



**Hubble Homes**  
**New Home Orientation**  
**&**  
**Warranty Manual**  
**Important Information**  
**regarding your New Home**  
**Please Read!**

# Hubble Homes New Home Orientation and Warranty Guide

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Contractor's License: RCE-49

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Dear Hubble Homes Homeowner,

Congratulations on your decision to purchase a Hubble Home!

Hubble Homes was founded on the belief that people can find the home of their dreams at a price they can afford. Now, that may sound like a fairly expected goal for a home builder. However, nobody builds like we do. To us, it's all about getting the best, and most, home for the dollar (which requires an unexpected, revolutionary process of homebuilding).

Hubble Homes has carefully applied decades of experience in multiple disciplines to get there—research, engineering, accounting, architecture, design, and tons of proven know-how to build in a way that benefits you. By streamlining systems, Hubble Homes found ways to cut waste out of the building process without cutting corners.

Hubble Homes is dedicated to providing exceptional customer service and giving back to the communities that we build in.

Hubble Homes provides you a one (1) year Limited Builder Warranty, and purchases you a two (2) year delivery systems warranty, and a ten (10) year structural warranty.

Your New Home Orientation and Warranty Guide is provided to help you better understand your new home. This manual contains very important information regarding maintenance, care and your responsibilities for your new home.

Hubble Homes takes pride in the homes we build and we do everything possible to exceed your expectations throughout the process. Please take the time to read through this manual as it has helpful suggestions that will help preserve the quality and life of your new Hubble Home.

Sincerely,

The Hubble Homes Team

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# **Hubble Homes Homeowner Orientation Checklist**

## Hubble Homes Homeowner Orientation Checklist

**Please notate any items needing attention on the New Home Orientation Sheet at the New Home Orientation.**

**Nail pops, drywall cracks:** (*keep consistent temperature in your home year-round*). Hubble Homes will repair drywall cracks and nail pops one time during the 11-month service request, YOU MUST make this request. We will only touch up areas where repairs were made. Paint may not match in color; some variation in color is to be expected. \_\_\_\_\_ *Initials*

**Back splash caulking, sinks and tub caulking:** It is the responsibility of the homeowner to maintain and repair caulking, grout caulk and silicone in all wet areas to prevent damage.

\_\_\_\_\_ *Initials*

**Sod, trees, shrubs, and plants are your responsibility:** Sod, plants, shrubs and trees are excluded from warranty coverage following your new home orientation. Sod, shrubs and trees may need to be hand watered in spring and fall if irrigation water is not available; this is the homeowner's responsibility. \_\_\_\_\_ *Initials*

**Sprinkler settings:** Landscaper will initially set the clock to water your new sod. It is the homeowner's responsibility, once the sod begins to root, to cut back the water to the appropriate amount of watering rate needed in your community. (*If you are unsure of water application rates, please seek the advice of a landscape professional.*) Keep sprinklers off the siding. If you choose to have only the front yard sod and sprinklers installed, per your contract with Hubble Homes, having anyone other than that original contractor tie in to the sprinkler lines will void the warranty on the sprinkler system. If you choose to install your own back yard sprinklers, the warranty on any part of this area is excluded from warranty coverage. Irrigation lines need to be blown out prior to freezing temperatures by a professional every year. \_\_\_\_\_ *Initials*

**Grading:** Some standing or ponding water is considered normal in areas due to soil types and heavy rains. Settlement of grading around foundations, concrete and areas in your yard is common and considered normal. Full gutters and splash blocks will assist with erosion. It is the homeowner's responsibility to fill in and maintain any areas that settle. Adding sod to rear yards will help with erosion. \_\_\_\_\_ *Initials*

**Decking: (community specific)** Please stain or seal these surfaces every six (6) months or as needed. \_\_\_\_\_ *Initials*

**Exterior hose faucets:** Remove all hoses from the hose bibs prior to freezing temperatures. Freeze damage to exterior hose bibs is excluded from warranty coverage. \_\_\_\_\_ *Initials*

**Furnace/Air Conditioning:** It is recommended that you keep a consistent temperature in your home year-round. Set the thermostat to no higher than 75 in the summer and no lower than 65 in the winter months. It is also recommended to have your furnace and A/C serviced by a licensed contractor twice per year. \_\_\_\_\_ *Initials*

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## Concrete:

**A: Concrete:** (driveways, walkways, garages and patios). Do not put ice melt of any type on your concrete. Using ice melt of any type will void the warranty on your concrete. Many of the municipalities apply ice melt and deicers to public roadways. These chemicals can transfer from your vehicle to your concrete surfaces (driveways, walkways, garages and patios) and cause damage. Sealing with a concrete sealer can minimize the extent of damage to concrete from ice melt and similar products. Cracks in concrete are normal and are discussed in the Building Standards section of the warranty manual. \_\_\_\_\_ *Initials*

**B: Concrete:** (flatwork, foundations) Cracks in concrete are normal and are discussed in the Building Standard Guidelines for allowable tolerances. \_\_\_\_\_ *Initials*

**Ice dams and snow:** The homeowner is responsible to remove and maintain excess snow and ice that may accumulate at the eaves and roof of your home. Any damage caused due to ice dams or inclement weather is excluded from warranty coverage. \_\_\_\_\_ *Initials*

**Property pin locations:** Property pins have been surveyed and marked by the construction team. After the New Home Orientation, the builder transfers the responsibility for relocating property pins to the homeowner. \_\_\_\_\_ *Initials*

**2-10 and Homeowner Orientation Guide:** I acknowledge receipt of the Hubble Homes New Home Orientation and Warranty Guide and the 2-10 Home Buyers Warranty information booklets and pamphlets. \_\_\_\_\_ *Initials*

**National Association of Homebuilders (NAHB):** I understand that Hubble Homes references the NAHB Residential Construction Performance Guidelines. These standards will be the governing documents as they relate to warranty related items. \_\_\_\_\_ *Initials*

Subdivision, Lot, Block \_\_\_\_\_

Homeowner Signature \_\_\_\_\_

Date \_\_\_\_\_

**HOMEBUYER  
INSPECTION  
(NEW HOME  
ORIENTATION)**

## Hubble Homes Buyer Inspection (NHO)

### New Home Orientation; how everything works:

Your New Home Orientation (“NHO”) is one of the most important phases of your new home. This meeting is set to familiarize you with your new home and go over any questions or concerns that you may have.

We will show you the important features of your new home and how to work them. The Hubble Homes Representative will be covering a lot of important information in a short amount of time. To get the most out of your New Home Orientation we ask your full attention.

At the conclusion of this Orientation, you will sign a New Home Orientation Form to indicate that you accept your new home’s condition subject to any items left needing attention. If there are any items needing attention, please make sure to notate all items requiring service or repair on the New Home Orientation sheet.

Some areas of your home have a greater potential for damage during move-in or normal living conditions. Any damage that occurs after NHO is excluded from warranty coverage.

These are examples of the items that we will be focusing on during your New Home Orientation to verify none of the below conditions exist:

- **Appliances** - Scratched, dented, or marred surfaces
- **Cabinets** - Scratched, gouged, or damaged cabinets
- **Casing & Baseboards** - Scratched, gouged, or missing
- **Ceramic Tile** - Broken or chipped tiles on countertops and/or floor
- **Countertops** - Defects, chips, scratches, or color concerns
- **Doors/ Hardware (Exterior/Interior)** - Scratched, gouged, or damaged
- **Drywall** - Damaged or gouged drywall
- **Hardwood Flooring** - Scratched, gouged, or marred surfaces
- **Landscaping** - Dead or dying grass, plants, or trees
- **Light Fixtures** - Scratched, tarnished, or marred surfaces
- **Sheet Vinyl** - Scratched, gouged, or marred sheet vinyl



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- **Mirrors** - Scratched, chipped, or cracked mirrors
- **Paint** - Touch up paint.
- **Plumbing Fixtures** - Scratched, tarnished, or marred surfaces
- **Screens** - Torn, gouged, or missing window screens
- **Sinks, Tubs and Shower Enclosures** - Scratched, cracked, chipped, or gouged surfaces
- **Windows** - Scratched, chipped, or cracked glass
- **Caulking**- Interior caulking at plumbing fixtures, backsplashes, etc.
- **Caulking**- Exterior caulking on siding and wood surfaces

Should there be any items needing attention that are identified at New Home Orientation, we authorize our trade contractors to address and correct such items. All items identified at NHO will be corrected within approximately 3-5 days after NHO, and prior to move in. In certain instances, longer lead time items, such as ordering new cabinets, may take longer to address. In those rare instances, we will ask you to sign and confirm our intention to address any outstanding items.

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## HOMEOWNERS NOTES FROM NEW HOME ORIENTATION MEETING

Please check all the items on Page 8 during your NHO for damage. Any items not noted by written documentation on this form will be *excluded from the one-year limited warranty*.

**My main water shut off is located**-in one of the crawl space accesses.

**Additional, individual water shut off locations**-under each sink or behind the toilets.

**Change furnace filters**-every 30 days or more often if necessary. Often when construction is occurring in the neighborhood, there may be a need to change these more often due to the dust that is created outside your home.

**Check fuses in air conditioner**-check the breaker panel in the garage and the disconnect by the outside unit to ensure that it was not turned upside down to prevent the A/C from starting up during cold temperatures.

**Change batteries in smoke detectors**-at least once per year.

**Inspect caulking and painting**-all plumbing fixtures, backsplashes and exterior hard board siding should be checked quarterly. It is homeowner maintenance to caulk and touch up these areas as needed.

**Flush water heater**-once per year your water heater should be flushed to remove sediment that may accumulate in the bottom of the water heater.

**Irrigation system**-Irrigation water may cause the main filter and the individual sprinkler heads to become clogged. Please turn off the main irrigation water supply to clean the main filter. These filters may require more frequent cleaning depending on the clarity of your irrigation water. Please remember to have your sprinkler system blown out every fall prior to the first freeze of the year.

Notes: \_\_\_\_\_  
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# **REQUESTING WARRANTY SERVICE**

## Requesting Warranty Service

At Hubble Homes your satisfaction is our goal!

Your Hubble Homes Customer Service Representative is responsible for coordinating and managing the terms of our Limited Warranty for your home.

Hubble Homes follows the National Association of Home Builders Residential Construction Performance Guidelines, thereby ensuring we are meeting the established acceptable practices for any potential construction and warranty repair. Please refer to this section (Building Standard Guidelines) found later in this Manual.

**All requests for warranty service must be submitted in writing by one of the following methods:**

- Email-[warranty@hubblehomes.com](mailto:warranty@hubblehomes.com)
- Visit our website-[www.hubblehomes.com](http://www.hubblehomes.com). At the bottom of any page is a section titled “HOMEOWNER.” Click on the subtitle “WARRANTIES” and follow the prompts under “Request a Warranty.”
- Mail-  
Hubble Homes  
701 S Allen St #104  
Meridian Idaho 83642
- Fax-208-378-0329

**Please remember that all requests must be submitted in writing via mail, fax, email at [warranty@hubblehomes.com](mailto:warranty@hubblehomes.com), or through our website [www.hubblehomes.com](http://www.hubblehomes.com).**

**We are unable to address requests that are not submitted in writing.**

Please make sure to include the following information in your request:

- Your name as it appears on the contract
- Your address and community
- Your contact phone number

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- Your email address
- List of all items you would like addressed
- Attach photos if they are available

### **Pets**

Hubble Homes respects the pets that many homeowners count as members of their households. To prevent the possibility of an animal getting injured or lost, or giving in to its natural curiosity about tools and materials used for repairs, we ask that you restrict all animals to a comfortable location during any warranty visit. This policy is also for the protection of our employees and trade contractors.

### **Warranty Reporting**

During the first year of ownership, your new home is covered by our limited warranty, the details of which are defined in this guide. The performance standards contained within provide the level of commitment that Hubble Homes has to you. It will explain which items are covered under warranty and the procedure for requesting warranty service. We suggest that you review the Limited Warranty Section before you request service. This will help determine if your request is covered by Hubble Homes or is considered your responsibility.

When we receive a request for service, we may contact you for an inspection appointment. Warranty inspection appointments are available Monday through Friday, from 8:00 am to 3:00 pm. Inspected items generally fall into one of three categories:

- Trade contractor/Builder item
  - We will assign the appropriate contractor a workorder describing the work that needs to be completed and the contractor will contact you directly to schedule an appointment.
  - Following the corrections made by the contractor, if you still have concerns, please contact our Customer Service Department. Your input allows us to maintain the high level of customer service our homeowners expect.
- Homeowner maintenance item
  - If the item is a homeowner maintenance item, we are more than happy to discuss with you and make recommendations regarding the actions that need to be taken to address the concern.

In order for our Customer Service Program to better serve you, and for your convenience, we ask that you wait 60 days before submitting any requests for

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warranty. Any subsequent **non-emergency** items should be submitted around the 11-month timeframe so that we can address your final concerns. We appreciate your cooperation in making our Customer Service Program as efficient as possible. The homeowner is responsible for making their home available to employees, trade contractors and suppliers of Hubble Homes during business hours to investigate reported problems and perform the necessary repairs. We will attempt to contact you three (3) times. If we do not hear from you or you are unavailable to our Customer Service Representatives and/or vendors, we will close out your request. You will need to re-submit your request when you have the time to meet with us. You will need to be aware of your availability if you are nearing the end of your one (1) year of warranty.

