



2024 New Home

WARRANTY

and

PERFORMANCE

STANDARDS

ritz-craft.com

Peace of Mind.



Ritz-Craft, The Builder, & The Homeowner

Ritz-Craft wishes to fully disclose the relationship of all parties. Modular components ordered by the Builder are understood to be part of a new home construction contract between the Homeowner and the Builder. Ritz-Craft intends to manufacture the modules and related component parts to the specifications of the order placed by the Builder. It should be further understood that Ritz-Craft has no knowledge of details and contractual arrangements between the Builder and Homeowner.

Occasionally, Ritz-Craft personnel will provide some sales assistance during plant visits and/or function as liaison between the Builder and the Homeowner by providing information to facilitate the home ordering process. All discussions with Ritz-Craft personnel are not binding; as the contract documents between the Builder and the Homeowner are understood to be the only binding contract between the parties. All builders that are approved to purchase modules and home components from Ritz-Craft are independent business entities and are not agents of Ritz-Craft.

This new home was inspected with many control checkpoints by Ritz-Craft personnel and also by a third-party state-authorized agency to monitor hundreds of quality and code related items. This commitment to providing quality workmanship has given Ritz-Craft a reputation for building superior homes. Any defects noted that are covered by Ritz-Craft's warranty policy will be rectified in conjunction with the Builder.

This manual distinguishes the responsibilities of Ritz-Craft, the Builder, and the Homeowner. The manual explains Ritz-Craft's One-Year Limited Warranty which covers the house for the first year beginning the date of delivery. An additional warranty covering the structural components of the home is underwritten by "2-10 Home Buyers Warranty, is also described in this manual.

Other items included in this manual are a guide to the process of identifying and reporting defects, a specific list of actions required to address your needs and concerns within the warranty period, and Ritz Craft's performance standards.

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Responsibility of Ritz-Craft



One Year Limited Warranty

The following pages outline Ritz-Craft's warranty, warranty exclusions, performance standards, and procedures for requesting warranty service work. Included in this description are limitations that define the responsibilities of other team parties and their responsibilities including site preparation, routine installation care and preventative homeowner maintenance. Ritz-Craft warranty responsibility will be defined by the application of products that was installed by Ritz-Craft during the manufacturing process. This Limited Warranty is provided to the original purchaser of the home and is not transferable to other parties. Ritz-Craft asks that you read the following pages carefully.

Coverage Period

The warranty covers only those substantial defects which become evident during the warranty period and where written notice is provided to your builder, as described herein. Ritz-Craft warrants the structural components and mechanical systems (electrical, plumbing, HVAC if applicable) in each home to the original purchaser. The warranty period begins on the date of the original delivery and extends for a period of one year from the delivery date.

This is a repair warranty and not a replacement warranty. Ritz-Craft shall at its discretion choose between repair and replacement as the method to remedy defects. Ritz-Craft reserves the right to substitute materials of like design or quality, if necessary, to remedy a warranty issue. Ritz-Craft reserves the right to change the parts and design of its homes from time to time without notice, and with no obligation to maintain spare parts or to make corresponding changes in products previously manufactured. Repairs will be made to industry standards using accepted industry methods. All expenses incurred by Ritz-Craft to remedy the defects will be borne by Ritz-Craft. All expenses incurred by the Builder or Homeowner in arranging for warranty service shall be borne by the Builder or Homeowner.

For model homes that are sold from a sales center, the warranty will only apply to (1.) Structural Defects that are not caused by relocation of model home, (2.) Plumbing defects (defective fixtures, and plumbing leaks), and (3.) Electrical defects in devices (i.e., water heaters, furnace, kitchen appliances) that are non-operational at sales center. Appliances will not be replaced for physical damage, but they will if they do not function properly. This warranty will be applied to the model home for 6-months from the date of sale (Builder to Homebuyer). Ritz-Craft must be notified of date of sale from builder to homebuyer.

Limitation of Liability

It is understood and agreed that Ritz-Craft's liability under this warranty, whether in contract, in tort, in negligence or otherwise, is limited to the remedy provided in this warranty. Ritz-Craft's obligations under this limited warranty are limited to repair and replacement. Under no circumstances shall Ritz-Craft be liable for any special, indirect, or consequential damages, including and without limitation to, any damages based on a claimed decrease in the value of the home, even if Ritz-Craft has been advised of the possibility of such damages. This limited warranty is the only warranty applicable to this purpose. All other warranties, express or implied, including, but not limited to, all implied warranties of fitness, merchantability, or habitability, are disclaimed and excluded. There is no warranty of any nature made by warrantor beyond that contained in this warranty. No person has authority to enlarge, amend or modify this warranty.

Exclusions

1. Any home registered or located outside the United States.
2. Any problem resulting from failure to comply with instructions contained in this manual and/or the technical installation manual.
3. Alterations and their cause & affect that deviate from the original manufacturer specifications.
4. Defects or problems caused by or related to:
 - a. Improper installation positioning, leveling, fastening to foundation, or soil conditions at the home site.
 - b. Settling of soil and improper site preparation as defined by the local and regional requirement.
 - c. Use of any fuel burning portable heaters.
 - d. Abuse, misuse, neglect, or accident.
 - e. Alteration, modification, or transportation of the home to a new location.
 - f. Normal deterioration caused by wear-and-tear or exposure.
 - g. Failure to use the home as a permanent domicile.
5. Loss or damage caused by or resulting from accidents, riots, civil commotion, theft, vandalism, fire, explosion, power surges or failures, smoke, water escape, falling objects, aircraft, vehicles, acts of God, lightning, windstorm, hail, mudslide, earthquake, and volcanic eruption.

6. Loss or damage caused directly or indirectly by flood, wind driven water, surface water, waves, tidal waves, overflow of a body of water, or spray from any of these. Pooling of water from inefficient drainage systems, changes in the water table, or water below the surface of the ground (including water which seeps, leaks or exerts pressure on a building, side wall, driveway, foundation, swimming pool or other structure), wetlands, springs, or aquifers.
7. Loss or damage caused by soil movement of any kind.
8. Loss or damage to the home, persons or property directly or indirectly caused by insects, birds, vermin, rodents, other wild or domestic animals.
9. Loss or damage resulting from use of the home for non-residential purposes.
10. Any condition which does not result in actual physical damage to the home, including but not limited to inhabitability or health risk due to the presence or consequence of unacceptable levels of radon gas, formaldehyde, or other pollutants and contaminants, or the presence of hazardous or toxic on-site materials.
11. Bodily injury or damage to personal property.
12. Loss or damage caused by or resulting from abnormal loading or structural elements.
13. Routine maintenance such as adjusting doors and windows, caulking, drywall cracking, tightening screws or maintaining electrically operated equipment.
14. Items not defined during applicable inspection procedures.

