

PERFORMANCE STANDARDS

The following comments are designed to clearly define and describe what to expect in the performance of your new home. Understanding these standards is critical to your satisfaction with your new home. Please read these over carefully. If you have any questions please check with your New Home Sales Consultant, or feel free to call the Builder. It is important to note that the quality standards are set by Hanson Builders. We cannot and will not say the homes we are perfect, but we know that our staff strives for excellence in every home we build.

1. Concrete

Concrete foundations, walks, and drives can develop cracks due to characteristics of expanding and contracting of concrete or settling due to the soil on which they are laid. There is no known method of totally eliminating this condition. Protect your exterior concrete by sealing it. It is also important to keep it free and clear from ice and snow. *Thompson Waterseal* is a good and recommended concrete sealer. Do **NOT** apply salt in any form. By applying salt or allowing salt to accumulate, you are subjecting your concrete to scaling and pitting. There is no warranty on this type of damage. Concrete poured late in the season may have some darker and lighter areas. This is normal and should lighten over time.

Shale “pops” – most all concrete contains some shale rock. Shale is a softer rock that absorbs moisture. This moisture can cause a small “pop” in the surface of the concrete in the winter caused by the freezing of the moisture and the expansion it creates. We have no control over the amount of shale present in the aggregate of the concrete. These “pops” in the surface are not structural failures and are not warrantied in any way.

NOTE: Salt dripping off of autos may cause chemical damage to the concrete surface or even the foundation at the front corners of the garage. It is important to keep the salt clear of these areas. Sealers will help to protect the foundation and the concrete in these areas.

2. Concrete Driveways and Sidewalks

A good concrete sealer is recommended to be applied yearly prior to winter. Do not use salt on concrete. It will cause scaling and peeling of the surface. Residential driveways are not designed to have heavy trucks driving on them (ie: heavy trucks carrying landscape rock). It can cause excessive small cracks. Different shipments of concrete poured at different times may have slightly different colors. These will become more uniform with time. If it is determined by the builder that a section of driveway, sidewalk, or patio needs to be replaced or repaired, only the problem area will be replaced or repaired. The color shading of the new concrete may be different than the remaining concrete. Concrete is not replaced simply for color variations.

Slight mortar flaking over the course aggregate (rock) particles may occur in isolated areas. The presence of slight mortar flaking does not necessarily lead to more extensive concrete scaling (ie: the integrity of the concrete remains intact). This is not a warranted defect; no concrete will be replaced because of this occurrence.

PERFORMANCE STANDARDS (con't)

3. Concrete Front Stoop

A concrete stoop is often poured early on because of its structural impact on a house. Frequently, a chip may occur on the front edge during the construction process. If this occurs, the chip will be patched with an epoxy concrete patch. We will match the color as close as possible. Problems with a concrete stoop are repaired; however a concrete stoop is NOT replaced.

Some white efflorescence may occur on front stoops. This leaks out from the concrete and is unavoidable.

4. Asphalt Driveways

Do not park heavy trucks or trailers on the asphalt. It is recommended to seal coat asphalt driveways on a regular basis. Use a high quality seal coat. NOTE: There may be some flatter spots that may hold a small amount of water puddling after a rain. The more level the driveway, the greater the chance of this occurring.

5. Brick & Stone

In all brick applications the ends of the brick (referred to as the "heads") are shown to some extent. In rallock and special coursing, the "heads" will often face forward. These heads may have a slight variation in color from the face. Brick may discolor due to the elements, rain runoff, weathering or its innate materials. White "salts" may also appear on the surface of some *(mostly dark color) brick. To help control this, we suggest putting gutters on the areas above the brick to direct the water in a different area. Hanson Builders is not responsible for discoloration that may occur. Small cracks may appear in the brick mortar or in the stone veneer. This is normal and not a warranty item.

6. Uniformity

Non-uniformity in appearance of Antique Brick, Stone, or Rock Face Brick is not warranted.

7. Cracks in the Brick & Stone

Cracks can develop in the mortar used in bonding bricks or stone together. This is a normal condition due to shrinkage in either the mortar, the brick, or the lathe base of the stone and cannot be totally avoided.

