



**PEPPER VINER HOMES  
WARRANTY GUIDELINES**

**All non-emergency warranty and customer service requests MUST be made in writing. This provides you with documentation and allows Pepper Viner to operate efficiently. Only emergency requests are accepted by phone.**

**Emergency Service:**

The only service requests that will be taken by phone are for emergencies. Emergencies are defined as:

- Total lack of heat or air conditioning – Please be sure that you check that your thermostat is on, that your filters are clean, that your fuses are good, that your circuit breaker is not tripped and that your condensate line is not clogged. These are homeowner maintenance items and NOT warrantable issues.
- Total loss of electricity (not related to a power outage)
- Plumbing leakage that requires water supply to entire house to be turned off
- Total loss of water
- Total sewer stoppage
- A situation that endangers the occupants of the home

If an emergency occurs outside of Pepper Viner's office hours or on a weekend, call the Trade Partner directly using the numbers provided and notify the Customer Service Department of the emergency as soon as possible. Please note that if you place an emergency call and it is determined that your problem is not a warrantable issue, you may be charged for the emergency service.

While we agree with Homeowners that a roof leak is indeed an emergency, the reality is that repairs cannot safely or effectively be performed while the roof is wet. Contact the Customer Service Department with the information, take appropriate steps to mitigate damage, and we will schedule repairs when weather conditions allow.

**Requests for Service:**

The Pepper Viner Customer Service Department will contact Homeowners by mail at approximately 30 days after Close of Escrow and prior to the end of the 1 year anniversary of closing to check on the need for warranty repairs. Requests for service at any time must be submitted to Pepper Viner Customer Service in writing and can be sent by mail, fax, or email.

It is the responsibility of the Homeowner to provide written requests for warranty repairs within the applicable warranty period. Failure to do so will make the warranty non-applicable.



### **Cosmetic Issues:**

Unless it is identified and documented during the Pre-Closing Home Presentation (PCHP) or the Pre-Closing Final Inspection (PCFI) conducted by Pepper Viner with the Homebuyer, the warranty excludes cosmetic damage to items such as:

- Sinks, tubs, and plumbing fixtures
- Countertops
- Cabinets
- Light fixtures
- Mirrors and glass
- Windows and screens
- Tile, carpet, and resilient flooring
- Doors, trim, and hardware
- Paint and drywall
- Finish on appliances

### **Workmanship:**

As required by the Arizona Registrar of Contractors' standards, the workmanship on your home is warranted for up to 2 years unless otherwise specified. Pepper Viner's responsibility under these standards does not extend to items which have been subject to Homeowner neglect or lack of maintenance, modification or abnormal use.

Repairs or modifications made by someone other than the original trade partner(s) on any portion of your home during the applicable warranty period will void the warranty on that particular item or system.

Additional information about the items noted below can be found in your Pepper Viner Homebuyer Manual or by calling the Pepper Viner Customer Service Department at (520) 721-7964 Ext. # 147.

1. **Appliances** are covered by manufacturers' warranties which usually end at 1 year after installation. Service on appliances must be scheduled with the manufacturer. Pepper Viner Customer Service will assist you if needed with getting phone numbers for scheduling. As noted above, cosmetic damage is NOT warranted unless documented at the PCHP or PCFI.
2. **Cabinets** – Adjustments will be made to cabinet doors and drawers as needed to maintain smooth operation for 1 year. Replacement of doors and drawers due to warping will be made for 1 year if there is more than a 1/8" of warping in 30". As noted above, cosmetic damage is NOT warranted unless documented at the PCHP or PCFI.
3. **Carpets** – Carpet seams that have become separated or unraveled will be repaired for up to 2 years. Any carpet that has loosened or pulled away from the tack strip will be re-tacked for up



to 2 years. Manufacturers' warranties will vary and can be determined by contacting the manufacturer.

4. **Caulking** – Caulk that has dried out or cracked will be repaired 1 time during the 1<sup>st</sup> year. After the 1<sup>st</sup> year any repairs to caulk are the responsibility of the Homeowner.
5. **Ceramic Tile** – Cracked and/or loose tiles will be repaired/replaced for up to 2 years. Grout cracks and voids will be repaired 1time during the 1<sup>st</sup> year. Subsequent repairs are a Homeowner maintenance responsibility.
6. **Concrete** – Cracks in concrete driveways, patios and sidewalks that are wider than 3/32” will be repaired for up to 2 years. Ponding in excess of 3/32” for more than 30 minutes will be filled, repaired or replaced for up to 2 years.
7. **Doors** – Interior and exterior doors will be replaced for up to 1 year if they warp more than ¼” in any direction. Doors that rub or stick or that don’t stay open or closed will be adjusted as needed for up to 1 year. Door hardware will be adjusted to ensure smooth operation and locking for up to 1 year. As noted above, cosmetic damage is NOT warranted unless documented at the PCHP or PCFI. Weather-stripping will be repaired or replaced for up to 1 year if it becomes loose or is poorly fitted.
8. **Drainage and Landscaping** – Your yard has been graded to establish positive drainage prior to close of escrow; it is the Homeowner’s responsibility to maintain this drainage after close of escrow. Failure to landscape your backyard will cause the established swales to fill with silt and not drain; this is not warrantable. The plants and trees in your landscape package are warranted for 90 days after close of escrow. Plants that are damaged by weather, animals, pests, or Homeowner neglect and plants already existing on the lot are not covered by the warranty. Leaks or other problems with your drip system lines or with the timer are covered for up to 1 year. Any changes or additions to the original drip system lines or timing zone will void this warranty. Damage to the drip system from freezing temperatures is not covered by the warranty.
9. **Drywall** – Nail pops, corner bead pops and cracks will be repaired 1 time during the 1<sup>st</sup> year. It is preferable to allow your home to settle and repair any cracks close to the end of the 1<sup>st</sup> year.
10. **Electrical** – The parts of your electrical system (switches, duplexes, GFI’s, circuit breakers, smoke alarms, sensors, etc.) are warranted for 1 year. The installation and workmanship of the system is warranted for up to 2 years.
11. **Fire Sprinkler System** – If you have a fire sprinkler system, it should be tested on a monthly basis to ensure it is operating correctly. The system and parts are warranted for 1 year.



