

# EMERGENCY

Please use the sticker on the inside of the electrical panel for referencing any contact information for your emergency with HVAC / PLUMBING / ELECTRICAL.

The sticker should look like the picture below.



<b>HVAC</b>	NAME: _____
	PH #: _____
<b>PLUMBING</b>	NAME: _____
	PH #: _____
<b>ELECTRICAL</b>	NAME: _____
	PH #: _____

*For all other warranty items and to follow up on emergencies submitted please use the portal @ <http://mcadamshomes.punchlistmanager.net/>*



## **WARRANTY MANUAL**

\*REV 3/09/20\*

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Congratulations and thank you for purchasing your new home. We hope that you will enjoy your new home and that it will fulfill your expectations. We know that despite our efforts, it is not unusual to discover some problems in your home after you have moved in. Please read this manual carefully to ensure that your warranty issues are properly addressed. Our goal is to satisfy you with your new home. Your home is covered by McAdams Homes limited warranty for a period of **one year**. Please refer to this manual to determine what the warranty covers. To assist you in a timely manner please contact McAdams Homes, LLC. by using the portal. For any non-emergency problem covered by warranty you may login to our portal with your email address provided before closing and password that was sent to you. Any issues logging in or accessing your portal please email [admin@mcadamshomes.net](mailto:admin@mcadamshomes.net).

<http://mcadamshomes.punchlistmanager.net/>

*\*Please do not involve any sales personnel or on-site superintendent/subcontractors as this may delay an appropriate response\**

***For an emergency situation, please refer to “Emergency Service Request” below on page 3.***

Issues identified at the home owner walk-through prior to closing will be corrected in a timely manner, although some may occur after closing. After closing please make a list of any non-emergency warranty related concerns on the Quality Assurance Warranty Request Form for warranty items (back page of this manual) to be submitted at **one time** before your year-end warranty date. Submit it via the warranty portal.

Again, thank you for your purchase of your home from McAdams. We hope you enjoy your new home!

### **WARRANTY POLICY**

It is the policy of McAdams Homes, LLC to consistently provide courteous and effective service during the warranty period in a timely manner (material, weather, and labor conditions permitting) for all warrantable items. All warranty work must be performed by McAdams Homes, LLC, and the items serviced will be performed Monday – Friday, 8am – 5pm and by appointment only. Anything not covered in this warranty manual will be referenced in the NAHB Residential Construction Performance Guidelines. **(This manual supersedes any differences from the NAHB)**

[https://builderbooks.com/media/flippingbook/pdf/rcpg\\_4e\\_contractor/r/c/rcpg\\_4th\\_ed-contractor\\_final4.pdf](https://builderbooks.com/media/flippingbook/pdf/rcpg_4e_contractor/r/c/rcpg_4th_ed-contractor_final4.pdf) .

## **EMERGENCY SERVICE REQUEST**

**What constitutes an emergency?** Emergencies are failures that cause the home to be uninhabitable or that may cause further imminent damage but not limited to: **(Emergency #'s listed in electrical panel)**

- **No Water / Water Leak**
- **Sewer Blockage**
- **Major Electrical Outage**
- **No Heat (AC is not an Emergency)**
- **Roof Leak**
- **Structure Failing**

**Please contact the correct company by referring to the sticker inside your electrical panel.**

After following the emergency request steps please submit a warranty claim to the portal to ensure all items will be handled in a timely manner.

## **WARRANTY ITEMS**

A warranty item is an issue that becomes apparent after a two-month break in period. Most warranty items extend for one year after the date of closing. Should it appear that a possible problem has developed or there are any non-emergency warranty items remaining, you must notify McAdams Homes, LLC in writing by the end of the first year. An evaluation of these defects will be scheduled and all warrantable items will be corrected within a reasonable time.

## **MAGNUSON-MOSS WARRANTY ACT**

The following list represents an example of but not limited to items, that if, included in your new home, have been defined as “consumer products” covered by Magnuson Warranty Act. When sold as part of a home, they are excluded from the bonded limited warranty on your home issued by the builder. The manufacturer and/or supplier’s warranty cover these items as such. This is true with all new homes built in the U.S.A. You may need to contact the appropriate manufacturer for problems with these items. If you are not sure whom to contact, please call McAdams Homes, LLC.