PERFORMANCE STANDARDS (con't)

8. Stucco

Stucco is very susceptible to stains of all kinds (ie: water splashing, rain runoff, lawn sprinkling, shingle staining, cedar trim board staining, discoloration around window openings, etc.). We utilize accepted industry standards to help prevent these types of stains; however, no total prevention is practiced. No warranty is given on prevention or removal of stains on stucco. We strongly recommend doing gutters around the whole house when doing a complete stucco home. NOTE: Some small stain can be removed with *Restoration Cleaner* by Sure Clean (Call 763-571-4007) and follow the instructions. **Cracks in stucco are inherent in the nature of the product. Small hairline cracks will develop and cannot be prevented, but will not cause any long term problem.

9. Siding

It is common in cement board to have butt joints with gaps not to exceed 1/4". All homes have a building paper wrap under the siding.
NOTE: With cement board siding, the siding is nailed only at the top. As a result, the bottom is "loose". This is the manufacturer recommended installation. The "loose" siding is normal.

10. Gutters

Certain designs may require gutters around some sections of the house to eliminate potential water seepage into your basement. This is the responsibility and expense of the buyer/owner. The Builder will help you decide where the gutters should go. Gutters may be added at any time, but it is best to do it at Final Plan Review. It is important that gutters be kept clean and clear of obstructions in order for them to work properly. Running gutters into an underground pipe to divert water away from sidewalks may not work in all seasons. During the winter the ground will freeze up and can cause backup in the downspouts and gutters. When this

happens the ice can damage your sidewalk and your gutters. Gutters are recommended to divert large volumes of water away from retaining walls.

11. Garage Doors

Garage doors have weather stripping, but are not totally water tight. You will see some light around most garage doors. There may be some small gaps at the bottom of the door where the door weatherstrip meets the concrete. Water might come back under the doors, particularly in the corners. The only way to mostly prevent this water from coming in is to use a glue-down rubber threshold that attaches directly onto the concrete floor at the point of door contact. This option is available from our garage door companies, but it is important to note that it will also retain the water that drips off your cars in the winter time.

PERFORMANCE STANDARDS (con't)

12. Asphalt Shingle Roofs

Under certain conditions of light and reflection, you may see imperfections caused by the sheathing seams under the shingles. This is normal and cannot be eliminated; however, an upgraded laminated shingle will help hide this tendency better than a standard 3 tab shingle.

Solid colored roofs may show some variation in shade at certain angles of reflection. This is caused by the varying absorption and reflection of light from the minute granules that make up the surface of the shingles. The position of the granules cannot be controlled by the manufacturer. Some surface marring will occur when shingles are installed. They are small and are only visible while on the roof and not from the ground. They do not affect the warranty. This is normal.

13. Roof Damage

Roof damage caused by someone walking on the roof (ie: installing radio or television antenna) or damage due to high winds is not warranted.

14. Snow/Ice on Roofs/Ice Dams

It is the responsibility of the homeowner to remove excessive snow built up on your roof. This is a homeowner preventative maintenance issue. Ice dams caused by improper ventilation or insulation will be corrected by the Builder. However, the Builder is not responsible for any ice dams caused by variations in the directional

orientation of roof surfaces, heat from the sun, seasonal and extreme daytime/nighttime temperature swings, freezing rain, backed up gutters, or to other problems due to the forces of nature beyond the control of the Builder. Sometimes a simple heat tape on a north section of a roof or gutter is needed to keep snow that melts off of a south facing section from refreezing and forming an ice dam on the north side.

Occasionally on certain homes where a higher section of roof, facing south, sheds water onto a lower section of roof facing north, you will get the potential of ice damming. The sun will melt the snow on the south roof (even though the temperature is below 32⁰). However, when the water hits the north roof surface (which remains below 32⁰) it will re-freeze. These forces of nature are beyond the control of the Builder. Two options exist. First, you may need to keep those specific areas clean of snow build-up to minimize the amount of ice formation. Second, often a simple heat tape will keep an “open channel” so water can get out from behind the “dam”. Remember, your roof and siding are designed to shed water; they are not designed to keep out a standing pool of water which can occur with ice dam build-up.