Warranty & Performance Standards

The following section represents Ritz-Craft's Warranty and Performance standards, and lists when the defined problems are the responsibility of Ritz-Craft and when they are not. In addition to our policies, it will benefit you to read any other warranty program manuals that came with your new home. Other warranty coverage, if any, from the Builder may be covered in the builder agreement. Ritz-Craft makes no warranty commitment on behalf of the Builder. The Builder is responsible for the inspection the house at the time of delivery. If there are any warranty infractions, it is the Builder's responsibility to have pictures and written documentation of the infractions turned into Ritz-Craft's Service Department within 10 business days of the delivery. Ritz-Craft will not be held responsible for making corrections to these warranty issues that are not turned in within this time period.

1. Floor Systems:

a) Uneven Framing:

Uneven floor joist causing high or low areas to exceed ¼" within a 32" distance is a defect. Ritz-Craft will perform corrective measures under the one-year limited warranty. Uneven framing at the marriage of module(s) and floor slopes which exceed ½" over 10' (measured in the direction of the slope) are the responsibility of the Builder and/or their subcontractors.

b) Floor Squeaks:

Floor squeaks are often a temporary and passing condition caused by lumber shrinkage and temperature changes. Any isolated floor squeaks that are deemed to be caused by the set (i.e., squeaky lags, marriage line crossovers) are to be remedied by the builder. Floor squeaks that are located in factory-installed areas are covered by the one-year limited warranty.

c) Damaged Floor Coverings):

Ritz-Craft will repair or replace this defect under the one-year limited warranty ONLY if it is noted during the module receiving inspection. Any damaged floor coverings not noted during the module receiving inspection are not warrantable. Carpet may need to be re-stretched upon receiving the module(s). This adjustment is not covered under the Ritz-Craft one-year limited warranty.

d) Discontinued Colors & Patterns:

Manufacturers of floor covering products often discontinue certain brands, colors, and patterns. Due to this fact, Ritz-Craft cannot assure repair and replacement of damaged floor coverings with exact product, color, and pattern matches.

Discontinuation circumstances of this nature will be treated on an individual basis with alternatives offered by Ritz-Craft.

2. Wall Systems:

a) Wall Bow:

All interior and exterior walls have minor inconsistencies. Walls that bow in excess of ¼" within a 32" measurement is considered to be a defect, and Ritz-Craft will perform corrective measures under the one-year limited warranty.

b) Wall Plumb:

Walls which are out of plumb in excess of $\frac{3}{4}$ " within a vertical measurement of 8' are a defect (Corresponding to the levelness of the floors/foundation) and Ritz-Craft will perform corrective measures under the one-year limited warranty.

c) Screw Pops, Cracks or Loose Panels in Drywall and VOG:

Due to the vulnerable nature of drywall during transportation and site installation, screw pops and visible stress cracks are required to be repaired in the field following the module set process. Ritz-Craft is not responsible for these defects on drywall found after home is delivered and/or set.

This standard also applies to VOG (vinyl over gypsum) panels and their associated batten strips. Ritz-Craft will however repair visibly loose or broken wall panels under the one-year limited warranty, as deemed necessary.

3. Ceiling Systems

a) Ceiling Bow

All interior and exterior ceilings have minor inconsistencies. Ceilings that bow in excess of $\frac{1}{4}$ " within a 32" measurement are considered a defect. Ritz-Craft will repair this defect under the one-year limited warranty.

b) Transit Cracks & Loose Ceiling Panels:

Due to the fragile nature of the finished drywall, cracking may occur. This may occur during the transportation/installation of the unit. Stress cracks on drywall surfaces from transportation/installation are not considered warrantable items. Ritz-Craft will however repair visibly loose or broken ceiling panels under the one-year limited warranty, as deemed necessary.

c) Ceiling Ridging

Ridging can result from the gypsum panel joint being forced together due to wood framing members shrinking. Centerline cracking can result from stress being exerted on the gypsum panel joints due to wood framing members swelling or shrinking from exposure to periods of high or low temperature and humidity fluctuations. Ritz-Craft checks all our lumber to make sure it is within the moisture content parameters. Due to the variable site conditions beyond Ritz-Craft's control, this does not fall under the Ritz-Craft warranty coverage.

4. Roof Systems

a) Leaks:

Completion of the finished roofing on the home is a joint effort between Ritz-Craft and the Builder due to some roofing components being installed by Ritz-Craft and some roofing components being installed onsite by the Builder. Roof leaks in areas that are factory-installed are covered under Ritz-Craft's one-year limited warranty. Roof leaks in areas that are installed in the field are not covered under Ritz-Craft's one-year limited warranty. If leaks are found due to roofing components installed by Ritz-Craft that are not installed according to the manufacturer's installation instructions, they will be covered under Ritz-Craft one-year limited warranty.

b) Truss Bow/Decking Inconsistencies:

Ritz Craft will repair inconsistencies of ½" in a span of 32" under the one-year limited warranty, if reported in the module receiving inspection prior to roof alterations performed on-site, i.e., spray foam on roof.

5. Insulation

a) Inadequate Insulation:

Due to site conditions and set crews disturbing blown or batts insulation, it is the builder's responsibility to relevel the insulation after the house is delivered and set.

b) Spray Foam Roof Insulation

Ritz-craft bears no responsibility of any inconsistencies in roof coverings that may appear after the installation of spray foam insulation

6. Doors:

a) Door not square in frame:

All doors are inspected for proper operation at the factory. Transportation and set processes often cause doors to shift in their frames. All minor adjustments (i.e., adjustments to hardware/latch, shimming without full reset) are the Builders responsibility. If a door adjustment requires the unit to be removed and re-set, this is a Ritz-Craft warranty item.

b) Damaged Door/Hardware:

Ritz-Craft will cover this defect under the one-year limited warranty only if it is noted during the module receiving inspection. Any defect not noted during the module receiving inspection will not be covered by the one-year limited warranty.

c) Air Drafts

Ritz-Craft will perform corrective measures under the one-year limited warranty for any air drafts discovered between the rough opening and the edge of the door frame.