### **Response Time**

- We will respond to your written request within 2 business days.
- We strive to complete your warranty items within 30 days of inspecting them.
  - Delays can be caused by back-ordered parts, labor shortages, inclement weather and other things. This includes items that take multiple steps, such as a drywall repair and the following touch-up painting to complete the repair. We will keep you apprised of any of these circumstances as they may arise.

### **Sometimes We Break Our Own Rules...In Your Favor**

Our criteria for qualifying warranty repairs are based on typical industry practices in our region. Please note that we reserve the right, at our discretion, to exceed these guidelines, if common sense or individual circumstances make that appropriate, without being obligated to exceed all guidelines to a similar degree for other homeowners whose circumstances are different.

### **Sometimes We Say No**

With a product as complex as a home, different viewpoints regarding which tasks are homeowner maintenance responsibilities and which are Hubble Homes warranty responsibilities are possible. If you request warranty service on a maintenance item, we will recommend the steps you need to take to remedy the issue.

### **Repair vs. Replace**

If a warranty-covered product issue occurs and is reported during the warranty period, Hubble Homes will repair, replace or pay the owner the reasonable cost of

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repairing or replacing the defective item. It is solely the decision of Hubble Homes and its representatives to determine if the item is to be repaired or replaced.

### **Service Calls that Cost You Money**

You may incur a service charge if a service representative is requested for an item that was caused by your negligence, failure to follow the instruction manual or normal wear and tear. We ask that you use discretion in notifying our office with service requests.

Examples of unnecessary service calls are:

- Operational failure of Furnace or Air Conditioning Unit due to dirty filters or failure to follow instruction manual.
- Power failure due to a tripped circuit breaker or overloading a circuit.
- Sewer stoppage because of something introduced to the line, i.e. paper towels, toys, etc.
- Kitchen appliances not working due to failure to follow the instruction manual.
- Hot water heater not functioning due to an unlit pilot light.

### **Home Warranties**

Included in your home are the manufactures' warranty materials. Please review these materials so that you understand their proper operation, features and benefits.

- **HVAC system**-By filling out the manufacturer's warranty, your warranty will be increased from five (5) years to 10 years on some parts of the system.
- **Appliances**-Register your appliances so they are covered for the one (1) year manufacturer warranty. All appliance warranties are covered directly by the manufacturer.

# **EMERGENCY ITEMS**



## Emergency Items

If you have an Emergency requiring immediate attention, please refer to the emergency numbers on the back cover of this manual. On the back cover you will find Emergency numbers for local utilities, HVAC, plumbers and electricians. Please call the appropriate vendor as well as send an email to our Customer Service Department at [warranty@hubblehomes.com](mailto:warranty@hubblehomes.com).

Please make sure that you minimize damage by notifying Hubble Homes Customer Service Department or the appropriate vendor as soon as the issue is noticed. Hubble Homes is not responsible for subsequent damage that is not brought to our attention immediately. While emergency situations are rare, should they occur, your prompt response is essential.

The following situations are considered emergencies:

- **Any related condition that may potentially threaten your safety.**
- **Any situation that threatens damage to your home.**
- **Plumbing.**
  - **A plumbing leak that requires total shut-off of all water.** The main water shutoff for your home is located near the sidewalk in a ground-level box near the street. The main water shut off for the inside of home is located in the crawl access and can be turned off if the leak is within the home. Please see picture. The exact location was shown during your New Home Orientation.
  - **A total stoppage of the plumbing drain system.** If your plumbing system ceases to work, none of your sinks, tubs, or toilets will function properly; also, stoppage of a particular toilet or drain may constitute an emergency, if it occurs within your first week in the home.
- **A total loss of electricity.**
  - An electrical failure of many houses indicates a neighborhood power failure and should be reported to Idaho Power.



- If the power outage is isolated to your home, please inspect the breakers in the electrical panel in the garage to see if any of the breakers have been tripped. If none of the breakers have been tripped, please call the electrician at the number on the back cover of this manual, as well as email [warranty@hubblehomes.com](mailto:warranty@hubblehomes.com) to allow us to follow up.
- **Heating and Air Conditioning.**
  - If your furnace will not work during cold temperatures, please contact the HVAC contractor by calling the number on the back cover of this manual, as well as email [warranty@hubblehomes.com](mailto:warranty@hubblehomes.com) to allow us to follow up.
  - Air conditioning is not considered an emergency and will be handled on the next available business day. It is recommended that you test your A/C prior to the hottest part of the year to make sure that it is working correctly.

If your situation is an emergency, please do the following:

1. Take action to prevent significant damage to your home without compromising your personal safety.
2. Please call the appropriate contractor and notify Hubble Homes by email: [warranty@hubblehomes.com](mailto:warranty@hubblehomes.com)
3. After regular business hours, on weekends or holidays, please contact the trade vendor listed on the back of this manual. In the event of a complete loss of service (gas, electricity, water) please check with your local utility company before contacting a trade contractor.

**Hubble Homes will not be responsible for, nor offer reimbursement for, service work performed by anyone other than the original vendor of record without prior approval.** If an unauthorized vendor or contractor is used for repairs, the homeowner will be solely responsible for all costs and quality of workmanship for that item. Using a non-authorized contractor may void the remaining warranty coverage on that item.

### **Storm Damage or Natural Disaster**

Contact your homeowner's insurance agent immediately.

# **HOMEOWNER RESPONSIBILITIES**

## **Homeowner Responsibilities**

Regular maintenance of the following items will reduce or eliminate service calls and expense:

- Frequently clean and replace the heating/air conditioning filters and fresh air filters.
- Clean aerators on faucets to free them of sediment.
- Repair or replace cracked, chipped or scratched ceramic tile, grout and caulking, unless damage was reported during the New Home Orientation.
- Replace damaged or broken screens, glass, mirrors, appliances, light fixtures, etc.
- Maintain your home's mechanical and electrical equipment.
- Use caution when placing items on painted surfaces, i.e. window sills, as items can stick to the paint surface and cause peeling.
- Repair sprinkler heads broken while mowing, children playing, etc.
- Maintain grade in areas that may settle from natural occurrences. Areas without gutters can allow roof water to erode soil and promote settling. Over-irrigating can also promote undesirable results that need to be maintained.
- Maintain all interior and exterior caulking as needed.

# **CONSUMER PRODUCTS**

## Consumer Products

### I. Coverage on home *with the exception of consumer products*

For a period of one (1) year beginning on the commencement date of close of escrow (warranty period), Hubble Homes expressly warrants to the original owner of the home, and only to the original owner, the following:

1. That all material and equipment furnished under the Agreement will be new unless specified otherwise;
2. That all the work will be performed in a commercially expeditious manner;
3. That all work will be free from defects in workmanship due to non-compliance with the contract documents, building codes, and the standards set forth in the National Association of Home Builders Residential Construction Performance Guidelines;
4. That the home will be free from defects in workmanship and materials resulting in non-compliance with the Standards of Construction. If no standard has been adopted regarding a certain item, then Hubble Homes warrants that the home will be free from defects in workmanship and materials due to non-compliance with the structural, mechanical, electrical and quality standards of the home building industry for the geographic area in which the home is located and which are in effect at the time the home is constructed;
5. That the home will be free from defects in the installation of plumbing, heating, cooling and electrical systems resulting in non-compliance with the applicable plumbing, mechanical or electrical code in effect at the time the home was constructed; provided however, that this warranty does not apply to defects in an appliance, fixture or item of equipment;
6. Products supplied by suppliers, manufacturers, and trade contractors such as doors, windows, roofing materials, cabinets, hardware, light fixtures, etc. are warranted by Hubble Homes only to the extent that the suppliers or manufacturers of those products provide a warranty. In the event that the homeowner encounters a defect in a supplied or manufactured product, Hubble Homes shall assist the homeowner in securing the repair or replacement of these products pursuant to the particular supplier or manufacturer.

### II. Coverage on Consumer Products:

1. For purposes of this Limited Warranty Agreement, the term “consumer products” means all appliances, equipment and other items which are

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consumer products for the purpose of the Magnuson-Moss Warranty Act (15 U.S.C. sec2301-2312) and which are located in the home on the commencement date of the warranty. The following items of equipment are “consumer products” covered by the Magnuson-Moss Warranty Act when sold as part of the home.

**Appliances**-Refrigerator, freezer, trash compactor, range, oven, dishwasher, oven hood, microwave, clothes washer, clothes dryer, ice maker.

**Plumbing** - Garbage disposal, water heater, water softener, whirlpool bath.

**Heating & Ventilation**-Furnace, air conditioning system, thermostat, exhaust fan, electronic air cleaner, humidifier.

**Mechanical/Electrical**-Smoke detectors, fire alarm, chimes, garage door opener, central vacuum system, burglar alarm, electric meter, gas meter, gas barbeque grill.

(**Note:** Each home may not contain all of the items listed above.)

Consumer products are warranted by Hubble Homes only to the extent that the suppliers or manufacturers of those provide a warranty. In the event that the homeowner encounters a defect in a supplied or manufactured product, Hubble Homes shall assist the homeowner in securing the repair or replacement of these products pursuant to the particular supplier or manufacturer. Defects in items covered by the manufacturer’s warranties are excluded from coverage of this Limited Warranty, and the homeowner should follow the procedures in the manufacturer’s warranties if defects appear in these items.

### **III. Assignment of Manufacturer’s Warranties**

Hubble Homes hereby assigns to purchaser the manufacturer’s warranties on all appliances, equipment and “consumer products” installed in the home. A copy of the each of these warranties has been delivered to the purchaser and purchaser hereby acknowledges receipt of said warranties. Homeowner should follow the procedure set forth in the applicable warranty if a defect appears in any appliance, item or equipment, or other consumer product.

# **Maintaining Your New Home**



## Maintaining Your New Home

Your new home will require preventative maintenance to preserve its beauty and value. In this section, we will touch on the most common examples to properly care for your home.

Preventative maintenance on your new home begins when you move in. If you are not sure how to maintain any part of your property or home, please feel free to contact our Customer Service Department.

*Building materials such as wood and concrete can be subject to constant expansion and contraction. This can result in minor warping of wood materials and hairline cracking of drywall, stucco, mortar, concrete and siding. These occurrences are particularly noticeable during the first year after your home has been built.*

**Note:** Before you perform maintenance such as repainting and replacing exterior items you should contact your Homeowner's Association ("HOA"). Your neighborhood may have applicable regulations and guidelines in the CC&R's. These guidelines may include color, structures, fencing and changes to landscaping. Most HOA's have a process for changes that requires written approval prior to homeowner work beginning. You will receive a copy of your community's CC&R's in your closing documents.

## Overview of Features

Please review each item carefully so that you become familiar with the routine maintenance your home requires.

### **Appliances—**

- Information about each appliance can be found in the literature that is supplied by the manufacturer. Copies of these booklets are provided with the appliances and can also be found online. Please read the manufacturer's instructions on usage and care before you use your appliances. Your appliances are covered by warranties from the manufacturer and not Hubble Homes. Please make sure that you take the time to register your appliances, so that your warranty is available if ever needed.

### **Bathtubs and Showers—**

- The bathtubs and shower stalls in your home are made of fiberglass. Like the other components of your home, your bathtubs and showers require routine maintenance. Clean the tubs and showers using a non-abrasive cleaner designed for bathroom use. Rinse the surface thoroughly to remove all traces of the cleaner. Because the bathtubs and shower stalls are made from

fiberglass, they can crack or damage if heavy or sharp objects are dropped in them. This is not something that is covered by your limited warranty. **For any damage or scratches to qualify as warranty items, they must be notated at the time of the New Home Orientation.**

### **Cabinets–**

- Your cabinets are made from finished woods of various species and styles. It is not uncommon for the color of the installed cabinets to be different from samples shown at the time of selection. Color can differ with wood grain variation and the type of cabinets chosen. Knots in some cabinets are inevitable and part of the natural look of the species of wood chosen. With proper care, the beauty and utility of your cabinets will last for many years.
- Remove all splashes and splatter promptly to avoid permanent stains.
- The wood in your cabinets is a natural product and can vary in appearance. It is subject to drying and movement. This movement may cause drawers and doors to stick which could prevent them from closing properly. If during our warranty period you notice sticking doors, or drawers that do not close properly, contact the Customer Service Department so that they can be evaluated.
- Minor scratches can be covered with a putty stick that matches the finish of your cabinets. Putty sticks can be purchased at your local hardware store.

**Caulking/Silicone**–Over time caulking/silicone will dry and shrink. When this occurs it no longer provides a good seal against moisture. You should inspect the caulking around your plumbing fixtures, back splashes, trim work, and exterior hardboard siding at least quarterly. Repair these items as needed as part of your routine maintenance.

### **Ceilings and Walls–**

- The ceiling and walls in your home are easy to maintain. They do not require special attention other than the occasional cleaning and periodic painting.
- Remove dust or cobwebs as part of your routine cleaning.
- Hubble Homes provides a small amount of the paint that was used in your initial painting so that you may perform touch-ups as needed. **All paint touch-up is considered homeowner maintenance unless noted at the time of the New Home Orientation.**

### **Flooring Surfaces–**

- **Carpeting-**
  - Vacuuming carpeting frequently will avoid buildup of dirt and grime and will eliminate carpet shedding fibers as they appear.
  - Make sure to cut any strings at transitions, if they appear, so that they do not get caught in your vacuum.