PERFORMANCE STANDARDS (con't)

15. Skylights

Skylights are not the best to use in Minnesota, especially on the north side of your home. Severe cold temperatures followed by very mild days will produce condensation and moisture problems. Staining and discoloration of the sheetrock around the skylight may occur and cannot be warranted.

16. Cantilever Areas, Floors in Bay Window and Porches on Posts

All cantilevered floor areas will be colder in the winter time. Even though they are insulated, the lack of any warm air under these spaces will make the floor surface cold to the touch.

17. Cedar Decks

Cedar decks require regular maintenance on the wood or it will turn gray and some splitting and drying out will occur.

18. Wood Front Doors

Wood front doors will warp and move with changes in humidity and temperature. This is especially true of double front doors (the arched doors are very susceptible). This is unavoidable with a solid wood door. We have chosen to use wood front doors in spite of this for their richness and beauty. The only way to avoid that movement is to use a steel or fiberglass door, which we prefer not to do.

19. Glass

Broken glass after possession, glass scratched during builders or buyers cleaning process, is not warranted. De-silvering of mirrors around whirlpools and tubs is not warranted. The use of ammonia cleaners on mirrors will cause the silver on the back of mirrors to eventually turn color at the edges. This is not covered under any warranty.

Window stress cracks are warranted for 12 months from the date of closing. No further warranty exists on stress cracks in glass.

Seal failures on Anderson units are warranted for 20 years by the factory. (covers glass only – labor to replace it is only included for the 1st year.)

20. Drywall & Paint Touch-up

Shrinking of the wood framing, settlement cracks in drywall, nail pops or seam “ridges” can appear during the “drying out” process of your home., This is normal and beyond the control of the Builder. After one year of “drying out” the Builder will return and repair necessary spots in the drywall as determined by the Builder. Those spots will be touched

PERFORMANCE STANDARDS (con’t)

up with the extra paint from the original painting; however, there may be some slightly noticeable differences in the color after one year due to aging, dirt, dust and possibly smoke accumulation on the walls. Complete rooms will not be repainted. In many cases we gratuitously tape the stairway to the unfinished basement if applicable. However, unless this is a finished space, (ie: with carpet and millwork) we do not repair nail pops and cracks in this area. (See wallpaper note).

Drywall & Paint Touch-up (con’t)

Occasionally a ceiling must be repaired during construction or during the warranty period. Entire ceilings are not re-sprayed because of a small repair patch. We will do our best to match up the repair as close as possible to the existing color and texture. Smoking inside your house will rapidly discolor the ceilings.

21. Enamel Touch-up

It is normal for millwork to shrink and the enamel to crack in the joints. Repairs are made by filling the cracks and touching up with a brush or roller. The enamel is NOT re-sprayed. It will be left to the Warranty Manager’s discretion as to which cracks are acceptable and to which ones need repair.

22. Wallpaper

No warranty of any kind is given by the Builder for wallpaper. Repair to wallpaper is NOT included under any warranty repairs. The Builder is not responsible for ceiling or wall corner cracks that develop from sheetrock tape being cut during wallpaper installation. It is recommended that wallpaper not be installed for at least a year. That way if there is any kind of drywall corrections needed, the Builder can make those repairs for you. If wallpaper is applied, it is the homeowners’ responsibility to remove the paper before the Builder repairs the drywall.

23. Ceilings

Smooth painted ceilings will show some drywall imperfections. Especially with white ceilings, reflecting lights, and shadowing, this cannot be avoided. This is very noticeable when the lights are mounted directly on the ceiling.