### **MECHANICAL / ELECTRICAL / PLUMBING**

Exhaust Fan  
Gas Furnace  
Thermostat  
Air Conditioning System  
Smoke Detector  
Fire Alarm  
Electric Meter  
Water Meter

### **APPLIANCES**

Garbage Disposal  
Water Heater  
Range / Oven  
Oven Hood / Microwave  
Dishwasher  
Clothes Washer / Dryer  
Refrigerator / Ice Maker

## **CONCRETE**

Concrete slabs, driveways, garage floors, and sidewalks will move and minor cracks are normal. The structure is designed to move at control joints. Any cracks outside of control joints that are ¼" or less are considered normal and are not a warranty issue. Any masonry cracks visible within 20' and smaller than ¼" are considered normal as well. Standing water up to 3/8" or less after raining occurs will dissipate in 24 hours and is considered within an acceptable allowance. Also note that some water can be expected to enter the garage under normal conditions. Any warranty repair work to these surfaces may not match the existing color or texture.

## **TREATED LUMBER**

Treated lumber as used on decks and exterior applications are subject to very high levels of moisture variations. Columns, posts, and beams will sometimes split as they dry after installation. Thus cracking, splitting, and warping are normal and to be expected. This material is required by code to be used in exposed areas. The movement of this material is not a warranty item.

## **SIDING & EXTERIOR**

Some waviness in aluminum or vinyl siding is expected. Separation of trim from siding or surrounding fixture has a ¼" accepted allowance. Fading of siding and exterior painted surfaces is common. The degree of fading depends on environmental conditions and is not covered under warranty.

## **GUTTERS**

Gutters may overflow during a heavy rain. The home owner is responsible for maintaining gutters and downspouts free from debris that could cause overflowing. Installed gutters will have a minimal slope to maintain an attractive appearance. A small amount of water may remain in some sections of the gutter after a rain. In a case of wash out occurring from downspouts please refer to landscaping.

## **FLOORING**

Extensive research on this subject concludes that complete elimination of floor squeaks is impossible and therefore is not covered under warranty. **(\*see controlling temperature and humidity\*)** Squeaks will appear and disappear with changes in weather conditions. Total squeak proof stair risers or treads cannot be guaranteed and are not a warranty item. Some deflection and or flex is normal and is not an indication of deficiency in the strength and safety of the product.

### **HARDWOOD OR ENGINEERED**

Gaps will not exceed 1/8" in width upon installation. Any changes to the floor relative to climate is not a warranty item. **(\*see controlling temperature and humidity\*)** (\*Manufacturer Warranty Available\*)

## **LAMINATE**

This warranty does not apply to laminate flooring that has been put to abnormal use or conditions or abused in any way. "Abnormal use or conditions" includes, but is not limited to, water damage from plumbing, storm or flood, damage from smoke, fire or other casualty events; damage caused by negligence, improper alterations of the original product. (\*Manufacturer Warranty Available\*)

## **VINYL**

Any cuts or tears not noted on the initial Homeowner Orientation are the home owners' responsibility. Bad seams will be repaired or replaced where the gaps are wider than 1/8". We will replace only that section of flooring where the seam is wider than 1/8" and not the entire room. A damp mop with a mild detergent should keep vinyl flooring looking new. Vinyl floors are not warranted if damaged by neglect such as casters not being used under furniture legs or items being dragged.

## **CARPET**

Bad seams will be repaired and carpet will be re-stretched only at one time for the entire home. Vacuum regularly and keep in mind some stretching will occur in damp weather. The carpet will stretch tight again in drier weather. Seams may be more visible in some cases. We do not guarantee that seams will not be noticeable. Fading or discolored carpet is a manufacturers responsibility. (\*Manufacturer Warranty Available\*)

## **TILE**

After grout or mortar has cured, any color variation from standing position or further away will be fixed 1 time only. Any grout or mortar cannot be expected to match exactly in repaired areas. Any broken or chipped tile not noted on the home owner walk-through is not a warranty item.

## **CABINETS AND TOPS**

Most cabinets are prefinished and it is necessary to used pre-colored filler at some joints and cracks. Hairline cracks in the cabinet are to be expected. A gap between cabinet doors and cabinets up to ¼" is reasonable and is not a warrantable item. Any warpage of door faces of over ¼" needs replaced. However not maintaining certain levels of interior temperature and humidity are not covered under warranty. (**\*see controlling temperature and humidity\***) Our counter tops are cultured marble or granite stone. Color variations in natural surface products are acceptable. The joints or seams in this material may be visible and especially noticeable in darker finishes. They sometimes require filler or caulk to seal tightly. The wall splashes may need caulk or molding to seal to wall. Fillers are made to match the basic whites and almonds but darker colors sometime need clear. Scratches, marks, and uneven seams not noted on home owner walk through are not warranted items.

