

## **WARRANTY INFORMATION**

Your home has been built in accordance with and to the standards prescribed by the B.C. Building Code, and the building standards required by municipal authorities. Although the construction of your home was carefully supervised, we know that because of the very nature of wood, brick, concrete and other building materials, some service work might be required.

It is Heatherbrae builders and Salient Developments (Paris) Ltd. commitment to repair defects in workmanship and to repair or replace defective materials, where such defects become evident within one year from the date of delivery of the home to you. The builder shall, to the extent permitted by manufacturers or suppliers, assign to you the benefits of any of any guarantee or warranty provided by such manufacturers or suppliers for a period in excess of one (1) year from the date of delivery of your home. The builder reserves the right to revoke this warranty or any part thereof if, in their opinion, the deficiency is caused by abuse or neglect by the occupant.

Your home is covered for two years for defects in materials and labour supplied for:

1. The electrical, plumbing, heating, and ventilation delivery and distribution systems: and
2. The exterior cladding, caulking, windows and doors that may lead to detachment and material damage to the New Home.

### **The following items shall not be considered defects in materials and labour:**

1. Defects in materials, appliances, design and workmanship supplied by the Purchaser;
2. Normal shrinkage or warping of materials;
3. Defects arising from improper maintenance by the Purchaser, including damage caused by, or resulting from, dampness or condensation due to failure of the Purchaser to maintain adequate heat and/or ventilation in the home;
4. Defects in workmanship or materials related to alterations by the Purchaser, and defects in workmanship or materials supplied by the builder arising from such alterations made by the Purchaser;
5. Surface defects in workmanship and materials approved by the Purchaser at the Date of Possession, such as defects in countertops, floor coverings, floor and wall tile, etc. Any such apparent, or patent defects should be identified to The builder by the Purchaser on the Date of Possession.
6. A further discussion of exclusions can be found in the Materials and Labour Standards Guide at the end of this section.

**At the time of occupancy your home was complete In all details with the possible exception of :**

- I Exterior work which may be seasonally dependent.
2. Items as per the Pre-occupancy Orientation, which might not have been completed due to time restriction, or availability of parts.

**WARRANTY  
SUMMARY**

- 1. First Year**  
Builder provides a 12-month warranty that is backed by Travelers Guarantee Insurance Company.
- 2. Second Year**  
Builder provides an additional one-year of warranty limited to: i) gas, electrical, plumbing, heating, and ventilation delivery and distribution systems; ii) exterior cladding, caulking, aluminum windows and doors, and  
iii) building code violations.
- 3. Five Year Building Envelope Warranty**  
Your home is covered by a five year Building Envelope Warranty by Travelers Guarantee.
- 4. 10 Year Warranty**  
The Travelers Guarantee Insurance plan provides an additional five years of warranty coverage for major structural defects. Please read your warranty certificates for details on the coverage levels of your home.
- 5. Appliance Warranties**  
Appliances carry their own manufacturer's warranty. The supplier, Trail Appliances, can be contacted at the numbers provided in the Emergency section of this manual.

**THIRD PARTY HOME WARRANTY COVERAGE**

Travelers Guarantee Insurance Company will issue a 2-5-10 Home Warranty Certificate to you which is a legal document. This document outlines all of the terms and conditions of the 2-5-10 legislated warranty coverage on your home.

If you have a problem in your new home during the first five years, contact Salient Developments in writing or through our online customer Service department at [www.thesalientgroup.com](http://www.thesalientgroup.com). We promise to respond quickly to your concerns. Your third party warranty coverage through Travelers Guarantee serves to back up this promise.

For warranty claims in years 6 to 10, contact Travelers Guarantee directly in writing.

Travelers Guarantee Insurance Company is an independent organization registered in the province of B.C., intended to protect owners of new homes by providing the legislated 2-5-10 third party warranty coverage. For further information, call Travelers Guarantee at 604-682-3095.

## **TRAVELERS GUARANTEE WARRANTY INSURANCE**

To back up our Builder Home Warranty, we have registered your home with the **Travelers Guarantee Insurance Company.**

Your coverage under the Travelers Guarantee Insurance Company begins on the day you take possession of your home and provides you with a ten year warranty on your home.

Under the terms of the Builder Agreement executed between Salient Developments (Paris) Ltd and Travelers Guarantee, The Builder is responsible for the repair of warrantable defects for the first five years including Structural Defects. Through years 6-10, Travelers Guarantee then takes full responsibility for Warranty Coverage.

If you have any questions, please do not hesitate to call Travelers Guarantee.

### **WHAT YOU MUST DO**

On or before turn-over day you must complete a "walk-through" of your new home with a representative of The Salient Group. You will be provided with a Travelers Guarantee Warranty Commencement Date Certificate upon completion which will be signed by both you and the Builder's representative.

The Warranty Commencement Date Certificate is then mailed to Travelers Guarantee by the builder. Upon receipt of this document Travelers Guarantee will activate your coverage. This form should be signed by you in order to activate coverage; by signing you do NOT forfeit any rights to claim against legitimate defects covered by Builder.

### **COVERAGE**

You should note that your **Warranty Coverage** contains four distinct levels of protection.

1. For the first year of occupancy, the warranty backs up the Builders own warranty, as described above, that covers defects in labour and materials supplied by the Builder, subject to the limitations outlined in the Warranty Certificate.
2. The second year is limited to: i) gas, electrical, plumbing, heating, ventilation and air-conditioning, delivery and distribution systems; ii) exterior cladding, caulking, windows and doors, and iii) building code violations.
3. 5 year Building Envelope Warranty against the unintended water penetration that causes or is likely to cause material damage to your new home.
4. 10-year structural warranty.

The Builder shall not be responsible for any loss or damage to the Purchaser's belongings or effects caused by the failure of, or defects in, any component, equipment, or part of the structure.