

Riverstone Homes Inc

Standard 1 year Warranty

Thank you for choosing & trusting Riverstone Homes with your new home purchase. We strive to build above industry standard homes and pride ourselves on quality and customer care. Below you will find some basic and frequently asked warranty questions. We will try to cover as many items as possible so you will know what to expect from your new home. We will discuss differences between homeowner maintenance, normal wear, normal expansion & contraction and warranty items.

Concrete: Concrete is a manmade product that does not have the ability to expand and contract. Therefore it is normal and expected for concrete to crack due to normal expansion and contraction. At different times of the year the size of cracks will vary. This includes, but not limited to, footings, poured walls, slabs and driveways. Walls and filled slabs have ½# rebar steel tied in place keeping the structure together. Cracks in concrete are NOT warranty items and no action is to be taken.

Framing: Framing is natural wood products. Normal settling and natural crowning (or slight curving) of the wood is natural. As moisture escapes from wood throughout natural drying periods it has a tendency to draw to its natural grain patterns. Slight deflections in beams, studs, joists and rafters over time is to be expected. Slight settling cracks in drywall are to be expected and are not warranty items. We do offer a courtesy touch up of such items one time during the first year of ownership (see one year warranty visit for more).

Roofing: Roofing is covered for one year by Riverstone and 30 yrs. by manufacturer. Riverstone's 1 year period includes any defects or leaks caused by improper installation during the first year. Damage or leaks caused by storms, limbs, hail, etc.; or failure of homeowner to keep gutters and downspouts clear of debris are NOT the responsibility of Riverstone Homes Inc. See manufacturer website for details on 30 year manufacturer warranty.

Drywall: Drywall is a manmade product that does not have the ability to expand and contract. Therefore it is normal and expected for drywall to crack due to normal expansion and contraction. Nail pops and settling cracks are NOT defects. They are normal and occur in all homes. Drywall cracks in excess of ¼" may be deemed excessive and will be checked by Riverstone Homes to evaluate any structural issues. Riverstone Homes does offer a ONE TIME courtesy trip to recaulk and touch up nail pops in visible areas and touch up repairs. This does NOT justify total repainting of any surfaces. Touch up paint may not be a perfect match and may be visible to the eye. This is standard practice throughout the industry.

Mechanicals: HVAC, plumbing and electrical and lighting fall under mechanicals. All mechanicals are covered from defects, leaks or any problems that arise due to parts failure or improper installation for the one year warranty period. Any malfunctions caused by improper maintenance of systems or improper use will result in homeowner responsibility. Equipment may have longer warranties, see owner's manuals left in home.

Appliances: All appliances are covered under the standard one year warranty provided. Repairs or replacements will be covered under the warranty. After the one year warranty manufacturer warranties will continue through their individual periods. See manuals or labels for more info.

Windows & Doors: Windows and doors are covered under the one year standard warranty. This includes all hardware. Windows will be covered from fogging or discoloring between the dual panes due to the seal being compromised and internal gas escaping. Doors will get out of alignment over time due to normal settling. Riverstone will do 1 courtesy visit to adjust doors during the one year warranty period. Exterior of windows and door frames are the homeowner's responsibility to maintain by keeping all joints caulked to deter water from getting into the exposed interior wood and causing future rot. Non rot brick mold and sills are available upon request for additional cost. Ask builder for details.

Hardwood: Hardwoods, whether pre finished or finished on site, are very durable but not indestructible. Scratching and dulling over time are expected and part of the natural aging process of hardwood floors. In Georgia, due to high humidity and plentiful rainfall, cupping of floors are common. This tends to change depending on season and climate. Riverstone suggests running a dehumidifier on your HVAC systems during cooler periods of the year. This will help keep excess moisture in the wood from swelling and therefore causing cupping. During winter months excessive heat can cause cracking in joints due to the heat system pulling moisture from the air. Whole house steamer systems are suggested to help maintain moisture in times of running the heat system. . Humidity levels in basement areas should be kept at or below 45% at all times. Dehumidifiers should be placed in basements immediately after closing to prevent a spike in moisture levels after move in which can lead to excessive floor cupping. Once cupping has occurred it will take extensive and costly drying with commercial dehumidifiers and air movers. Continual air movement with fans in basements are recommended as well.

Carpet/Vinyl: Carpet, vinyl and pad are covered for defects and installation issues during the one year standard warranty period. Carpet is seamed and may be slightly be noticeable. Usually seaming occurs in large rooms and at doorway intersections. Carpet will lighten over time with uv rays. Slight bubbling may occur during the first few months of home ownership. This will draw into place over time with heat and changing weather conditions. Excessive or long term bubbles should be looked at to determine any action required.

Foundation Drainage/Leakage: All foundations are properly filled and sloped from foundations upon purchase of homes. Dirt around foundation will settle in during the first year of ownership and may continue over time. This is a natural process of compaction due to loose molecular structure of soils after fill. It is the home owners responsibility to keep the slope away from the foundation maintained to assure proper drainage. Gutters, downspouts and splash blocks are provided on every home Riverstone Homes constructs. Any change to the design and flow of spouts and/or splash blocks will void any warranty of water or moisture entering the home. Blocking or directing water into and /or near the foundation will cause saturation issues and improper rapid settling issues that will likely cause water and moisture issues inside the home. Adding and burying drainage pipes can cause major water problems. Pipes tend to clog or even collapse under ground making them prone to dam and back up water into the foundation drain. We discourage buried drainage pipes and warn that they will void the warranty against wet foundations. Basements are water proofed, not damp proofed. Georgia is a humid state and dehumidifiers are recommended to help eliminate excessive moisture in basements and crawl spaces.

Landscaping: NO landscaping is covered under the standard one year warranty, due to natural phenomenon out of Riverstone Homes' control, i.e. drought, excessive watering, neighborhood animals, freeze, heat, etc. Any concerns of unhealthy looking plants should be earmarked and recognized before closing.