

## **Purpose of This Guide**

This guide explains the scope of the builder warranty provided with your home and helps homeowners understand which conditions may qualify for warranty evaluation and which conditions fall outside the scope of builder warranty coverage.

Homes are constructed using many materials that naturally respond to temperature changes, humidity, seasonal movement, and normal structural settlement. As a result, some changes observed after closing are normal characteristics of residential construction rather than defects.

Understanding these differences helps homeowners properly maintain their home and determine when a concern should be reported for warranty review.

This guide distinguishes between:

- warrantable construction defects
- normal characteristics of residential construction
- homeowner maintenance responsibilities
- cosmetic conditions
- manufacturer product warranties
- damage occurring after closing

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## **Overview of Builder Warranty Coverage**

Homes built by 4U Homes are constructed in accordance with:

- the Florida Building Code (FBC)
- accepted residential construction practices
- manufacturer installation requirements
- applicable engineering standards

The builder warranty is intended to address **defects in workmanship or materials** related to the construction of the home that affect:

- the functionality of the home
- the safety of the home
- the structural integrity of the home

Not every condition observed after closing is considered a construction defect.

Some conditions result from:

- normal material behavior
- environmental exposure
- homeowner maintenance
- cosmetic tolerance variations
- manufacturer equipment performance

Each reported condition must be evaluated individually.

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### **Reasonable Construction Tolerances**

Residential homes are constructed using a wide range of materials installed by multiple specialized trades.

While homes are built to meet applicable building codes and accepted construction standards, minor variations in appearance, alignment, and finish may occur.

Residential construction does not produce perfectly uniform or identical surfaces.

Small variations may result from normal installation methods, material characteristics, lighting conditions, and natural environmental movement of building materials.

Industry standards recognize that construction materials and finishes are subject to reasonable tolerances.

Examples of conditions that may fall within acceptable construction tolerances include:

- minor drywall surface variations visible under certain lighting
- slight variations in paint texture or sheen
- small alignment differences in trim or cabinetry
- minor floor plank variation or natural material characteristics
- slight door alignment adjustments due to humidity or seasonal movement

These conditions do not affect the structural integrity, safety, or functional performance of the home and are generally considered normal characteristics of residential construction.

Where applicable, evaluation of construction performance may reference generally accepted residential construction standards, including the NAHB Residential Construction Performance Guidelines.

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## **Understanding the Three Types of Conditions**

When homeowners observe a concern in the home, it typically falls into one of three categories.

### **1. Normal Construction Characteristics**

These are expected conditions that occur as materials expand, contract, settle, and respond to environmental changes.

Examples may include:

- minor drywall nail pops
- small drywall hairline cracks
- minor trim separation
- slight door alignment changes
- minor caulking shrinkage
- small stucco hairline cracks

These conditions are typical in residential construction and generally do not indicate defects.

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### **2. Homeowner Maintenance Responsibilities**

Routine maintenance is an essential responsibility of homeownership.

Examples include:

- replacing HVAC air filters
- cleaning HVAC condensate drain lines
- resealing grout and caulking
- maintaining exterior sealants
- inspecting plumbing fixtures for leaks
- cleaning dryer vents
- maintaining landscaping and drainage

Damage resulting from lack of maintenance is generally not covered under builder warranty.

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### **3. Potential Warranty Conditions**

Certain issues may indicate defects in construction workmanship or materials.

Examples may include:

- plumbing leaks caused by improper installation
- electrical system failures caused by improper wiring
- roofing failures caused by improper installation
- structural defects affecting load-bearing components

If homeowners observe conditions that appear unusual or severe, they should follow the warranty request procedures described later in this guide.

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### **Warranty Claim Evaluation Process**

When a homeowner observes a condition in the home that may require evaluation, a warranty request may be submitted through the builder's warranty service process.

Submitting a warranty request allows the builder to review the reported condition and determine whether further evaluation is necessary.

