paint, trims, countertops, flooring, fixtures, etc.) during the Pre-Closing Walkthrough. Unless noted in writing and given to the Habitat for Humanity staff during this walkthrough, any cosmetic defects or blemishes will be your responsibility.

Additional Items Excluded from Warranty

The following is a partial list of other damage/items excluded from the Limited Warranty provided to you by Habitat for Humanity. Please read the entire warranty for complete details.

Habitat for Humanity does not warrant:

- Damage caused by others.
- Roof damage caused, at any time, by failure to fix a roof drainage issue.
- Loss or damage resulting from ice dams on roofs and overhangs.
- Loss or damage resulting from leaks, where the cause of the leaks result from severe weather conditions (such as ice and snow build-up, winds of 40 mph or more, or driving rains).
- Damage to concrete or brick from improper use of chemicals.
- Electrical equipment and wiring damage caused by abuse, misuse, repairs, or alterations made by anyone other than the builder.
- Any and all consequential damage caused by any defect—including personal injury or damage to personal property of the homeowner or any third party—costs of shelter, transportation, food, moving, storage, or other incidental expenses related to relocation during repair, or any other cost due to loss of use, inconvenience, or annoyance.
- Conditions that do not result in actual damage to the home (including the risks of electromagnetic fields, radon gas, mold, formaldehyde, or other pollutant, contaminant, hazardous, or toxic materials)
- Stopped-up toilets unless we learn that the stoppage because of a structural problem in the drain line, defective fixture, or construction debris.
- Any appliances, fixtures, or items warranted directly by the manufacturer.
- Damage caused by a storm or natural disaster. Please contact your homeowner's insurance agent if your home sustains this type of damage.
- Any harm or damage for non-residential purposes, consequential damages, and normal wear-and-tear. Minor imperfections and inconsistencies are inherent to all homes and not warrantable.

Home Care and Needs

Your new home requires proper maintenance to keep it in good shape. We provide this general guide to home maintenance to keep you informed about the major components of your home and how to care for them. We also use this document to show areas that fall under your responsibility versus a “Warranty Item” to be repaired, and provide few examples of potential issues and how Habitat may (or may not) be able to help with these issues as well as the timelines that these repairs generally fall into. For more detailed information, please always read the manufacturer's literature for specific information about the product and how to care for that product.

Access to your Home

Habitat for Humanity inspects interior warranty items only when an adult can accompany our representative to point out the items you have listed for repair. We do not let our trade contractors work in your home without an adult present. While we recognize that this means processing warranty claims may take longer, your peace of mind and home security are our first priority.

Inspection and Work Hours

Our inspection and work hours are Monday through Friday, 9 a.m. until 4:30 p.m. While we understand the desire for appointments outside of normal business hours, many factors make other service hours impractical:

- Many common repairs require daylight for proper execution, like drywall, paint, and exterior work of most types.
- Most independent trade contractors that helped us build your home—many of whom operate as small businesses—are unable to work all week and also be available for evening and weekend requests.
- Our staff are available to work with you to schedule an appointment during our regular business hours. After you submit a request via our warranty form, we work to respond to you within two business days.

Household Pets

To protect your pet from getting injured or lost, or becoming curious about tools and materials used during repair, we ask that you restrict all animals to a comfortable place during any warranty visits (both inspections and repair appointments). This policy also protects our workers. Our workers will reschedule, at our instruction, if pets have access to the work area.

Your Belongings

When warranty work is needed in your home, we ask that you please remove fragile items or items that might make performing the needed repair(s) difficult. Habitat for Humanity and workers will reschedule a repair appointment rather than risk damaging your property.

Completion Time

We want to complete warranty work orders within five work days of the inspection unless you are unavailable. If something causes a delay, we will let you know as soon as we can. Likewise, if weather conditions prevent repair appointments, we track those repairs and follow up to ensure that they are addressed when able. Depending on the season and the location of the repair, there may be a delay in warranty service.

Missed Appointments

Good communication is key to successfully completing your warranty work. We work to keep you informed and to protect you from inconvenience with your warranty. One of our challenges in this regard is when unexpected events result in missed appointments. If a Habitat for Humanity worker or a trade worker will be late, she or he should contact you as soon as the delay known to offer you a choice of a later time the same day or a completely different appointment. If you need to miss an appointment, please alert us as soon as you realize your schedule has changed. We can usually put work orders on “hold” as needed and then reactivate those work orders when your schedule allows.

Habitat for Humanity provides a variety of repairs to new homes culminating in the 1 Year Service Appointment.

Common Questions & Things to Know for Your 1 Year Warranty

One Year Service Appointment

As you live in your new home, you may find things that need attention. Habitat for Humanity will work to address problems one year past your closing date. Most of these items will be minor, but it is helpful if we can summarize and address them at one appointment. This helps us solve problems in the most convenient, least disruptive way. To schedule your one year service appointment, please visit www.indyhabitat.org/warranty.

Appliance Warranty Service

All appliances are warranted directly by the manufacturer, not Habitat. The warranty normally extends one year from the date of purchase. If the manufacturer warrants the equipment, their warranties are instead of any warranty by us. If necessary, Habitat for Humanity assigns the warranties furnished by the manufacturer for all Consumer Products (as that term is defined by the Magnuson-Moss Warranty Act, 15 U.S.C. § 2301(1)) in your home. Please register your appliances with the manufacturer directly after closing. This is your responsibility and not doing so may affect the warranty for appliances.

If your appliances need repair, you will need to work directly with the manufacturers. To find Customer Service phone numbers, look in the appliance's manual. Be prepared to provide the model and serial number of the appliance and the closing date of your home purchase. Please refer to the information from the manufacturer for more complete information regarding their products.

Bathtubs, Sinks, and Showers

- Bathtubs, sinks, and showers should be cleaned frequently with a mild, non-abrasive detergent. It also helps to wipe these areas after every use. This prevents the buildup of hard-to-remove soap and scum.
- If the caulking around your bathtub or sink appears dried out or cracked, remove the old caulking and replace it. This can be done with a caulking gun or straight from an applicator tube.
- It is critical to maintain caulking where the tub and shower meet the floor to ensure water doesn't seep underneath and rot the supporting wood.
- It is your responsibility to maintain all caulking.

Appliances

Please read and follow all manufacturers' instructions for the use and maintenance of each appliance, and keep the manuals for future reference.