7. Windows:

a) Inoperable Window:

Ritz-Craft will repair a window that requires a force of 25 pounds or greater to operate under the one-year limited warranty. Often times, if a window will not open with ease it is due to dirt build-up or it needs proper lubrication. Ritz-Craft recommends vacuuming any dirt/debris build-up from the window track where the sash slides up and down, and then following with a spray lubricant in the track. If a window is out of square more than $\frac{1}{4}$ ", Ritz-Craft will perform corrective measures under the one-year limited warranty.

b) Broken Glass:

Ritz-Craft will replace this defect only if it is noted during the module receiving inspection under the one-year limited warranty. Any defect not noted during the module receiving inspection will not be covered under the Ritz-Craft one-year limited warranty.

c) Condensation or Frost:

Any condensation or frost discovered on the interior or exterior of the window is not covered under the one-year limited warranty. Any condensation or frost discovered between the windowpanes is the responsibility of the window manufacturer. Refer to window manufacturer warranty. After one year, Ritz-Craft is not responsible for warranty parts and labor on windows in the home. Each window manufacturer offers their own extended warranty coverage that will replace defective parts (i.e broken gas seal in sashes) but they will not cover the labor costs for the replacements.

d) Air Drafts:

Air Drafts discovered within the perimeter of the window frame is the responsibility of the window manufacturer. Ritz-Craft will perform corrective measures under the one-year limited warranty for any air drafts discovered between the rough opening and the exterior edge of the window frame.

e) Damaged Screens:

Ritz-Craft will replace this defect only if it is noted during the module receiving inspection under the one-year limited warranty. Any defect not noted during the module receiving inspection will not be covered under the Ritz-Craft one-year limited warranty.

8. HVAC:

a) Inoperable HVAC System:

Under the one-year limited warranty, Ritz-Craft will repair or replace an inoperable HVAC system (boots, registers, ductwork, or appliance) only if there is a factory-installation problem source. Any defects that are sourced from the furnace manufacturer must be submitted through the manufacturer's warranty. Any defects that are a field installed problem source are not covered under the Ritz-Craft warranty.

9. Plumbing:

a) Leaks:

Leaks in piping, gas lines and appliances installed in the factory are defects. The Builder is responsible for checking all visible threaded fittings (and tightening if necessary) prior to water or gas being introduced into the system. Ritz-Craft will repair or replace factory installed PEX/PVC fitting leaks under the one-year limited warranty.

b) Damaged Fixtures (Sinks, Tubs, Showers & Toilets):

Ritz-Craft will repair or replace this defect only if it is noted during the module receiving inspection under the one-year limited warranty. Any defect not noted during the module receiving inspection is not covered under the Ritz-Craft one-year warranty. Minor shower door adjustments are not covered under the one-year limited warranty. If the shower door requires a full pull-and-reset, it is covered

by the Ritz-Craft one-year limited warranty. Ritzcraft will warrant the repair of shower doors that are found to be leaking for up to one year.

10. Electrical:

a. Defective Outlets, Switches, Breakers, Circuits or Fixtures

The Builder is responsible for providing adequate information to troubleshoot any. Electrical issues before Ritz-Craft provides service for reported defect. If there are defective outlets, switches, breakers, or any other fixtures, Ritz-Craft will determine necessary corrective measures under the one-year limited warranty.

11. Interior Paint:

a) Primer Inconsistencies:

Ritz-Craft applies primer using two-step application process (spray application followed by back rolling). Due to conditions beyond Ritz-Craft's control, slight inconsistencies in shade may occur. A finished paint is required and is the responsibility of the Builder or Homeowner. Use of gloss or semi-gloss paints is prohibited to be used within the one-year limited warranty period. Any repairs performed will be repaired with a primer base.

12. Interior Trim Finish:

a) Molding Joint/Caulking Joints:

Molding joints/caulking joints are prone to separation during transportation, humidity changes, and setting of the module. Builders are responsible to touch up with caulk and putty and re-secure when necessary. The Ritz-Craft warranty will cover instances of poor miter joints and loose trim that was insufficiently fastened.

b) Molding Finish

The trim molding that Ritz-Craft installs is finished with a white primer paint and the nail holes are filled with a white putty. It is the responsibility of the homeowner to apply the finished paint to the trim, if so desired.

13. Cabinets & Countertops:

a) Damaged Cabinets:

For any defects noted during the module receiving inspection that cannot be repaired by the builder with the general touch-up kit provided will be replaced/repared under the one-year limited warranty. Any defects not noted during module receiving inspection will not be covered by the Ritz-craft one-year limited warranty.

b) Cabinet Door Adjustments

Cabinet door adjustments are made in the plant before shipment, but further adjustment may be required by the builder after the home is set.

c) Gaps between the Countertop & Wall:

Gaps less than 1/4" are to be expected and are not covered by the Ritz-Craft one-year limited warranty.

d) Countertops:

Countertops that have visible defects reported during the module receiving inspection will be replace/repared under the Ritz-Craft one-year limited warranty. Any instance that requires a seam in the countertops will result in a visible seam. The level of visibility will vary depending on the material and color of the countertop. Visible seams in the countertops are not covered by the Ritz-Craft one-year limited warranty.

14. Exterior Finishes:

a) Siding & Siding Components:

Under the one-year limited warranty, Ritz-Craft will perform corrective measures to meet the warranty standard if three or more factory-installed pieces of siding are buckled or improperly installed (i.e nailed too tight, visible nail heads). If less than 3 pieces of siding are buckled or improperly installed, this will not be covered by the Ritz-Craft one-year limited warranty. Ritz-Craft warranty will cover damaged or improperly installed fascia, drip-edge, and soffit corner boxes, if noted in the module receiving inspection.

b) Damaged Air Infiltration Wrap

If not installed according to the manufacturer's installation guidelines, Ritz-Craft will repair/replace this defect under the one-year limited warranty.

15. Fireplace

Under the one-year limited warranty, Ritz-Craft will replace/repair defects to factory-installed fireplace components, including finished treatment components, such as the Hearth and Mantel, only if these are noted during the module receiving inspection. Any aesthetic defects not noted during module receiving inspection is not covered by the Ritz-Craft one-year warranty.

Fireplace venting and flashing components are required to be finished on-site by the Builder.

Fireplace applications that are installed on-site by the builder (i.e., Chimney stack assembly, roof termination, gas connections) are not covered by the Ritz-Craft one-year limited warranty.

