

## **WATER PENETRATION WARRANTY**

Water penetration is covered for a period of **two years from the date of your possession** with respect to defects in materials and workmanship. In the event of water penetration, Townwood Homes will inspect the problem and determine whether it is a result of defective materials and/or workmanship. Please refer to The Ontario New Home Warranty Coverage section on page 6 for more details regarding your water penetration warranty.

## **EMERGENCY SITUATIONS**

**Emergency situations are defined as a problem in one, or a combination of, the heating, electrical or plumbing systems only, all other items will not be considered Emergency Situations and will be dealt with in a timely manner.**

In the event an emergency situation develops within your appropriate warrantable periods; (please review your warranty coverage prior to submitting your request) document your concern(s) in writing and send it to the attention of our Service Department at our Head Office by mail or fax. In cases such as these, Townwood Homes reserves the right to occasionally cancel a scheduled appointment to attend to an unscheduled emergency situation.

If you experience an emergency situation during non-business hours, you must first make every effort to attempt to control the problem until the next business day. (i.e. shut the breaker off, turn off the main water supply valve, check the furnace components, control flood conditions etc). If this cannot be achieved please attempt to contact our Service Department and then the Sub-contractors emergency hotline number. If this is still unattainable, please consult the Yellow Pages for emergency service to temporarily alleviate the problem until the appropriate individuals responsible can attend.

**Any incurred costs by the homeowner must be supported by an original receipt and analytical report from the licensed technician.**

Townwood Homes will not be liable for any associated costs if the homeowner assumes the responsibility of resolving and not temporarily alleviating the emergency situation until the next business day.

## **SUMMARY OF NON-WARRANTABLE ITEMS**

### **INTERIOR ITEMS**

- 1. We will not accept responsibility for nor repair any damages not listed on the Pre-Delivery Inspection (P.D.I.) report with regards to scratches / chips / stains /cracks/ scrapes / dents in countertops, floor coverings, glass, windows, mirrors, drywall, paint, trim, woodwork etc.**
- 2. Normal wear and tear of any material prone to excessive friction, environmental conditions and/or handling. Examples: caulking, silicone, grout, O-rings, lustrous finishes etc.**
- 3. Minor air leakage at window openings, doors, electrical openings and/or livable space over a garage.**
- 4. Alterations or additions made by the homeowner within the warranty coverage period without notifying Townwood Homes in writing.**