- Remember to register all appliances with the manufacturer immediately after closing.
- When a problem arises, first check the circuit breaker to be sure it is still on.
- Manufacturers provide customer service. If a problem arises with an appliance, call the customer service number listed in the manufacturer's warranty. When calling, please make sure you have your closing date, serial number, and model number of the appliance, along with a detailed description of the problem.
- If you require service on a gas appliance, individual gas valves have been installed so the technician can isolate the appliance for service without disrupting gas to the rest of your home.

Potential Issue:	Resolution:
Cracks, dents or chips in appliance.	Habitat may correct only if documented prior to occupancy. You are responsible for establishing a pre-closing walk-through inspection list.

Cabinets and Countertops

Please refer to the manufacturer instructions for specific cleaning recommendations on your brand, material, and color of cabinets and countertops.

Potential Issue:	Resolution:
Warping of cabinet door or drawer front.	Habitat may correct if warp exceeds $\frac{3}{8}$ inch as measured from cabinet frame. Seasonal changes may cause warping and may be a temporary condition.
Cabinet separates from wall or ceiling.	Habitat may correct separation in excess of $\frac{1}{4}$ inch. Some separation is normal. Caulking is an acceptable method of repair.
Delamination of countertop or cabinet.	Habitat may correct only if documented prior to closing—so you should carefully document all issues during a pre-closing walkthrough to make sure that all issues may be addressed as appropriate.
Doors or drawers do not operate.	Habitat may correct. Homeowner maintenance is required.
Chips, cracks, scratches on countertop, cabinet fixture, or fitting.	Habitat may correct only if documented prior to closing—so you should carefully document all issues during a pre-closing walkthrough to make sure that all issues may be addressed as appropriate.

Carpet

Please keep information regarding the brand, style, and color of floor coverings in your home for future reference, if applicable. Refer to the various manufacturers' recommendations for additional information on the care of your floor coverings.

- You can add years to the life of your carpet with regular care. Carpet wears out because of foot traffic and dirt particles that get trampled deep into the pile beyond the suction of the vacuum. The dirt particles behave like sandpaper to wear down the fibers and dull the carpet. The most important thing you can do to protect your carpet is to vacuum it frequently. Vacuuming high-traffic areas regularly helps keep them clean and helps maintain the fibers.
- Wipe spills and clean stains immediately. For best results, blot or dab any spill or stain, and avoid rubbing. Test stain removers on discreet areas of the carpet (like in a closet) to avoid any undesirable effects.



Have your carpet professionally cleaned regularly.

Potential Issue:	Resolution:
Fades, stains, or discolors.	Habitat may correct stains or spots only if documented prior to occupancy. Fading is normal—so you should carefully document all issues during a pre-closing walkthrough to make sure that all issues with the original carpet may be addressed as appropriate.
Premature wearing of carpet.	Excessive wear in high-traffic areas such as entryways and hallways is normal. Wearability is directly related to quality and use of carpet.
Visible gaps at carpet seams.	Habitat may correct gaps. Seams will be apparent. Homeowner maintenance is required.
Carpet becomes loose or buckles.	Habitat may correct once—but some stretching is normal. You must be careful when moving furniture.

Caulking

Changes in temperature and humidity cause building materials to expand and contract. Different materials expand and contract at different rates. This movement results in separation between materials. You will see the effects in small cracks in drywall and in paint, especially where molding meets drywall, at mitered corners, and where tile grout meets tubs or sinks. While this may seem alarming, it is normal.

Habitat for Humanity will touch up caulking one time during your first year warranty period. This should be performed after the first heating season.

- Time and weather will shrink and dry caulking so that it no longer provides a good seal. Anticipate that you will need to re-caulk areas of your home more during the first year or two of occupancy than will be typical in the life of your home.
- As routine maintenance, check the caulking and make needed repairs twice a year.
- Areas particularly prone to cracking are trim that runs along the stairs, moldings, around kitchen countertops and backsplashes, exterior trim, and windows.

Potential Issue:	Resolution:
Cracking or deterioration of caulking.	All interior caulking shrinks and deteriorates; regular maintenance is required. Habitat will help with caulking touch ups one time (usually at the One-Year Service Appointment absent special circumstances).



Hardwood and Vinyl Flooring

Please refer to the manufacturer instructions for specific cleaning and maintenance recommendations for any hardwood or vinyl flooring surfaces, if applicable.

Potential Issue:	Resolution:
Uneven concrete floors in finished areas.	Habitat may correct areas in which Defect exceeds $\frac{3}{8}$ inch within a 32-inch measurement. In rooms not initially finished as living areas or where a floor or a portion of a floor surface has been designed for specific drainage purposes, a slope which exceeds $\frac{3}{8}$ inch within a 32-inch measurement is acceptable.
High and low areas.	Habitat generally modifies floors if high or low floors that exceed a $\frac{1}{4}$ inch change within a 32-inch measurement. However, some imperfections should be expected.
Floor squeaks.	Habitat usually corrects squeaky floors if caused by a defective joist or improperly installed subfloor, without removing floor or ceiling finishes. However, floors are rarely squeak-proof; lumber shrinkage, temperature changes, and humidity shifts can cause squeaks.
Vinyl flooring comes loose at edge.	Habitat may correct. Homeowner maintenance is required.
Gaps at seams of vinyl flooring.	Habitat may correct gaps of similar materials in excess of $\frac{1}{8}$ inch, and $\frac{3}{16}$ inch where dissimilar materials abut. Minor gaps should be expected.
Fastener pops through vinyl flooring.	Habitat may correct affected area where fastener has broken through floor covering. Sharp objects such as high heels, table, and chair legs can cause similar problems and your responsibility to repair.
Depressions or ridges in vinyl flooring at seams of sub-flooring.	Habitat may correct depressions or ridges which exceed $\frac{1}{8}$ inch in height or depth. This is determined by placing a 6 inch straight edge over ridge or depression, with 3 inches on either side, and measuring height or depth at sub-flooring seam.

Cuts and gouges in any floor covering.

Habitat may correct only if documented prior to closing—so you should carefully document all issues during a pre-closing walkthrough to make sure that all issues may be addressed as appropriate.

Vinyl flooring comes loose at edge.

Habitat may correct. Homeowner maintenance is required.

Gaps at seams of vinyl flooring.

Habitat may correct gaps of similar materials in excess of $\frac{1}{8}$ inch, and $\frac{3}{16}$ inch where dissimilar materials abut. Minor gaps should be expected.

Ceramic and Porcelain Tile (applies only to roll-in showers)

Please keep and refer to the manufacturer instructions for specific cleaning recommendations for the brand and color of your tile, if applicable.

