

C&C Construction, Inc.
LIMITED WARRANTY AGREEMENT

C&C Construction, Inc. (the “Builder”), _____, and the purchaser(s) identified in the Purchase Agreement (individually and collectively, the “Purchaser”), for the newly constructed residence located at [Property Address], _____ in Boone County, Missouri, for the purchase price stated in the closing documents (the “Home”).

The commencement date of this Limited Warranty shall be the date of Closing or the first date of occupancy, whichever occurs first (the “Commencement Date”).

YOUR HOME HAS BEEN CONSTRUCTED IN ACCORDANCE WITH APPLICABLE BUILDING CODES AND INDUSTRY PRACTICES. THIS DOCUMENT DESCRIBES THE BUILDER’S EXPRESS WARRANTY OBLIGATIONS AND THE PURCHASER’S RESPONSIBILITIES. THIS IS A “LIMITED WARRANTY” UNDER THE MAGNUSON-MOSS WARRANTY ACT. TO THE MAXIMUM EXTENT PERMITTED BY LAW, IMPLIED WARRANTIES (INCLUDING HABITABILITY, MERCHANTABILITY, AND FITNESS FOR A PARTICULAR PURPOSE) ARE LIMITED IN DURATION TO THE EXPRESS WARRANTY PERIODS SET FORTH HEREIN AND ARE OTHERWISE DISCLAIMED. NOTHING IN THIS LIMITED WARRANTY REDUCES RIGHTS THAT CANNOT LEGALLY BE WAIVED.

1. One-Year Warranty on Materials & Workmanship: For one (1) year from the Commencement Date (the “Materials & Workmanship Period”), the Builder warrants that the Home will be free from defects in materials and workmanship that do not meet the Builder’s Warranty Guidelines (“Guidelines”). The Guidelines provided at closing are expressly incorporated into this Limited Warranty.

2. Two-Year Warranty on Major Structural Components: For two (2) years from the Commencement Date (the “Structural Warranty Period”), the Home shall be free of “Major Structural Defects,” defined as defects in load-bearing components that materially impair their load-bearing ability and render the home unsafe, or otherwise uninhabitable. This period reflects the Builder’s express limited warranty for structural matters; any additional coverage may be governed by applicable law or separate agreements.

Load-bearing components include: (a) foundation systems and footings; (b) load-bearing walls, bearing partitions, and wall studs; (c) floor framing systems (joists, beams, girders, and trusses); (d) columns; (e) roof framing members (rafters, trusses, and load-bearing beams); and (f) lintels (excluding those supporting veneers or non-structural elements).

Concrete slabs on grade floors (including basement floors), slab cracks from settling, sheathing, subflooring, and all mechanical, electrical, and plumbing systems are not considered structural for this section and fall under the one-year Materials & Workmanship Warranty Period unless otherwise specified.

Examples of non-covered items: normal settlement or shrinkage; non-load-bearing partitions; and roof shingles/tar paper/exterior veneer/siding. Defects from owner modifications, neglect, natural disasters, or normal wear.

For a more definitive description of major structural defects, refer to the Residential Warranty Company, LLC (RWC) structural warranty provided.

3. Consumer Products: Consumer products (appliances, equipment, or systems governed by the Magnuson-Moss Warranty Act) are covered exclusively by their manufacturer’s warranties. Builder assigns all manufacturer warranties to the Purchaser at closing. Builder does not extend an additional warranty beyond proper installation.

Notwithstanding the foregoing, Builder provides a separate, non-transferable five-year limited warranty on the installation and workmanship of mechanical systems (including but not limited to HVAC, plumbing, and electrical systems), as set forth in the Builder’s Mechanical Warranty document provided at closing.

This Builder warranty is limited to the original Purchaser, does not extend to subsequent owners or transferees, and covers only defects arising from improper installation or workmanship by Builder (and not from defects in the manufacturer-supplied components or equipment, which remain subject to the assigned manufacturer warranties). Builder will provide reasonable assistance with manufacturer claims during the Materials & Workmanship Period.

ANY IMPLIED WARRANTIES ON CONSUMER PRODUCTS ARE LIMITED TO THE DURATION OF THE MANUFACTURER WARRANTY TO THE EXTENT PERMITTED BY LAW.

4. Builder Responsibilities: If a covered defect occurs during the applicable warranty period, the Builder shall repair or replace the defective item (or, at Builder's sole option, reimburse the Owner for the reasonable cost thereof, as determined by Builder using prevailing local rates and after reasonable inspection). The total cumulative liability of the Builder under this Limited Warranty, including but not limited to all repairs, replacements, reimbursements, and related costs, shall not exceed the original purchase price of the Home (exclusive of land value, if separately stated). Repairs do not extend any warranty period. Repairs or reimbursements will be completed within a commercially reasonable time after the defect is verified by Builder (or its designated inspector) and any required Owner authorization is provided.

5. Other Insurance / Subrogation / Coordination of Benefits: If a defect or loss is covered (in whole or in part) by both this Limited Warranty and any insurance policy maintained by the Purchaser (including but not limited to homeowners' insurance) or any third-party warranty, the Purchaser agrees to cooperate fully with the Builder in coordinating coverage, including providing prompt notice to all applicable insurers and the Builder. To prevent double recovery or unjust enrichment, the Purchaser shall (i) assign to the Builder any applicable insurance or third-party warranty proceeds received (or rights to such proceeds) to the extent of the Builder's payments or obligations under this Limited Warranty, or (ii) reimburse the Builder for the amount of any such proceeds received that duplicate the Builder's repair, replacement, or reimbursement obligations hereunder. The Purchaser shall not settle or release any claim against another insurer or warrantor without the Builder's prior written consent if such settlement would impair the Builder's rights hereunder. This provision is intended to be enforceable to the maximum extent permitted by law and does not limit any subrogation or equitable rights the Builder may have independently

6. Purchaser Responsibilities: Purchaser must provide prompt written notice of any claimed defect to the Builder before the applicable warranty period expires. Written notice shall describe the defect in reasonable detail (including location, nature, and any known impacts) and may be submitted by post, or electronically by email to warranty@candchomes.com (with confirmation of receipt requested where possible). The Builder shall have the right to inspect the alleged defect upon reasonable notice and during reasonable hours, and Purchaser shall provide reasonable access to the Home for such inspection, testing, or evaluation. Claims not submitted in compliance with this section, including timely written notice before warranty expiration, cannot be pursued under this Limited Warranty. This provision does not limit any rights or remedies available under applicable law outside this express Limited Warranty."

7. Exclusion of Consequential Damages: TO THE MAXIMUM EXTENT PERMITTED BY LAW, AND NOTWITHSTANDING ANY OTHER PROVISION HEREIN, THE BUILDER, ITS AFFILIATES, OFFICERS, DIRECTORS, EMPLOYEES, AND AGENTS SHALL NOT BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, SPECIAL, INDIRECT, EXEMPLARY, OR PUNITIVE DAMAGES ARISING OUT OF OR RELATED TO THIS LIMITED WARRANTY OR THE HOME, INCLUDING BUT NOT LIMITED TO LOSS OF USE OR ENJOYMENT OF THE HOME, LOSS OF VALUE OR DIMINISHED MARKET VALUE OF THE HOME, RENTAL OR RELOCATION EXPENSES, LOSS OF PROFITS OR INCOME, DAMAGE TO PERSONAL PROPERTY OR CONTENTS, EMOTIONAL DISTRESS, OR ANY OTHER INDIRECT OR SPECIAL DAMAGES. THIS LIMITATION APPLIES REGARDLESS OF THE LEGAL THEORY (CONTRACT, WARRANTY, NEGLIGENCE, STRICT LIABILITY, OR OTHERWISE) AND EVEN IF THE BUILDER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. SOME STATES DO

NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

8. Additional Warranty Exclusions: The following additional items and causes are expressly not covered by this Limited Warranty (and claims related thereto are excluded to the maximum extent permitted by law):

- (a) Items or materials not installed by or contracted through the Builder (including any work, additions, or modifications by the Purchaser or third parties after closing);
- (b) Damage caused by owner-occupant neglect, misuse, abuse, improper maintenance, alteration, or failure to follow manufacturer instructions
- (c) Normal wear and tear, natural deterioration, shrinkage, or settling within industry-accepted tolerances;
- (d) Damage due to fire, flood, wind, hail, trees, lightning, earthquake, storm, or other force-majeure events (including but not limited to acts of God or perils typically covered by homeowners' insurance);
- (e) Changes to grading or drainage by others (including the Purchaser, subsequent owners, landscapers, or governmental entities);
- (f) Cosmetic issues (such as minor cracks, discoloration, or variations in finish) that fall within acceptable tolerances as defined by industry standards or performance guidelines referenced herein;
- (g) Use of the Home primarily for non-residential purposes (including commercial, rental beyond occasional, or other non-private residential use);
- (h) Failure to maintain appliances, fixtures, and systems per manufacturer requirements or recommended maintenance schedules;
- (i) Injury or damage to personal property or land outside the Home (including landscaping, driveways, or detached structures unless specifically included in this warranty);
- (j) Pest infestation after closing unless directly caused by a warrantable construction defect (as determined by Builder inspection; Purchaser bears burden of proof).