The purpose of the warranty evaluation process is to determine the cause of the condition and whether it falls within the scope of builder warranty coverage.

The evaluation process typically follows several steps.

#### **Step 1 — Submission of Warranty Request**

The homeowner submits a description of the condition observed in the home. Providing clear information helps the builder understand the nature of the concern.

Helpful information may include:

- location of the condition within the home
  - description of the issue observed
  - when the condition was first noticed
  - photographs of the condition if available
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Providing detailed information helps ensure the issue can be reviewed efficiently.

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### **Step 2 — Initial Review**

After receiving the request, the builder performs an initial review of the information provided.

During this stage, the builder may determine that:

- the condition appears to be normal material behavior
- the condition may relate to homeowner maintenance
- the condition may involve a manufacturer product
- the condition may require further inspection

Not all requests require an on-site inspection.

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### **Step 3 — Inspection (When Necessary)**

If the condition requires further evaluation, the builder may schedule an inspection of the home.

The purpose of the inspection is to identify the cause of the condition and determine whether it may be related to:

- construction workmanship
  - normal material movement
  - homeowner maintenance
  - manufacturer equipment performance
  - environmental conditions
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### **Step 4 — Determination**

After reviewing the information and completing any necessary inspection, the builder will determine whether the condition qualifies for warranty coverage.

Possible outcomes may include:

- the condition qualifies for warranty repair
  - the condition is considered normal construction behavior
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- the condition relates to homeowner maintenance
  - the condition falls under manufacturer warranty
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### **Important Clarification**

Submitting a warranty request does not automatically indicate that the condition qualifies for repair.

Each reported condition must be evaluated individually to determine its cause and whether it falls within the scope of warranty coverage.

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### **Typical Warranty Coverage Periods**

Warranty coverage typically follows a structure common in residential construction.

#### **One-Year Coverage**

##### **Workmanship and Materials**

This period generally applies to defects related to workmanship or installation of building components.

Examples may include:

- installation-related plumbing leaks
- electrical installation defects
- improperly secured cabinetry or hardware
- certain flooring installation defects
- roofing issues related to improper installation

Coverage applies only to qualifying defects and does not include normal wear, cosmetic conditions, or homeowner maintenance items.

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### **Mechanical Systems**

Mechanical systems installed in the home include plumbing distribution, electrical systems, and HVAC distribution components.

These systems are installed in accordance with applicable building codes and manufacturer installation standards.

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The builder warranty covers defects in workmanship or installation that affect the proper function of these systems during the applicable builder warranty period.

Mechanical equipment and appliances themselves are manufactured products and are typically covered under separate manufacturer warranties.

Homeowners should consult the manufacturer documentation for warranty registration and service procedures.

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## **Structural Protection**

Homes built by 4U Homes include structural protection through a third-party structural warranty program administered by the nationally recognized **2-10 Home Buyers Warranty**.

Structural coverage applies to major load-bearing components including:

- foundation systems
- structural framing
- load-bearing walls
- roof structural components

Structural coverage addresses qualifying defects that may affect the structural stability or integrity of the home.

Coverage terms and claim procedures are administered by the structural warranty provider.

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## **What the Builder Warranty Covers**

The builder warranty generally covers defects in workmanship or installation attributable to the builder's construction work.

Examples may include:

- plumbing leaks caused by improper installation
- electrical wiring defects
- improperly installed cabinets or hardware
- roofing issues caused by installation defects
- structural defects affecting load-bearing components

Each reported condition must be evaluated individually to determine eligibility.

Submission of a warranty request does not automatically mean the condition qualifies for repair.

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### **Normal Characteristics of Residential Construction**

Some conditions occur naturally as building materials respond to environmental conditions.

Examples include:

- drywall nail pops
- minor drywall cracks
- slight trim separation
- small stucco hairline cracks
- minor paint variations
- door alignment changes due to humidity

These conditions typically do not affect the structural integrity or functional performance of the home.

They are considered normal characteristics of residential construction.