- Visible carpet seams are to be expected and are not an indication of fault in the carpet. Seams are most visible in a new home before it has been furnished and occupied. Visible seams are not a defect unless they have been improperly installed or the material is defective.
- Dye lots may vary and these variations are acceptable if they adjoin doorways or occur on stairways.
- Remove spills immediately. Stain removal is easier if it is done promptly. Do not use cleaners that have not been tested and certified for the carpeting material in your home.
- Professionally clean your carpets once per year or per the manufacturer's recommendation.
- Tack strips may be present at transitions from dissimilar flooring materials. This is common and the tack strip is the only thing that holds the carpet in place. **Please make it a common practice to step over these transitions so that you do not step on tacks.**
- **Floor Squeaks**-We will attempt to address any floor squeaks in your home, on a one-time basis and only during the first-year warranty period. Any damage or defects in your floor must be noted at the time of your New Home Orientation. Subsequent damages including broken tiles, scratched wood flooring, torn carpeting, and scuffed or torn vinyl are your responsibility.
- **Vinyl Flooring**-Because of its relatively soft texture, vinyl flooring can be damaged by heavy appliances, dropped tools, and by rough use. This damage is permanent and cannot be repaired. Do not use abrasive cleaners or full-strength bleach on vinyl flooring. Floors can be cleaned with most mild soaps and water. Remove spills immediately to avoid staining. Avoid rubber-backed rugs on vinyl floors because the rubber can discolor the floor. Small nicks and gouges can be sealed with proper sealant.
- **Tile**-
  - Glazed ceramic tile is known for its durability. Ceramic tiles are purchased in dye lots that have the same texture and color and an exact match may be difficult or impossible. We urge you to take special care to avoid breaking or damaging the tiles on your flooring or backsplashes.
  - Glazing on tile edges can vary from tile to tile, which may present variations in colors or appearances. This is part of the manufacturing process and is excluded from warranty coverage.
  - Wipe spills promptly to avoid staining the grout. Over time, and with continual cleaning, water deposits can cause the grout to become lighter in color due to the calcium in water and some cleaning products. The white substance that can build up on grout surfaces is called

efflorescence. Because the grout between tiles is porous, we recommend sealing the grout every 6 months as part of your routine maintenance.

- **Laminate and Engineered Hardwood-**

- Do not use water or liquids when cleaning your laminate or hardwood floors. This can cause damage that is not covered under your limited warranty. Bona Kemi Hardwood floor cleaner can be used to clean your laminate or hardwood flooring. For overall cleaning, it is never prudent to wet mop or damp mop floors, as wood and water do not mix.
- Chairs and any other furniture that are moved frequently should have felt floor guides attached to the bottom to help prevent scratching and wear.
- Do not use any of the following or similar products. Fantastic, 409, Endust, Brite, Pledge, Murphys Oil, Paste wax, dishwasher detergent.

### **Concrete–**

- Concrete provides strength and durability for the foundation, driveway and walkways. While concrete requires minimal care, it should be kept free of accumulated dirt, debris, oil, greases, fertilizers, and ice melt chemicals. In our geographic area it is common for deicing chemicals to be used on public roadways. Deicing chemicals can transfer from your vehicle to the concrete and damage the surface. Any use of ice melt will void the warranty on concrete surfaces.
- Do not run water or allow water to pond near the foundation, patios, walkways or driveways. Water can cause soil expansion during inclement weather, which can result in lifting of the concrete surfaces. This is outside of the builder's control, and will generally settle back down as soil temperatures warm up.
- Minor cracks and surface color variations are normal in concrete surfaces. During cold temperatures, blankets are required by building municipalities to assist concrete in the curing process. Use of concrete curing blankets can cause color variations and marbling of the concrete. This is purely cosmetic and is excluded from warranty coverage. Small cracks, which are the result of expansion and contraction, are normal and are excluded from warranty coverage. Please refer to Building Standards section of this manual.
- The driveways and walkways on your property are designed for residential use only. Do not permit large trucks or delivery vans to use your driveway.

### **Countertops–**

The countertops in your home can be composed of laminate, quartz or granite. They are designed to provide years of use. Any issues concerning your

countertops must be noted during the New Home Orientation to qualify as warranty items. Below are some general tips regarding the countertops in your home:

- **Laminate Countertops-**

- Laminate countertops are generally low maintenance and only require cleaning with a soft cloth and mild soap solution to keep them looking their best. Remove any spills immediately to minimize staining.
- Hot objects should never be placed directly on the surface of laminate countertops. Always use a trivet or an insulated hot pad to protect your countertop.
- Laminate countertops are a strong material, but can be cut with a knife. Knife cuts can go through the color layer, exposing the underlayment. These types of cuts cannot be repaired, so always use a cutting board.
- Prevent water from standing on laminate seams as water may cause the seam to lift. Please make sure to remove any standing liquids on seams immediately to prevent damage. For any damage or scratches to qualify as warranty items, they must be notated at the time of the New Home Orientation.

- **Granite Countertops-**

- The granite countertops in your home have come pre-sealed from the manufacturer. Granite countertops need to be re-sealed periodically to maintain their finish and stain resistance. Sealing granite countertops is homeowner maintenance and should be performed yearly or more often depending on use. Please refer to recommendations of the sealant.
- Generally, any liquid spilled on a granite countertop, if wiped up within a few minutes, will not stain. However, even water can soak into a granite countertop and leave a dark colored spot. Liquids that do not evaporate, such as oils, can cause stains if left to soak into the stone surface. These liquids can permanently discolor your countertop surface.

- **Quartz Countertops-**

- Quartz countertops are generally low maintenance and only require cleaning with a soft cloth and mild soap solution to keep them looking their best. Do not use bleach or abrasive cleaners on quartz surfaces.
- Hot objects should never be placed directly on the surface of quartz countertops. Always use a trivet or an insulated hot pad to protect your countertop. Hot items, if placed directly on the countertop, can cause discoloration.

### **Interior Doors–**

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- The doors and door frames used in your home are made of wood or composite material. Wood grain may be more visible on some doors or jambs than others.
- Doors are subject to expansion and contraction with changes in temperature and humidity in your home. The result of the temperature changes can be warping and sticking. This is considered normal and may correct itself as conditions change. You should allow your home to go through at least one heating and one cooling season before you make permanent adjustments.
- Small separations at joints may develop during seasonal changes. If separations do appear, they can be filled with wood putty or caulking. The maintenance of separation from seasonal changes is homeowner maintenance and excluded from warranty coverage.

### **Exterior Doors–**

- Exterior doors may be constructed of insulated metal, fiberglass or wood. Check the finish of your exterior doors several times per year. Doors receiving direct sunlight should be inspected more often. Use touch-up paint as needed and repaint as needed. At any time if you notice the finish begin to deteriorate, refinish the door promptly.
- Inspect the weather stripping on the perimeter of doors often and replace as necessary. Weather stripping forms a reasonably tight seal to prevent air and water infiltration. On the bottom of entry doors there is an adjustable threshold that should be adjusted periodically as needed to prevent air and water infiltration. Exterior doors can leak if the seal is not maintained. Small gaps can appear at different times of the year due to expansion and contraction. The adjustment and replacement of weather stripping is considered homeowner maintenance and excluded from warranty coverage.

### **Garage Doors–**

- Your garage door is composed of metal, and like your front door, it will require normal maintenance of the exterior paint. Please touch-up as part of your routine maintenance.
- Please use extreme caution when using the garage door manually as fingers can easily get caught between hinges, rollers, and door panels.
- You will also need to periodically lubricate the rollers for smooth operation. Please refer to the manual or manufacturer's website for maintenance recommendations.

### **Electrical System–**

- The electrical system in your new home was installed in strict compliance per local, state and national building codes. It is designed for residential use only.

Any subsequent changes or additions to the electrical system will void your warranty.

### **Exterior Systems–**

The primary exterior refinish on your home can be a combination of vinyl, hardboard, or cementitious fiberboard that may or may not include metal wrapping, stucco, stone, or brickwork.

- **Vinyl Siding-**

- Vinyl siding can be easily cleaned by rinsing off with a hose.
- Do not use abrasive or harsh chemicals when cleaning your vinyl siding. Please refer to the manufacturer's recommendations for cleaning of vinyl siding.

- **Hard Board Siding-**

- Because hard board siding is a porous material, it requires protection with paint. Inspect your hardboard siding surfaces frequently. If you observe issues such as cracking, peeling or separation of the paint, repair and repaint it promptly. All exterior hardboard siding on your home will require repainting every two (2) to five (5) years.
- The natural drying of hardboard siding can result in gaps and splits in wood molding and trim parts. Nails can work loose over time due to expansion and contraction from varying temperatures. Reset all popped nails and reposition trim parts that have been moved by natural drying of the wood. Some waviness may occur. Please see the Building Standards in the manual for allowable tolerances.

### **Roof–**

- Occasionally you might notice loose shingles or flashing. This should be reported as soon as possible.
- During cold temperatures you may notice some shingles that lift with high winds. This is normal. The shingles have a layer of tar on the back that will stick to the bottom course with warmer temperatures.
- Remove fallen limbs and other debris from your roof promptly. If large limbs have fallen onto your roof, the roof should be evaluated for damage.
- In extreme weather excessive amounts of snow and ice can form near the eaves of your home. This is known as ice damming and should be removed by you or a professional. Ice dams have been known to cause leaks as the ice dam prevents the natural flow of water from running off your roof. The removal of snow is the homeowner's responsibility, and any damage caused by ice dams is excluded from warranty coverage.

### **Fireplaces–**

- The fireplace in your home is for aesthetic purposes only. Please note that the fireplaces are not designed to heat your whole home.
- The fireplace is controlled by a wall switch. A shut-off valve is located in the bottom panel of the fireplace. This shut off valve will allow you to shut off the gas to the unit.
- The fan on your fireplace will activate automatically when the temperature of the unit reaches approximately 160 degrees.
- Please refer to the manufacture’s recommendations for proper cleaning of your fireplace.

### **Garbage Disposal–**

- We recommend turning on the cold water prior to loading anything into the garbage disposal, and then load items slowly into the unit. Please refer to the manufacturer’s website regarding items that are not recommended for garbage disposals.
- If the garbage disposal jams, wait for motor to cool, then try the reset button on the bottom of the unit. If this doesn’t work, your unit is probably obstructed. Please refer to the manufacturer’s recommendations for freeing the motor. If the motor still will not turn on, please call the number of the plumber on the garbage disposal for service. This will be a billable item if it is due to items being stuck in the disposal.

### **Air Conditioning/Heating–**

- Hubble Homes has provided the following hints for maintenance to maximize the efficiency of your HVAC system.
  - Change your filters every 30 days. Some filters may need to be changed more frequently if they become dirty sooner than 30 days.
  - Verify that your heat or air conditioning is working correctly in early spring and early fall. This will allow time for any issues to be addressed prior to the temperatures getting too hot or cold. Reminder: Air Conditioner issues are **not an Emergency and will be handled on the next available business day.**
  - Maintain a consistent temperature in your home. This will prevent the system from overworking and allow the temperatures to be more comfortable in a shorter timeframe.
  - Keep all vents clear and unobstructed to allow for proper airflow to your home.
  - If your air conditioning unit shuts down or will not start, make sure the thermostat is set to a temperature that is cooler than the room air and



- not set below 70 degrees. Any temperature setting below 70 degrees could possibly freeze the coils in the system and shut it down.
- Air conditioning systems are designed to keep the temperature in the home 20 degrees cooler than the outside temperature. Variation in temperature from room to room is normal; it can be affected by your home's orientation to the sun, shade from nearby trees, and many other factors. We will make every effort during the limited warranty period to balance your system to achieve overall efficiency and comfort; however, ideal balance is not always possible.
  - If the unit does not start, it could be caused by the breaker in the electrical panel or the disconnect by the outside unit. The disconnect for the A/C is located outside by the A/C condenser. Please verify that the fuse is there and that it is in the ON position.
  - **Heating**-If the heating system is not working properly, make sure the thermostat is set to a temperature higher than the room air and that the thermostat is turned on to the heat position. It is also important to check the filters for blockage or accumulated dust or debris. If you cannot isolate the problem, call the Heating and Cooling contractor located on the back of this manual as well as notify our Customer Service Department.

### **Interior Walls and Drywall–**

- Visible issues, such as hairline cracks, nail pops, corner beads or seam lines can appear and are a normal part of expansion and contraction. We recommend waiting until toward the end of your warranty to have them repaired as these will only be repaired one time during your warranty period.

### **Landscape, Drainage and Grading–**

- Your lot has been designed to established standards that have been set by local government agencies to insure proper drainage, or in some cases, to retain water on your lot.
- Natural settling can change the original grading. Failure to maintain the established grade may result in damage to your home, your lot and neighboring property. **It is your responsibility to maintain the original grading of your lot and preserve good drainage.**
- Berms and contours are designed to direct the flow of water away from your home. These are especially important and must not be altered. Observe the flow of irrigation water after each watering. If you notice pooling water or excessive flow in a particular area, construct drainage features to direct the flow of water away from your home. In addition, other changes and additions can alter the drainage of your lot and cause water damage. These changes include walkways, patios, spas, pools, fences, walls, planters, curbing, and

play structures. Before you make any of these changes to your lot, give careful consideration to the effect the changes may have on drainage.