- Tile is one of the easiest floor coverings to maintain. Occasionally, a wet mopping and wiping with warm water may be appropriate. Avoid adding harsh cleaning agents such as “Ajax” or “Scrubbing Bubbles” as they may discolor the grout and/or tile. If a cleaning agent is needed, use a mild solution of warm water and a small amount of soap (as they will not result in a heavy, difficult-to-remove lather on the grout). Rinse thoroughly.
- Clean yellowed or stained grout with a fiber brush, cleanser, and water. Grout cleansers and whiteners are available at most hardware stores. Staining agents should be mopped and wiped up immediately to avoid permanent stains on the grout.
- Sealing grout is your decision and responsibility. Once grout has been sealed, ongoing maintenance of that seal is necessary and limited warranty coverage on grout that has been sealed is void.
- Expect slight separations to occur in the grout between tiles. This grout is for decoration only; it does not hold the tile in place. Cracks in the grout can be filled using premixed grout purchased from flooring or hardware stores. Follow package directions.
- Tile around bathtubs or countertops may appear to be pulling up after/ time. This is caused by normal shrinkage of grout or caulk and shrinkage of wood members as they dry out. If this occurs, the best remedy is to purchase tub caulk or premixed grout from a hardware store. Follow directions on the container. This maintenance is important to protect the underlying surface from water damage.
- Cracks appearing in grouting of ceramic tiles at joints or junctions with other materials are commonly due to shrinkage. Habitat for Humanity will repair grouting, if necessary, one time during the first year. Any grouting or caulking that is needed after that time is your responsibility. We are not responsible for color variations in grout or discontinued colored grout.

Potential Issue:	Resolution:
Cracks in grout joints.	Habitat may correct cracks in excess of 1/8 inch one time only. Cracking of grout joints is common and is considered routine maintenance unless excessive.
Tile cracks or becomes loose.	Habitat may correct only if documented prior to occupancy. You are responsible for establishing a pre-closing walk-through inspection list.
Hollow-sounding tile.	Hollow-sounding tile is normal and not indicative of an issue that Habitat will address.

Doors

- Lubricate door locks with graphite or other waterproof lubricant. Avoid oil, as it will gum up.
- Use putty, filler, or latex caulk to fill minor separations that develop at mitered joints in door trim.
- Follow fillers with painting. Panels of wood doors shrink and expand in response to changes in temperature and humidity.
- Touching up the paint or stain on unfinished exposed areas is your maintenance responsibility.
- Slamming doors can damage both doors and door jambs, and can even cause cracking in walls. Teach children not to hang on the doorknob and swing back and forth; this works loose the hardware and can cause the door to sag.
- The most common cause of a sticking door is the natural expansion of lumber caused by changes in humidity.
- When swelling during a damp season causes sticking, do not plane the door unless it continues to stick after the weather changes.
- Weather stripping and exterior door thresholds occasionally require adjustment or replacement.



Potential Issue:	Resolution:
Door binds, sticks, or does not latch.	Habitat may correct if this issue is directly caused by faulty workmanship or materials. However, seasonal changes often cause doors to expand and contract, and are usually temporary conditions.
Wood door panel shrinks.	Panels will naturally shrink and expand, which may even expose unfinished surfaces. You may finish newly exposed surfaces as desired.
Warping.	Habitat may correct warping which exceeds ¼ inch, measured vertically, horizontally, or diagonally. However, seasonal changes may cause doors to expand and contract, and are usually temporary conditions.
Screen mesh is torn or damaged.	Habitat may correct only if damage is documented prior to closing—so you should carefully document all issues during a pre-closing walkthrough to make sure that all issues may be addressed as appropriate.
Latch is loose or rattles.	Some minor movement should be expected.
Crack in door panel.	Habitat may correct only if documented prior to closing—so you should carefully document all issues during a pre-closing walkthrough to make sure that all issues may be addressed as appropriate.
Excessive opening at door bottom.	Habitat may correct gaps in excess of 2 inches between bottom of the door and finished floor. Some gaps under door are intended for air flow.
Separation between door and weather-stripping.	Habitat may correct if daylight is visible or if entrance of elements occurs under normal conditions. 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.
Overhead garage door fails to operate or allows rain or snow to leak through.	Habitat may correct garage doors which do not fit or operate properly. Some entrance of elements can be expected and is not considered a deficiency. If you install a garage door opener, Habitat is not responsible for operation of door.

Drywall and Other Wall Issues

During the first year or two in your new home, additional drying of framing materials and settlement will occur. This movement may cause settlement cracks, tape tears, and nail pops on your interior walls and ceilings. One time only, during the materials and workmanship warranty, Habitat for Humanity will repair drywall shrinkage cracks and nail pops, and will touch up the repaired area using the same paint color that was on the surface when the home was delivered.

- Drywall touch-ups will be visible. Repainting the entire wall or the entire room to correct this is your choice and responsibility.
- You are responsible for custom paint colors or wallpaper that has been applied subsequent to closing. Due to the effects of time on paint and wallpaper, as well as possible dye lot variations, touch-ups are unlikely to match the surrounding area.
- Habitat for Humanity does not repair drywall flaws that are only visible under particular lighting conditions.
- If a drywall repair is needed as a result of poor workmanship (such as blisters in tape) or other warranty-based repair (such as a plumbing leak), Habitat for Humanity completes the repair by touching up the repaired area with the same paint that was on the surface when the home was delivered. If more than one-third of the wall is involved in a warranty repair, we will repaint the wall corner to corner. You are responsible for custom paint colors or wallpaper that has been applied subsequent to closing. The effects of time on paint and wallpaper, as well as possible dye lot variations, mean that a touch-up may not match the surrounding area.
- Minor variations due to settling and even minor framing differences should be expected and are not considered defective.

Potential Issue:	Resolution:
Uneven ceiling.	Habitat generally corrects ceilings if unevenness exceeds ¼ inch within a 32-inch measurement—but some imperfections should be expected.
Bow or bulge.	Habitat may correct if bow or bulge exceeds ½ inch within 32-inch horizontal or vertical measurement. Some framing imperfections should be expected.
Out of plumb.	Habitat may correct where out-of-plumb condition exceeds ¾ inch within an eight-foot vertical measurement. Some framing imperfections should be expected. Additionally, walls that are out-of-square are not defective.
Entrance of elements through separations of wood, hardboard, or fiber cement siding or trim joints, or separation between trim and surfaces of masonry or siding.	Habitat may correct entrance of elements or separations exceeding ⅜ inch by caulking or other methods. Any separations ⅜ inch or less are considered routine homeowner maintenance.