16. Ceramic Tile:

Under the one-year limited warranty, Ritz-Craft will replace or repair defects to factory-installed ceramic tile finish (i.e., incorrect pitch in tile seat/niches, improperly installed tile trim, offset tiles per building standards), only if these are noted during the module receiving inspection. Any defects not noted during module receiving inspection are not covered by the Ritz-Craft one-year limited warranty. The Builder is responsible for caulking tile to countertop and all grout cracks after delivery.

For tile showers, reference the tile shower disclaimer that is sent in the shower with the home for information regarding tile and grout care.

17. Appliances:

Inoperable appliances are the responsibility of the appliance manufacturer.

Under the one-year limited warranty, Ritz-Craft will replace, or repair damaged appliances noted during the module receiving inspection. Any defects not noted during module receiving inspection are not covered by the Ritz-Craft one-year limited warranty.



Responsibilities of the Builder

Responsibilities of the Builder

All Builders approved to purchase modules and home components from Ritz-Craft are independent business entities and are not agents of Ritz-Craft. Ritz-Craft advises home buyers to thoroughly review all aspects of their construction project and their contract with their chosen home builder. The Builder is responsible for all work performed by their chosen sub-contractors. The following responsibilities belong to the Builder.

Inspections

Inspections need to be conducted to identify defects that may have gone undetected by Ritz-Craft so that a specific list of corrections can be provided to address noted warranty defects. The Builder is responsible for conducting the delivery inspections and pre-occupancy inspections in the following manner.

1. Post Delivery & Ship Loose Delivery Inspections

Ritz-Craft requires the Builder to perform a post-delivery and ship loose material inspection of the home. The purpose of this inspection is to identify any defects that may have arisen during transportation of the home from the factory to its destination. The Builder is required to complete this inspection using the Home Inspection form, which is included in this warranty document; at the time of delivery and report findings to Ritz-Craft within ten (10) business days following the delivery date. Ritz-Craft will assume that any defect that is not reported from the Post-Delivery Inspection checklist has been inspected and is accepted by the Builder.

2. Pre-Occupancy Inspection:

Ritz-Craft requires that the Builder thoroughly inspect the home, prior to occupancy. During this inspection process, complete the Pre-Occupancy home inspection form within five (5) days following the inspection date. This inspection should verify the proper operation of the factory-completed mechanical systems (plumbing, electrical and HVAC) in the home.

Home Inspection Forms

The Home Inspection Form provides a systematic inspection of the home. The Builders are required to keep copies of completed Home Inspection Forms for their records. A blank copy can be found on pages 17,18,19. 20 & 21 If Ritz-Craft does not receive any of the home

inspection forms within the defined time period, it will be assumed that there are no defects to be addressed under Ritz-Craft's one-year limited warranty. The importance of performing the inspection described above is paramount. Without them, Ritz-Craft cannot accept responsibility for items that may have occurred while the house was in the hands of other responsible parties. Use the Home inspection form to guide you through each room in the house. It is necessary to provide pictures to document the areas needing to be addressed.

1. Interior Inspections

a) Surface Damage Inspection

- I. Visually inspect all finished material surfaces. Look for damage to countertops, interior doors/moldings, cabinets, painted surfaces, all plumbing fixtures (sinks, toilets, tubs, showers, shower doors), appliances (including furnace, water heater, fireplace), electrical fixtures, floor coverings, ceramic tile or other items installed by Ritz-Craft.

b) Component Inspection

- I. Windows and Interior/Exterior Doors – Ensure proper operation by opening, closing, and locking or latching each window and door.
- II. Cabinet Doors/Drawers – Ensure proper operation by opening and closing each door or drawer.

c) Mechanical Systems

Do not attempt to make repairs to any mechanical systems without the direction of a licensed technician. Inspection of these systems is intended only to identify the systems that are not operational.

I. Electrical Systems

Prior to operating all electrical fixtures, locate the main electrical breaker panel and all the circuits and breakers for your electrical system.

Following your understanding of the electrical system, operate all electrical fixtures (receptacles, lights, vent fans, etc.). If a component is not operational, be sure to check breakers, bulbs, or outlet power switches prior to defining the system as defective.

II. Plumbing System

Operate all plumbing systems (faucets, sinks, drains, etc.). Ensure that all are in working order without leaks, slow drain qualities, or other noticeable malfunctions.

III. Heating/Ventilation/Air-Conditioning (HVAC)

Operate all HVAC systems. Ensure they are in working order.

d) Appliances

Operate each appliance installed by Ritz-Craft to ensure that each is in working order and that the proper warranty and Owner's manuals are present. Any fuel-type changes that differ from the original order are the responsibility of the Builder.

2. Exterior Inspections

a) Siding Components

Inspect all siding and trim components (i.e., fascia, drip edge, bent metals, porch materials). Look for missing components, surface damage or use of improper installation methods.

b) Roofing Components

Inspect the roof for proper installation of shingles. Look for straight shingle rows, missing shingles, or use of improper installation methods. The builder is responsible for all site-complete roofing installation and service.

c) Roof Penetrations

Inspect all roof penetrations. Look for proper installation of boot kits, flashing and caulk as required for assurance against inclement weather penetration.

	Accepted	Rejected	Notes
Delivery Day			Delivery Day Inspections
Floor Coverings			The items in this column must be inspected for damage within the 10-day timeline or they may not be covered by the warranty.
Doors and Hardware			
Windows			
Screens			
Bathroom Accessories			
Cabinets			
Countertops			
Fireplace Surround			
Appliances			
Ship loose material			
Kitchen:			Kitchen:
Cabinets			
Countertops			
Sink			
Faucet			
Floor Coverings			
Molding			
Drywall			
Interior Doors			
Window			
Screens			
Electrical Fixtures			
Appliances:			Appliances
Refrigerator			
Stove			
Oven			
Microwave			
Dishwasher			
Furnace			
Water Heater			
Garbage Disposal			

Master Bath:			Master Bath:
Cabinets			
Countertops			
Sink			
Faucet			
Toilet			
Tub			
Shower			
Floor Coverings			
Molding			
Drywall			
Interior Doors			
Mirrors			
Globes			
Window			
Screens			
Electrical Fixtures			
Main Bath:			Main Bath:
Cabinets			
Countertops			
Sink			
Faucet			
Toilet			
Tub			
Shower			
Floor Coverings			
Molding			
Drywall			
Interior Doors			
Mirrors			
Globes			
Window			
Screens			
Electrical Fixtures			