- Landscaper will initially set the clock to water your new sod. It is the homeowner's responsibility, once the sod begins to root, to cut back the water to the appropriate amount of watering rate needed in your community. *(If you are unsure of water application rates, please seek the advice of a landscape professional.)*

### **Patios, Driveways, and Walkways–**

- Patios, driveways and walkways are an important part of your drainage system. Be sure that all of these features slope away from your home and do not cause water to pool. The pooling of water next to concrete structures can expand the soil and can cause heaving or cracking of the concrete which is excluded from warranty coverage.

### **Lighting–**

- The lighting fixtures in your home are designed for standard wattage bulbs. To avoid excessive heat, you should follow the manufacturer's recommendations attached to the fixture. LED bulbs are an efficient and longer lasting product that you can purchase from your local home improvement store.

### **Plumbing System–**

- Your plumbing system features modern design and materials. We recommend that you become familiar with your plumbing system as soon as you move into your home. You and your family should know the locations of the water shut-off valves. If you fail to immediately notify Hubble Homes or the plumber of any type of leak, the leaking can cause subsequent damage which may be excluded from warranty coverage.

### **Plumbing Fixtures–**

- Your plumbing fixtures are plated with polished chrome, nickel or bronze which are resistant to water corrosion under normal use and maintenance. These materials are relatively soft and can be damaged with abrasive cleaners, scouring pads and tools. Clean the fixtures with a mild soap and a soft sponge or cloth. Always rinse with clean water and wipe dry to prevent spotting.
- If water is permitted to accumulate and stand at the base of the fixtures, corrosion and tarnishing can result.
- Avoid excessive force when you turn your faucets on and off. The seals in the faucets can be damaged and will require repair or replacement in a short period of time.
- Faucets are equipped with aerators, which introduce air with the stream of water to prevent splashing. These may need to be cleaned occasionally to

remove buildup of mineral deposits. Remove aerator from faucet by unscrewing from the mouth of the faucet and clean periodically.

### **Smoke and CO2 Detectors–**

- Smoke detectors and CO2 detectors were installed in your home to meet the requirements of local and state building codes. Both detectors have a battery back up in case of power failure. It is a good idea to change the batteries at least once per year.

**Water Heater–**Your water heater should be drained and flushed according to the manufacturer’s suggestions. This is a simple procedure that will remove accumulated silt and debris so the water heater is efficient and durable.

### **Troubleshooting Tips**

For your convenience, Hubble Homes has provided some suggestions that can help you assess a problem situation. In case of an Emergency, contact the appropriate subcontractor on your emergency sheet as well as notify the Customer Service Department.

### **Gas–**

- If you notice a leak in a natural gas line, have all members of the home, including pets, go outside immediately. Turn off the gas at the gas meter and call the gas company to report the leakage.

### **Plumbing–**

- If a water main breaks or a major plumbing leak develops, turn off the main water valve located in the crawl access.
- If you notice a leak under a sink or a toilet, turn off the water to the fixture by using the shut off valves located under or behind the fixture.
- If you notice water spots (darkened areas) on your ceiling or areas where paint has bubbled, you may have a water leak. Try to determine the source of the water leak if possible and take steps to prevent further leakage. If you are unable to determine the cause, please call the contractor that performed the work directly as well as notify our Customer Service Department. Please refer to the Emergency Numbers on the back of this manual for the contractor’s number that performed the work.

### **Electrical–**

- If a complete power outage occurs; look to see if your neighbors have electrical power. If the power is off in your neighborhood, call the power company to report the outage. If the outage is limited to your home, inspect all the circuit breakers, including the main breaker. If a breaker appears to be

damaged, leave it off and call the electrician that worked on your home as well as notify our Customer Service Department. Please refer to the Emergency Numbers on the back of this manual for the number of the contractor that performed the work.

- If there is no power to an outlet or light fixture in a bathroom, kitchen, garage, bedroom or outside receptacle, these may be connected to a Ground Fault Circuit Interrupter (GFCI) outlet. If the reset button has tripped, press it in to restore power. If power is not restored, determine if the circuit is being overloaded. Hairdryers, space heaters and large appliances can cause overload of circuits and can cause them to trip. Notifying Hubble Homes or the electrical subcontractor may result in a service charge if the breaker only needs to be reset.

Important Note: Do not plug power tools, refrigerators, or freezers into GFCI outlets.

**Immediately call the fire department if there is any possibility of a fire.**

### **Walk-Through Items–**

- It is possible that items noted at the New Home Orientation may be completed after the close of escrow. Items that you find after NHO should be written up as warranty items following your first 60 days in your home. If there is damage to a product, this must be brought to our attention immediately. Please submit all requests, in writing, via email at [warranty@hubblehomes.com](mailto:warranty@hubblehomes.com), through our website at *Hubblehomes.com*, or via fax at 208.378.0329.

# Building Standard Guidelines

Hubble Homes follows the National Association of Homebuilders Residential Performance Guidelines for the construction and warranty items in your home. We have personalized some of the most common items in the following section. In the event of a disagreement in how an item is constructed or repaired, these guidelines will determine what the builder is responsible for and to what standards it is repaired.

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## Building Standard Guidelines

Hubble Homes follows the **Residential Construction Performance Guidelines** issued by the **National Association of Homebuilders**. Hubble Homes has included some of the more common items for your review, and personalized them to let you know the responsibilities of Hubble Homes as well as some of your responsibilities as a homeowner. If the item is not listed in the below listed items, we will adhere to the Residential Construction Performance Guidelines. The numbers correspond to the actual guidelines and have been personalized by Hubble Homes.

### Site Work

#### 1-1-1

**Observation:** The ground has settled around the foundation, over trenches, or in other areas.

**Standard:** Settled ground around foundation walls, over utility trenches, or in other filled areas should not interfere with water drainage away from the home.

**Hubble Homes Responsibility:** if Hubble Homes provided final grading, then *one time only* during the warranty period, Hubble Homes will fill areas that settle more than 6 inches or that affects proper drainage. Hubble Homes will make a good faith effort to preserve plantings, but it is the homeowner's responsibility to replace shrubs, grass, other landscaping, pavement, sidewalks, or other improvements affected by placement of such fill.

**Homeowner Responsibility:** The homeowner is responsible for removal and replacement of shrubs and other landscaping affected by placement of such fill. If Hubble Homes provides soil, the homeowner is responsible for all labor to move the soil and properly fill in the affected areas if not within the 10 feet from foundation or over the 6 inches standard. It is recommended that the homeowner fill in depressions as they occur to prevent future problems.

#### 1-1-2

**Observation:** Site does not drain properly.

**Standard:** Hubble Homes will ensure proper drainage away from the home. Standing or ponding water shall not remain for extended periods in the immediate area of the house after a rain (generally no more than 24 hours), except in swales that drain other areas. In these areas a longer period can be anticipated (generally 48 hours). The owner should anticipate the possibility of standing water after an unusually heavy rainfall.

**Hubble Homes Responsibility:** If standing water exceeding the above standard occurs, it is the builder's responsibility to regrade the affected area, and re-seed and or re-sod if necessary. The builder is not responsible for any corrections if the source of the standing water stems from flow water from adjoining property, gutter downspouts, sump pump outlets or work performed by others. No decision regarding standing water will be made while frost, snow or saturation exists on the ground.

**Homeowner responsibility:** The homeowner is responsible for maintaining such grades and swales once the contractor has properly established them.

**Warning:** Setting the time clock on your sprinkler system to excessive watering times, multiple watering times per day, watering more than 3 days per week, or watering at a rate more than the ground can absorb, will lead to undesirable results to your property including but not limited to:

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water entering the crawl space, possible structural damage, lawn and plant disease, creating an environment for insects or other natural growths etc. If you are unsure of water application rates, it is the homeowner's responsibility to seek the advice from a landscape professional. Grading is set to local requirements at the substantial completion of the home. It is the responsibility of each homeowner to maintain grade and ensure that all water continues to drain away from the foundation and does not pool. **All Landscape is excluded from warranty coverage after New Home Orientation.**

1-1-3

**Observation:** The property has soil erosion.

**Standard:** The contractor is not responsible for soil erosion.

**Hubble Homes Responsibility:** No corrective action is required by the contractor. The contractor is not responsible for erosion due to acts of God, weather conditions, property alteration by the homeowner, and construction on adjacent properties, utility company's work, improper homeowner maintenance, or other conditions beyond the contractor's control.

## Wood Framing

3-1-1

**Observation:** Springiness, bounce, shaking, or visible sag is observed in floor.

**Standard:** All beams, joists, rafters, headers, and other structural members shall be sized, and fasteners spaced, according to the National Forest Products Association span tables, or local building codes.

**Hubble Homes Responsibility:** The contractor will reinforce or modify, as necessary, any floor, wall, ceiling, or roof not meeting the standard.

## Beams Columns and Posts

3-2-1

**Observation:** An exposed wood column, post, or beam is split.

**Standard:** Sawn wood columns, posts, or beams will meet the grading standard for the species used.

**Hubble Homes Responsibility:** The contractor will repair or replace any wood column, post, or beam that does not meet the performance guideline. Filling splits with appropriate filler is an acceptable method of repair.

**Discussion:** Columns, posts, and beams will sometimes split as they dry after installation. Splitting is acceptable and is not a structural concern if the columns, posts, or beams have been sized according to manufacturer's specifications or applicable building codes. Some materials have inherent cracks or imperfections; these do not require repair.

## Subfloor and Joists

3-3-1

**Observation:** The wood subfloor squeaks or seems loose.

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**Standard:** Although a totally squeak-proof floor cannot be guaranteed, frequent, loud squeaks caused by improper installation or loose subflooring are deficiencies.

**Hubble Homes Responsibility:** The contractor will refasten or take other corrective action of an improperly installed or loose subfloor to attempt to reduce squeaking to the extent possible within reasonable repair capability without removing floor or ceiling finishes.

**Discussion:** There are many possible causes of floor squeaks. One of the more common sources of squeaks is wood moving along the shank of a nail. Squeaking frequently occurs when lumber, floor sheathing, or boards move slightly when someone walks over them. Boards and floor sheathing may become loose due to shrinkage of the floor structure or subfloor as it dries after installation or seasonal changes in temperature and humidity. Nails used to fasten metal connectors (joist hangers, tie down straps, etc.) may cause squeaks, the nature of wood and construction methods makes it practically impossible to eliminate all squeaks during all seasons. Fastening loose subflooring with casing nails into carpet, and counter sinking the head is an acceptable method of repair. Snap-off screws may also be used to refasten subflooring through carpet.

4-1-2

**Observation:** The wall is bowed.

**Standard:** Wall should not bow more than ½ inch out of line within any 32 inch horizontal measurement, or ½ inch out of line within any 8 foot vertical measurement.

**Hubble Homes Responsibility:** The contractor will repair to meet the standard.

Moisture Barriers and Flashing

4-2-1

**Observation:** Bulk water is penetrating around a window or door.

**Standard:** Windows and doors should be installed and flashed in accordance with manufacturer's specifications and/or as required by prevailing building codes.

**Hubble Homes Responsibility:** The contractor will correct to meet the performance guideline.

**Discussion:** Windows and doors are not completely water resistant. They always have cracks or joints through which, with enough wind pressure, wind-driven rain can penetrate. The wind rating specification for windows and doors are higher than the water rain events, such as short-term intense thunderstorms and tropical storms, because water can be expected to penetrate windows and doors. The homeowner is responsible for keeping weep holes clean of debris as they are designed to allow wind-driven rain to be diverted from the window sill.

Windows and Glass

4-4-1

**Observation:** A window is difficult to open or close.

**Standard:** Windows should require no greater operating force than that described in the manufacturer's specifications.

**Hubble Homes Responsibility:** The contractor will correct or repair the window as required to meet the performance guideline.



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4-4-2

**Observation:** Window glass is broken and a screen or window hardware is missing.

**Standard:** Glass should not be broken and screens and hardware should not be damaged or missing at the time of NHO. Screens included in the original contract will be installed.

**Hubble Homes Responsibility:** Broken glass, missing or damaged screens, or missing or damaged hardware reported to the contractor prior to NHO will be installed or replaced. Broken glass, missing or damaged screens, or missing or damaged hardware reported after NHO are the homeowner's responsibility.

4-4-3

**Observation:** Water is observed in the home around a window unit during or after rain.

**Standard:** Window installation should be performed in accordance with manufacturer's specifications so that water does not intrude beyond the drainage plane of the window during normal rain conditions. Windows should resist water intrusion as specified by the window manufacturer.

**Hubble Homes Responsibility:** The contractor will correct any deficiencies attributed to improper installation. Any deficiencies attributed to the window unit's performance will be addressed by the window manufacturer's warranty.

**Discussion:** Leakage at the glazing interface is covered under the manufacturer's warranty. Windows have a limited ability to resist excessive wind-driven rain, but should perform according to manufacturer's specifications. The homeowner is responsible for keeping weep holes clean of debris as they are designed to allow wind-driven rain to be diverted from the window sill.

4-4-5

**Observation:** Glass surfaces are scratched.

**Standard:** Glass surfaces should not have scratches visible from 10 feet under normal lighting conditions at the time of NHO.