Cracks and separations in drywall; nail pops.

Habitat may correct cracks in excess of $\frac{1}{8}$ inch in width. Habitat may correct nail pops which have broken finished surface. Repair cracks and/or nail pops and touch up paint to match as close as possible, one time only. Such conditions should be reported near the end of Year One of your homeownership to allow for normal movement of the Home. Minor seam separations and cracks, and other slight imperfections, are common and should be expected. Minor depressions and slight mounds at nail heads are normal.

Wood Trim

Shrinkage of wood trim occurs during the first years after home construction, depending on temperature and humidity. All lumber is more vulnerable to shrinkage during the heating season. Maintaining a moderate and stable temperature helps reduce shrinkage. Minor imperfections in wood materials will be visible and is not be considered a warrantable item.



Potential Issue:

Resolution:

Entrance of elements through separations of wood, hardboard or fiber cement siding or trim joints, or separation between trim and surfaces of masonry or siding.

Habitat may correct entrance of elements or separations exceeding $\frac{3}{8}$ inch by caulking or other methods. Any separations $\frac{3}{8}$ inch or less are considered routine homeowner maintenance.

Surface deficiencies in finished woodwork.

Habitat may correct readily apparent splits, cracks, and exposed nail heads only if documented prior to occupancy. You are responsible for establishing a pre-closing walk-through inspection list.

Gaps between trim and adjacent surfaces, and gaps at trim joints.

Habitat may correct gaps in excess of $\frac{1}{8}$ inch at trim joints and $\frac{1}{4}$ inch between trim and adjacent surfaces. Some separation due to lumber shrinkage is normal and should be expected.

Gutters and Downspouts

Gutters are installed on your home to accommodate normal rainfalls. During periods of excessively heavy rain some gutters will overflow.

- Periodically check gutters and remove leaves or other debris. During a light to normal rain, check gutters for overflow. After the rainstorm, ensure that no debris has collected in the gutter or that downspout is clogged. It is not uncommon for small amounts of water to stand in gutters after a rain.
- Make sure that splash blocks are always in place at the outfall of all downspouts and the grade falls away from the home with a good cover of grass adjacent to each splash block.
- Use caution when leaning ladders against gutters, as this may cause dents.
- Clear excess snow from downspouts as soon as possible to allow the gutter to drain and to prevent damage. Severe ice or snow build-up can damage gutters, and such damage is not covered by the limited warranty.

Potential Issue:	Resolution:
Water stays in gutters.	Warrantor may correct to limit standing water depth at 1 inch. You are responsible for keeping gutters and downspouts clean.
Gutter or downspout leaks.	Warrantor may correct leaks at connections. You are responsible for keeping gutters and downspouts clean. Gutters may overflow during heavy rains.

Ventilation

Your daily habits can help keep your home well ventilated:

- Do not cover or interfere in any way with the fresh air supply to your furnace.
- Develop the habit of running the bath fans when using the restroom or shower.
- Air your home by opening windows for a time when weather permits.
- Reduce condensation. Proper ventilation will prevent excessive moisture from forming on the inside of the windows.

Potential Issue:	Resolution:
Inadequate ventilation.	Habitat will install properly sized louvers or vents. However, maintaining adequate ventilation and moisture control, including seasonal adjustment of vent openings, is considered homeowner maintenance.
Condensation on walls, joists, support columns, and other components of the crawl space area.	Maintaining adequate ventilation and moisture control, including adjusting vent openings by season is your responsibility.
Vent or louver leaks.	Habitat may correct if caused by improper installation. Properly installed louvers or vents may at times allow rain or snow to enter under strong wind conditions and is not a deficiency.

Exterior: Landscaping, Siding, and Decks

The quality and appearance of your exterior, lawn, and landscaping will depend on the care and attention you provide, especially in the early months while plants adjust to their new home. In some communities, the Homeowners Association will maintain this landscaping, so check your documents to see what is your responsibility. Proper watering is essential for all new lawns and landscape material as their root structure is immature and vulnerable to drought and high temperatures.



Potential Issue:	Resolution:
Wood twisting, warping, or splitting.	Twisting, warping, or splitting of wood deck material is a normal result of exposure to the elements, and requires you to maintain the material. Habitat usually only addresses this type of issue if improper installation directly and solely caused this issue.
Settlement.	Habitat may correct slope of deck which exceeds a ratio of 2 inches in a ten-foot measurement. However, slope may also be intentionally provided to allow for water drainage.
Loose railing or post.	Habitat may correct if due to improper installation, but homeowner maintenance is required to keep railings and posts intact.
Settlement, heaving or movement.	Habitat may correct if movement exceeds 1 inch from the Home for stoops, porches and patios which are structurally attached. Stoops, porches, and patios that were installed separately and simply around the home are entirely your responsibility.
Standing water within 10 feet of the foundation.	Habitat may correct water which stands for more than 24 hours, or more than 48 hours in swales. Standing water beyond the ten-foot perimeter of the foundation falls within your responsibility to address. You are responsible for establishing and maintaining adequate 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.	If final grading was performed by Habitat, it will replace fill in excessively settled areas only once. If settlement does not exceed 6 inches, it is your responsibility to fill affected areas. The party responsible for establishing the final grade shall provide for positive drainage away from foundation. You are responsible for establishing and maintaining adequate ground cover.
Siding materials become detached from the Home.	Habitat may correct affected area if due to improper workmanship or materials. Separated, loose, or delaminated siding can be due to improper maintenance and is your job to fix.

Vinyl siding is bowed or wavy.

Habitat is responsible only if installed improperly and waves or bowing exceed ½ inch within a 32-inch measurement. Check your manufacturer's warranty on this product for coverage regarding dents, holes, wind specifications, etc.

Difficult to open, close or lock.

Habitat may correct. Windows should open, close, and lock with reasonable pressure.

Glass breakage.

Habitat may correct only if damage is documented prior to closing—so you should carefully document all issues during a pre-closing walkthrough to make sure that all issues may be addressed as appropriate.

Paint and Stain

Paint manufacturers have made their paints more environmentally friendly by eliminating lead and mercury. These positive changes reduced the durability and longevity of paint. Water-based paints and stains often make wood grain visible on trim.