12. **Fireplace** – The parts for and the proper operation of your fireplace is warranted for 1 year.
13. **Garage Doors** – The parts and functioning of your garage door is warranted for 2 years from date of installation.
14. **Heating, Ventilation, and Air Conditioning (HVAC)** – The unit and most of the parts are warranted for 1 year from installation. The compressor is warranted for 5 years. If you have a Goodman or Amana system, registering it with the manufacturer within 60 days after the installation will extend the warranty on the compressor and some parts to 10 years for the original owner. The workmanship on the installation of the unit and system is warranted for 2 years.
15. **Light Fixtures** – Light fixtures that fail to operate properly will be repaired or replaced for 1 year. As noted above, cosmetic damage is NOT warranted unless documented at the PCHP or PCFI.
16. **Masonry Walls** – Loose cap blocks will be repaired and tuck pointing of mortar joints will be done for up to 1 year.
17. **Paint** – For up to 1 year, paint touch up will be done on any drywall and stucco repairs done by Pepper Viner. The paint color will be matched as closely as possible.
18. **Plumbing** – The functional operation of plumbing fixtures is warranted for 1 year. As noted above, cosmetic damage is NOT warranted unless documented at the PCHP or PCFI. If your home has a Pressure Regulator Valve on the main water line into the house, check it regularly to ensure that the pressure stays between 50-60 psi. Pressures exceeding 60 psi could cause damage to the plumbing system, which would be the responsibility of the Homeowner. There may be an extended warranty after 1 year on some fixtures that is provided by the manufacturer; this can be determined by contacting the manufacturer.
19. **Prewires** – The parts and proper function of your prewiring for a security system and prewiring for telephones, cable, etc., is warranted for 1 year.
20. **Roofs** – Roof leaks are warranted for up to 2 years. Please note that this warranty does not cover damage or leaks caused by installation of TV antennas, holiday decorations, satellite dishes, etc. Roof tiles broken by someone other than a qualified roofer walking on them will not be covered by warranty.
21. **Septic Systems** – The workmanship on the installation of the system is warranted for 2 years. It is the responsibility of the Homeowner to maintain the proper functioning of the septic system by monitoring what is put into it and ensuring that the septic tank and leach fields are



protected from damage. Limiting your water usage will help prolong the time before your tank needs to be pumped. Trees and shrubs should not be planted near the waste lines or leach fields as their roots can clog up the system.

22. **Solar Water Heaters** – The collectors are warranted for 10 years by the manufacturer; claims can be made directly to the Trade Partner after the initial 2 years. The workmanship on the installation is warranted for 2 years.
23. **Scuppers/Downspouts** – Leaks in joints will be resealed for up to 2 years.
24. **Smoke Detectors** – The parts and function of the smoke detectors in your home are warranted for up to 1 year.
25. **Stucco** – Stucco cracks that are 1/16” or wider will be repaired 1 time only near the end of the first year.
26. **Termites** – The warranty for termite re-treatment is for 5 years from the original pre-treatment which is done before your foundation is poured. At close of escrow the warranty will have about 4 ½ years left. The warranty only covers re-treatment and does not cover any damage that may have been done by termites. This pre-treatment and warranty are specific to termites, and they do not cover any other insects.
27. **Vinyl Floors** – The warranty covers any performance or installation problems in the flooring for up to 2 years. Only the affected portion of the floor will be repaired or replaced. The manufacturers’ warranties on the flooring will vary and can be determined by contacting the manufacturer.
28. **Water Heaters** – Your water heater is covered by the plumbers’ warranty for up to 1 year. There may be additional manufacturers’ warranty on the water heater, which can be determined by calling the manufacturer.
29. **Windows and Screens** – The seals, parts, and proper operation of your windows and sliding glass doors are covered for up to 2 years. There may be additional manufacturers’ warranty on the window after 2 years, which can be determined by calling the manufacturer. Screens are warranted for 30 days only. As noted above, cosmetic damage, such as scratches on the glass or frames, is NOT warranted unless documented at the PCHP or PCFI.