9. Exclusive Warranty / Integration / Disclaimer:

THIS LIMITED WARRANTY, TOGETHER WITH ANY REFERENCED PERFORMANCE GUIDELINES, MAINTENANCE REQUIREMENTS, AND ANY APPLICABLE THIRD-PARTY WARRANTY (E.G., INSURED STRUCTURAL OR MECHANICAL COVERAGE), CONSTITUTES THE ENTIRE AND EXCLUSIVE AGREEMENT BETWEEN THE PARTIES REGARDING WARRANTY COVERAGE FOR THE HOME. IT SUPERSEDES ALL PRIOR OR CONTEMPORANEOUS REPRESENTATIONS, AGREEMENTS, OR UNDERSTANDINGS, WHETHER ORAL OR WRITTEN.

TO THE MAXIMUM EXTENT PERMITTED BY LAW, BUILDER HEREBY DISCLAIMS AND EXCLUDES ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, HABITABILITY, GOOD WORKMANSHIP, OR QUALITY, EXCEPT AS EXPRESSLY PROVIDED HEREIN. ANY IMPLIED WARRANTIES THAT CANNOT BE DISCLAIMED ARE HEREBY LIMITED IN DURATION TO THE SHORTEST PERIOD ALLOWED BY APPLICABLE LAW.

THIS DISCLAIMER IS INTENDED TO BE AS BROAD AND CONSPICUOUS AS POSSIBLE AND IS PROVIDED IN ACCORDANCE WITH MISSOURI LAW. IF ANY PORTION IS HELD UNENFORCEABLE, THE REMAINDER SHALL REMAIN IN FULL FORCE AND EFFECT.

10. Dispute Resolution: The parties agree to attempt good-faith resolution of any dispute arising under or related to this Limited Warranty first through the Builder's internal warranty claims process (including written notice, inspection, and any offered repair or remedy as set forth herein).

Upon written request by either party after exhaustion of the internal process, the parties shall engage in non-binding mediation administered in Boone County, Missouri, in accordance with the procedures set forth in Mo. Rev. Stat. § 436.362 or successor statutes (including mutual selection of a qualified independent mediator, equal sharing of mediator costs, and mediation within a reasonable time, not to exceed forty-five (45) days after the request unless otherwise agreed). If the parties cannot agree on a mediator, either may request court appointment.

This mediation requirement does not apply to, and neither party is barred from seeking emergency judicial relief (such as temporary restraining orders or preliminary injunctions) to prevent imminent irreparable harm to persons, property, or the Home.

Neither party shall commence litigation related to this Limited Warranty until the internal process and mediation (if requested) have been completed or good-faith efforts exhausted, except as provided for emergencies.

Dated this _____ day of _____.

C&C Construction, Inc.

By: _____

Authorized Representative

Purchaser _____

Purchaser _____

C&C CONSTRUCTION, INC.
MATERIAL AND WORKMANSHIP WARRANTY GUIDELINES

— ONE YEAR —

These guidelines set the minimum performance standards for materials and workmanship in homes built by C&C Construction. They explain how we evaluate complaints during the one-year materials and workmanship portion of our Limited Warranty Agreement.

These guidelines cover the most common issues, but they are not complete. All work must meet the building, mechanical, plumbing, and electrical codes of the City of Columbia or Boone County, Missouri, in effect at the time the building permit was issued (currently based on the 2018 International Codes as locally adopted). Code inspections confirm compliance.

For any item not specifically addressed in these guidelines, we apply generally accepted standards of the building industry in Central Missouri. These standards ensure quality materials and workmanship and will determine the validity of any warranty claim lacking a specific performance criterion.

All references in this document apply only to the **one-year materials and workmanship** coverage (Paragraph 1 of the Limited Warranty Agreement). C&C Construction decides whether to repair or replace an item.

All warranty work requires a written request. Our staff cannot perform warranty service based on verbal requests without written approval from C&C Construction.

Subcontractors may only work after receiving a written work order from C&C Construction. They have 21 days to complete the job unless otherwise noted. **Any subcontractor work done without our prior written approval is at the homeowner's expense.** Emergencies are exempt and should be reported immediately.

You will receive the manufacturer's literature for installed products. If any are missing, notify us right away so we can provide them.

Routine maintenance is the homeowner's responsibility. This includes learning and following manufacturer recommendations for all home components — especially landscaping, foundations, and flat concrete surfaces. **"Homeowner Hints" appear in Appendix A** (examples: shower grout, backfill settling, furnace filters). Review them carefully. Neglecting normal maintenance can void the warranty on that item.

Damage caused by homeowner negligence, abuse, misuse, or lack of maintenance must be fixed by the homeowner at their own cost. Such issues may also void other parts of the Limited Warranty (see Paragraph 8).

SERVICE HINTS & WARRANTY REQUESTS Help Us Serve You Better — Use the Correct Procedure for Reporting Problems

A. EMERGENCY SERVICE Emergencies include: no heat in winter, major plumbing failures, hazardous electrical problems, or any safety/health risk.

- During business hours: Call C&C Construction at (573) 875-3900.

- After hours, weekends, or holidays: Contact the subcontractor directly (phone numbers on your Emergency Service sheet from closing).

B. NON-EMERGENCY WARRANTY SERVICE All non-emergency requests must be in writing to meet warranty terms and for accurate records. Use the Warranty Service Request forms provided in your Warranty Book, email warranty@candchomes.com, or send a letter. We do not accept phone reports for routine items.

Include:

1. Your name, address, daytime phone number(s) and email address if available.
2. A clear description of the problem (example: “Guest bathroom — cold water line leaking under sink” — not “plumbing issue”). If you can provide photos, that is helpful.

If we need to inspect, a representative will contact you to schedule access. Note any special needs (pets, alarms, etc.).

To speed up service, leave a key in a pre-arranged spot, provide a garage door code (you can set a one-time entry code), and please remember to leave the door between the garage and the house unlocked on the day of scheduled work. This allows us to coordinate multiple subcontractors efficiently when needed. If we cannot access the home on the confirmed day of the scheduled work, you may be charged a service fee.

If the warranty work is not satisfactory, contact C&C Construction immediately at (573) 875-3900 or warranty@candchomes.com.

These guidelines reflect current building standards and practices as of 2026 and are consistent with Missouri law, including the common-law implied warranty of quality and fitness for new homes. Our express Limited Warranty works together with — and is subject to the terms of — your purchase agreement and Missouri law

Thank you for choosing C&C Construction. We are committed to your satisfaction and the quality of your new home.

Acknowledgements:

Any work performed by a subcontractor without prior knowledge and approval of C&C Construction shall be at the sole expense of the Homeowner. Emergency situations are excepted from this requirement; however, the Homeowner or subcontractor must notify C&C Construction of the emergency as soon as possible.

The Homeowner must inform C&C Construction in advance of any special arrangements required to access the home for warranty work or other requested services. This includes, without limitation, arrangements for pets, security systems, alarms, or other special needs.

Access to the home is one of the most time-consuming aspects of performing warranty work. Therefore, unless other arrangements have been approved in advance by C&C Construction, the Homeowner shall provide access by one of the following methods:

- (a) Providing a One-Time garage code [be certain to unlock the door between the house and the garage].
- (b) Leaving a key in the pre-designated location on the day of the scheduled appointment.