- If necessary, painted surfaces may be washed gently using mild soap and as little water as possible.
- Avoid abrasive cleaners, scouring pads, or scrub brushes. Flat paints show washing marks very easily. Homeowners often prefer the results of touching up paint instead of just washing.
- Time, weather, and settlement will shrink, dry, and split caulking so that it no longer provides a good seal. Consider inspecting and repairing caulking before painting the interior or exterior of your home.
- Check the painted and stained surfaces of your home's exterior annually. Repaint before much chipping or wearing away of the original finish occurs; this will save the cost of extensive surface preparation. Plan on re-caulking and repainting the exterior surface of your home within five years of closing for optimal results.
- Avoid having sprinklers or lawn irrigation systems spray water on the exterior walls of your home. This will cause blistering, peeling, splintering, and other damage to the home.
- Paints and stain will fade due to the effects of sun, weather, and living conditions. These factors, dye lot variations, and certain lighting conditions may cause touch-ups not to match the rest of your home's paint. When doing paint touch-ups, use a small brush, and apply paint only to the damaged spot. When it is time to repaint a room, prepare the wall surfaces first by cleaning with a mild soap and water mixture or a reliable cleaning product.



Potential Issue:	Resolution:
Paint or stain peels or deteriorates.	Habitat may correct. If 75% of a particular wall is affected, entire wall will be corrected. Some fading is normal due to weathering. Mildew and fungus on exterior surfaces are caused by climatic conditions and are considered routine maintenance. Varnish or lacquer deteriorates quickly and is not covered by this Limited Warranty.
Paint splatters and smears on other surfaces.	Habitat may correct only if damage is documented prior to closing—so you should carefully document all issues during a pre-closing walkthrough to make sure that all issues may be addressed as appropriate.
Faulty application of paint on wall and trim surfaces (including wall or trim surfaces visible through paint).	Habitat may correct affected area. The surface being painted should not show through new paint when viewed from a distance of six feet under normal lighting conditions. If greater than 75% of wall or trim piece is affected, entire surface will be corrected. Some minor imperfections such as over-spray, brushmarks, etc., are common and should be expected.
Knot holes bleed through paint or stain.	Habitat may correct affected areas where excessive bleeding of knots appear. Knot holes will be apparent depending on the quality of material used.

Mold Prevention and Leak Issues

According to the Environmental Protection Agency, “it is impossible to get rid of all mold and mold spores indoors: some mold spores will be found floating through the air and in house dust.” (“Mold Remediation in Schools and Commercial Buildings”, EPA Document 402-K-01-001.) Though the presence of mold inside of the home can never be completely eliminated, you can take steps to reduce mold growth in your home.

Some of the steps recommended by the EPA include:

- Mildew is a fungus that spreads through the air in microscopic spores. Mildew loves moisture and feeds on surfaces or dirt. When water leaks or spills occur indoors, act quickly. If wet or damp materials or areas are dried 24 to 48 hours after a leak or spill happens, mold will usually not grow.
- Clean and repair roof gutters regularly.

- Make sure the ground slopes away from the building foundation so that water does not enter or collect around the foundation.
- Keep air-conditioning drip pans clean and the drain lines unobstructed and flowing properly.
- Keep indoor humidity low. If possible, keep indoor humidity below 60 percent relative humidity.
- If you see condensation or moisture collecting on windows, walls or pipes, quickly dry the wet surface and reduce the moisture and/or source of water. Condensation can be a sign of high humidity.
- Use air conditioners and/or heaters as required.
- Run the bathroom fan or open the window when showering. Use exhaust fans or open windows whenever cooking, running the dishwasher, washing dishes, or engaging in other activities that could add moisture to your home.

For more information on mold and the health effects of mold, consider consulting the websites for the US Environmental Protection Agency (www.epa.gov) and Centers for Disease Control and Prevention (www.cdc.gov).

Potential Issue:	Resolution:
Leaks resulting in water coming through wall or floor, causing an accumulation.	Habitat will usually correct leaks. However, a one-time leak may not indicate a problem, and you must maintain proper grading around the Home and maintain any surface water control systems installed. Dampness and condensation are normal conditions, so look for an accumulation of water when considering reporting this issue to Habitat.
Condensation on walls, joists, support columns and other components of the home.	Maintaining adequate ventilation and moisture control is considered your responsibility.

Smoke Detectors

Smoke detectors are proven life-saving devices.

- Change the batteries. If an intermittent low-volume single beep occurs (not the regular sounding of the alarm), the battery requires replacement. Refer to the owner's manual for specifics on replacing batteries. You must have fresh batteries in your detectors all the time.
- For your safety, clean each smoke detector periodically to prevent a false alarm or lack of response in a fire. After cleaning, push the test button to confirm the alarm is working.

Termites and Other Pests

Treatments for termites and other types of insects or animals such as ants, spiders, ladybugs, crickets, or mice are your responsibilities. This is not covered under your warranty. Keeping your home clean and well-maintained will reduce the likelihood of pest issues.

Concrete

It is impossible to stop concrete from cracking forever. By maintaining good drainage, you protect your home's foundation and its concrete flatwork. However, some cracking should be expected. Areas where water can collect around concrete can cause damage. Grading should encourage water to flow away from concrete.

- Don't let commercial or other extremely heavy vehicles such as moving vans and other large delivery trucks from pulling onto your concrete. We design and install concrete drives for conventional, residential use only.
- De-icers, such as salt and chemical solutions applied to the street and highways during the winter, may damage your driveway, sidewalk, and garage floor. These harmful residues may be picked up on the undercarriage of your car and may drip onto the concrete surfaces when you park your car in the driveway or in the garage. These residues eventually cause scaling and pitting of exposed concrete surfaces. This is not a warrantable repair.
- Apply a sealer to exposed concrete surfaces twice a year, once before cold weather or in April or May after thoroughly cleaning the surface. Concrete sealers help protect and keep clean your concrete slabs, exposed concrete surfaces, and unpainted concrete floors. Sealing is your responsibility. Once you have sealed the concrete, ongoing maintenance of that seal is necessary. Sealers are available at local home improvement or paint stores. Do not use soap on unpainted concrete. Instead, use plain water and washing soda or—if necessary—a scouring powder.