**Hubble Homes Responsibility:** The contractor will repair or replace any scratched glass surface if noted during NHO.

### Exterior Doors

4-5-1

**Observation:** An exterior door is warped.

**Standard:** Exterior door should not warp to the extent that they become inoperable or cease to be weather-resistant. A ¼ inch tolerance as measured diagonally from corner to corner is acceptable.

**Hubble Homes Responsibility:** The contractor will correct or replace exterior doors that do not meet the performance guideline.

**Discussion:** Most exterior doors will warp to some degree due to the difference in the temperature and humidity between inside and outside surfaces.

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4-5-2

**Observation:** Raw wood shows at the edges of an inset panel inserted into a wood exterior door during the manufacturing process.

**Standard:** This is a common occurrence in wood door with panels.

**Hubble Homes Responsibility:** Since this occurrence is common, no corrective action is required by the contractor.

**Discussion:** Wood products expand and contract with changes in temperature and humidity. Wooden inserts are intentionally loosely fitted into the rails by the manufacturer to allow the inserts to move, which minimizes splitting of the panel or other damage to the door.

4-5-3

**Observation:** A wooden door panel is split.

**Standard:** A split in a panel should not allow light to be visible through the door.

**Hubble Homes Responsibility:** *One time only* during the warranty period, the contractor will repair and paint or stain the split panel that does not meet the performance guideline. Caulking and fillers are acceptable.

**Discussion:** Wooden inserts are loosely fitted into the door to allow the inserts to move, which minimizes splitting of the panel or other damage to the door. On occasions, a panel may become “locked” by paint or expansion of the edges with changes in temperature and humidity, and no longer “float” between the rails. This may result in the panel splitting. The repainted area may not blend with the remainder of the door or other doors on the home.

4-5-4

**Observation:** An exterior door sticks or binds.

**Standard:** Exterior door should operate smoothly, except that door may stick during occasional periods of high humidity or with variations in temperatures.

**Hubble Homes Responsibility:** The contractor will adjust or replace the door to meet the performance guideline if the problem is caused by faulty workmanship or materials.

**Discussion:** Exterior doors may warp or bind to some degree because of the difference in the temperature and/or humidity between inside and outside surfaces. The contractor is not responsible for warpage if painting of doors was not with the contractor’s scope of work. Any changes to originally installed door hardware, weather stripping or other door components that cause improper operation are not the contractor’s responsibility.

4-5-5

**Observation:** An exterior door will not close and latch.

**Standard:** Exterior doors should close and latch.

**Hubble Homes Responsibility:** *One time only* during the warranty period, the contractor will adjust the door or latching mechanism to meet the performance guideline.

**Discussion:** Exterior doors may warp or bind to some degree because of the difference in the temperature, humidity, or both, between inside and outside surfaces. Latching also can be affected

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by natural settling. Subsequent adjustments may be necessary by the homeowner. The contractor is not responsible for warpage if painting of doors was not within the contractor's scope of work.

4-5-10

**Observation:** Air movement or light is observed around a closed exterior door.

**Standard:** Weather stripping will be installed and sized properly to seal the exterior door when closed in order to prevent excessive air infiltration.

**Hubble Homes Responsibility:** The contractor will adjust exterior door unit or weather stripping to meet the performance guideline.

**Discussion:** Doors must have gaps at their perimeter to accommodate expansion/contraction due to variations in temperature and/or humidity and to enable the door to operate over a wide range of environmental conditions. Weather stripping seals the gaps required for proper operations to prevent excessive air infiltration. At times of high wind or temperature differentials inside the home and outside, there may be noticeable air movement around a closed door's perimeter. A small glimmer of light seen at the corner of the door unit is normal. Weather stripping should be kept cleaned and maintained by the homeowner.

## Wood and Wood Composite Siding

5-1-1

**Observation:** siding is bowed.

**Standard:** Bows exceeding ½ inch in 32 inches are considered excessive.

**Hubble Homes Responsibility:** The contractor will replace a bowed wood siding that does not meet the performance guideline and will finish the replacement siding to match the existing siding as closely as practical.

**Discussion:** If the siding is fastened by nails driven into studs, expansion caused by changing the relative temperatures and/or humidity may cause bulges or waves. Even with proper installation, siding will tend to bow inward and outward in adjacent stud spaces.

5-1-3

**Observation:** Siding is not parallel with the course above.

**Standard:** A piece of siding should not be more than ½ inch off parallel with contiguous courses in a 20 foot measurement.

**Hubble Homes Responsibility:** The contractor will reinstall siding to meet the performance guideline for straightness, and will replace with new siding any siding damaged during removal.

5-1-4

**Observation:** Face nails have been driven below the surface of wood composite siding.

**Standard:** Siding nails should be driven in accordance with the manufacturer's installation instructions.

**Hubble Homes Responsibility:** The contractor will repair as necessary to meet the performance guideline by filing with appropriate filler. Touch up paint may not match the surrounding areas.

## Aluminum or Vinyl Siding

5-2-1

**Observation:** Aluminum or vinyl siding is bowed or wavy.

**Standard:** Some waviness in aluminum or vinyl siding is expected. Waves or similar distortions in aluminum or vinyl lap siding are considered excessive only if they exceed ½ inch in 32 inches.

**Hubble Homes Responsibility:** The contractor will correct any waves or distortions to comply with the performance guideline by reinstalling or replacing siding as necessary.

### Cement Board Siding

5-3-1

**Observation:** Cement board siding is cracked or chipped.

**Standard:** As a cement product, this siding is susceptible to the same characteristic limitations as other cement products. Cracks more than 2 inches in length and 1/8 inch in width are considered excessive. Chips or dents not reported at time of NHO are not covered.

**Hubble Homes Responsibility:** Cracked or chipped cement board will be repaired or replaced as necessary, as determined by the contractor.

**Discussion:** The manufacturer's instruction includes guidelines to reduce chipping or cracking or siding.

### Masonry and Fireplaces

5-4-1

**Observation:** A masonry or veneer wall or mortar joint is cracked.

**Standard:** Cracks visible from distances in excess of 20 feet or larger than ¼ inch in width are not acceptable.

**Hubble Homes Responsibility:** The contractor will repair cracks in excess of the performance guideline by tuck pointing, patching, or painting, as deemed most appropriate by the contractor. The contractor should not be responsible for color variation between the original and new mortar or between the brick or stone and the pointing material.

**Discussion:** Hairline cracks resulting from shrinkage and cracks due to minor settlement are common in masonry or veneer walls and mortar joints, and do not necessarily represent a defect.

5-4-5

**Observation:** Mortar stains are observed on exterior brick and stone.

**Standard:** Exterior brick and stone should be free from mortar stains detracting from the appearance of the finished wall when viewed from a distance of 20 feet.

**Hubble Homes Responsibility:** The contractor will clean the mortar stains to meet the performance guidelines.

5-4-6

**Observation:** Efflorescence is present on the surface of masonry or mortar.

**Standard:** This is a common condition caused by moisture reacting with the soluble salts in the mortar.

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**Hubble Homes Responsibility:** No corrective action required by contractor

**Discussion:** Efflorescence is evidenced by the presence of a white film on the surface of masonry or mortar. It is a particularly common occurrence where masonry or concrete are in contact with high moisture levels because masonry products absorb and retain moisture.

## Exterior Trim

5-6-1

**Observation:** Gaps show in exterior trim.

**Standard:** Joints between exterior trim elements, including siding and masonry, should be wider than ¼ inch. In all cases, the exterior trim will perform its function of excluding the elements.

**Hubble Homes Responsibility:** The contractor will repair open joints that do not meet the performance guideline. Caulking is an acceptable repair.

5-6-3

**Observation:** Exterior trim board is bowed or twisted.

**Standard:** Bows and twists exceeding 3/8 inch in 8 feet are considered excessive.

**Hubble Homes Responsibility:** The contractor will repair defects that do not meet the performance guideline by refastening or replacing deformed boards. Touch-up painting may not match the surrounding area.

## Paint Stain, and Varnish

5-7-1

**Observation:** Exterior painting, staining, or refinishing required because of repair work does not match existing exterior finish.

**Standard:** Repairs required under these performance guidelines will be finished to match the immediate surrounding areas as closely as practical when viewed under normal lighting conditions from a distance of 20 feet.

**Hubble Homes Responsibility:** The contractor will finish repaired areas as indicated, matching as closely as possible.

**Discussion:** Touch up painting, staining, or refinishing may not match the surrounding area exactly in color or sheen because the original coating may have been exposed to sunlight, pollution, weather, and other conditions over a period of time.

5-7-3

**Observation:** Exterior paint or stain has faded.

**Standard:** Fading of exterior paints and stains is common. The degree of fading depends on environmental conditions.

**Hubble Homes Responsibility:** Because fading is a common occurrence in paint and stains, no corrective action is required by the contractor.

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## Roof

6-3-1

**Observation:** An attic vent or louvre leaks.

**Standard:** Attic vents and louvers properly installed should not leak. Infiltration of wind-driven rain and snow are not considered leaks and are beyond the contractor's control.

**Hubble Homes Responsibility:** The contractor will repair or replace improperly installed vents as necessary to meet the performance guideline.

6-4-1

**Observation:** The roof or flashing leaks.

**Standard:** Roofs and flashing should not leak under normal conditions.

**Hubble Homes Responsibility:** The contractor will repair verified roof or flashing leaks not caused by ice buildup, leaves, debris, abnormal weather conditions, or the homeowner's actions or negligence.

**Discussion:** It is the homeowner's responsibility to keep the roof drains, gutters, and downspouts free of ice, leaves, and debris.

6-4-2

**Observation:** Ice builds up on roof.

**Standard:** During prolonged cold spells, ice is likely to build up on a roof, especially at the eaves. This condition can occur naturally when snow and ice accumulate.

**Hubble Homes Responsibility:** No corrective action is required by the contractor.

**Discussion:** Prevention of ice buildup on the roof is a homeowner maintenance item.

6-4-3

**Observation:** Shingles have blown off.

**Standard:** Shingles shall be rated for the wind zone of the project and shall be installed in accordance with the applicable prevailing building code and the instructions provided by the manufacturer on the packaging of the shingles.

**Hubble Homes Responsibility:** If shingle were not installed per manufacturer's instructions, the contractor will repair or replace the shingles that have blown off.

**Discussion:** Correctly installed shingles are covered by the manufacturer's warranty. The wind rating of shingles is determined for brand new shingles using tests of questionable accuracy in predicting actual wind performance especially when time elapses. Generally, shingles lose wind resilience with time as short as a few months. Shingles are not regarded as having sealed to one another until they have reached 135 degrees Fahrenheit for at least 18 hours. In hot, even warm, sunny weather, these sealing conditions can occur in just a few days, but until then shingles are vulnerable to wind. Replacement shingles may not match existing shingles.

## Gutters and Downspouts

6-6-1

**Observation:** The gutter or downspout leaks.

**Standard:** Gutters or downspouts should not leak.

**Hubble Homes Responsibility:** The contractor will repair leaks in gutters and downspouts. Sealants are acceptable.

6-6-2

**Observation:** The gutter overflows during a heavy rain.

**Standard:** Gutters should not overflow during normal rain.

**Hubble Homes Responsibility:** The contractor will repair the gutter if it overflows during normal rains.

**Discussion:** Gutters may overflow during a heavy rain. The homeowner is responsible for keeping gutters and downspouts free from debris that could cause overflow.

6-6-3

**Observation:** Water remains in the gutter after a rain.

**Standard:** The water level should not exceed ½ inch in depth if the gutter is unobstructed by ice, snow, or debris.

**Hubble Homes Responsibility:** The contractor will repair the gutter to meet the performance guideline.

**Discussion:** The homeowner is responsible for maintaining gutters and downspouts and keeping them unobstructed. Contractors install residential gutters with minimal slope in order to maintain an attractive appearance. Installing gutters with 1-32 inch drip in one (1) foot generally will prevent water from standing in the gutters. Even so, small amounts of water may remain in some sections of the gutter for a time after a rain. In areas with heavy rainfall and/or ice buildup, a steeper pitch or additional downspouts may be desirable. During fall season when leaves fall from trees, frequent removal of leaves may be necessary, perhaps weekly.

## Plumbing

7-1-6

**Observation:** A water supply line is noisy.

**Standard:** Because of the flow of water and pipe expansion/contraction, the water piping system may emit some noise. However, the pipes should not make the pounding noise called water hammer.

**Hubble Homes Responsibility:** The contractor cannot eliminate all noises caused by water flow and pipe expansion/contraction; however, the contractor will provide the water hammer protection required by the prevailing plumbing code.

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7-2-2

**Observation:** Water flows outside a bathtub or shower.

**Standard:** Bathtubs and showers should be installed properly according to the manufacturer's guidelines.

**Hubble Homes Responsibility:** The contractor will repair bathtub or shower leak as necessary to meet the performance guideline during the warranty period.

**Discussion:** Proper repair can be achieved by sealing areas around bathtubs and showers. The homeowner is responsible for maintaining caulk seals after NHO. The homeowner is responsible for leaks related to the use of curtains in bathrooms and showers, and for leaks associated with bathtub and shower doors that have been properly installed by the contractor.

7-2-4

**Observation:** The surface of a plumbing fixture is cracked, chipped or scratched.

**Standard:** Cracks, chips, or scratches in surfaces or shower, bathtubs, and sinks are considered excessive if they are visible from 3 feet in normal lighting conditions at the time of NHO.