These procedures enable the work to be performed more efficiently, particularly when multiple subcontractors are involved.

Initial(s) _____

PERFORMANCE GUIDELINES - Materials & Workmanship Standards

-ONE YEAR-

The following section details the one-year performance standards for Materials & Workmanship in your new home.

For each item, you will find:

- **Standard**—the expected level of performance.
- **Warranty Coverage** – what qualifies as a covered defect.
- **Builder Responsibility** – the corrective action the builder is required to complete.
- **Homeowner Notes** – important homeowner responsibilities and limitations

These guidelines apply only during the first 12 months after the closing date (or the date specified in your Limited Warranty).

AIR CONDITIONING

Standard

Cooling systems are designed to maintain comfortable interior temperatures under typical design conditions. Extreme weather, sun exposure, and internal heat loads may affect performance.

Lack of air conditioning service is not an emergency.

Warranty Coverage

- System not delivering cooling consistent with manufacturer specifications
- Refrigerant leaks attributable to installation defects

Builder Responsibility

Correct installation-related defects and recharge the system as needed (when outdoor temperatures permit accurate charging). One leveling adjustment to the outdoor condenser will be provided during the first year if settlement occurs.

Homeowner Notes

Filters must be replaced regularly (minimum recommendation is four times a year). If purchasing filters, do not purchase those with a MERV value higher than 8. Doing so may result in overheating or failure of system parts when dirty filters remain in use. Dirty filters slow airflow and make it difficult for HVAC systems to maintain comfortable temperatures. A dirty air filter can raise your utility costs and damage your HVAC unit. Overworked systems are more prone to breakdowns. Replacing the filter every 30 to 90 days will help you avoid repairs and maintain healthy air quality.

Setting the thermostat below 72°F during extreme heat may cause reduced performance and is not a defect.

See **Appendix “A” for Homeowner Hints**

APPLIANCES

Standard

Installed appliances are covered exclusively by their manufacturer's warranties and are not covered under the Builder's one-year Materials & Workmanship warranty.

You were provided with a separate **Five-Year non-transferable Mechanical Warranty** at the Homeowner Orientation for all conditions after the One-Year period. The brand, model, and serial numbers of all your mechanical equipment are listed on the back page of that warranty.

Warranty Coverage

Installation defects only (e.g., improper leveling, loose connections).

Builder Responsibility

Correct installation issues.

Homeowner Notes

You were provided with a detailed list of all appliances purchased with your home. This list includes each manufacturer's model number and serial number and is included in the **Non-Transferable Five-Year Mechanical Warranty** you signed and received during Homeowner Orientation.

Manufacturer warranties cover mechanical issues. To arrange service or repairs, contact the Builder to expedite a work order. **Important:** Use only authorized technicians for any service or repairs to prevent voiding your warranties.

CABINETS

Standard

Cabinet doors and drawers should operate smoothly. Visible warpage exceeding 1/8 inch over 24 inches is considered a defect. Noticeable variations in color and wood grain are to be expected in all style selections. Replacements will not be made due to such variations.

Warranty Coverage

- Warping beyond tolerance [in excess of 1/8" within any 24" distance]
- Gaps over 1/8 inch in visible areas
- Loose hardware caused by installation conditions
- Chips, scratches, or other flaws that are noted during the Homeowner Orientation will be repaired

Builder Responsibility

Adjust or repair to meet standards. One seasonal adjustment is included.

Homeowner Notes

Noticeable variations in color and wood grain are expected across all style selections. Replacements will not be made due to such variations. Moisture fluctuations may cause temporary changes.

See **Appendix "A" for Homeowner Hints**

CAULKING

Standard

Caulking should be intact and provide adequate seals at joints [interior and exterior] at the time of closing.

Warranty

- Caulk failing or separating within the first 90 days due to improper application
- Water intrusion resulting from defective caulking at installation.

Builder Responsibility

Seasonal changes in humidity and temperature may cause minor hairline gaps in interior trim and caulking. These gaps are normal and expected and do not constitute a defect. Caulking and paint touch-ups required due to these conditions are the homeowner's responsibility and are considered routine maintenance items.

Homeowner Notes

Caulking and sealants are routine maintenance items. The homeowner is responsible for regularly inspecting and maintaining all [interior and exterior] caulking throughout the home to prevent moisture intrusion and water damage.

CONCRETE (FLATWORK, DRIVEWAYS, SIDEWALKS, PATIOS)

Standard

Concrete surfaces commonly develop hairline cracks due to normal shrinkage and curing. This type of cracking is expected and is not considered a defect unless it exceeds the specific tolerances listed below.

Recommended Documentation

Whenever you notice a crack of any size, it is good practice to document it immediately. Take a dated photograph of the crack and place a coin (such as a nickel) next to it for scale. Using the same coin denomination in future photos will allow you to monitor any changes in the crack's width or movement over time.

Warranty Coverage

A defect exists when:

- Cracks exceed 1/4 inch in width
- Vertical displacement exceeds 1/2 inch
- Improper drainage results from installation defects
- Stoops, Steps, Patios, Garage Floors, and Driveways shall not settle, heave, or separate more than one inch (1") from the house structure
- Spalling occurs due to improper installation (not de-icing chemicals or neglect)
- Foundation Wall Imperfections: Minor honeycombing, cold joints, or minor surface imperfections in the foundation walls caused by normal variations or small flaws in the concrete forms are considered typical and will not be repaired

Builder Responsibility

Repair or replace affected sections to meet tolerance. Builder is not responsible for cracking caused by weather, heavy equipment loads, the use of ICE MELT or de-icing salts, chemical exposure, or owner-altered drainage.

Homeowner Notes

- **Do NOT use ICE MELT or de-icing salts** on driveways, sidewalks, patios, or garage floors for a minimum of 2 years after closing; they void coverage. Concrete damaged by these materials will NOT be repaired.
- Sealing concrete annually is good practice.
- Hose runoff, downspout discharge, or irrigation directed onto concrete can cause scaling or discoloration.

COUNTERTOPS

Standard

Countertops shall be installed level, securely fastened, and free from separations exceeding the manufacturer's stated tolerances. Normal shrinkage of materials may cause separations to develop between the countertop and the wall or between the backsplash and the countertop. Such separations are considered normal occurrences and are not defects in materials, workmanship, or installation. If such separations occur within the first year following installation C&C Construction, Inc. will be provided with ONE caulking repair during the first year to address separations resulting from normal material shrinkage. Caulking is the homeowner's responsibility thereafter.

Laminated Countertops: Laminated countertops typically will have one or more discernible seams. There should be no gap at the seams, however. Any major surface imperfection, for example, chips, cracks, scratches, or burns, not reported on the Walk-through list, will be the Homeowner's responsibility.

Warranty Coverage

- Seams separating more than 1/16 inch
- Warped, lifted, or loose sections
- Stone countertops cracking due to installation issues (not impact or thermal shock)

Builder Responsibility

Repair or replace affected sections to meet standards. Epoxy or caulk repairs are acceptable when consistent with industry practice.

Homeowner Notes

Exposure to heat, standing water, or abrasive cleaners can damage countertop surfaces and may void warranty coverage. Cutting boards must be used for all cutting tasks, and trivets or hot pads must be placed under hot items at all times to maintain full warranty protection.

The homeowner is responsible for inspecting and recaulking all countertop seams and joints at least annually. Homes naturally expand and contract (shrink and swell) with seasonal changes in temperature and humidity. This normal movement may cause caulked seams to separate over time. Failure to perform this required annual maintenance may result in damage that is not covered under the warranty.

DOORS (INTERIOR & EXTERIOR)

Standard

Metal Doors: Significant dents (larger than a dime in diameter and deeper than ¼ inch), scratches, or other visible marks noted on the Walk-through list will be repaired. Paint touch-ups on repaired areas will be applied only by brush. As a result, the repaired areas may not perfectly match the existing paint in color, sheen, texture, or coverage. **Weather-stripping on exterior metal doors may mark or scuff the painted surface. This is a normal characteristic of the product and cannot be prevented.**

Selection of deep-tone or dark colors for exterior doors is strongly discouraged. These colors absorb excessive solar heat, which can cause bubbling, peeling, cracking, or warping of the paint finish and adjacent window trim. Any damage or issues resulting from the use of deep-tone or dark colors will not be repaired or repainted under the warranty. Such issues are the homeowner's responsibility.