24. **Millwork**

Wood shrinkage in millwork or cabinets may occur over the first year. Woods, cabinets, paneling, doors and wood trim all have variation in wood grain and color. Some lengths of millwork pieces must be spliced. When this happens you will see color and grain variations. These variations cannot be controlled. (Unfortunately, they are often not even noticeable until after the stain and varnish are applied.) Pieces of millwork are **not** replaced because of these variations. Scratches and/or dings in wood occasionally occur

PERFORMANCE STANDARDS (con't)

in all jobs. We use the utmost care to avoid this, but it still may happen. If this occurs, we will fill or repair the damaged area to match as close as possible to the original color. The original piece of millwork is generally not replaced. Knotty Pine, Knotty Alder, and Knotty Cedar paneling are rustic types of wood. They tend to have many more imperfections than clear wood. This is normal for this type of wood.

25. **Tile**

Hairline cracks in cut or notched ceramic or marble tiles (ie: around newel posts) may occur and often cannot be replaced. All cracked in-field tile will be replaced during the first year. We do not recommend ceramic floors in kitchen as they are tiring to stand on for long periods and the large area of a kitchen floor over the top of floor trusses that span a large distance will often result in cracked grout or tile over the years. This can be minimized by adding more trusses and increasing the live load rating of those trusses. This is an additional expense if you choose to upgrade to ceramic in the kitchen. Ceramic floor heights are almost always different than wood or carpet. We will slope the edge of the ceramic or make a transition piece to “ramp” the difference.

26. **Countertops (Plastic Laminate)**

Stay away from glossy laminate tops – they scratch very easily. Maximum size laminates are 5' x 8' and 5' x 12' (depending on the specific color and brand selection). As a result, there will be seams in tops that are larger than those measurements.

27. **Appliances**

All appliances are warranted and serviced directly by a Factory Technician. We are not authorized to do service work on appliances. See your Owners Manual for service phone numbers. Hanson Builders does not warranty any appliance.

28. Plumbing Faucets

Frequently the aerators on faucets will fill up with large particles in the water. They can be unscrewed and carefully cleaned out. This is normal maintenance and is not covered under the warranty.

29. Vinyl Floors

Vinyl floors show some imperfections from the plywood underlayment and the floor stone filler putty under the vinyl floor. Small scratches in the surface of vinyl floors cause by sand trapped under shoes and chair legs will happen and cannot be warranted by the Builder. Felt pads or using an area rug under your table will help. Small ridges and small bumps that develop in the vinyl due to slight shifting of the wood underlayment or concrete underneath is unavoidable and is not covered under any warranty. Small dents in vinyl are normal. Defects or damaged areas can often be repaired by cutting in a new

PERFORMANCE STANDARDS (con't)

piece. It is important for you to save any excess vinyl pieces, if they exist so we can match the floor with the same run number. Occasionally during construction, a vinyl floor may be cut or damaged. The cuts will be filled and sealed. Any damaged vinyl will be replaced with a new small piece of vinyl and sealed. These are the same types of seams that occur at all the joints involving two or more pieces. The entire vinyl floor is not replaced because of a small damaged area.

30. Hardwood Floors

Wood floors are subject to some movement and shifting. As a result there will be a limited amount of noise with such floor applications. Wood floors shrink and expand with changing humidity. This is normal and cannot be eliminated. Cracks will appear between the pieces of flooring. This is especially true in the winter during lower humidity. Excessive moisture around exterior doors may cause some cupping of the wood planks. This will mostly flatten out again when the wood dries out. We recommend that all exterior doors off areas with wood floors, not protected by an overhang should have a storm door installed. You can hire Hanson Builders to do it, or you can find your own source.

If you need to pull your refrigerator out from the opening and you have wood flooring in your kitchen, you **SHOULD** put something hard under the refrigerator wheels to roll it onto (sheet metal, plastic laminate pieces, 1/4" plywood). The wheels from the refrigerator may leave marks in the floor (especially on cherry or walnut) these marks are not covered under warranty.

If there is some type of major flaw in your wood floor, we will touch up that specific area to match as close as possible. The entire floor will not be re-sanded or

refinished. Individual boards will not be replaced. Remember, these are floors, not furniture tops. There will be imperfections in the finish (cloudy spots, air bubbles, spots with excessive polyurethane, etc.). If there is any question about the quality or acceptance of your floor, it must be done at the Final Orientation/Walk Through with your Builder. No re-work is done on any wood floor unless it is agreed upon and noted on the Customer Walk Through form prior to closing.