Potential Issue:	Resolution:
Cracks in visible concrete, block, foundation walls, masonry, veneer, or stone.	Habitat usually corrects cracks which exceed ¼ inch in width. However, some cracks are common and should be expected. Repairing cracks ¼ inch or less are considered routine homeowner maintenance. Surface patching and epoxy injections are examples of possible repair methods. Additionally, cracks at “control joints” should be expected, as control joints is designed to reduce the effects of natural expansion and contraction caused by temperature and humidity changes.
Crack in concrete floor which ruptures or significantly impairs performance of floor covering.	Habitat may correct so cracks are not readily noticeable when floor covering is in place. Minor impressions in floor covering are not considered significant imperfections.
Concrete splatters on adjacent surfaces.	Habitat may correct splatters only if damage is documented before you move into the home—and you are responsible for creating a clear list of such instances.
Uneven concrete floors in finished areas.	Habitat may correct areas in which unevenness exceeds ⅜ inch within a 32-inch measurement. In rooms not initially finished as living areas or where a floor or a portion of a floor surface has been designed for specific drainage purposes, a slope which exceeds ⅜ inch within a 32-inch measurement is acceptable.
Disintegration of the concrete surface.	Habitat will usually correct disintegrated surfaces caused by improper placement of concrete, but erosion due to salt, chemicals, implements used or other factors beyond Habitat’s control is your responsibility to fix.

Habitat helps with defects in the electrical, plumbing, and mechanical systems for two (2) years after closing.

Your Mechanical System & Common Problems

Air Conditioning

Air conditioning can greatly enhance comfort if it is used properly. To keep your system working and to save energy:

- The temperature setting may be lowered below your target temperature for a short time. However, once the system is operating, 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. Extended use under these conditions can damage the unit.
- Time your use properly. Unlike a lightbulb, which shines instantly when turned on, your air conditioning unit only starts cooling when you set the thermostat. For example, if you come home at 6 p.m. and your home's temperature has reached 80 degrees and set your thermostat to 65 degrees, the air conditioning unit will begin cooling, but will take some time to reach the desired temperature.
- Replace air filters regularly. Behind the air return grills or at the furnace are filters, which should be replaced or cleaned every 30 days for the first six months and every 60–90 days thereafter. They are required to keep the home dust from entering the system and will aid the system in running efficiently and economically. Failure to maintain and clean filters may cause damage to the furnace heat exchanger or air conditioning compressor due to lack of air flow and will void the warranty on your compressor and other components of your system.
- Get to know the manufacturer's instructions. The manufacturer's manual specifies maintenance for the condenser. Review and follow these points carefully. Since the air conditioning system is combined with the heating system, follow the maintenance instructions for your furnace as part of maintaining your air conditioning system. If you do not have the manufacturer's manual, this can be found online by searching the brand and model.
- Normally, heating and/or cooling generates some noise and vibration. Similarly, duct systems are not designed to be noise-free. However, abnormal rattling or oil canning may indicate needed maintenance or repair.
- Temperatures may vary from room to room by several degrees. This is due to variables like floor plan, orientation of the home, type and use of window coverings, and traffic through the home.

- For optimum performance and efficiency, have your system inspected every year by a qualified HVAC professional. Please refer to the manufacturer's instruction manual for recommended maintenance and cleaning.

Air Conditioning Troubleshooting Tips

Use this checklist to troubleshoot air conditioning issues. Even if you do not solve the problem, the information you gather will be useful to the service provider.

- ___ Thermostat is set to “cool” and the temperature is set below the room temperature.
- ___ Blower panel cover is installed correctly for the furnace blower/fan to operate. Similar to the way a clothes dryer machine operates, this panel pushes in a button that lets the fan motor know it is safe to run. If that button is not pushed in, the fan will not run.
- ___ Air conditioner and furnace breakers on the main electrical panel are on. If a breaker trips, you must turn it from the tripped position to the off position before you can turn it back on.
- ___ 220 switch on the outside wall near the air conditioner is on.
- ___ Switch on the side of the furnace is on.
- ___ Filter is clean to allow for airflow.
- ___ Vents in individual rooms are open.
- ___ Air returns are not covered.
- ___ Air conditioner has not frozen from overuse.



Potential Issue:	Resolution:
Noisy ductwork.	Habitat may correct oil canning noise if caused by improper installation. When metal heats and cools, ticking and cracking may occur and is not always a problem.
Ductwork separates.	Habitat may correct.
Air conditioner condensation lines clog.	Habitat may correct if Cooling System cannot maintain a 78 degree Fahrenheit temperature under normal operating and weather conditions. Temperature shall be measured at a point five feet above the center of the floor in the affected room. On excessively hot days, where outside temperature exceeds 95 degrees Fahrenheit, a difference of 17 degrees from outside temperature will be difficult to maintain. All rooms may vary in temperature by as much as 4 degrees. Orientation of the Home, location of rooms, and location of vents will also provide a temperature differential. There may be periods when outdoor temperature rises above design temperature thereby raising temperature in the Home. Certain aspects of the Home including, but not limited to, expansive stairways, open foyers, sunrooms, or cathedral ceilings may cause abnormal variation from these Standards and are not covered by this Limited Warranty.
Refrigerant line leaks.	Habitat may correct if caused by installation issue. Homeowner maintenance is required on the system.



Heating System

Your heating and air conditioning system includes of a furnace (gas or electric system), including filter, thermostat, ductwork, registers, cooling unit (condenser), compressor unit, and coil. The heating system is designed to maintain a temperature of 70 degrees as measured in the center of the room five feet above the floor during typical outdoor conditions for the Indianapolis area. Temperature differentials can increase as the outdoor temperature drops below the design conditions.

- Good maintenance of your furnace can save energy costs and prolong the life of the furnace. Carefully read and follow the manufacturer's literature on use and maintenance. The guidelines here include general information only.
- Provide professional service for your system at least once every two years.
- You will need to balance the system for your needs by adjusting the registers in your home to establish the best heat flow for your lifestyle. Generally, you can reduce the heat in seldom-used or interior rooms. Rooms farther away from the furnace will usually need to be opened wider. Some adjustment may also be necessary during the air- conditioning season.
- Blower panel should be positioned correctly. Should you open the front cover of your air handler/furnace, you need to position the panel correctly for the furnace blower (fan) to operate. This panel presses a button that tells the blower it is safe to operate. If this panel is not properly aligned the fan will not operate.
- Blocked vents can be dangerous. Gas furnaces installed in basements, utility room, and/or attics of your home require adequate ventilation.
- Never cover or block the furnace's air vent in any way. Outside air is needed to supply the furnace with sufficient oxygen. Blocking the combustion air vent will cause the furnace to draw air down the vent pipe and pull poisonous gases back into your home.
- Ductwork noise is normal. Some popping or pinging sounds are the natural result of ductwork heating and cooling in response to airflow as the system operates.
- Remember to change or clean the filter on a regular basis. A clogged filter can slow airflow and cause cold spots in your home.
- If you smell gas, leave your home immediately and call your local gas company.
- A new heating system may emit an odor for a few moments when you first use it. An established system may emit an odor after being unused for an extended time (such as after the summer months). This is often caused by dust in the ducts and should pass quickly.