All doors shall open, close, and latch properly, and exhibit no warpage exceeding 1/4 inch measured corner-to-corner.

Warranty Coverage

- Warping exceeding 1/4 inch
- Door rubbing or failing to latch due to installation issues
- Gaps allowing daylight around exterior doors
- Weatherstripping is not sealing properly

Builder Responsibility

Interior Doors: Interior doors will be adjusted or planed as necessary. Warped doors exceeding ¼" will be replaced.

Exterior Doors: During the Homeowner Orientation, the adjustable sill plate (thresholds) on exterior doors will be identified and demonstrated. **THRESHOLDS ARE NOT DESIGNED TO BE STEPPED ON BUT INSTEAD STEPPED OVER.** The sills/thresholds on exterior doors are movable, usually made of aluminum and wood, and are designed to eliminate gaps between the door bottom and the floor. They allow homeowners to raise or lower the center board using screws to create a tight, energy-efficient, and weather-resistant seal against drafts, water, and insects, accommodating building settling. It is fully adjustable.

If the homeowner's adjustment does not resolve the issue, any remaining gaps, binding, or fit problems will be evaluated, considering normal seasonal expansion and contraction of the home. Necessary repairs or adjustments will be made only during the first year.

Homeowner Notes

Humidity changes cause temporary sticking or gaps in doors; this is not a defect. Maintain interior humidity between 35–55% for best performance.

DRYWALL

Standard

Slight cracking, nail “pops,” and/or visible drywall seams may appear on walls and ceilings. These are normal occurrences caused by the natural shrinkage and seasonal expansion/contraction of the wood framing to which the drywall is attached. Due to Missouri’s seasonal weather changes, such conditions are expected and are not considered defects in materials or workmanship.

Builder Responsibility

The Builder will perform a one-time drywall repair at the Homeowner's request within the first year after closing to address minor cracks, nail “pops,” and visible seams. The Builder will repair the affected areas and sand them smooth. This service will be provided only once during the first year. Request for this service during warranty period is the Homeowner’s responsibility.

REPAIRS WILL NOT BE MADE ON “FLAWS” WHICH ARE ONLY VISIBLE UNDER PARTICULAR LIGHTING CONDITIONS.

Homeowner Notes

The Homeowner is responsible for all touch-up painting and any repainting required as a result of this repair.

The Builder is not responsible for achieving an exact color match. Paint color, sheen, and appearance can vary due to factors such as humidity, temperature, application conditions, and pigment settling—even when using the original paint supplied.

ELECTRICAL SYSTEM

Standard

Electrical systems must operate safely and comply with the electrical codes in effect as of the permit date.

Only fixtures noted as damaged on the Walk-Through list will be repaired or replaced.

There is no warranty on fixtures purchased or supplied by the Homeowner.

Warranty Coverage

- Non-functioning outlets, switches, or fixtures resulting from installation error
- Breaker trips caused by a wiring defect (not overload)

Builder Responsibility

Repair wiring defects; replace faulty devices. GFCI and AFCI breakers will be tested and replaced if they fail under normal operation. During the first year.

Builder is not responsible for rheostat outlets or other outlet changes installed by Homeowner after closing.

Homeowner Notes

GFCI/AFCI breakers are required by the Building Code for safety. They are located in all kitchens, bathrooms, garages, and outside outlets. These outlets are sensitive and trip easily during normal use to prevent electric shock in these locations. They must be reset by using the Test/Reset button. The interior outlet has a light that will stay green when the outlet is operating properly.

Overloaded circuits (space heaters, appliances) are not covered under warranty.

DO NOT PLUG FOOD FREEZERS or REFRIGERATORS into the GFI breaker in your garage. These appliances must be plugged into a dedicated circuit installed by a licensed electrician.

FLOOR COVERINGS (Carpet, Tile, Vinyl, Luxury Vinyl Plank [LVP], Hardwood-Veneer & Engineered)

CARPET:

- Carpet seams may be visible; gaps or fraying will not be acceptable. Carpet edges against base molding and along stair edges should be held firmly in place.
- Loose carpet due to improper stretching.
- Only stains or spots noted on the Walk-Through list will be corrected. If replacements are made, C&C Construction, Inc. will not be responsible for dye lot variations.

Builder Responsibility

- Re-stretch, re-tack, or repair seams.

Homeowner Notes

Furniture feet may permanently indent carpet; this is not a defect.

TILE (also applies to Tub, Shower & Countertops):

Warranty Coverage

- Cracked tiles due to improper installation
- Loose tiles
- Grout cracks exceeding 1/8 inch

Builder Responsibility

Replace tiles installed improperly, repair grout. Note: Builder is not responsible if the grout does not match exactly. Cracked, badly chipped, or loose tiles noted on the walk-through will be repaired or replaced as needed. Builder is not responsible for variations in color or discontinued patterns. New grout may vary slightly in color from the original.

Best practice is to seal grout regularly, and it is a Homeowner's responsibility.

VINYL/ LVP:

Warranty Coverage

- Seams lifting
- Bubbles or delamination
- Loose transitions

Builder Responsibility

Re-adhere or replace affected areas. The selection of a method to repair or replace an item will be made by C&C Construction, Inc. In any situation that requires replacement of vinyl flooring, C&C Construction will not be responsible for discontinued patterns or colors.

Although seams may be visible, all seams are sealed at the time of installation. There should be no gaps or curling at the seams. Only curling noted on the Walk-through list will be repaired or replaced by C&C Construction, Inc.

Homeowner Notes

The homeowner is responsible for regularly monitoring vinyl flooring in contact with plumbing fixtures (such as tubs and showers) to prevent water intrusion and damage. All caulking associated with vinyl flooring is the homeowner's ongoing responsibility.

The homeowner is provided with the care instructions for Luxury Vinyl Plank [LVP] at the Homeowner Orientation. Only chips, scratches, or other flaws that are noted on the Walk-through list will be repaired. C&C Construction will not be responsible for discontinued patterns or colors.

GARAGE DOORS & OPERATORS

Standard

Garage doors will operate smoothly and with reasonable ease.

Garage door openers are equipped with safety sensors, also known as electric eyes or photo eyes. These sensors are installed 3 to 6 inches above the floor on both sides of the garage door track. They emit an invisible infrared beam across the opening. If the beam is interrupted while the door is closing, the opener will immediately stop and reverse the door. This safety feature is designed to help protect people, pets, and property from injury or damage.

Builder Responsibility

Adjust tracks, springs, and opener settings to meet performance criteria. The electric eyes on the garage door openers are adjusted properly. Only adjustments noted on the Walk-through list will be corrected.

Homeowner Notes

Cold weather may temporarily stiffen the weather seals on garage doors. This is a normal characteristic of the materials and does not constitute a defect.

The garage door opener's photo eye sensors (safety sensors) must be kept clean and properly aligned at all times by the homeowner. Failure to maintain the sensors may impair the safety function and could void related service coverage.

Garage doors cannot be made completely air-tight. It is normal and expected that some light will be visible around the edges and across the top of the door. The garage floor is intentionally poured with a slope to promote proper drainage. As a result, water may enter beneath the garage doors—especially during wind-driven rain. This is a normal condition due to the required slope and is not considered a defect in materials or workmanship.

GUTTERS AND DOWNSPOUTS

Standard

Gutters and downspouts will collect and divert roof water properly under normal rainfall conditions. Occasional overflow or water spilling over the gutters during unusually heavy, intense, or prolonged rainfall is normal and is **not** considered a defect in materials, installation, or workmanship.

Warranty Coverage

- Leaks at joints or seams
- Improper slope causing standing water exceeding 1/2 inch
- Downspouts detaching due to improper fastening

Builder Responsibility

The Builder will repair, reseal, re-slope, or reattach gutters, downspouts, and associated components as needed to meet performance standards under normal rainfall conditions.

Homeowner Notes

- Gutters must be cleaned regularly; clogs void related claims.
- Splash blocks or extensions must remain in place to direct water away from the foundation.