Living Room:				Living Room:
Floor Coverings				
Molding				
Drywall				
Doors				
Window				
Screens				
Electrical Fixtures				
Dining Room:				Dining Room:
Floor Coverings				
Molding				
Drywall				
Doors				
Window				
Screens				
Electrical Fixtures				
Master Bedroom:				Master Bedroom:
Floor Coverings				
Molding				
Drywall				
Interior Doors				
Shelving				
Window				
Screens				
Electrical Fixtures				
Bedroom 2:				Bedroom 2:
Floor Coverings				
Molding				
Drywall				
Interior Doors				
Shelving				
Window				
Screens				
Electrical Fixtures				

Bedroom 3:			Bedroom 3:
Floor Coverings			
Molding			
Drywall			
Interior Doors			
Shelving			
Window			
Screens			
Electrical Fixtures			
Utility:			Utility:
Floor Coverings			
Molding			
Drywall			
Doors			
Shelving			
Cabinets			
Countertops			
Sink			
Faucet			
Window			
Screens			
Electrical Fixtures			
Exterior:			
Siding			
Soffit			
Fascia			
Drip Edge			
Shingles			
Doors			
Shutters			
Fireplace			Fireplace:
Fireplace			
Surround			

[illegible]

Requesting Warranty Service

Requesting a warranty service involves four steps which the Builder should be aware of. These steps should be outlined by the Builder to the Homeowner so they can facilitate future warranty requests. These steps are described below.

1. Service requests are a product of completing the Home Inspection Forms. All requests being provided from the Homeowner must be filtered by the Builder prior to submission to Ritz-Craft. Submission to Ritz-Craft is limited to items installed by Ritz-Craft.
2. The Builder will review the checklists, and attempt to define Ritz-Craft warranty items, the Builder's responsibility items and the homeowner maintenance items.
3. A summary of the deficiencies defined by the Builder to be Ritz-Craft responsibility will be submitted to Ritz-Craft on "Service Work Order".
4. The Service Work Order is forwarded to the Service Department where it is reviewed for accuracy and inclusion under Ritz-Craft's One-Year Limited Warranty. Requests found to be deficient in information, accuracy, or warranty coverage are returned to the Builder for corrective action. Requests found to be accurate are entered into the service database and the process of scheduling corrective actions begins.
5. If there are changes made or items added to an already submitted work order, the entire work order will be moved to the end of the line of the service schedule. This is done to prevent return service trips and increase efficiency of the Ritz-Craft service department.

Requesting Warranty Work Reinbursement

When warranty items are identified and agreed to be Ritz-Craft's responsibility, the service can be subcontracted to the Builder, their subcontractor's, or other third parties if:

- a) They can be completed in a more expedient or cost-effective manner, as determined solely by Ritz-Craft.
- b) They are of a critically urgent nature (example; plumbing leaks).

To arrange this service, Ritz-Craft requires the Builder to obtain an AUTHORIZATION NUMBER from the Service Manager using the following steps.

1. Contact the Service Manager to define the problem, the proposed solution, and the estimated cost. Obtain an AUTHORIZATION NUMBER from the service manager.
2. Complete the repair work and submit a detailed description of the work done, including material and labor cost breakdowns, to the Ritz-Craft service department. Builder MUST attach original subcontractor invoices and photos of the discrepancy.

Retain copies of all administration for your files.

Reviewing Preventative Maintenance with Homeowner

The Builder shall review preventative maintenance with the Homeowner. None of the materials used in the construction of your home will last forever; however, most will last for a long time if properly maintained. It is our desire to help the Homeowner understand how to prolong the life of their home through regular maintenance that is appropriate for the types of material used in your home.

1. Insurance:

Regardless of where you live, protecting your home with insurance is a wise investment. Varying forms of insurance may be required. The kinds of coverage you need should be discussed with a knowledgeable agent of your choice.

2. Safety System Maintenance

a) Smoke & carbon monoxide Detectors.

These will be installed in your home according to applicable building codes. Instructions for operating and testing these devices are included in the home package. You should locate and become familiar with these devices. If you need help finding or operating the smoke detectors, contact your builder.

b) Emergency Exits

Exterior doors and bedroom windows have been designed for use as emergency exits. Do not block these exits with furniture or stored materials. Learn the location of all doors and windows and how to operate them. As part of your home emergency planning, develop and practice emergency exit procedures with your family. All members of your family should be taught how to exit the home quickly and safely. Exit drills should be conducted regularly.

c) System Design

The electrical, plumbing, heating, and structural systems in your home are designed and installed to comply with national and local safety and

performance standards. If these systems ever require service or modification, always consider how the modification or service will affect the system or other related systems. Replacement components should always be rated equal to or better than the original and must be compatible with other system components. A licensed professional should perform work on these systems.

3. Mechanical System Maintenance

a) Electrical Systems

Light Fixtures, outlets and wiring in the home have been installed to meet the current national electrical code applicable in your area. The electrical system is grounded and is protected by circuit breakers located in the electrical service panel box. Licensed professionals should perform repairs and alterations to the electrical system.

b) Plumbing Systems

Maintenance materials such as caulking or parts are available at most hardware, building supply, or home supply stores. These items are normal maintenance and are the responsibility of the homeowner. Inspecting for leaks or standing water should be done regularly.

c) Appliances

If appliances were installed in the home by Ritz-Craft, they are covered by warranties provided by the appliance manufacturer. The homeowner's package contains the appliance manufacturer's operating instructions, warranties, and service locations. You should contact the appliance manufacturer for service. If you are unable to obtain satisfactory service from the appliance manufacturer's representatives, contact your builder.

4. General System Maintenance

a) Unattended Homes

If you plan to leave the home unattended and/or unheated for an extended period, turn off the main water inlet valve, drain all lines and water heater, and add an appropriate anti-freezing agent to drain traps and water closets. You may want to consider a professional to help you with this service.

b) Temporary Heating

Do not use portable kerosene or other fuel burning heating or cooking appliances inside the home. to the outside. These appliances also release substantial amounts of water vapor into the air that can cause moisture damage to your home. Moisture can gather on interior walls and ceilings causing drywall damage.