**Hubble Homes Responsibility:** The contractor shall repair any fixture that does not meet the performance guideline. The contractor is not responsible for repairs unless the damage is reported to the contractor during NHO.

7-2-6

**Observation:** A bathtub or shower enclosure base flexes excessively.

**Standard:** The bathtub or shower enclosure should be installed according to the manufacturer's instructions and perform in accordance with the manufacturer's specifications; however, some noticeable flex can be expected and is normal.

**Hubble Homes Responsibility:** The contractor will repair the base to meet the manufacturer's guideline.

**Discussion:** It is normal for bathtub and shower enclosure designs and materials to exhibit some flexing. Minimal noises may be associated with such movement.

7-2-7

**Observation:** A vanity top with a one-piece sink is cracked.

**Standard:** Vanity tops should not have cracks.

**Hubble Homes Responsibility:** The contractor will repair or replace the vanity top to meet the performance guideline. Cracks must be noted during NHO.

7-3-3

**Observation:** A toilet does not discharge wastewater properly.

**Standard:** Toilet should perform in accordance with manufacturer's specification.

**Hubble Homes Responsibility:** The contractor will repair or replace the toilet not meeting the performance guideline.



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**Discussion:** Toilets are designed to flush personal waste and toilet paper. Homeowners should not flush products that are nominally biodegradable, such as personal wipes, paper towels, or napkins. Similarly, non-biodegradable items like feminine hygiene products, cotton balls, or plastics should not be flushed. While many of these items may clear the toilet, they may cause blockage in the drain pipe. Homeowners should avoid flushing prescription medications and or other drugs.

7-3-5

**Observation:** A sewer odor is noticeable inside the home coming from the wastewater system.

**Standard:** A sewer odor should not be detectable inside the home under normal conditions.

**Hubble Homes Responsibility:** The contractor should take the steps necessary to meet the performance guideline.

**Discussion:** The homeowner should keep the plumbing traps filled with water. Extended non-use of a water fixture can allow the water in its trap to evaporate, thus providing a path for sewer gases to enter the home. Depending on humidity conditions, the homeowner should fill traps by adding a quart of water to bathtubs, laundry tubs, and the like that are not used regularly, approximately every couple of months.

### Electrical

8-1-1

**Observation:** A ground fault circuit interrupter (GFCI) or arc fault circuit interrupter (AFCI) trips frequently.

**Standard:** GFCI's and AFCI's should perform as intended and will be installed and tested in accordance with prevailing electrical codes during warranty period.

**Hubble Homes Responsibility:** The contractor will install ground fault and arc fault circuit interrupters in accordance with the prevailing electrical codes. Tripping is to be expected; however, the contractor will repair or replace components that frequently trip due to component failure or incorrect installation during warranty period.

**Discussion:** AFCI's are installed to protect bedroom circuits and all other habitable areas of a residence. GFCI's protect outlets in wet areas (e.g., bathrooms, kitchens, garages, laundry, exterior etc.) Because outlets protected by GFCI's may be connected in a series, it may not be readily apparent that an inoperative convenience outlet is the result of a tripped GFCI in another room (not necessarily in the electrical panel). Both ground fault and arc fault circuit interrupters are sensitive devices that detect ground fault and arc fault conditions and homeowners occasionally will experience nuisance tripping. The most common causes of nuisance tripping by AFCI's are damaged cords or plugs on homeowners' lamps, small appliances, or other devices. Some newer vacuum cleaners and exercise equipment will not work on an AFCI- protected circuit. Static electricity, some electronic devices, television, computers, and printers may also cause nuisance tripping of circuit interrupters. The homeowner should pay particular attention to refrigerators and freezers, as nuisance tripping of these devices may result in food spoilage.

8-2-4

**Observation:** The homeowner's 220 volt appliance plug does not fit the outlet provided by the contractor.

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**Standard:** The contractor should install electrical outlets required by the prevailing building code.

**Hubble Homes Responsibility:** No corrective action is required by the contractor.

**Discussion:** The homeowner is responsible for obtaining an appliance plug that fits the outlets the contractor is required to provide.

8-2-5

**Observation:** Lighting dims or flickers when other electrical devices are in use.

**Standard:** General lighting outlets should be installed per the prevailing electrical codes.

**Hubble Homes Responsibility:** The contractor will repair or replace outlets to meet the performance guideline.

**Discussion:** Lighting outlets are designed for moderate use devices such as clocks, radios, and lamps. When larger devices such as vacuum cleaners, copiers, space heaters, and irons are added, the startup surge may cause lights to dim or flicker. Air conditioners and heat pumps have the potential to cause all light fixtures in the home to dim or flicker. All circuits have the potential for dimming.

8-2-7

**Observation:** Ceiling fan vibrates excessively and/or is noisy.

**Standard:** The contractor should install ceiling fans in accordance with the manufacturer's instructions (including blade balances).

**Hubble Homes Responsibility:** The contractor will correct any fan installation not in accordance with the performance guideline if the fan was supplied and installed by the contractor.

**Discussion:** There are varying levels of performance for ceiling fans and some noise or vibration may be inherent in the specific fan installed.

8-2-8

**Observation:** A smoke or carbon monoxide detector chirps or otherwise malfunctions.

**Standard:** Detectors should operate as designed at NHO.

**Hubble Homes Responsibility:** The contractor will repair or replace the smoke or carbon monoxide detector to meet the performance guideline during the warranty period.

**Discussion:** Most smoke or carbon monoxide detectors are powered by both the electrical power and a backup battery. Chirping may indicate intermittent power loss, power surges or, most typically, that the battery is weak or is not installed. If the chirping occurs on a new detector, the contractor will check the battery, verify that the detector is wired correctly, and replace the device if necessary. Safety officials recommend that homeowners change the batteries in detectors semiannually when daylight-saving time begins and ends.

8-2-10

**Observation:** Recessed can lights turn off.

**Standard:** Recessed lighting should operate as designed.

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**Hubble Homes Responsibility:** The contractor shall repair recessed can lights not meeting the performance guideline.

**Discussion:** Recessed can lights have temperature sensors, or “thermal cutouts,” that shut the lights off if the temperature gets too high. The temperature will get too high if a bulb higher than the maximum design wattage is used. Lights fitted with an enclosed trim (shower trim) will shut off if left on for an extended period of time and are operating as intended.

## **Air Infiltration and Drafts**

9-1-1

**Observation:** Air infiltrates around exterior doors or windows.

**Standard:** Weather stripping should be installed and sized properly to seal the exterior door when closed. Windows will be installed per the manufacturer’s instructions.

**Hubble Homes Responsibility:** The contractor will correct to meet the performance guideline. Some infiltration is usually noticeable around doors and windows.

**Discussion:** At times of high wind or temperature differentials inside the home and outside, there may be noticeable air movement around a closed door’s perimeter or window. In high-wind areas, the homeowner may elect to have storm windows and doors installed to further reduce drafts. Doors must have gaps at their perimeter to accommodate expansion and contraction due to variations in temperature and/or humidity and to enable the door to operate over a wide range of environmental conditions. Weather stripping seals the gaps required for proper operation to prevent excessive air infiltration. A small glimmer of light seen at the corners of the door unit is normal. Weather stripping should be kept clean and maintained by the homeowner.

9-1-2

**Observation:** A draft comes through an electrical outlet.

**Standard:** Electrical outlets and switch boxes on exterior walls may allow air to flow through or around an outlet into a room, as allowed by prevailing building code.

**Hubble Homes Responsibility:** No corrective action is required by the contractor, except to conform to the prevailing building code.

**Discussion:** To increase energy efficiency, the homeowner may elect to install foam insulation pads under switch and outlet plates to help decrease drafts.

## **Humidity Control and Condensation**

9-2-1

**Observation:** Water, ice, frost, or condensation is observed on the interior frame or glass surface of a window.

**Standard:** Windows should be installed in accordance with the manufacturer’s instructions and the prevailing building code.

**Hubble Homes Responsibility:** No corrective action is required by the contractor.

**Discussion:** Condensation usually results from conditions beyond the contractor’s control. Moisture in the air can condense into water and collect on cold surfaces, particularly in the winter months when the outside temperature is low. Blinds and drapes can prevent air within the home

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from moving across the cold surface and picking up the moisture. Occasional condensation (water) in the kitchen, bath, or laundry area is common. It is the homeowner's responsibility to maintain proper humidity by properly operating heating and cooling systems' exhaust fans and allowing moving air within the home to flow over the interior surface of the windows when the outdoor humidity is especially high (in early mornings when windows are cool). Air conditioning vents are usually aimed at windows and glass doors to maximize comfort. Blinds and drapes may eliminate this problem.

### Ducts and Airflow

9-3-1

**Observation:** The ductwork makes noises.

**Standard:** Ductwork should be constructed and installed in accordance with applicable mechanical code requirements.

**Hubble Homes Responsibility:** No corrective action is required by the contractor unless the duct does not comply with the prevailing building code.

**Discussion:** Metal expands when it is heated or subjected to pressure during startup and contracts when it cools. The ticking or crackling sounds caused by the metal's movement are common.

9-3-2

**Observation:** There is airflow noise at a register.

**Standard:** The register should be correctly installed according to the prevailing building code.

**Hubble Homes Responsibility:** No corrective action is required by the contractor, unless registers are not installed according to the prevailing building code.

**Discussion:** Under certain conditions, there will be some noise with the normal flow of air even when registers are installed correctly.

### Heating and Cooling System

9-4-1

**Observation:** The heating system is inadequate.

**Standard:** The heating system should be capable of producing an inside temperature of 70 degrees Fahrenheit, as measured in the center of each room at a height of 5 feet above the floor under local outdoor winter design conditions. National, state, or local energy codes supersede this performance guideline where such codes have been adopted. Work should be done in accordance with the prevailing building codes.

**Hubble Homes Responsibility:** The contractor will correct the heating system to provide the required temperature in accordance with the performance guideline or applicable code requirements. However, the homeowner will be responsible for balancing dampers and registers and for making other necessary minor adjustments.

**Discussion:** Closed interior doors, closed registers, and dirty filters can restrict airflow and may affect the system's performance.

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9-4-2

**Observation:** Some rooms are colder or hotter, or more humid than others.

**Standard:** The conditioning system should perform in accordance with the prevailing building code.

**Hubble Homes Responsibility:** The contractor shall correct the flow of air to rooms to bring the flow into accordance with the prevailing building code.

**Discussion:** A temperature difference of several degrees Fahrenheit can be expected between rooms due to a number of factors, including registers that have been partially or completely closed, the number of people in a room (even sleeping), the number of appliances, even those that are ostensibly off, the amount of glass in the room, the number and extent of exterior walls, the sun exposure at the time, and the temperature difference between inside and outside. When the temperature difference is relatively low in hot, humid climates, humidity can increase to give the perception of an increase in temperature.

9-4-4

**Observation:** The cooling of a room is inadequate.

**Standard:** If air conditioning is installed by the contractor, the cooling system should be capable of maintaining a temperature of 78 degrees Fahrenheit, as measured in the center of each room at a height of 5 feet above the floor under local outdoor summer design conditions. In the case of outside temperatures exceeding 95 degrees Fahrenheit, the system will keep the inside temperature 15 degrees Fahrenheit cooler than the outside temperature. National, state, or local codes will supersede this guideline where such codes have been adopted. Work should be done in accordance with the prevailing building code.

**Hubble Homes Responsibility:** The contractor will correct the cooling system to provide the required temperature in accordance with the applicable code requirements.

**Discussion:** Closed interior doors without proper gap, closed registers, and dirty filters can restrict airflow and may affect the system's performance. Some cooling systems have two filters.

9-4-5

**Observation:** The air handler or furnace vibrates.

**Standard:** The units should be installed in accordance with the manufacturer's instructions and the prevailing building codes.

**Hubble Homes Responsibility:** The contractor will correct the items according to the manufacturer's instructions and prevailing building code requirements.

**Discussion:** Under certain conditions, some vibration may occur with the normal flow of air when air handlers and furnaces are installed correctly. Debris in the furnace or air handler could cause the unit to become out of balance and vibrate. It is the homeowner's responsibility to keep units clear of debris.

9-4-6

**Observation:** A condensate line is clogged.

**Standard:** Condensate lines should be free of all clogs at the time of NHO.

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**Hubble Homes Responsibility:** The contractor shall correct clogs existent before NHO. If a clog occurs after NHO, no corrective action is required of the contractor.

**Discussion:** Condensate lines will eventually clog under normal use. The homeowner is responsible for checking and maintaining clear lines. The addition of a tablespoon of bleach at the condensate trap can inhibit the growth of algae that is the frequent cause of clogging.

9-4-8

**Observation:** There is condensation on the outside of air handlers, refrigerant lines or ducts.

**Standard:** Moisture can be expected to condense and/or freeze on the exterior surfaces or air handlers, lines, and ducts when the air temperature is different from the surface temperature.

**Hubble Homes Responsibility:** No corrective action is required by the contractor, unless the condensation is directly attributed to faulty installation.

**Discussion:** Condensation is most likely to occur when air handlers, refrigerant lines, or ducts are located in unconditioned locations such as a crawl space, basement, attic, or in exterior locations. Condensation usually results from conditions beyond the contractor's control. Moisture in the air can condense to form water and collect on cold duct surfaces, particularly in the summer months when the humidity is high.