HARDWARE

Standard

Doorknobs and locks will operate correctly.

Warranty Coverage

Slight adjustments to doorknobs and locks may be necessary due to normal wood framing shrinkage. C&C Construction will perform this adjustment only once during the warranty period.

Builder Responsibility

Only dents, chips, scratches, or similar marks on door hardware, shower doors, medicine cabinets, or mirrors that are specifically noted on the Walk-through list will be repaired.

Homeowner Notes

It is the homeowner's responsibility to submit a written warranty request for this adjustment before the warranty period ends. Cosmetic damage to these items not noted during the Walk-through is the homeowner's responsibility. For best scheduling, submit the request during the eleventh (11th) month after closing.

HEATING SYSTEM

Standard

The heating system will maintain comfortable indoor temperatures consistent with design standards and manufacturer specifications. Temperature variations of up to 4°F between rooms are normal and expected and are not considered defects.

Warranty Coverage

- Non-functioning furnace due to installation defects
- Improperly connected ducts
- Insufficient airflow caused by installation error

Builder Responsibility

Repair duct installation issues, correct furnace installation defects, and balance airflow as needed.

Homeowner Notes

Regular replacement of HVAC air filters is the homeowner's sole responsibility and is required to keep the system operating efficiently and to maintain full warranty coverage.

- Filters must be replaced a minimum of four times per year.
- For optimal performance, replace filters every 30 to 90 days (or more frequently) depending on household conditions and usage.
- Use only filters with a MERV rating of 8 or lower. Filters with a higher MERV rating can severely restrict airflow.

Dirty or clogged filters reduce airflow, making it difficult for the system to maintain comfortable temperatures. This can result in higher utility costs, reduced efficiency, poorer indoor air quality, overheating, or damage to the HVAC unit. Any damage or system failures caused by failure to replace filters on schedule or by use of incorrect (higher-MERV) filters is the homeowner's responsibility and will not be covered under the warranty.

Do not block supply/return vents, as this reduces system performance.

INSULATION

Standard

Insulation will be installed to meet the R-values specified in the permit-approved energy documents and in full compliance with all applicable building and energy codes.

Warranty

- Visible gaps or voids
- Missing insulation in accessible areas
- Insulation not meeting the required R-value due to an installation defect

Builder Responsibility

Add or correct insulation to meet specified coverage and R-values.

Homeowner Notes

Insulation settles naturally over time; minimal settling is not a defect.

LOUVERS, VENTS & EXTERIOR CAPS

Standard

Exterior vents and caps should remain secure and allow airflow without obstruction or water intrusion.

Warranty

- Loose or detached vents
- Improperly sealed penetrations causing leaks
- Vent flaps stuck due to an installation defect

Builder Responsibility

The Builder will reattach, seal, or adjust vents as necessary to meet performance standards.

Animal Intrusion: C&C Construction is not responsible for removing animals, birds, rodents, or insects if the protective screens on the vents have been removed, damaged, or are missing. Maintaining and replacing all protective vent screens is the homeowner's ongoing responsibility.

Homeowner Notes

Wind may cause temporary vibration or noise in vents. This is a normal condition and is not considered a defect in materials, installation, or workmanship. The homeowner is responsible for keeping all vent screens clean, clear of debris or obstructions, and securely in place at all times. Maintaining the vent screens is the homeowner's ongoing responsibility.

PAINTING (INTERIOR & EXTERIOR)

EXTERIOR:

Fading of exterior paint is normal and expected due to the effects of sunlight, weather, and natural aging. This is **not** considered a defect in materials or workmanship. Wood trim will develop minor cracks and raised grain as it naturally ages and dries. Most of this movement occurs during the

first year after construction. Raised grain may cause peeling paint; however, this is not due to any defect in materials, workmanship, or installation.

Wood trim painted white or light colors will more readily show grain, cracks, and texture variations. These surfaces will therefore require additional maintenance by the homeowner.

INTERIOR:

Standard

Paint will provide uniform coverage in all readily visible areas. Minor variations in drywall texture are normal and expected. These variations are not considered defects in materials or workmanship.

Warranty

- Peeling, blistering, or cracking due to improper application
- Significant overspray on surfaces not intended to be painted
- Stain bleeding through paint

Builder Responsibility

The Builder will touch up or repaint affected areas in accordance with industry standards. All repairs will be limited to spot-painting only. Full wall or room repainting to achieve a color match is not included. C&C Construction will touch up paint only as indicated on the Walk-through list.

At the Homeowner Orientation, the homeowner will receive a limited quantity of trim paint and interior wall paint. This paint is supplied solely for the homeowner's use in subsequent touch-ups.

Paint touch-ups are sometimes visible under certain lighting conditions and are **not** considered defects in materials or workmanship.

Homeowner Notes

- Touch-up paint should be stored by the homeowner for future maintenance. Do not allow paint to freeze.
- Color variations due to aging, sunlight, or cleaning are not defects.

PLUMBING SYSTEM

Standard

Plumbing fixtures, supply lines, and drains should operate properly and be leak-free under normal use.

Warranty

- Leaks due to installation defects
- Improper drainage or slow drains caused by installation
- Service clogged drains that occur during the first 30 days after closing or Buyer's first occupancy.
- Loose or improperly secured fixtures

Builder Responsibility

Repair leaks, adjust fixtures, or correct improper installation. Replace components only if repair is not feasible.

Changes in water temperature and flow may cause some noise in the pipes. This is normal and expected and is **not** considered a defect in materials, installation, or workmanship. No repair is required for normal pipe noise. Ongoing and consistent “water hammer” (loud banging or knocking sounds in the pipes) will be repaired by C&C Construction.

Any fixture damage noted on the Walk-through list will be repaired. Chips, scratches, etc., reported after the Walk-through will not be repaired.

Service clogged drains within the first 30 days after closing.

Homeowner Notes

OUTSIDE FAUCETS MUST HAVE HOSES REMOVED AFTER EACH USE. Exterior spigots will not be warranted after closing. **GARAGE DOORS SHOULD BE KEPT CLOSED DURING COLD WEATHER.**

The homeowner is responsible for following the manufacturer’s directions for caring for fiberglass products. Do NOT use abrasive cleansers.

ROOF

Standard

C&C Construction agrees to repair roof leaks **except** those caused by or resulting from severe weather, natural disasters, or acts of God (including, without limitation, hail, high winds, tornadoes, hurricanes, or excessive rainfall).

All repairs will be scheduled and performed only when the roof is completely dry, and conditions are safe for workers.

C&C Construction is not responsible for water entering the building through roof vents, louvers, flashing around vents, or any similar roof penetrations, even during normal or heavy rain. (See also “Louvers and Vents” section.)

Warranty

- Leaks caused by installation defects
- Improperly fastened shingles
- Flashing installed incorrectly

Builder Responsibility

C&C Construction, Inc. will locate and repair roof leaks directly attributable to defective installation or workmanship performed by the roofing contractor. As part of such repairs, we will replace any damaged or missing shingles necessary to restore the roof’s integrity.

This obligation does **not** extend to leaks or damage caused by:

- Severe weather events or acts of God (including hail, high winds, or excessive rainfall).
- Water infiltration through vents, louvers, or other roof penetrations (due to heavy rains and wind, which may cause such infiltration).
- Ice dams are a common weather-related issue, not a defect in our workmanship. They are not covered under our warranty.

- Improper maintenance, alterations by others, or normal aging/wear and tear.
- Any cause unrelated to C&C Construction's original installation work.

Homeowner Notes

C&C Construction's warranty does not cover damage resulting from severe weather events, acts of God, or storm-related causes, including but not limited to:

- Hail
- High winds
- Debris impact
- Wind-induced shingle lift or displacement
- Any other storm or weather-related damage

All such damage is the homeowner's responsibility and must be claimed under the homeowner's insurance policy.

SIDING (VINYL, FIBER CEMENT, WOOD)

Standard

Siding should be securely fastened, properly aligned, and free from excessive gaps. Vinyl siding may expand and contract with temperature changes. Under certain weather conditions, slight "waves" in the siding, which cannot be completely eliminated, may be visible.