31. **Color Variation**

Color variations of any selection due to dye lot or run differences cannot be controlled or warranted, (ie: carpet, stain, color, vinyl, ceramic, plastic laminate, siding, shingles, marble, etc.).

32. **Extended Warranties**

Extended warranties from the factory are not performed by, or guaranteed by Hanson Builders (ie: siding, shingles, furnaces, A/c, hot water heaters etc.). Service on these extended warranties is obtained directly from the factories or manufacturers involved.

PERFORMANCE STANDARDS (con't)

See your extended warranty forms given to you at the walk through or closing. Make sure you mail in any warranty registration cards for products installed in your home.

33. **Landscape**

There is no warranty on any plants or trees damaged by wildlife or acts of nature (ie: storms). Trees and shrubs are warrantied for one growing season. There is no warranty for any plants from winter kill. All claims of failed plants must be made prior to winter. There is no warranty at all on flowering plants (annual or perennial).

34. **Trees**

No warranty or liabilities are given for death or damage to existing mature trees that may or may not be related to the construction of a new home. If the city where the house is being built requires trees of a certain size and/or number to be planted, (whatever the reason) the cost of those trees must be paid for by the home buyer or be part of the landscape contractor allowance.

35. **Weeds**

The Builder is not responsible for weed control from an unfinished lot to a finished lot. (Note: All unfinished lots will have “weeds”. These weeds will spread unless proper herbicides are applied.)

36. **Lot Corners**

The lot corners are marked for the Builder for construction of your home. After occupancy, it is the homeowner’s responsibility to keep track of their location. We **strongly recommend** that you have a survey company mark your property lines prior to installing a fence or building anything that is permanent. It is cheap insurance and way less expensive than moving a fence that is installed in the wrong place.

37. **Alterations to grading**

Your lot has been graded to insure proper drainage away from your home. Should you or a landscaper you hire wish to change the drainage pattern during your landscaping, installation of patio, service walks or other activity, be sure the proper drainage slope is retained. We assume no responsibility for the grading, subsequent flooding or stagnant pool formation if the established pattern is altered. **AFTER FINAL GRADING INSPECTION AND CERTIFICATION IS SET, MAINTAINING THE SOIL LEVELS AT THE CORRECT FINISH GRADE IS THE RESPONSIBILITY OF THE HOMEOWNER (BUYER).**

PERFORMANCE STANDARDS (con’t)

38. **Clay Soils**

There are several inherent problems with clay soils that are not warrantable. An awareness of these problems and possible solutions may help minimize serious problems.

- It takes seven years for clay to reach 95% compaction. Consequently, you will find continual settling around the building and in the area that sewer and water was brought into the house. Several heavy rains are an absolute must prior to any final grading and landscaping. **NOTE:** After the final grade, it is the responsibility of the homeowner to maintain proper grade.
- Keep an eye on your sump basket to verify your sump pump is working properly. you may find that you need a sump pump installed. **NOTE:** According to all city codes, the water must be pumped outside and not into your sewer system. When we install a sump pump, the price only includes

pumping the water to the outside of the building. If you wish to have it piped under the sod or someplace specific, the cost of that is additional and must be paid for by the homeowner.

- Clay soils maintain a very high water content, which in turn creates some special problems in the winter. When the water in the clay freezes it expands, causing whatever is above to lift up and shift. It is not uncommon for concrete sidewalks, concrete driveways and garage slabs over clay soils to raise up significantly (several inches) upon freezing, and settle down again upon thawing. Small cracks may occur, but the structural integrity remains intact. These cracks are not warranted.
- Concrete driveways in clay soil receive an enormous amount of movement associated with frost heaving during winter freeze up. This yearly movement may cause some cracking or occur over time. This type of cracking is not warranted.

I (We) have read or will read the Performance Standards section of this manual.

Buyer _____

Date

Buyer _____

Date

Builder _____

Date

