



P.O. Box 1110
Midlothian, Texas 76065

SERVICE POLICY

This specific warranty given by Kenton Homes is contained in the written purchase contract between Kenton Homes and you. This document is intended to supplement that warranty with certain procedural requirements and suggestion, but not to alter it.

1. From the walk-through inspection of your new home prior to closing, we will record any incomplete items on our "Final Inspection" form. The listed items will be completed within 30 days, weather permitting and with your cooperation.
2. After you move in, you will probably encounter a few minor problems. This is normal in all new homes. Please make a list of noteworthy items on our "Warranty Work Request" form and submit it to us approximately three months after closing. We will then take care of the covered items as soon as scheduling allows.
3. If an immediate callback is needed (such as electrical, plumbing, heating and cooling and water problems), you may contact us by telephone regarding the problem. Where possible, you may also contact the subcontractor directly in those situations.
4. Except as provided in paragraph 3 above, all requests for warranty work must be in writing. Please include your name, address, home and office numbers. Callback items submitted in any other manner will not be handled by us.
5. Upon receipt of written callbacks, we will commence work as soon as scheduling allows and in the order that the requests are received. Please remember that there are other houses also trying to be scheduled. We will handle only those items on the list, so please do not ask to add any items orally when the workmen arrive.
6. Shrinkage cracks in wood, drywall, and paint are a normal process which are related to the moisture content of the material and the constructive time of the year. These related repairs on above items will be completed only once. Depending on the homeowner's preference at closing, the repairs will be completed at three months or at the end of the one year warranty period. If the work is requested at the end of one year, we cannot guarantee a complete paint match.

Please initial your selection:

_____ 3 month drywall & paint or _____ 1 year drywall & paint

7. Due to the nature of a stucco exterior application, we can not guarantee an exact color match. If an exact color match is desired, the buyer can pay for an acrylic finish or paint the regular stucco. Both of the above will be an additional costs to the buyer.
8. Floor squeaks and loose subfloor are often temporary conditions common to new home construction and a squeak proof floor cannot be guaranteed. The builder is not responsible for floor squeaks, however, every effort will be made to perform any minor adjustments. This will be done, one time only, when the three month warranty work is being completed.
9. Due to your homes exposure to natural elements, the removal of birds, nests, insects or animals is not covered under our warranty service policy.
10. Exterior and interior caulking: caulking in bathtubs, shower stalls and ceramic tile grout surfaces will crack and bleed somewhat in the months after installation. The builder shall repair cracks, one time only, during the warranty term. Recaulking and grouting of these cracks is an ongoing maintenance responsibility of the homeowner. You will need to check all exterior caulking every six months (due to movement and shrinkage) and exterior painting is recommended after the second year.
11. Our warranty does not include general maintenance type work. Those items are your responsibility. Also, our warranty does not cover any damage caused by cleaning chemicals or improper maintenance. The following are a few suggestions:
 - a) Unhook all outside hoses if it may get below freezing.
 - b) Do not use anomalies cleaners on enameled or pickled woodwork. It can cause yellowing.
 - c) Apply a waterproofing sealant on your exterior concrete annually. Remove ice and snow from exterior concrete as soon as possible. Do not use deicers on driveways, stoops, sidewalks, or patios.
 - d) Service your humidifier regularly. If properly regulated, the humidifier can minimize the normal drying and shrinkage of materials during the winter months.
 - e) Hardwood floors should be cared for in accordance with information provided by the installer. It should be noted the floors will expand and contract during the different seasons of the year. This is not considered a warranty item. Builder will only repair cracks in excess of 1/8" by filling or replacing at warrantors option.
 - f) Do not turn heat below 60 degrees when on vacation.
 - g) Never turn off the heat completely.
 - h) On extremely cold nights, drip faucets.

- i) Remember the garage is not heated. Long periods of exposure to the cold when garage doors are left open could freeze water pipes.
 - j) Builder will provide proper grade and establish drainage swales to insure proper drainage away from house. Since settling will occur over the next several years, the owner is responsible for maintaining such grades and swales once established by builder. Failure to maintain proper drainage away from house may cause damage to foundation.
12. If you do not want us or our subcontractors in your home for warranty work when you are not there, you must notify us at the time of callback requests. Otherwise, we may utilize our keys to enter the home if you are not there.
13. Landscaping your home or installing a sprinkler system is an allowance item that is the responsibility of the homeowner. Kenton Custom Homes can recommend a company that we have on file in our office or feel free to pursue bids from others in which you are interested. When choosing a sprinkler company, be certain the contract price includes closure of the opening in the foundation through which the pipe enters the house. The company must also have insurance certificates submitted to our office prior to doing any work. Kenton Custom Homes has no affiliation with any of the companies and the warranty for these products and services is strictly between the homeowner and the company.
14. Smoke detector batteries need to be changed at least once per year; all units.

Kenton Custom Homes will adhere to the above service policy without exception. Our company policy is to make all efforts to satisfy our customers to the best of our abilities within the standards of the residential construction industry. We hope the purchase of your new home is a rewarding experience.

Kenton Custom Homes, Inc.

NAME

NAME

Closing Date: _____ **DATE**

Three month Date: _____ **DATE**