5. Exterior Systems Maintenance

a) Caulking & Sealers

Check seams, vents, flashing, window, door, and other openings at least annually. Remove and replace any materials that are cracked, dry or peeling away. Seams, vents, flashing, and caulked joints should be resealed once each year or more often as needed.

b) Roofs

The roof of your home generally receives the hardest wear of any part of the structure. Routinely check the roof of your home for missing shingles or other damaged components. When discovered, arrange for corrective actions, as necessary.

c) Roof Penetrations

If stacks or vents have rusted and fail to function properly, they should be replaced. Before replacing them, remove the old, dried caulking around them and apply new caulking. Caulking should be applied to the underside or the base flashing of the stack or vent as well as to the roof area of which the flashing is to be set.

d) Vinyl Siding

Normal rainfall or occasional rinsing with the hose will keep the siding free of loose dirt. Do not wash the house when the surface is warm. If dirt accumulates, use a non-abrasive household detergent with a soft cloth, sponge, or soft bristle brush to clean the siding. Some stains, such as wet leaves or flowers, which have been allowed to stand, may require extra spot rubbing with the cleaner. Rinse thoroughly. Please keep in mind that vinyl siding will fade.

e) Windows

The windows are designed for years of trouble-free operation with minimum maintenance. Inspect the outside widow frames annually.

f) Lock Sets & Latches

Lubricate locks, latches, and hinges once a year with a powdered graphite lubricant. If your home is in an area with exceedingly high humidity or near a body of saltwater, lubricate locks and latches more often.

g) Tarnish Metal Finishes

Metal finishes will naturally tarnish by simple exposure to the elements, especially in certain geographic areas. The homeowner is responsible for routine polishing and/or replacement.

6. Interior Systems Maintenance

a) Condensation, Ventilation and Humidity

In all types of buildings, proper humidity is necessary for the health and comfort of occupants as well as for proper maintenance of the structure. If the humidity level is too low, the structural members of the home are too dry and they may be damaged by possible shrinkage, including but not limited to structural framing components, cabinets, doors/moldings. Too much moisture can be as damaging to the home as too little, particularly in the winter. Because the warm air can hold more moisture than the freezing air, the tendency is for water vapor to move from a warmer to a cooler place. Excess moisture regardless of the cause will cause damage to nearly every surface or component inside the home and may also cause damage outside the home through moisture transfer to the structural sheathing.

Although condensation is a natural phenomenon, homeowners need to know how condensation affects the home and how these effects can be reduced or eliminated. Moisture generated within the building is referred to as internal source moisture. This results from human activities, primarily cooking, bathing, washing and drying clothes and dishes, breathing and perspiration, and from houseplants, pets. Exhaust fans have been provided in your home in both the kitchen area and bathrooms and if used will assist in controlling condensation. However additional mechanical air exchange units may be installed on site by your builder or a qualified contractor. In some locations these are required by code. Proper moisture remediation inside the home, the attic, or in the foundation is essential for the proper performance and safety of the home.

b) Plumbing Fixtures

Fiberglass, acrylic, metal, or other plastic fixtures: clean the surfaces with warm water and mild detergent. Abrasives will scratch, dull, or discolor the surface. Do not use ammonia or any cleaners containing ammonia. There are special cleansers or polishes available, which should be used instead of an abrasive powder. Repair kits are available at local hardware or building supply stores in a variety of colors and finishes. They are useful to fix minor scratches or chips. A local fiberglass repair service can fix major damages. Porcelain, cultured marble, or other finishes on sinks, tubs, range tops, appliances, or other surfaces may become marred, chipped, pitted, or porous if not maintained properly. To maintain the appearance and life of these surfaces in your home routinely clean with warm water and mild detergent. Avoid harsh abrasive cleaners or metal pads. If the surfaces become badly chipped, marred, stained or dirty, a local hardware or plumbing suppliers/service can recommend products that can restore the finish without damage. Stainless steel surfaces such as sinks, or counters should be cleaned with detergent, a liquid, or a foam producing cleanser. Do not use abrasive powder. There are several cleaners specifically prepared for stainless steel. Avoid scratching surfaces, as these scratches cannot be removed. A rubber mat in the sink is good protection.

c) Cabinets

Cabinetry should be regularly washed with a mild detergent. Cabinet doors occasionally will need adjusted by use of the adjustable hinges. Drawers' adjustment, and cleaning of any self-closing hardware may also be required.

d) Countertops

Countertop should be regularly washed with warm water and a non-abrasive cloth. If any difficult stains or substances form on a countertop there are many cleaners on the market specifically designed for the appropriate countertop surface(s) in your home. Re-caulking of backsplash to wall surface and countertop to backsplash should be done on an as needed basis to avoid water damage to any surface.

e) Ceilings & Walls

Ritz-Craft only installs primer on the walls & ceilings on the drywall at the time of manufacturing. The initial finish paint finish is required and to be completed as part of the on-site finishing by you and/or your builder and good quality paint products suitable for the surface must be selected. We do not recommend the

use of gloss or semi-gloss paints when repainting wall surface and their use on drywall ceilings will void any manufacturing warranty that may have existed. Finished drywall requires little care if it is not scraped or chipped. If scratches or chips do arise, you may purchase drywall touchup and repair kits at your local home improvement store. Severe damage will require applications of drywall compound and paint. Water stains on drywall are usually caused by a roof leak or condensation problem. Be sure that this condition is corrected, or repair of the stain itself will be futile. Check with your Builder if you need help determining the cause of the stain. After the source of the problem is corrected, the area can usually be repainted. In cases where the drywall has been severely damaged, you may wish to have it replaced. Drywall can be dusted clean of smudges or loose dirt using a vacuum cleaner attachment or a soft cloth. Drywall can be washed if the cloth is wrung very dry after it has been dipped in a detergent solution.

f) Floors

Your floors may have been installed as part of the manufacturing process or they may have been installed on-site. Regardless, regular cleaning with products appropriate only to the type of surface being cleaned is required. Use of cleaning products not approved for the proper flooring type may void the flooring warranty.

g) Interior Doors

Interior doors require little maintenance for cosmetic purposes. Most smudges and marks can be removed from a door by using a damp, non-abrasive cloth. Interior doors may require adjustments by your builder as part of the on-site finishing process. Normal use, temperature, and humidity throughout the life of the door and jamb material will affect its operation. Readjustments will have to be made from time to time.

h) Drywall Cracks & Screw Pops

Over time drywall cracks and/or screw pops may arise from the settling of your home and foundation. This is a normal occurrence and must be taken care of from time to time. A drywall touchup and repair kit can be purchased at your local home improvement store to help you correct this problem.

i) Molding, Trim & Jamb Material

Molding, trim and jamb materials require little maintenance. A dry, non-abrasive cloth or use of a mild detergent may be used to clean their surfaces. Re-caulking of molding(s) is required and should be done from time to time.

j) Tile and Grout Care

Over time, grout can deteriorate and crack. For best care, routine cleaning and sealing of grout is required for grout longevity.