### Ventilation

9-5-1

**Observation:** Kitchen or bath fans allow air infiltration.

**Standard:** Bath and kitchen fans should be installed in accordance with the manufacturer's instruction and prevailing building code requirements and perform in accordance with the manufacturer's specifications.

**Hubble Homes Responsibility:** No corrective action is required by the contractor if the fan installation meets the performance guideline.

**Discussion:** It is possible for outside air to enter the home through a ventilation fan. The dampers in most fans do not seal tightly. It is possible for the damper to be lodged open due to animal activity (including nesting in the outside opening), the accumulation of grease, lint, and other debris. Maintenance of ventilating fans is the homeowner's responsibility and the homeowner should make periodic inspections to assure the proper flow of air.

### Interior Doors

10-1-1

**Observation:** An interior door is warped.

**Standard:** Except as noted, interior doors should not become inoperable due to warping. A ¼ inch tolerance, as measured diagonally from corner to corner, is acceptable.

**Hubble Homes Responsibility:** The contractor will correct or replace and refinish defective doors to match existing doors as closely as practical.

**Discussion:** In bathroom or utility areas, exhaust fans or an open window must be used to minimize moisture to prevent warpage of door units. The contractor is not responsible for refinishing if doors were finished by the homeowner.

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10-1-2

**Observation:** Bifold and bypass doors come off their tracks during normal operation.

**Standard:** At the time of NHO, bifold and bypass doors should slide properly on their tracks.

**Hubble Homes Responsibility:** *One time only* during the warranty period, the contractor will adjust any bifold and bypass door that does not stay on its track during normal operation.

**Discussion:** Proper operation should be verified by the homeowner and the contractor at the time of NHO. Homeowners should be aware that bifold and bypass doors are inherently more sensitive than swing doors and need to be treated accordingly. The homeowner is responsible for cleaning and maintenance necessary to preserve proper operation.

10-1-3

**Observation:** A pocket door rubs in its pocket during normal operation.

**Standard:** Pocket doors should operate smoothly during normal operation.

**Hubble Homes Responsibility:** *One time only* during the warranty period, the contractor will adjust the pocket door to meet the performance guideline.

**Discussion:** Pocket doors commonly rub, stick, or derail because of the inherent nature of the product. It is common for the door to also rub against the guides provided by the manufacturer.

10-1-5

**Observation:** A door rubs on jambs or contractor-installed floor covering.

**Standard:** Doors should not rub on jambs or contractor-installed floor covering.

**Hubble Homes Responsibility:** *One time only* during the warranty, the contractor will adjust the door as necessary to meet the performance guideline.

10-1-8

**Observation:** A door hinge squeaks.

**Standard:** Door hinges should not squeak.

**Hubble Homes Responsibility:** *One time only* during the warranty period, the contractor will adjust the door as necessary to meet the performance guideline.

10-1-9

**Observation:** Interior doors do not operate smoothly.

**Standard:** Doors should move smoothly with limited resistance.

**Hubble Homes Responsibility:** *One time only* during the warranty period, the contractor will adjust the door to meet the performance guideline.

10-1-10

**Observation:** A door knob or latch does not operate smoothly.

**Standard:** A door knob or latch should not stick or bind during operation.

**Hubble Homes Responsibility:** *One time only* during the warranty period, the contractor will adjust, repair, or replace knobs or latches that are not operating smoothly.

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**Discussion:** Because locksets are rather complex mechanical devices, some may have a heavy or stiff feel to them, but are operating as intended by the manufacturer. This can be true for locksets of all price ranges. Slamming doors or hanging items on the door knob will affect knob or latch operation; it is not the contractor's responsibility to adjust or repair problems caused by such conditions.

## Interior Stairs

10-2-3

**Observation:** A stair riser or tread squeaks.

**Standard:** Loud squeaks caused by a loose stair riser or tread are considered excessive; however, totally squeak-proof stair risers or treads cannot be guaranteed.

**Hubble Homes Responsibility:** The contractor will refasten any loose risers or treads or take other reasonable and cost-effective corrective action, based on his or her best judgement, to eliminate squeaking without removing treads or ceiling finishes.

**Discussion:** Squeaks in risers or treads may occur when a riser has come loose from the tread, deflects from the weight of a person and rubs against the nails that hold it in place. Movement may occur between the riser and the tread or other stairway members when one tread is deflected while the other members remain stationary. Using trim screws to fasten the tread to the riser from above sometimes will reduce squeaking. If there is no ceiling below, gluing or re-nailing the riser to the tread or shimming will reduce squeaks but completely eliminating squeaks is not always possible.

10-2-5

**Observation:** An interior stair railing lack rigidity.

**Standard:** Interior stair railings should be installed in accordance with applicable building codes.

**Hubble Homes Responsibility:** The contractor will secure any stair railing parts that loosen with normal use, to meet the performance guideline.

**Discussion:** Stair railings are designed to protect an individual while stepping up and down a stairwell. Damages caused by the homeowner from pulling, swinging, hanging, or sliding on railings may loosen the rail system and the contractor is not responsible for repair of such.

## Trim

10-3-1

**Observation:** There are gaps at non-mitered trim and molding joints.

**Standard:** At the time of NHO, opening at joints in trim and moldings, and at joints between molding and adjacent surfaces, should not exceed 1/8 inch in width.

**Hubble Homes Responsibility:** The contractor will repair joints to meet the performance guideline.

**Discussion:** Failing to control indoor relative humidity may cause separation of trim and moldings in excess of the performance guideline. Joints that separate under these conditions are not considered defective. The homeowner is responsible for controlling temperature and humidity in the home.

10-3-4



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**Observation:** Trim or molding mitered edges does not meet.

**Standard:** At the time of NHO, gaps between mitered edges in trim and molding should not exceed 1/8 inch.

**Hubble Homes Responsibility:** The contractor will repair gaps that do not meet the performance guideline. Caulking or puttying with materials compatible with the finish is acceptable.

**Discussion:** Separation of trim and molding in excess of the performance guideline may be caused by lack of control of indoor relative humidity. Joints that separate under these conditions are not considered defective. It is the homeowner's responsibility to control temperature and humidity in the home.

10-3-7

**Observation:** Wood trim appearance is uneven.

**Standard:** Variations in natural wood trim are common.

**Hubble Homes Responsibility:** No corrective action is required by the contractor.

### Cabinets

10-4-1

**Observation:** Cabinets do not meet the ceiling or walls.

**Standard:** Gaps greater than ¼ inch in width are considered excessive.

**Hubble Homes Responsibility:** The contractor will repair the gap with caulk, putty, scribe molding, or will reposition/reinstall cabinets to meet the performance guideline.

10-4-2

**Observation:** Cabinets do not line up with each other.

**Standard:** Cabinet faces more than 1/8 inch out of line, and cabinet corners more than 3/16 inch out of line are considered excessive.

**Hubble Homes Responsibility:** The contractor will make the necessary adjustments to meet the performance guideline.

10-4-3

**Observation:** A cabinet door or drawer front is warped.

**Standard:** Door or drawer warpage should not exceed ¼ inch as measured from the face frame to the point of furthest warpage, with the door or drawer front in closed position.

**Hubble Homes Responsibility:** The contractor will correct or replace doors and drawer fronts as necessary to meet the performance guideline.

**Discussion:** Failing to control indoor relative humidity may cause warpage that exceeds the performance guideline. Doors or drawers that warp under these conditions are not considered defective. It is the homeowner's responsibility to control temperature and humidity in the home.

10-4-6

**Observation:** Cabinet doors or drawer fronts are cracked.

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**Standard:** Cabinet doors and drawer fronts should not crack.

**Hubble Homes Responsibility:** The contractor will replace or repair cracked panels and drawer fronts. No corrective action is required by the contractor if the cracked drawer fronts or panels result from the homeowner's abuse.

**Discussion:** Paint or stain on the repaired or replaced door or drawer front may not match the stain on the existing panels or drawer fronts. Grain patterns or intensity cannot be matched perfectly. The contractor will use his or her best efforts to match as closely as possible the stain on the existing panels or drawer fronts. However, some species of wood will age and darken over time and an exact match may not be possible. Use of manufacturer-provided touch up kits is acceptable to address minor imperfection in the cabinet finish.

10-4-9

**Observation:** Cabinet doors do not align when closed.

**Standard:** Gaps between doors should not deviate more than 1/8 inch from top to bottom.

**Hubble Homes Responsibility:** The contractor will adjust doors to meet the performance guideline.

### Countertops

10-5-1

**Observation:** High-pressure laminate on a countertop is delaminated.

**Standard:** Countertops fabricated with high-pressure laminate coverings should not delaminate.

**Hubble Homes Responsibility:** The contractor will repair or replace delaminated coverings, unless the delamination was caused by the homeowner's misuse or negligence.

**Discussion:** Homeowners should refrain from leaving any liquids near the countertop seams or allowing the surface to become excessively hot.

10-5-2

**Observation:** The surface of high-pressure laminate on a countertop is cracked or chipped.

**Standard:** At the time of NHO, cracks or chips greater than 1/16 of an inch are considered excessive.

**Hubble Homes Responsibility:** The contractor will repair or replace cracked or chipped countertops to meet the performance guideline only if they are reported at the time of NHO.

10-5-3

**Observation:** Countertops are visibly scratched.

**Standard:** At the time of NHO, countertops should be free of scratches visible from 6 feet under normal lighting conditions.

**Hubble Homes Responsibility:** The contractor will repair scratches in the countertop to meet the performance guideline.

**Discussion:** Minor imperfections and scratches will be more visible in dark, glossy tops.

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10-5-8

**Observation:** Granite, marble, stone, or solid-surface countertop is cracked.

**Standard:** At the time of NHO, cracks greater than 1/32 inch in width are considered excessive.

**Hubble Homes Responsibility:** If the crack is found to be a result of faulty installation or product, the contractor will repair or replace the countertop. Patching is an acceptable repair.

10-5-9

**Observation:** Granite, marble, stone, or solid-surface countertop has texture or color variations.

**Standard:** Color variations in natural-surface products are acceptable. Solid-surface variations in texture and colors are covered by the manufacturer's warranty.

**Hubble Homes Responsibility:** No corrective action is required by the contractor.

10-5-10

**Observation:** Granite, marble, stone, or solid-surface countertop is chipped.

**Standard:** At the time of NHO, chips greater than 1/32 in width are considered excessive.

**Hubble Homes Responsibility:** The contractor will repair or replace affected areas affected areas to meet the performance guidelines. The use of appropriate filler is an acceptable repair.

10-5-11

**Observation:** Granite, marble, stone or solid-surface countertop has visible seams.

**Standard:** Seams may be visible and especially noticeable with certain countertop materials and darker finishes.

**Hubble Homes Responsibility:** No corrective action is required by the contractor.

10-5-13

**Observation:** A solid-surface or laminate countertop has a bubble, burn, stain, or other damage.

**Standard:** At the time of NHO, solid-surface or laminate countertops should be free of bubbles, burns, or stains.

**Hubble Homes Responsibility:** The contractor will repair or replace the countertop to meet the performance guideline.

**Discussion:** Solid-surface and laminate products may be subject to damage by hot surfaces placed on or near the product. The homeowner is responsible for maintaining the countertop and protecting it from damage.

### Drywall and Gypsum Wallboard

10-6-2

**Observation:** Nail pops, blisters, or other blemishes are visible on a finished wall or ceiling.

**Standard:** Any such blemishes that are readily visible from a standing position facing the surface at distance or 6 feet under normal lighting conditions are considered excessive.

**Hubble Homes Responsibility:** *One time only* during the warranty period, the contractor will repair such blemishes. The contractor will touch-up paint on repaired areas if the contractor was

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responsible for the original interior painting. A perfect match between original and new paint cannot be expected, and the contractor is not required to paint an entire wall or room. The contractor is not required to repair defects that are covered by wall coverings and that, therefore, are not visible.

**Discussion:** When drywall has been placed on lumber surfaces subject to shrinkage and warpage and which are not perfectly level and plumb, problems may often occur through stress and strain placed on drywall during the stabilization of the lumber which is inherent in the construction of the home. Due to the initial stabilization problem that exists with the new home, it is impossible to correct each defect as it occurs, and it is essentially useless to do so. The entire home will tend to stabilize itself. Correcting the drywall near the end of the warranty period provides the homeowner with the best possible solution.

10-6-3

**Observation:** Cracked corner bead, excess joint compound, trowel marks, or blisters in tape joints are observed on the drywall surface.

**Standard:** Defects resulting in cracked corner bead, trowel marks, excess joint compound or blister in tape are considered excessive.

**Hubble Homes Responsibility:** *One time only* during the warranty period, the contractor will repair the affected area of the wall to meet the performance guideline.

10-6-5

**Observation:** Angular gypsum wallboards are uneven.

**Standard:** This is a common condition that occurs with randomly applied materials.

**Hubble Homes Responsibility:** No corrective action is required by the contractor.

10-6-6

**Observation:** The texture of gypsum wallboard does not match.

**Standard:** Any variations that are readily visible from a standing position facing the surface at a distance of 6 feet under normal lighting conditions are considered excessive.