Warranty

- Loose panels
- Warping/buckling beyond manufacturer tolerances
- Joints separating more than 1/4 inch
- Water intrusion due to installation defects

Builder Responsibility

C&C Construction warrants that our installation and craftsmanship of the vinyl siding will be free from defects in workmanship for a period of one (1) year from the date of substantial completion (or final walkthrough) of the project.

During this one-year period, if a defect in our workmanship is discovered and promptly reported to us in writing, we will repair or replace the affected portion at no additional cost to you, as we determine is reasonably necessary.

The manufacturer of the vinyl siding provides its own separate warranty for the materials themselves (such as fading, cracking, or manufacturing defects). A copy of the manufacturer's warranty and care/maintenance instructions was provided to you at the final walkthrough. If you did not receive these documents, please contact our office, and we will promptly send them to you.

Homeowner Notes

- Power washing at high pressure can damage siding and void related claims.
- Annual cleaning with water, mild soap (like Dawn), and a soft-bristle brush to remove dirt, mold, or chalking. Rinse with a garden hose to prevent oxidation and streaks. Clean on cloudy days to prevent soap drying on siding.
- Caulking must be maintained by the homeowner as needed.

SITE DRAINAGE & GRADING

Standard

As part of the overall site development plan, C&C Construction establishes the final grade of the lot. The site is inspected and graded at multiple stages throughout the process to ensure full compliance with the approved specifications. Our primary objective is to direct surface water drainage away from the home.

In most cases, drainage swales and flow patterns do not follow property boundary lines. **C&C Construction will not modify established drainage patterns to accommodate individual landscape plans.** Each lot typically receives runoff from and/or directs runoff to neighboring properties. As a result, any changes to the grade made by a homeowner can affect adjacent or nearby lots. C&C Construction, therefore, strongly advises homeowners against altering the established grade or drainage patterns.

The grading should provide positive drainage away from the foundation for a minimum of 5 feet, unless site conditions limit this. Settling is normal and may require homeowner maintenance.

Warranty

- Standing water within 10 feet of the home that remains longer than 48 hours (unless due to heavy rain or soil conditions)
- Improper grading directly attributable to the Builder installation

Builder Responsibility

Yards will be professionally seeded and mulched. The homeowner is fully responsible for maintaining and watering new lawns. C&C Construction is not responsible for damage to lawns caused by weather, homeowner negligence, or any other factors beyond our control, and will not repair such damage. Reseeding is the homeowner's responsibility and should be performed in spring/early summer or fall.

Backfilled or excavated areas around the foundation and utility trenches must not interfere with drainage away from the home. If these areas settle during the first-year warranty period, C&C Construction will provide fill dirt. The homeowner is responsible for maintaining positive drainage away from the home and for removing and replacing any shrubs or landscaping in these areas.

C&C Construction will supply fill dirt during the first-year warranty to correct sunken areas under concrete, but will not be responsible for any consequential damage to grass, shrubs, or other landscaping.

Homeowner Notes

Downspouts must remain extended to divert water away from the foundation.

Maintaining positive drainage away from the foundation and concrete slabs is the homeowner's responsibility. Failure to do so may result in foundation damage and void the structural warranty. Some settling of backfill soils should be expected.

C&C Construction will establish the necessary grades and swales. Ponding water near the house should not remain longer than 36 hours after rainfall (or 48 hours in drainage swales or sump-pump discharge areas). The homeowner should anticipate standing water after heavy rains. No grading evaluations will be performed while frost, snow, or saturated soil is present.

SUBFLOOR

Standard

C&C Construction warrants that the subfloor will remain structurally sound and securely fastened. Minor squeaks may develop over time due to normal environmental changes, such as fluctuations in humidity and temperature. These minor squeaks are expected and do not constitute a defect. Excessive squeaks will be evaluated according to the terms of the limited warranty.

Warranty

- Loose or improperly fastened subflooring
- Deflection exceeding normal tolerances
- Squeaks caused by installation defects

Builder Responsibility

C&C Construction will repair any loose subflooring by refastening or installing shims as necessary. Excessive squeaks will be addressed one time only during the warranty period.

Homeowner Notes

Normal seasonal expansion and contraction can cause intermittent sounds; these are not defects.

TRIM, BASEBOARDS & FINISH CARPENTRY

Standard

C&C Construction warrants that interior trim will be securely fastened, properly aligned, and free from excessive gaps. Minor variations due to normal wood movement, settling, or environmental changes are expected and do not constitute a defect.

Warranty

- Gaps exceeding 1/8 inch
- Loose trim or separating joints caused by installation
- C&C Construction will fill all visible nail holes in interior trim and finishes. Any visible nail holes not filled must be identified by the homeowner during the Homeowner Orientation or reported in writing within thirty (30) days after closing. Nail holes reported after this period will be the homeowner's responsibility to repair and touch up.

Builder Responsibility

C&C Construction will re-secure or adjust interior trim as necessary to meet performance standards. Visible surface defects will be filled or corrected.

Homeowner Notes

Seasonal changes in humidity and temperature may cause minor hairline gaps in interior trim. These gaps are normal and expected and do not constitute a defect. Caulking and paint touch-ups required due to these conditions are the homeowner's responsibility and are considered routine maintenance items.

WINDOWS & SCREENS

Standard

Windows should operate smoothly, latch properly, and seal against the elements as designed. C&C Construction will replace any cracked/broken windows or damaged screens that are noted on the Homeowner Orientation walk-through list.

Warranty

- Inoperable windows
- Broken or faulty latches
- Excessive air infiltration beyond manufacturer tolerances
- Screens with installation damage noted at closing

Builder Responsibility

C&C Construction will adjust, repair, or replace any windows or screens that were improperly installed.

Seal failure in windows (such as fogging or condensation between glass panes) is typically covered under the window manufacturer's separate warranty. These seal-failure warranties vary by window manufacturer. The homeowner should notify C&C Construction, and we will assist with contacting the manufacturer and processing the warranty claim.

Homeowner Notes

- Condensation on interior surfaces is caused by humidity levels, not window defects.
- Windowsill weep holes are small drainage slits located on the exterior bottom frame of vinyl, aluminum, or steel windows and doors. They allow rain and condensation to escape, preventing water from accumulating in the track, overflowing indoors, or causing mold and rot. **Regular cleaning is essential to remove debris, dirt, and bugs.**
- Torn screens after occupancy are not warrantable.

HOMEOWNER GUIDELINES

Appendix “A”

MAINTENANCE OF YOUR CENTRAL AIR CONDITIONING SYSTEM

Air conditioning provides enhanced indoor comfort and helps control humidity when operated in accordance with manufacturer guidelines and current industry best practices. Improper use, lack of routine maintenance, or inefficient operation can lead to excessive energy consumption, reduced system performance, premature component wear, or failure. Your air conditioning system is designed as an integrated whole-house solution. While the indoor and outdoor units generate cooled air, overall efficiency and performance depend on the entire home envelope—including proper insulation, air sealing, windows, window coverings (such as blinds or shades), and ductwork integrity. Poor envelope performance can significantly reduce cooling effectiveness regardless of equipment condition. (*energystar.gov*)

Air conditioning systems cool gradually and do not produce instantaneous results. Interior building materials (walls, floors, ceilings, and furnishings) absorb and retain heat throughout the day. Even after the system activates, it takes time for the home to reach the desired temperature as this stored heat is removed. For optimal performance, energy efficiency, and system longevity, follow these guidelines based on current ENERGY STAR®, U.S. Department of Energy, and ACCA (Air Conditioning Contractors of America) recommendations:

- Use a programmable or smart thermostat to maintain a comfortable indoor temperature (typically around 78°F) when occupants are home and awake. Raise the setting by 7–8°F (e.g., to 85°F) when the home is unoccupied and by about 4°F when sleeping. This setback strategy reduces energy use without forcing the system to work harder upon return. (*energystar.gov*)
- Avoid large, sudden temperature reductions (e.g., “cranking down” the thermostat upon returning home). The system will not cool the home faster and may run excessively, increasing energy costs and stress on components.
- Keep air vents and registers open and unobstructed. Adjust them only as needed to direct airflow toward occupied areas—closing vents in unused rooms does not save energy in a properly designed and balanced central system and can reduce overall efficiency.
- Do not set the thermostat below 72–75°F (or excessively low, such as 60°F). Extremely low settings will not accelerate cooling, can cause the evaporator coil to freeze, lead to system short-cycling, reduce dehumidification, and potentially damage equipment.
- If your system includes a furnace-mounted humidifier, turn it completely off during the cooling season. Operating a humidifier while the air conditioner is running can introduce excess moisture, leading to coil freeze-up or other damage.
- Replace or clean air filters at least every 1–3 months (more frequently during your first year in the home, in dusty environments, or with pets). Clogged filters restrict airflow, reduce efficiency, increase energy use, and can cause the system to overheat or fail prematurely. Use filters rated for your specific system per manufacturer specifications. (*thecoolingco.com*)

- Schedule professional maintenance (checkup) at least annually (preferably before the cooling season) by Complete Service and Repair HVAC (660.537.2196 or 660.537.2737) following ACCA ANSI/ACCA 4 QM standards. This includes checking refrigerant levels, cleaning coils, verifying airflow, inspecting electrical components, and confirming proper system operation. *[The service call and diagnostic fees for this checkup visit are not covered under the warranty and remain the responsibility of the homeowner. However, if a component is found to be defective and requires repair or replacement, such repair or replacement may be covered under the Mechanical Warranty for the first five (5) years from the original installation date, subject to the specific terms, conditions, exclusions, and any applicable deductible set forth in your warranty documents. **Note:** Always refer to your individual warranty certificate or owner's manual for the exact coverage details applicable to your system. Coverage is not guaranteed and is determined solely by the manufacturer's warranty terms in effect at the time of service.] (acca.org)*

Failure to follow these operating and maintenance guidelines may result in reduced efficiency, higher utility bills, premature equipment failure, or conditions that void the manufacturer's warranty. Any resulting damage or repairs may not be covered under warranty. For specific recommendations tailored to your equipment, always consult your owner's manual and a licensed HVAC professional.

Condensation: Condensation on interior surfaces, particularly windows, may occur if humidity levels are too high during cold weather. Reduce humidifier settings when outdoor temperatures fall below approximately 20°F.

CABINET CARE AND MAINTENANCE

Proper cleaning and maintenance will help preserve the appearance, finish, and longevity of your cabinetry. Your cabinets are factory-finished and require only gentle cleaning methods to avoid damage. For routine care, wipe surfaces with a soft, lint-free cloth lightly dampened with a mild dish soap and warm water solution. Dry all surfaces immediately with a clean, dry cloth. Always follow the specific care and cleaning instructions provided by your cabinet manufacturer, as different materials and finishes (wood, laminate, thermofoil, painted, etc.) have unique requirements. Do not use oil-based furniture polishes (such as Liquid Gold or Old English), waxes, silicone products, abrasive cleaners, scouring pads, ammonia, bleach, solvents, or excessive water. These can cause discoloration, residue buildup, swelling, or damage to the finish over time. Your color selection sheets serve as your official record of the brand, style, color, and finish of the cabinets installed in your home. Retain these documents in a safe place for future reference when ordering replacement parts or hardware.

Important: Use of unapproved cleaning products or methods may damage the cabinet finish and could void the manufacturer's warranty. For questions about your specific cabinetry, refer to the manufacturer's care guide or contact a qualified professional.

CAULKING AND SEALANTS

Caulking and sealants are routine maintenance items. The homeowner is responsible for regularly inspecting and maintaining all [interior and exterior] caulking throughout the home to prevent moisture intrusion and water damage. Below is a list of areas to check seasonally, as temperature and humidity changes can make it necessary to reapply caulk often to keep the home in optimum condition.

Caulking is a wear item that requires periodic inspection and replacement to maintain your home's warranty eligibility, energy performance, and structural integrity:

- Inspect all exterior and interior caulking annually (spring or fall recommended) for cracking, shrinkage, gaps, or separation.
- Re-caulk or replace deteriorated sealant using matching ASTM-compliant products and proper technique (clean old material completely; use backer rod where needed).
- In bathrooms and kitchens, check for mold, mildew, or water staining around tubs, showers, and sinks; reapply sanitary sealants every 2–5 years or as soon as deterioration appears.
- Do not paint over silicone sealants or apply unapproved products (oils, solvents, or abrasives can cause failure).
- For interior painted trim or baseboards, touch-up with paintable acrylic latex as needed.

FLOOR COVERINGS

Follow manufacturer recommendations for all flooring materials.

Carpet

Professional cleaning is highly recommended and will reduce the wear and tear on the carpet fibers. Vacuum before having the carpet cleaned.

- Every 6 months under normal use
- Every 3–4 months under heavy use

Ceramic and Porcelain Tile (also applies to tub, shower, and backsplash)

- Vacuum or sweep regularly.
- Clean with warm water; avoid harsh detergents.
- Use mild cleaning solutions only when necessary.

Vinyl / LVP

Proper care and maintenance of your vinyl sheet or luxury vinyl plank (LVP/LVT) flooring will preserve its appearance, durability, waterproof performance, and manufacturer's warranty. Your new home's resilient flooring was installed in accordance with current industry standards from the Resilient Floor Covering Institute (RFCI), manufacturer specifications, and applicable building codes (including IRC and local requirements for subfloor preparation, moisture testing, and acclimation). These floors feature a high-performance wear layer designed for low maintenance when properly cared for.

Daily and Routine Maintenance (Recommended Schedule)

- Sweep or dust mop daily (or at minimum 2–3 times per week in high-traffic areas) using a soft-bristle broom, microfiber dust mop, or vacuum with the hard-floor setting and **beater bar turned off [LVP warranty can be voided with the use of a beater bar]**. This removes grit and dirt that can cause fine scratches over time.
- Wipe up spills and pet accidents immediately with a clean, dry, or slightly damp cloth. Although most vinyl and LVP products are waterproof and offer temporary moisture protection, prolonged exposure to standing water can affect seams or edges.

- Damp mop weekly (or as needed) using a microfiber mop and a pH-neutral (pH 6–8), manufacturer-approved vinyl or LVP cleaner. Use only a lightly damp mop—never flood the floor or use excessive water. Allow the floor to air-dry completely. No rinsing is typically required with no-rinse formulas.
- Deep clean monthly (or quarterly in low-traffic areas) with the same approved cleaner, moving lightweight furniture as needed for thorough access.

What to Avoid (common practices that can cause damage or void your warranty)

- **Do not** use steam mops, steam cleaners, or hot-water extraction equipment – the heat and excess moisture can damage the wear layer, cause warping, or lead to the edge curling.
- **Do not** use abrasive cleaners, scouring pads, steel wool, or any product containing bleach, ammonia, solvents, waxes, polishes, or “mop & shine” formulas. These can dull, yellow, or permanently damage the finish.
- **Do not** apply wax, oil-based furniture polish, or any refinishing products unless explicitly approved by the manufacturer (most modern vinyl and LVP floors are ‘no-wax’).
- **Do not** use rubber-backed, latex-backed, or coco-fiber mats – they can cause permanent staining or discoloration. Use only non-staining, vinyl-safe walk-off mats at entrances.
- **Do not** drag furniture or heavy objects across the floor. Always lift and carry, or use approved felt pads/glides on all furniture legs.

GARAGE DOOR

- **Annually lubricate** moving components and ensure all hardware is secure. Use only a garage-door-specific lubricant (white lithium grease or manufacturer-approved silicone spray). Lightly apply to rollers (bearings and stems), hinge pivot points, and any chain/screw drive on the opener. Do not lubricate the tracks themselves or use WD-40, general oils, or silicone on springs.
- Clear dirt, leaves, cobwebs, or old lubricants from tracks and rollers.
- Inspect weather seals – replace cracked, brittle, or missing weather stripping to maintain energy efficiency and prevent moisture intrusion.

HEATING SYSTEM

Proper maintenance of your furnace and central heating system is essential for energy efficiency, reliable performance, indoor air quality, safety, and the longevity of your equipment. Regular care can significantly reduce energy costs and help prevent unexpected breakdowns. Your heating system was professionally installed to current industry standards (including IRC, ACCA quality installation guidelines, and manufacturer specifications). Most modern furnaces utilize high-efficiency condensing technology and electronic ignition systems. **Important:** Always read and follow the specific operating and maintenance instructions in your furnace manufacturer’s owner’s manual. The guidelines below represent general best practices applicable to all forced-air furnaces.