2-10 Manufactured Homes Ten Year Structural Warranty



LONG LIVE HAPPY HOMES®

\$150,000 Warranty Limit

Disclaimer:

This is a warranty being provided by and administered by a third party.

CERTIFICATE OF WARRANTY

10-YEAR STRUCTURAL WARRANTY

Congratulations! You are purchasing a Home with express Limited Structural Warranty protection provided by a manufacturer enrolled in 2-10 Home Buyers Warranty® (HBW®) Program. Under the terms, conditions, and exclusions in this Limited Structural Warranty, your home will be provided with limited Structural Defect coverage* as specified for ten years from the date of first occupancy of the Home by the original homeowner.

This is Your Certificate of Warranty, and along with your HBW structural warranty is Your Warranty contract. Keep these documents with Your other important papers. This is the complete agreement between the manufacturer, and You related to the subject matter herein, and supersedes any other representations or agreements made by any person.

COMMITMENT, VALUE AND PROTECTION:

HBW has been committed to the betterment of the residential housing industry for over 35 years, offering our customers and their homeowners' real value for their warranty investment.

- 5.5 million new and pre-owned homes have HBW Warranty coverage.
- Over 400 dedicated employees stand behind the HBW symbol.
- Largest national new home warranty program.
- Industry's most comprehensive structural warranty program.
- Strong insurance backing from New Home Warranty Insurance Company, a Risk Retention Group (NHWIC) and reinsured through Swiss Re America, an "A+" rated global reinsurer.

To register your warranty, please complete the following:

HOUSING UNIT'S SERIAL NUMBER: _____

NAME: _____

STREET ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____

PHONE: _____

EMAIL ADDRESS: _____

DATE ORIGINAL OWNER MOVED INTO HOME: _____

MANUFACTURED HOME NAME: _____

MANUFACTURED HOME ADDRESS: _____

Note: Effective Date of Warranty is the date of first occupancy of the Home by the original owner.

SALES PRICE OF HOME:

I acknowledge that I (We) have read and understand this Limited Structural Warranty and consent to its terms and conditions including the binding ARBITRATION provision. The arbitration provided for in this Limited Structural Warranty shall be governed by the Federal Arbitration Act, (9 U.S.C. § 1, et.seq.).

I (We) also understand that this is a limited warranty and there are exclusions which are not covered by this warranty. The warranty limit of liability is equal to the SALES PRICE of the manufactured unit shipped from the manufacturer or \$150,000 whichever is less.

Homeowner's Signature: _____ Date: _____

Homeowner's Signature: _____ Date: _____

Return the signed form within 30 days to:

2-10 Home Buyers Warranty

PO Box 371348

Denver, CO 80237

FAX: 303.306.2222

EMAIL: 210HBW@2-10.com

Not approved for VA/FHA/RHS permanent foundation financing.

A. Coverage

For ten years from the Effective Date of Warranty, Your Home will be free of qualifying Structural Defects that occur in the Home FROM THE FRAME UP. THIS WARRANTY IS NOT AN INSURANCE POLICY, it is an EXPRESS LIMITED WARRANTY offered by the manufacturer of Your Home, which coverage is insured by New Home Warranty Insurance Company, a Risk Retention Group ("NHWIC"). 2-10 Home Buyers Warranty Corporation ("2-10 HBW") is the administrator of the Limited Structural Warranty. 2-10 HBW is NOT an insurer and has no financial obligations to You. By acceptance of this Limited Structural Warranty, you waive and relinquish any and all implied warranties of habitability pertaining to structural defects to the extent allowed by the laws of Your State. ATTENTION NEW JERSEY BUILDERS, HOMEOWNERS AND CONSTRUCTION CODE OFFICIALS: THIS MANUFACTURERS WARRANTY DOES NOT MEET THE REQUIREMENTS OF THE NEW HOME WARRANTY AND BUILDERS' REGISTRATION ACT (P.L. 1977, c.467) AND ATTENDENT REGULATIONS (N.J.A.C. 5:25-1.1 et seq.).

B. Limit of Liability

The maximum limit of liability during the ten-year term of this Limited Structural Warranty for any one claim and/or all claims in aggregate that are paid during the Warranty Term is limited to the price of the Home shipped from the manufacturer or \$150,000 whichever is less. This is the "Warranty Limit." When the Warranty Limit has been paid, your warranty rights are extinguished. All of NHWIC's costs of designing and performing repairs to Your Home, or any cash payment paid to You in lieu of repairs, are deducted from Your Warranty Limit. The manufacturer or NHWIC has the sole right to choose to do the repair required (including the method of repair) or pay its fair value. The design, method or manner of such repair shall be within the sole discretion of the manufacturer, if the manufacturer pays for the repair or NHWIC, if NHWIC pays for the repair.

C. Arbitration

Any and all claims, disputes and controversies by or between the homeowner, the manufacturer, NHWIC and/or 2-10 HBW, or any combination of the foregoing, arising from or related to this Limited Structural Warranty, shall be settled by binding arbitration. Agreeing to arbitration means You are waiving Your right to a jury trial, class action or consolidation. The arbitration shall be conducted by DeMars & Associates, Ltd. or Construction Dispute Resolution Services, LLC. The arbitration shall be conducted pursuant to the applicable rules of the arbitration service unless noted otherwise. The choice of arbitration service shall be that of the homeowner. The arbitration shall be held in the home.

Any person in contractual privity with the manufacturer who may be responsible for any construction defect in the Home shall be entitled to enforce this arbitration agreement. Any

party shall be entitled to recover reasonable attorney fees and costs incurred in enforcing this arbitration agreement. The decision of the arbitrator shall be final and binding and may be entered as a judgment in any State or Federal court of competent jurisdiction.

All administrative fees of the arbitration service and fees of the arbitrator shall be borne equally by the parties to the arbitration, subject to the discretion of the arbitrator to reallocate such fees in the interests of justice.

The parties expressly agree that this Limited Structural Warranty and this arbitration agreement involve and concern interstate commerce and are governed by the provisions of the Federal Arbitration Act (9 U.S.C. § 1, et seq.) to the exclusion of any different or inconsistent state or local law, ordinance, or judicial rule.

D. Definitions

"Effective Date of Warranty" is the date of first occupancy of the Home by the original owner.

"Frame" is the steel I-beam, upon which the load of the unit is supported. The frame EXCLUDES the wheels and axles which allow the unit to be transported.