**Hubble Homes Responsibility:** The contractor will repair the affected area to meet the performance guideline.

10-6-7

**Observation:** Drywall is cracked.

**Standard:** Drywall cracks greater than 1/16 inch in width are considered excessive.

**Hubble Homes Responsibility:** *One time only* during the warranty period, the contractor will repair cracks and touch up paint in affected areas. The texture and paint color may not exactly match the exiting texture and paint color.

10-6-8

**Observation:** Sprayed or textured ceiling have uneven textures.

**Standard:** This is a common condition that occurs with randomly applied materials.

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**Hubble Homes Responsibility:** No corrective action is required by the contractor.

## **Paint, Stain, and Varnish**

10-6-11

**Observation:** Brush and roller marks show on interior painted surfaces.

**Standard:** Brush marks should not be readily visible on interior painted surfaces when viewed from a standing position facing the surface at a distance from 6 feet under normal lighting conditions.

**Hubble Homes Responsibility:** The contractor will refinish as necessary to meet the performance guideline and match affected areas as closely as practical.

10-6-13

**Observation:** Interior painting, staining, or refinishing of repair work does not match.

**Standard:** A perfect match between original and new paint cannot be expected. Repairs required under the performance guideline will be finished to match the immediate surrounding areas as closely as practical.

**Hubble Homes Responsibility:** No corrective action is required by the contractor.

**Discussion:** Where the majority of the wall or ceiling area is affected, the areas will be painted from breakline to breakline. The contractor is not required to paint an entire room.

10-6-14

**Observation:** Resin has bled through the paint on interior trim.

**Standard:** This is a common condition that can be expected to occur with natural materials such as wood.

**Hubble Homes Responsibility:** No corrective action is required by the contractor.

## **Flooring/Carpet**

11-1-1

**Observation:** Carpet does not meet at the seams.

**Standard:** Visible gaps at the seams are considered excessive.

**Hubble Homes Responsibility:** It is not unusual for carpet seams to be visible from a standing position. If the carpet was installed by the contractor, the contractor will correct visible gaps at carpet seams.

11-1-2

**Observation:** Carpet is stretched or loose.

**Standard:** When stretched and secured properly, wall-to-wall carpeting should not unfasten, loosen, or separate from the points of attachment.

**Hubble Homes Responsibility:** If the carpeting was installed by the contractor, the contractor will re-stretch or re-secure the carpeting as necessary to meet the performance guideline.

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11-1-3

**Observation:** Carpet has faded or discolored.

**Standard:** Fading or discoloration of carpet is a manufacturer's responsibility.

**Hubble Homes Responsibility:** No corrective action is required by the contractor.

**Discussion:** Fading or discoloration may result from the homeowner spilling liquids on the carpet, from exposure to sunlight, or from the homeowner's failure to properly maintain the carpet.

11-1-5

**Observation:** Dead spots or voids are observed in padding areas below the carpet surface.

**Standard:** Carpeted areas should not have dead spots or voids.

**Hubble Homes Responsibility:** The contractor will repair or replace padding in the affected areas to meet the performance guideline.

**Discussion:** Since carpet padding comprises a number of materials of various densities and feel, there may be an inconsistent feel even with adequate coverage.

### Vinyl Flooring

11-2-1

**Observation:** Nail pops are observed on the surface of vinyl flooring.

**Standard:** Visible nail pops on floor coverings are considered excessive.

**Hubble Homes Responsibility:** The contractor will repair the nail pops that are visible.

**Discussion:** At the contractor's option, the contractor will repair or replace the floor covering in the affected areas with similar materials and in accordance with manufacturer's recommendations. The contractor is not responsible for discontinued patterns or color variations when replacing floor covering.

11-2-2

**Observation:** Depressions or ridges are observed in flooring because of subfloor irregularities.

**Standard:** Readily apparent depressions or ridges exceeding 1/8 inch are excessive.

**Hubble Homes Responsibility:** The contractor will take the necessary corrective action to meet the performance guideline. The contractor should not be responsible for discontinued patterns or color variations when replacing the floor covering. The ridge or depression measurement is taken at the end of a 6-inch straightedge centered over the depression or ridge with 3 inches of the straightedge held tightly to the floor on one side of the affected area. Measure under the straightedge to determine the depth of the depression or height of the ridge.

11-2-4

**Observation:** Seams or shrinkage gaps show at vinyl flooring joints.

**Standard:** Gaps at joints/seams in vinyl flooring should not exceed 1/32 inch in width. Where dissimilar materials abut, the gaps should not exceed 1/16 inch.

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**Hubble Homes Responsibility:** The contractor will repair or replace the flooring as necessary to meet the performance guideline. The contractor should not be responsible for discontinued patterns or color variations when replacing the floor covering.

**Discussion:** Proper repair can be accomplished by sealing the gap with seam sealer.

11-2-5

**Observation:** Bubbles are observed in vinyl flooring.

**Standard:** Bubbles resulting from trapped air and that protrude higher than 1-16 inch from the floor are considered excessive.

**Hubble Homes Responsibility:** The contractor will repair the floor to meet the performance guideline in accordance with manufacturer's recommendations.

11-2-6

**Observation:** The patterns on vinyl flooring are misaligned.

**Standard:** Patterns at seams between adjoining pieces should be aligned to within 1/8 inch.

**Hubble Homes Responsibility:** The contractor will correct the flooring to meet the performance guideline.

11-2-7

**Observation:** Yellowing is observed on the surface of vinyl floor covering.

**Standard:** The contractor should install vinyl flooring in accordance with the manufacturer's instructions.

**Hubble Homes Responsibility:** If the yellowing resulted from improper installation by the contractor, the contractor will repair or replace the flooring. Yellowing resulting from a manufacturer's defect or from the homeowner's misuse or lack of maintenance is not covered by the contractor.

**Discussion:** Some chemical compounds, such as tar residue from a recently paved asphalt driveway, may cause a chemical reaction with the flooring material and result in permanent damage to the floor. The homeowner is responsible for the proper use and maintenance of the floor. Yellowing caused by the homeowner's improper use of or inadequate maintenance of the floor is not the contractor's or the manufacturer's responsibility.

### Hardwood Flooring

11-3-1

**Observation:** Gaps exist between hardwood floor boards.

**Standard:** At the time of NHO, gaps between hardwood floor boards should not exceed 1/8 inch in width.

**Hubble Homes Responsibility:** The contractor will repair gaps that do not meet the performance guideline.

**Discussion:** Gaps appearing after installation may be caused by fluctuation in the relative humidity in the home. This is a common seasonal phenomenon in some climates and certain areas of the

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home that experience significant shifts of humidity. The homeowner is responsible for maintaining proper humidity levels in the home.

11-3-11

**Observation:** Hardwood flooring has visible scratches and dents.

**Standard:** At the time of NHO, hardwood flooring should not have scratches and dents visible from a standing position under normal lighting conditions.

**Hubble Homes Responsibility:** The contractor will repair flooring the affected areas to meet the performance guideline.

**Discussion:** The wide varieties of solid and engineered hardwood flooring available to homeowners have varying hardness and wear resistance. The contractor is not responsible for the choice of softer material that may be more susceptible to damage during or after construction. High-heeled shoes, pets, and heavy foot traffic will create scratches and dents in all hardwood floors, some more than others.

### Tile, Brick, Marble, and Stone Flooring

11-4-1

**Observation:** Tile, brick, marble, or stone flooring is broken or loosened.

**Standard:** Tile, brick, marble, or stone flooring should not be broken or loose.

**Hubble Homes Responsibility:** The contractor will replace broken tiles, bricks, marble, or stone flooring, and re-secure loose tiles, bricks, marble, or stone, unless the flooring was damaged by the homeowner's actions or negligence. The contractor is not responsible for discontinued patterns or color variations when replacing tile, brick, marble, or stone flooring.

11-4-2

**Observation:** Cracks are observed in the tile grout or at the junctures with other materials, such as a bathtub.

**Standard:** Crack in grouting of tile joints commonly result from normal shrinkage conditions. Cracks that result in loose tiles or gaps in excess of 1/16 inch are considered excessive.

**Hubble Homes Responsibility:** *One time only* during the warranty period, the contractor will repair grout to meet the performance guideline. The contractor is not responsible for color variations or discontinued colored grout. The homeowner is responsible for re-grouting these joints after the contractor's one-time repair.

**Discussion:** The use of elastic substance, grout caulk, at junctures between tile and other materials is often more effective than grout and is considered an acceptable method of repair.

11-4-4

**Observation:** A grout or mortar joint is not a uniform color.

**Standard:** After the grout or mortar has cured, any color variation that is readily visible from a standing position facing the surface at a distance of 6 feet under normal lighting conditions is considered excessive.



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**Hubble Homes Responsibility:** *One time only* during the warranty period, the contactor will repair the joint to meet the performance guideline.

**Discussion:** Grout or mortar cannot be expected to match exactly in repaired areas.

## Fireplace Mortar

12-1-4

**Observation:** A firebrick or mortar joint is cracked.

**Standard:** Heat and flames from normal fires can cause cracking.

**Hubble Homes Responsibility:** Where a firebrick or mortar joint is cracked as a result of normal fires, no corrective action is required by the contractor.

## Concrete Stoops and Steps

12-2-1

**Observation:** Stoops or steps have settled, heaved, or separated from the home structure.

**Standard:** Stoops and steps should not settle, heave or separate in excess of one (1) inch from the home structure.

**Hubble Homes Responsibility:** The contractor will use his or her best judgement in making a reasonable and cost-effective effort to meet the performance guideline.

12-2-2

**Observation:** Water remains on stoops or steps after rain has stopped.

**Standard:** Water should drain off outdoor stoops and steps. Minor amounts of water can be expected to remain on stoops and steps for up to 24 hours after rain.

**Hubble Homes Responsibility:** The contractor will take corrective action to ensure proper drainage of stoops and steps.

## Garage

**Observation:** A garage concrete floor has settled, heaved or separated.

**Standard:** The garage floor should not settle, heave or separate in excess of one (1) inch from the structure.

**Hubble Homes Responsibility:** The contractor will use his or her best judgement in making a reasonable and cost-effective effort to meet the performance guideline.

**Discussion:** The repaired area may not match the existing floor in color and texture.

12-3-3

**Observation:** Garage doors fail to operate properly under normal use.

**Standard:** Garage doors should operate as designed.

**Hubble Homes Responsibility:** The contractor will correct or adjust garage doors as required, unless the homeowner's actions caused the problem.

**Discussion:** The safety sensors can be easily knocked and misaligned so that the doors will not operate properly. The homeowner should avoid storing items near the sensors. Direct sunlight can

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also cause the sensors to indicate that something is blocking the opening and prevent the doors from shutting.

12-3-4

**Observation:** Garage doors allow the entry of snow or water.

**Standard:** Garage doors should be installed as recommended by the manufacturer. Some snow or water can be expected to enter under normal conditions.

### Driveways and Sidewalks

12-4-4

**Observation:** A concrete driveway or sidewalk is cracked.

**Standard:** Cracks (outside control joints) that exceed ¼ inch in width or ¼ inch in vertical displacement are excessive.

**Hubble Homes Responsibility:** The contractor will repair affected areas to eliminate cracks that exceed the performance guidelines using a material designed to fill cracks in concrete.

**Discussion:** Minor concrete cracking is normal and to be expected. Control joints are placed in the concrete to help control cracks and provide a less visible area for them to occur. Cracking can be caused by elements outside of the contractor's control. The repaired area may not match the existing area in color and texture.

12-4-5

**Observation:** Adjoining exterior concrete flatwork sections deviate in height from one section to another.

**Standard:** Adjoining concrete sections should not deviate in heights by more than ½ inch unless the deviation is intentional at specific locations such as at garage door openings.

**Hubble Homes Responsibility:** The contractor will repair deviations to meet the performance guideline.

**Discussion:** Some areas of the country experience lift or settlement at the junction of the garage floor and the driveway which occurs because of seasonal fluctuation in moisture and temperature. Repairs will only be made after the effects of the current seasonal fluctuations have subsided and the true determination of repair can be made. The repaired area may not match the existing area in color and texture.

12-4-7

**Observation:** Water collects or ponds on a sidewalk.

**Standard:** Standing water that is 3/8 inch deep on a sidewalk 24 hours after the end of a rain is considered excessive.

**Hubble Homes Responsibility:** The contractor will repair or replace the affected area to meet the performance guideline.

**Discussion:** The repaired area may not match the existing area in color and texture.

### Landscaping

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13-1-2

**Observation:** Sod, shrubs, plants or trees that were planted as part of the contract are dead.

**Standard:** At the time of NHO, a shrub, plant, tree or sod planted by the contractor will be replaced to meet the performance guideline.

**Hubble Homes Responsibility:** Any shrub, plant, tree or sod planted by the contractor as part of the contract will be replaced to meet the performance guideline.

**Discussion:** After installation, proper lawn and landscape care are the homeowner's responsibility. New landscaping requires adequate watering until roots of planting have become established. Watering is the homeowner's responsibility.

13-1-3

**Observation:** Grass seed does not germinate.

**Standard:** Germination is dependent on certain climatic conditions, which are beyond the contractor's control.

**Hubble Homes Responsibility:** The contractor is only responsible for seeding per the manufacturer's instructions. No corrective action is required by the contractor.

**Discussion:** After installation, proper lawn and landscape care are the homeowner's responsibility. New landscaping requires frequent watering until the roots of plantings have become established. Watering is the homeowner's responsibility.