- The furnace has an on-off blower switch. This switch looks like a regular light switch and is located in a metal box outside the furnace. When turned off, this switch overrides all furnace commands and shuts down the blower. This is usually done only when maintenance service is being performed, although young children have been known to turn the furnace off using this switch.
- For maximum comfort and efficient energy use, arrange furniture and draperies to allow unobstructed airflow from registers and to cold air returns.
- Depending on the style of home, temperatures can normally vary from floor to floor by as much as 10 degrees or more on extremely cold days. The furnace blower will typically cycle on and off more frequently and for shorter periods during severe cold spells. You may find it more comfortable to switch the setting on your thermostat from Auto to On (which keeps air continuously circulating) to have a more even temperature range in your home.

Potential Issue:	Resolution:
Noisy ductwork.	Habitat may correct oil canning noise if caused by improper installation. When metal heats and cools, ticking and cracking may occur and are not covered by this Limited Warranty.
Ductwork separates.	Habitat may correct. Homeowner maintenance is required.
Insufficient heating.	Habitat may correct if Heating System cannot maintain a 70 degree Fahrenheit temperature, under normal operating and weather conditions. Temperature shall be measured at a point five feet above center of floor in affected area. All rooms may vary in temperature by as much as 4 degrees. Orientation of the Home, location of rooms and location of vents will also provide a temperature differential. There may be periods when outdoor temperature falls below design temperature thereby lowering temperature in the Home. Certain aspects of the Home including, but not limited to, expansive stairways, open foyers, sunrooms or cathedral ceilings may cause abnormal variations and are your responsibility to address.

Gas Shutoffs

You will find shutoffs on gas lines near their connection to each item that operates on gas. In addition, there is a main shutoff at the meter. We point these out during the walkthrough. If you suspect a gas leak, leave the home and call the gas company immediately for emergency service. To shut off the gas to a specific appliance, locate the gas valve (which is usually located within a couple feet of the appliance) and turn the handle so that it is perpendicular to the pipe or hosing. A handle that points the same direction as the pipe or hosing is in the open position.

Electrical System

Here is a guide to the major elements of your electrical system and basic maintenance of each element.

Breakers

Know where your breaker panel is; it includes a main shut-off that controls all the electrical power to the home. Individual breakers control the separate circuits, which are marked to help you identify which outlets and appliances are generally attached to that circuit. Should a failure occur in any part of your home, always check the breakers in the main panel box.

- If an individual outlet is not working, first check to see if a wall switch or GFCI (see below) controls it. If not, check the breaker. Circuit breakers have three positions: on, off, and tripped. When a circuit breaker trips, it must first be turned off before it can be turned on. Switching the breaker directly from tripped to on will not restore service.
- Breakers trip because of overloads caused by plugging too many appliances into the circuit, a worn cord or defective appliance, or operating an appliance with too high a voltage requirement for the circuit. Starting an electric motor can also trip a breaker. If any circuit trips repeatedly, unplug all items connected to it and reset. If it trips when nothing is connected to it, you need an electrician. If the circuit remains on, one of the items you unplugged is defective and will require repair or replacement.
- GFCI (Ground-Fault Circuit Interrupters) receptacles have a built-in element that senses fluctuations in power to avoid electric shock. Simply put, the GFCI is a circuit breaker for up to three or four outlets on an individual circuit. Building codes require installation of these receptacles in bathrooms, the kitchen, outside, and the garage (areas where an individual can come into contact with water while holding an electric appliance or tool). Heavy appliances such as freezers or power tools may trip the GFCI breaker. Occasionally, a circuit will be protected by a GFCI breaker located in the breaker panel rather than a GFCI breaker located along the circuit path. Location is the only difference in both function and protection.
- Each GFCI circuit has a test and reset button. Periodically, press the test button. This will trip the circuit. To return service, press the reset button. If a GFCI breaker trips during normal use, it may indicate a faulty appliance and you will need to investigate the problem.

- Caution: Never plug a refrigerator or food freezer into a GFCI-controlled outlet. The likelihood of the contents being ruined is high and the limited warranty does not cover such damage. A dedicated circuit should power these appliances.

Lightbulbs and Recessed Lights

You are responsible for replacing burned-out bulbs other than those noted during your walkthrough. All recessed light fixtures that are located in your home come equipped with a thermal overload device that will automatically turn off a light when the temperature is too high inside the fixture. Do not use light bulbs with wattage greater than the maximum stated on the light fixture. A higher wattage bulb may activate the thermal overload device and automatically shut down the light fixture.

Underground Cables

Before digging, check the location of buried service leads by calling the local utility locating service.

Potential Issue:	Resolution:
Air infiltration around electrical receptacles.	Air flow around electrical boxes is normal and is not a deficiency.
Circuit breakers trip excessively.	Habitat may correct if tripping occurs under normal usage. GFCI receptacles are intended to trip as a safety factor. Avoiding abnormal use to avoid tripping circuit breakers is your responsibility.
Outlets, switches, or fixtures malfunction.	Habitat may correct if caused by defective workmanship or materials. You should exercise routine care and maintenance. Replacement of light bulbs is always your responsibility.
Wiring fails to carry specified load.	Habitat may correct if failure is due to improper installation or materials. Your care is required to stay within your system's capabilities.



Circuit Breakers

The electrical wiring and equipment in your home are protected by circuit breakers. These are the safety valves of your home's electrical system.

- Circuit breakers may be reset by first switching the breaker to the FULL OFF and then back to FULL ON.
- Every home built by Habitat for Humanity has a master circuit breaker in the electrical service panel box. When this breaker is tripped, all of the electricity in the home is cut off. In case of power failure, first see if your neighbors have power. If not, notify your electric company. If only your home has power failure, check the master circuit breaker. If one breaker trips continuously, you may be overloading that circuit.

Plumbing

Your home's plumbing system has been installed under the direction of a licensed plumbing contractor in accordance with local plumbing codes and has been inspected by local building authorities. Water supply and drainage from all lines and fixtures was satisfactory when tested prior to your move-in date. A licensed plumber must conduct any alterations to your plumbing system.