## **INTERIOR MOLDINGS**

Separation of joints of trim from inside climate changes and failure to maintain humidity are not covered under warranty. (**\*see controlling temperature and humidity\***)

## **INTERIOR AND EXTERIOR DOORS**

External doors are fully insulated with weather stripping. No door is totally sealable. Some air infiltration is normal. Our doors will eliminate excessive air. Hardware will be replaced only if there are defects in material and workmanship. Exterior and interior doors often warp due to temperature and moisture differences. A ¼" tolerance is acceptable and will be replaced in extreme cases. Doors will warp to do the difference in the temperature and humidity between inside and outside surfaces. To help maintain door shapes please (**\*see controlling temperature and humidity\***).

## **WINDOWS**

Windows are to operate, lock, and have weather stripping. If the seal in the pane fails, we will replace it during the first year. There is no warranty on the grid or screens. Some air infiltration is normal. Even when properly installed, caulking eventually will shrink and crack. Maintenance of caulking is the home owners' responsibility. Excessive infiltration is a warranty item. Windows will collect condensation on interior surfaces when extreme temperature differences and high humidity levels are present. Window condensation is a result of conditions beyond our control and no action is required. (**\*see controlling temperature and humidity\***) Broken glass, missing or damaged screens and hardware, reported on the walk-through will be installed or replaced. After completion these items are the home owners' responsibility.

## **DRYWALL**

Walls will have some minor mars, nail pops, blemish, blisters, and hairline cracks. Most of these that aren't visible from 6' or further away are not warrantable. Drywall is installed over lumber surfaces that are subject to shrinkage and warpage. Problems can occur when the initial stabilization of the construction of the house. It is impossible to correct each defect as it occurs. These are usually due to the normal movements of the house. For any cracks due to structural issues they will be covered under warranty and will be repaired towards the end of the warranty period. We will leave paint on site for home owner to repaint but a perfect match of paint in color and texture will not be guaranteed.

## **PAINT**

We apply multiple coats of quality paint on all painted surfaces. Upon needing repair behind a surface, we will only repaint the immediate area. It is likely that there will not be an exact match. The darker the color the less likely the paint will match. **\*Caulking is not covered under warranty\***

## **PLUMBING**

### **WATER LINES**

Noise of the flow of water and pipe expansion and contraction is a normal occurrence due to the back feed of water when valves are opened and closed. This is not a warranty problem. It is a good idea to run water through infrequently used fixtures weekly. We will repair leaks on the home side of the water meter if they occur during the covered warranty period, provided they are not caused by negligence or freezing. Home owner is responsible for draining and protection pipes and exterior faucets exposed to freezing temperatures. **\*FROZEN WATER PIPES ARE NOT A WARRANTY\***

### **PLUMBING FIXTURES**

Carelessness causes many scratches and stains. Scraping or banging metal utensils in the kitchen sink will gradually scratch and dull the surface. Chips, mars, and stains that are not noted on the home owner walk-through are not a warranty item. Never pour grease oil or thinner substances into sink fixtures. Never step into a bathtub or shower with shoes on. Surfaces can and will scratch from particles on them.

### **DISPOSAL**

Do not let food waste accumulate in the sink or garbage disposal. Have disposal with a flow of cold water when in use. Allow to run after waste is finished to prevent buildup in waste line. Do not run disposal and dishwasher at the same time. If disposal stops check the reset button and the breaker. Resetting of disposal or unclogging are not warrantable.

### **CLOGGED AERATORS**

If flow from fixture becomes irregular in shape, remove the aerator and clean the screen. This is a home owner responsibility and is not a warranty.

### **SEWER LINES**

When waste water gurgles and seeps away slowly from a plumbing fixture, there is foreign matter in the waste line that is restricting the flow of water. To reduce the chance of a sewer line being clogged, do not dispose of hair, grease, lint, or diapers. Use of a plunger will usually open clogged lines. There will be a service charge if a service request is made and the action of repair is only a plunger. The plumber is only responsible for freeing such lines when clogging occurs from faulty construction or building materials. Otherwise the home owner will be charged the expense of repair.

### **WATER HEATER**

If you follow these maintenance requirements, your water heater should give you many years of service. Please note whether your heater is electric or gas. Make sure heater is full of water. Your water heater warranty does not cover hard water conditions. The water in your area could be hard which causes lime or scale build-up. You should drain you water heater every 3-6 months. Do not shut off main valves. Before contacting us, check to see if the apparent malfunction is caused by some external fault. Consulting the following checklist may eliminate the need for a repair.