Routine Homeowner Maintenance

- **Air Filters:** Check the air filter monthly and replace it every 1–3 months (or more frequently if you have pets, allergies, or live in a dusty environment). Use only the filter type and MERV rating specified by the manufacturer [MERV 8 max]. A dirty or clogged filter restricts airflow, reduces efficiency, increases energy consumption, can cause uneven heating (“cold spots”), and may lead to overheating or premature failure of the blower motor or heat exchanger. Keep a supply of the correct filters on hand for convenience.

- **Thermostat Operation:** Set the thermostat to your desired comfort level. For dual heating/cooling systems, ensure the system switch is set to “HEAT” during the heating season, and the fan switch is set to “AUTO.” Consider using a programmable or smart thermostat for efficient setback schedules.
- **Air Registers and Vents:** Experiment with adjustable registers to achieve balanced heat distribution and comfort. You may partially close registers in seldom-used rooms, but avoid fully closing multiple registers. Excessive closure creates pressure imbalances, reduces system efficiency, and can cause premature wear on the blower and heat exchanger.
- **Visual and Operational Checks:** Periodically inspect the area around the furnace for unusual noises, odors, visible damage, or water leaks (common in high-efficiency condensing units).

Seasonal Preparation

Perform a “trial run” of your heating system in early fall before cold weather arrives. This allows time to address any issues when service is more readily available. The same practice is recommended for your air conditioning system in the spring.

Annual Professional Maintenance (Strongly Recommended) Have your furnace professionally inspected, cleaned, tuned, and serviced at least once per year by a qualified, licensed HVAC contractor. Annual maintenance should follow ACCA (Air Conditioning Contractors of America) standards. This service verifies proper operation, checks for safety issues (including carbon monoxide), and helps maintain efficiency and warranty validity.

Safety Note: Install and maintain working carbon monoxide (CO) detectors on every level of your home, especially near sleeping areas. Test them monthly and replace batteries as recommended.

Common homeowner checks before requesting service:

1. Thermostat settings
2. Pilot light (if applicable)
3. Gas valve position (if applicable)
4. Circuit breaker status

Service calls related to these items may incur charges and are not covered under warranty.

INSULATION

- **After any attic access or work:** The final step must be to gently fluff, redistribute, and level the insulation to its original uniform depth and even coverage. Use a rake, broom, or gloved hands—never compress or pack it down.
- **Attic storage:** Do not place boxes, stored items, boards, or equipment directly onto the insulation. Even with lightweight materials, compression reduces the R-value dramatically. If storage is needed, install elevated attic storage platforms, raised flooring, or pre-manufactured storage systems that rest on the ceiling joists or trusses, while maintaining full insulation depth underneath and around them.
- **Wiring, antennas, or mechanical work:** Any new wiring, satellite dishes, TV antennas, or other penetrations must be routed along joists or trusses without disturbing the insulation depth. After installation, restore the insulation to a smooth, even layer.

- **Ventilation and baffles:** Never cover soffit vents, exhaust fan vents, recessed lights (unless IC-rated and properly baffled), or chimneys with insulation. Maintain required clearances and baffles as originally installed.

VENTS AND LOUVERS

Protect attic vents from moisture intrusion without obstructing airflow or disturbing insulation.

PAINT AND STAIN

- Touch-ups may differ in appearance due to finish variations.
- Use appropriate products for blending wood finishes.

PLUMBING

- **Preventing Drain and Sewer Clogs:** Proper use of your garbage disposal, toilets, and drains is essential to prevent clogs, maintain system performance, protect your home's plumbing infrastructure, and avoid unnecessary service calls. Your home's plumbing system was installed in accordance with the current International Plumbing Code (IPC), local building codes, and manufacturer specifications for all fixtures and piping. Most clogs in new homes are preventable and result from homeowner misuse rather than defective materials or installation.
- **Garbage Disposal Guidelines:** Follow these practices every time you use the disposal to minimize the risk of clogs in the kitchen drain lines:
 - Always run cold water at a strong flow while the disposal is operating and continue running cold water for at least 15–30 seconds after you turn the disposal off. Cold water helps solidify grease and fats so they can be flushed through the pipes more effectively.
 - Run the disposal with water before, during, and after grinding food waste.
 - Putting fibrous foods (celery, onion skins, corn husks, etc.), bones, coffee grounds, eggshells, or large quantities of food waste into the disposal.
 - Avoid pouring grease, oils, fats, or cooking oils down the disposal (or any drain) at any time. These substances solidify as they cool and are a leading cause of stubborn clogs in kitchen lines.
- **Toilet and Drain Usage Guidelines**
 - Flush only toilet tissue and human waste down the toilet.
 - Never flush feminine hygiene products, diapers, “flushable” wipes, paper towels, cotton balls, dental floss, or any other non-dissolvable items. These materials do not break down in the plumbing system and are a primary cause of main-line and sewer clogs.
 - Putting fibrous foods (celery, onion skins, corn husks, etc.), bones, coffee grounds, eggshells, or large quantities of food waste into the disposal.
 - Using chemical drain cleaners on a regular or preventive basis unless specifically approved by your plumbing manufacturer—these can damage pipes and seals over time.
 - Allowing standing water or slow drainage to go unaddressed.

Improper use of plumbing fixtures may result in clogs and service charges. Clogs caused by improper garbage disposal use or flushing of prohibited items are considered homeowner maintenance responsibilities. If a licensed plumbing contractor is required to clear a clog resulting from the misuse described above, a diagnostic and service charge will apply. This charge is the homeowner's responsibility and is not covered under your mechanical or plumbing warranty. Failure to pay the service charge may result in the suspension or voiding of mechanical warranty coverage until the issue is resolved.

- **Cold Weather Precautions:** To prevent frozen pipes:
- Maintain indoor temperature at or above 65°F.
- Allow minimal water to flow in vulnerable pipes during extreme cold.
- Open cabinet doors to allow heat circulation.
- Unhook the hose from outside spigots anytime the weather is scheduled to be below 38 degrees.

Extended Absence Procedures

- Shut off the main water supply.
- Drain plumbing lines as outlined.
- Do not alter water heater settings.

Failure to follow these procedures may result in damage not covered by warranty.

Frozen Pipes

- Use only safe thawing methods (e.g., hair dryer).
- Do not use open flames.
- Seek professional assistance when necessary.

C&C Construction is not responsible for damage resulting from freezing conditions due to homeowner negligence, power outages, or improper use.

SIDING AND EXTERIOR TRIM

- **Clean siding:** Use a garden hose with ordinary water pressure. For light dirt or dust, a mild solution of dish soap or laundry detergent in warm water, applied with a soft-bristled, long-handled car-washing brush, is sufficient. Rinse thoroughly.
- Avoid abrasive methods.
- Inspect for loose or separated pieces regularly and especially after a period of high winds. Calling for minor repairs will save further damage.
- Inspect and maintain caulking at least twice per year to prevent moisture intrusion.

GENERAL HOMEOWNER MAINTENANCE DISCLAIMER

Routine inspection, cleaning, and maintenance of your home's systems, materials, components, and finishes — as described in these guidelines and in the specific manufacturer's owner manuals — are the sole responsibility of the homeowner. Proper and timely maintenance must be performed

in accordance with the standards provided herein, the manufacturer's instructions, and current industry's best practices.

Failure to perform the recommended maintenance, or the use of improper materials or methods, may result in:

- Reduced system efficiency or performance
- Premature wear, deterioration, or failure of components
- Damage to the home or its systems
- Service calls, repairs, or replacements that are not covered under warranty.

Any costs associated with service calls, repairs, or resulting damage due to inadequate or neglected maintenance are the homeowner's responsibility and will not be covered under your builder warranty, manufacturer product warranties, or any extended coverage.

Retain all maintenance records, service receipts, and manufacturer literature as proof of compliance. These documents are required to support any future warranty claims.

For questions regarding your specific systems or warranty coverage, contact your builder's Warranty Department or a qualified licensed contractor.