



WARRANTY HIGHLIGHTS

Property Address

Our goal at Campbell Homes, LLC, hereinafter CAMPBELL, is to deliver a quality new home to every homeowner, hereinafter OWNER. Since a new home consists of tens of thousands of components, hand installed by as many as 40 different trade partners, it is likely there will be a few items requiring adjustment or correction. For more information on what is considered a deficiency under your Limited Warranty, please refer to Exhibit A, Limited Warranty Guidelines (hereinafter Guidelines). This document highlights a few of the topics addressed in the Limited Warranty and Guidelines.

AFTER-HOURS EMERGENCY

In the event you experience an After-Hours Emergency, immediately contact the appropriate Trade Partner listed on the After-Hours Emergency Contacts form provided to you at your New Home Orientation. This is the only situation in which you are permitted to contact these trades directly before submitting a warranty claim. Afterward, please follow-up with a Warranty Claim to CAMPBELL as soon as possible.

An After-Hours Emergency is defined as:

- **Total** loss of heat, water or power,
- Water leak which **you cannot stop**,
- Any other situation with the potential to cause **bodily harm** or **significant damage** to your home,
- And occurs on a weekend, holiday or between the hours of 5:00 PM and 8:00 AM on a typical business day.

CAMPBELL will not process non-emergency warranty claims in person or over the phone.

HEATING, VENTILATION AND AIR CONDITIONING: During the warranty period, any work the OWNER performs or authorizes by an outside contractor will void warranties on your system with CAMPBELL. Modifications performed during the warranty period, such as adding a whole house fan, whole house humidifier, air conditioning, changing thermostats, etc. by OWNER or an outside contractor will void your warranty with CAMPBELL even if it does not void the manufacturer's warranty. Timely registration of your furnace with the manufacturer may extend their warranty.

Modifications to HVAC systems by OWNER or outside contractors will void your CAMPBELL warranty.

GRADING: Maintaining the CAMPBELL established final grade around your new home is vital to the structural integrity of your home and requires ongoing preventative maintenance and proper landscaping. Some settling of the grading will occur and is normal in new home construction. It is the OWNER's responsibility to maintain positive grading away from the foundation at all points, at all times. CAMPBELL will provide dirt for this purpose upon written request. OWNER or OWNER's contractor must maintain CAMPBELL installed erosion control structures (such as wattles, silt fence, etc.) on the lot and remove any soil which may runoff from your lot onto the street or adjacent properties as soon as possible to avoid fines from local authorities. Correcting erosion is an OWNER responsibility. Violating these requirements will void your warranty.

CAMPBELL is not responsible for any damage caused by erosion, improper maintenance or modifications to CAMPBELL established grades by OWNER or OWNER's contractor.

LANDSCAPING: Placing plants of any type, sprinkler valve boxes or sprinkler heads within 5 feet of your home and outside of an established swale is prohibited. Landscaping and improvements (including but not limited to installation of new or expanded patios, edging, planters, sidewalks, etc.) must be installed so as not to block or impede CAMPBELL established drainage patterns or hold water against the foundation. Surface water must flow freely away from the home at all points. CAMPBELL is not responsible for erosion or any damage caused by water intrusion due to lack of OWNER maintenance or changes to CAMPBELL established grade. Violating these requirements will void your warranty.

CAMPBELL is not responsible for any damage caused by modifications to CAMPBELL established grades by OWNER or OWNER's contractor.



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OUTSIDE FAUCETS: Outside faucets are freeze-proof, but in order for this feature to be effective, hoses must be removed during cold weather, even if the faucet is located inside the garage. If a hose is left attached in cold weather, the remaining water in the hose may freeze causing a break in the water line. It is very possible water damage may not be discovered for months after the break occurred.

CAMPBELL is not responsible for any damage caused by frozen faucets.

EXTERIOR CONCRETE SLABS: Spalling is the flaking off of concrete slabs. Causes of spalling can include repeated hosing of concrete for cleaning, impacts, animal urine, fertilizer, un-cleared snow and ice, ice-melting agents, or road chemicals which drip off of vehicles, all of which are outside of CAMPBELL’s control. CAMPBELL highly recommends applying a good quality, penetrating acrylic concrete sealer to help protect exterior slabs from this type of damage. Concrete sealers are available at most home improvement stores or you can contact Barton Supply at 719-578-1997 for product recommendations. Concrete slabs will vary in color and texture and no correction is provided for this condition under CAMPBELL’s Limited Warranty.

CAMPBELL is not responsible correcting variations in color or texture or for the spalling of concrete slabs.

EARLY MOVE-IN: Placement of personal belongings such as vehicles, furniture, boxes, appliances, window coverings, storage containers, etc. in the house or on the lot is not permitted until OWNER has taken possession of the home after closing. CAMPBELL is not responsible for damage to CAMPBELL installed improvements caused by the placement of personal belongings in the house or on the lot nor for the theft of personal belongings left in the house or on the lot.

CAMPBELL does not allow early move in of any personal belongings prior to closing.

SITE VISITS: CAMPBELL asks OWNER not to visit the house between the New Home Orientation and closing. Trades and employees will be entering the home to complete their work and would appreciate completing their work without interruption.

For additional recommendations and requirements, please refer to the Limited Warranty and Exhibit A.

OWNER’s signature(s) below acknowledges that CAMPBELL’s representative presented and explained the information above at the New Home Orientation.

**Presented By:
Campbell Homes, LLC**

**Acknowledged By:
OWNER(S)**

Signature

Signature

NHO Date

Signature