- Faucet aerators are small, round, screened attachments commonly found screwed to the mouth of kitchen and bathroom faucets. These attachments add air to the water as it leaves the faucet, which reduces splashing and reduces water use. These aerators should be removed and cleaned frequently, at least once per month during the first three months, and every three to four months thereafter.
- The normal high-moisture content common in bathrooms, the weight of the tub when filled with water, settling of the home over time, and the normal contraction and expansion of materials will cause separation between the tub or shower stall and adjacent tiled wall surfaces in your home. This condition can be remedied by applying a flexible caulking sealant. Other common areas where this occurs include bathroom vanities and side splashes as well as the kitchen sink and counter.
- The surfaces of your new plumbing fixtures are not indestructible. Continue to protect the fixtures by taking the following precautions and following the manufacturer's directions for cleaning fixtures:
 - Avoid abrasive cleansers.
 - Clean plumbing fixtures with a soft sponge and soapy water (a nonabrasive cleaner or a liquid detergent is usually recommended by manufacturers).

- Polish the fixtures with a dry cloth to prevent water spots.
- Your home's sewer lines have been tested and inspected to ensure against blockages before you moved into our new home. Flooding that occurs over the rim of a sink or toilet is your responsibility unless we learn that this flooding was caused by a construction defect. Do not put disposable diapers, excessive amounts of toilet paper, sanitary supplies, Q-tips, dental floss, or children's toys into any drain or sewer line. If you are experiencing a clog or a slow running drain, you can usually clear the clog with a plunger or chemical agent. If using chemical agents, follow directions carefully to avoid personal injury or damage to the fixture. If the cause of the stoppage is not obvious, call a plumber. Stopped toilets are not considered an emergency warranty service.
- Improper garbage disposal use also causes many plumbing clogs. Always use plenty of cold water when running the disposal. This recommendation also applies to grease. Allow the water to run 10 to 15 seconds after shutting off the disposal.
- A home should be heated to at least 65 degrees or greater to help prevent frozen pipes. Unused rooms may have water lines in their walls, so never completely close the heating vents in these rooms. Drain hose-bib water lines before cold weather and disconnect all hoses. If freezing should occur, we recommend you contact a plumber for advice or assistance.
- If a major plumbing leak occurs, the first step is to turn off the supply of water to the area involved. This may mean shutting off the water to the entire home. Then contact the appropriate contractor.
- There is a main shut-off valve for the water supply in your home. The location of this valve will be pointed out to you in your walkthrough.
- Outside faucets should be prepared for freezing temperatures in the fall and spring. Shut off all individual hose bibs and remove any garden hoses or other attachments.

Potential Issue:	Resolution:
Pipe freezes and bursts.	Habitat may correct if due to faulty workmanship or materials. Proper winterization of pipes is considered routine maintenance and you should maintain suitable temperatures inside the Home.
Noisy water pipe.	Habitat may correct hammering noise if cause by improper installation. However, some noise should be expected due to flow of water and pipe expansion.

Plumbing fixtures and trim fittings leak or malfunction.

Habitat may correct if due to faulty workmanship and materials. Homeowner maintenance is also required. Scratches, tarnishing, or marring must be noted on a pre-closing walk-through inspection list.

Damaged or defective plumbing fixtures and trim fittings.

Habitat may correct only if documented prior to closing—so you should carefully document all issues during a pre-closing walkthrough to make sure that all issues may be addressed as appropriate. Defective trim fittings and fixtures may be covered under the manufacturer's warranty.

Pipe leaks.

Habitat may correct. Condensation on pipes is not the same as leakage.

Water supply stops.

Habitat may correct if due to faulty workmanship or materials inside the Home. Drought or causes other than faulty workmanship and materials are not within Habitat's services.



Major Structural Defects

Drains

Each plumbing fixture in your home has a drain trap—a J-shaped piece designed to provide a water barrier between your home and sewer gas. The trap holds water, which prevents the air-borne bacteria and odor of the sewer gas from entering the home.

- If any fixture is used infrequently, it should be turned on at regular intervals to restore the water barrier.
- Traps, because of their shape, are also the point at which drains are most likely to get clogged. When the drain stops up, first use a plunger. Be sure the rubber cap of the plunger covers the drain opening and the water covers well above the cup edge. Working the plunger up and down rhythmically 10 or 20 times in succession will build up pressure in the pipe and do more than sporadic, separate plunges.
- If the plunger doesn't work, try using a plumber's snake. Be sure to turn the handle of the snake in the same direction when moving it as you did in inserting it. This will keep anything attached to the snake from coming loose before it is removed from the pipe.

Potential Issue:	Resolution:
Clogged drain or sewer.	Habitat may correct clog within structure caused by faulty workmanship or materials. Clogs and stoppages beyond the exterior wall are not covered by this Limited Warranty. Your routine maintenance and proper use is required.

Habitat for Humanity helps with roof assembly defects related to poor workmanship for four (4) years.

Roof

The roof on your new home is constructed of quality materials that are virtually maintenance free and should last for many years. Due to the safety issues related to walking on a roof, you should hire a professional to do any work on your roof. Please consult the shingle manufacturer's warranty and care resources for additional information.



Potential Issue:	Resolution:
Roof and roof flashing leaks.	Warrantor may correct active and current leaks that occur under normal conditions. No action is required if leak is due to snow or ice buildup, high winds or driving rains. Prevention of snow or ice buildup is your responsibility. Proving an active and current leak is your responsibility for Habitat to help.
Lifted, torn, curled, or cupped shingles.	Homeowner maintenance is required. Cupping in excess of ½ inch should be reported to the manufacturer.
Shingles that have blown off.	Warrantor may correct affected area if due to poor installation. Shingles should not blow off in winds less than the manufacturer's specifications.

Attic Space

Unless otherwise indicated in writing, the attic space is not designed or intended for use as storage. We provide access to this area for maintenance only. The trusses and/or roof system were built for the sole purpose of supporting the roof of the home, and any other use could result in severe damage to the home.

Potential Issue:	Resolution:
Split or warped rafters or trusses.	Some splitting and warping is normal and is caused by high temperatures. However, be sure to watch splits and warps for changes that could indicate structural issues or necessary maintenance.
Inadequate ventilation.	Warrantor will provide adequate ventilation system; attics should not accumulate moisture. However, you are responsible for keeping vents clear of obstructions to promote air flow.

Habitat for Humanity addresses major structural defects caused by faulty workmanship or defective material for ten (10) years.

Let's connect! Contact us:

It's been a whole year!

Don't miss out on your warranty coverage! Call now to schedule your 1 year walkthrough.

indyhabitat.org/warranty



Seeking to put God's love into action, Habitat for Humanity brings people together to build homes, communities and hope.