- Storage capacity of the heater may have been exceeded by large demands of hot water
- If heater was installed when incoming water temperatures were warm, colder incoming water temperatures will create a less hot water effect. Raise thermostat to compensate.

- Look for leaking or open faucets.

If after review the checklist, hot water isn't restored, call customer service of the plumbing contractor. Remember a service charge will be due if the problem is not a defective material or workmanship.

### **CONTROLLING TEMPERATURE & HUMIDITY**

Ductwork can make noises. Metal expands when heated and contracts when it cools. Ticking and crackling sounds caused by the material movement is common. Under certain conditions, there will be some noise with the normal flow of air even when registers are installed correctly. The heating system by code has the availability of producing 70 degrees Fahrenheit measured in the center of each room 5ft above floor under normal winter conditions. The cooling system by code also have the availability to maintain 78 degrees Fahrenheit in each room measured in the same manner. If outside temperatures are 95 and above the system will keep the inside 15 degrees cooler. Closed doors and registers plus dirty filters can restrict air flow and may affect the system's performance. All warranty work will be handled by the HVAC contractor and limited by the manufacturer's warranty.

Follow this list to alleviate most problems.

- Check and keep filters clean and changed. Filters are not a warranty item.
- Do no block registers and air returns.
- Check breakers and fuses before calling for service.

**\*Controlling temperature and humidity has a direct relationship to other functions of the house and are the sole responsibility of the home owner. These items will not be a warranty\***

### **ELECTRICAL**

All warranty work will be limited to repairing or replacing defective items by applicable electrical codes. Check breakers and fuses before calling customer service. Tripped breakers or burnt fuses are not a warranty item. Check ground fault breaker before calling a repairman. Tripped ground faults are a safety feature. To reset depress the "R" button. This outlet is usually located in a bathroom or in the garage near the panel box or an outside receptacle. **\*Do not use any bulbs that exceed the wattage listed on the light fixture\***

### **LANDSCAPING**

Any sod, shrubs, plants, or tree that were planted are the home owners' responsibility. New landscaping requires frequent watering until roots of plantings have become established. Even with the best efforts any other trees in the construction area may not survive due to damage to underground root systems or changes in environmental conditions. It is the home owners' responsibility to maintain anything they wish to have survive. Irrigation lines or heads are not warranty items.

## MISCELLANEOUS WARRANTY CONCERNS

### **MILDEW**

Mildew and fungus formations are a condition the builder cannot always control and is a home owner maintenance item. It is recommended that the home owner follow this list:

- Maintain adequate temperature and humidity control.
- Use ventilation fans in the kitchen and bathrooms especially when cooking or showering.
- Clean any water or liquid spills promptly and avoid allowing damp items to sit.
- Have heating and air systems inspected and serviced at regular appropriate intervals.
- Have caulking, weather stripping, and other weatherproofing inspected and, if necessary, repaired at regular appropriate intervals.
- Please notify McAdams Homes, LLC promptly if you note any mildew or mold present.
- Report any water leaks immediately.

### **DAMAGE FROM THE ELEMENTS**

It will not be unusual for your roof or another part of your property to incur some damage from wind, rain, snow, sleet, below freezing temperature, and power outages. These items occurring from a natural disaster are not under warranty.

### **Warranty Portal**

<http://mcadamshomes.punchlistmanager.net/>

## REFERENCE SECTION

### **BUILDER**

McAdams Homes, LLC	Office #	910-798-3006 ext.103
6626-C Gordon Rd.	Fax #	910-799-6659
Wilmington, NC 28411	Email Address	<a href="mailto:admin@McAdamsHomes.net">admin@McAdamsHomes.net</a>

### **UTILITIES**

AT&T	704-774-2359
Duke/Progress Energy	800-452-2777
Time Warner/Spectrum	877-566-4892
Cape Fear Public Utility Authority	910-332-6550
<b>*Gas Devices are Installed to County Code. Gas Suppliers are per Home Owner's Choice*</b>	
<b>Premier Property Management</b>	<b>910-679-3012</b>
<b>Electrolux Appliance Warranty</b>	<b>855-224-4987</b>

### **EMERGENCY ONLY**

Fire/Police/Ambulance	911
Poison Control	800-848-6946

**HVAC / PLUMBING / ELECTRICAL EMERGENCIES – REFER TO STICKER INSIDE ELECTRICAL PANEL DOOR**