"Housing Unit/Home" is the physical unit as manufactured at the manufacturer's plant, and, with the unit serial number on file with NHWIC.

"Structural Defect" is actual physical damage to the following designated load-bearing elements of the Home caused by failure of such load-bearing elements which affected their load-bearing function to the extent that the Home becomes unsafe, unsanitary, or otherwise unlivable:

1. Beams.
2. Girders.
3. Headers.
4. Columns.
5. Load-bearing interior and exterior walls and partitions.
6. Floor joists and trusses.
7. Ceiling joists; and
8. Roof joists, rafters, and trusses.

Examples of the elements which, under the Limited Structural Warranty, are deemed not to have Structural Defect potential are:

- a) non-load-bearing partitions and walls.
- b) wall tile or paper, etc.
- c) plaster, laths, or drywall.
- d) flooring and sub-flooring material.
- e) brick, stucco, stone, or veneer.
- f) any type of exterior siding.
- g) roof shingles, sheathing, and felt paper.
- h) heating, cooling, ventilation, plumbing, electrical, and mechanical systems.
- i) appliances, fixtures, or items of equipment; and

j) doors, trim, cabinets, hardware, insulation, paint, and stains.

"Warranty Term" is the period during which a warranted defect must first occur in order to be covered hereunder. The Warranty Term begins on the Effective Date of Warranty and ends ten (10) years thereafter.

"You" or "Your" means the person(s) who hold title to the Home.

E. Exclusions

This Limited Structural Warranty coverage does not apply to:

1. Any item not supplied and installed by the manufacturer.
2. Defects arising from transportation or installation.
3. Damage to real property that is not part of Your Home.
4. The foundation.
5. Homes located in, or that may be relocated to, Alaska or outside of the United States.
6. Defects in any property which was not included in the original Home delivered for the original manufacturer's sales price.
7. Loss or damage which arises while Your Home is being used primarily for nonresidential purposes.
8. Failure of Your manufacturer to complete construction.
9. Noncompliance with plans and specifications; violations of local or national building codes, ordinances, or standards.
10. Any loss or damage that is caused or made worse by any of the following causes, whether acting alone or in sequence or concurrence with any other cause or causes whatsoever:
 - a) Negligence, improper maintenance, defective material, or work supplied by, or improper operation by anyone other than Your manufacturer or its employees, agents, or subcontractors,
 - b) Your failure to give prompt and proper notice to 2-10 HBW and Your manufacturer of any defect.
 - c) Your failure to minimize or mitigate any defect, condition, loss, or damage as soon as practical.
 - d) Riot or civil commotion, war, vandalism, hurricane, tornado or other windstorm, fire, explosion, blasting, smoke, water escape, flood, dampness, condensation, hail, snow, ice storm, lightning, falling trees or other objects, aircraft, vehicles, mudslide, landslide, avalanche, earthquake, volcanic eruption.
 - e) Abuse or use of Your Home, or any part thereof, beyond the reasonable capacity of such part for such use.
 - f) Microorganisms, decay, rotting of any kind, mold, mildew, vermin, termites, insects, plants, corrosion, radon, radiation, formaldehyde, asbestos, any solid, liquid, or gaseous pollutant, contaminant, toxin, irritant or carcinogenic substance, whether organic or inorganic,
 - g) Improper surface drainage.
 - h) Foundation movement.
 - i) Inadequate anchoring or securing of Your home to the foundation.

11. Damage due to subsidence, expansion, frost heave, or any other soil movement.
12. Any damage You knew about prior to the Effective Date of Warranty.
13. Loss caused, in whole or in part, by any peril or occurrence for which compensation is provided by state legislation or public funds.
14. Any loss or damage to the extent of the loss or damage is covered by any other insurance, whether primary, excess, pro-rata or contingent.
15. Costs of shelter, transportation, food, moving, storage, or other incidental expenses related to relocation during repair, or any other costs due to loss of use, inconvenience, or annoyance.
16. Diminished market value of Your Home.
17. Any and all consequential loss or damage.

F. Warranty Transferable

All of Your rights and obligations hereunder shall fully transfer to each successor in title to the Home, including any mortgages and possessors for the remainder of the Warranty Term, and any such transfer shall in no way affect or reduce the coverage as defined in this Limited Structural Warranty for its remaining term and remaining warranty limit.

G. Conditions

1. insurance. If there is other insurance covering the same loss or damage, NHWIC will pay only for the amount of covered loss or damage in excess of the amount due from that other insurance, whether collectable or not. NHWIC will not pay more than the applicable Warranty Limit.
2. Your duty when loss occurs:
 - a. Send notice by certified mail, return receipt requested, so You will have record of when the notice was sent. Be specific and send photos, if available. Include a copy of Your Certificate of Warranty and a \$200 claim investigation fee made payable to NHWIC, RRG. The claims investigation fee will be refunded to You if the claim is accepted by NHWIC. Remittance should be mailed to 2-10 Home Buyers Warranty, 13900 E. Harvard Ave., Aurora, CO 80014. The phone number is 855.429.2109.
 - b. If Your home is in a multi-family building, notice for each affected building must be made by the Homeowners' association or its designated representative.
 - c. Your claim must be filed within sixty (60) days from the date You became aware of any defect and no later than thirty (30) days after the expiration of the Warranty Term. Claims received after that will be denied.
 - d. You must permit access to Your Home during normal business hours for NHWIC, the manufacturer and its contractors to conduct all necessary inspections and to perform repairs. Failure to allow access will void the Limited Structural Warranty.
 - e. If You repair (or cause to be repaired) any claimed defect before allowing NHWIC the opportunity to perform an inspection, NHWIC will not accept Your claim, unless the repairs were done on an emergency basis with prior authorization from NHWIC. If NHWIC is unavailable for emergency authorization,

you must make minimal repairs in order to mitigate further damages and report the emergency to NHWIC on the next business day. NHWIC will not reimburse for any unauthorized repairs unless the above procedures have been followed.

3. Subrogation. In the event of payment by NHWIC of loss hereunder, NHWIC shall be subrogated to all rights of the person(s) receiving payment against any party responsible for the defective materials or workmanship out of which NHWIC's loss payment arises except that NHWIC shall have no rights of subrogation against the manufacturer regarding Structural Defect losses.

For more information, call 855.429.2109 or visit 2-10.com.

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Warranty Administration Office • 13900 E Harvard Ave • Aurora, CO 80014 • 855.429.2109