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### **Cosmetic Conditions**

Cosmetic conditions are visual imperfections that do not affect functionality, safety, or structural integrity.

Examples may include:

- small surface scratches
- minor paint blemishes
- slight texture variations
- minor finish imperfections

These conditions are generally addressed during the final walkthrough inspection prior to closing.

Cosmetic conditions not documented before closing are generally considered accepted by the homeowner.

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## **Homeowner Maintenance Responsibilities**

Homes require routine maintenance to remain in good condition.

Examples of routine maintenance include:

- replacing HVAC air filters
- cleaning HVAC condensate drain lines
- inspecting plumbing fixtures for leaks
- maintaining exterior caulking and sealants
- cleaning dryer vents
- maintaining landscaping and drainage

Failure to perform routine maintenance may lead to damage that is not covered under builder warranty.

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## **Common Non-Warranty Conditions**

The following situations are commonly reported after closing but are generally not covered under builder warranty.

Examples include:

- Broken window glass
- Floor scratches or dents
- Cabinet surface marks
- Minor drywall imperfections
- Door alignment adjustments
- Exterior caulking deterioration
- Stucco hairline cracks
- Minor concrete cracks
- HVAC issues caused by lack of maintenance

These conditions are typically related to normal use, environmental exposure, or homeowner maintenance.

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## **Landscaping and Site Maintenance**

Landscaping and site conditions may change over time due to:

- rainfall
- irrigation
- soil settlement
- lawn growth
- homeowner landscaping activities

Examples include:

- soil erosion
- exposed sod netting
- lawn maintenance
- drainage improvements desired after occupancy

These conditions are generally considered property maintenance responsibilities.

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### **Damage Occurring After Closing**

Once closing has occurred, the homeowner assumes responsibility for the condition of the property except for qualifying warrantable conditions.

Examples of non-warrantable post-closing damage may include:

- broken glass
- scratched floors
- chipped paint
- dented trim
- impact damage
- damage during moving

Walkthrough documentation and photographs may be used to determine whether a condition existed before closing.

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### **Final Walkthrough and Acceptance**

Prior to closing, homeowners are given the opportunity to inspect the home during the final walkthrough.

During this inspection, homeowners may review the visible condition of the home and identify any concerns.

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By proceeding with closing, the homeowner acknowledges acceptance of the home in its visible condition at the time of closing, except for items documented in writing prior to closing.

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### **Manufacturer Products and Equipment**

Many products installed in the home are manufactured goods that include their own manufacturer warranties.

Examples include:

- appliances
- windows
- plumbing fixtures
- water heaters
- HVAC equipment
- thermostats
- garage door openers

The builder warranty generally covers installation of these products but does not cover internal component failures or manufacturing defects.

Homeowners may be required to register products with the manufacturer to activate full warranty coverage.

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### **Warranty Request Process**

If a homeowner believes a condition may qualify for warranty evaluation, a warranty request should include:

- description of the issue
- location of the issue
- date first observed
- photographs if available

The builder may:

- review the request
  - determine whether the issue is outside warranty coverage
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- schedule an inspection
- determine whether corrective action is required

Not all warranty requests result in repairs.

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### **Emergency vs Non-Emergency Conditions**

Certain situations may require immediate action to protect safety or prevent damage.

Examples of potential emergencies include:

- active plumbing leaks that cannot be controlled
- electrical hazards
- gas leaks
- significant roof water intrusion

Homeowners should take reasonable steps to protect the property and then contact the appropriate service provider.

Non-emergency issues should be submitted through the standard warranty request process.

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### **Important Notice**

This guide provides general information regarding builder warranty coverage.

All warranty determinations are subject to:

- the terms of the applicable warranty
- field inspection where required
- manufacturer documentation
- applicable building codes and industry standards

Nothing in this guide extends warranty coverage beyond the builder's written warranty obligations.

This guide is intended for general informational purposes only and does not modify, extend, or replace the terms of the written builder warranty agreement.