

Warranty Procedures

Epick, Inc. provides the chance for warrantable items to be addressed at your 90 day and one year mark after the close of escrow. Items such as tile, grout, baseboard, sheetrock and painted cabinet cracks can be common occurrences of the house acclimating, and should be applied to **YOUR ONE YEAR WARRANTY LIST ONLY.**

You must submit your items **IN WRITING** to our main office at:

**Epick Homes
Attn: Warranty Department
901 Bruce Road Suite 100
Chico, CA 95928**

Or please email them to:

customerservice@epickhomes.com

On your warranty lists, please make sure to provide your **CONTACT INFORMATION.** Please follow up with the Epick office at 530-891-4757 to make sure your list was received if you have not been contacted within 7 days of submittal.

Any cosmetic issues (e.g., scratched/chipped or stained surfaces, dented drywall and texture) that were signed off by the homeowners on the walk through report **WILL NOT** be addressed on your 90 day or 1 year warranty.

It is the **HOMEOWNER'S** responsibility to keep track of the 90 day/1 year date from close of escrow and to either email or mail these lists in at the appropriate time. Due to the fact that our warranty is capped at the 1 year mark from the original close of escrow, all warrantable items that are submitted **MORE THAN ONE MONTH AFTER THE ONE YEAR MARK WILL BE CONSIDERED NULL AND VOID.**

Below are the items that have been left to you for future warranty appointments. Please do not throw away any spare tile, carpet, hardwood, or paint that has been left to you as they will be used for warranty purposes. **Please note that without these extras, any replacements may not match accordingly to your existing product.**

Please sign to confirm that you have read and understand the information given to you on this page and that you have received the items listed above.

Homeowner's Signature

Date

Lot #

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Please note that **AFTER THE 1 YEAR SUBMISSION**, any warranty concerns that are **NOT** structural concerns are the **HOMEOWNER'S** responsibility. Below are our subcontractors and their contact information. Due to there being multiple subcontractors for one item, the subcontractor assigned to your home will be marked by whomever does this walk through. Any items that are deemed structural, Epick can get in contact with the correct subcontractor for 10 years from the closing of escrow.

Subcontractor	Item	Phone Number
Glen Schukei	Roof	530-343-6020
CAPO	Fireplace	530-345-9292
Butte Drywall	Sheetrock	530-534-1832
Caldwell Cabinets	Cabinets/Mantels	530-846-4142
CG Development	Driveway/Walkway Concrete	530-891-4757
Crabtree Painting	Painting	530-343-8880
Diamond Fire	Fire Sprinklers	530-824-3456
Floors By Ray	Carpet/Hardwood/Vinyl/Laminate	530-891-0413
Ginno's	Appliances	530-342-2182
Hull's Nor Cal Window	Windows/Sliding Glass Doors/Screens (Installer) Should only be contacted within 1 year warranty mark	530-345-5266
Moe's Plumbing	Plumbing	530-891-1151
Jessee Heating & Air	HVAC	530-891-4926
Meeks Insulation	Insulation	530-342-1886
M&M Fence	Fencing	530-342-1767
Miller Glass	Shower Doors	530-343-7934
Miller Plastering	Stucco	530-865-4727
Morris Masonry	Stonework	530-636-0603
Nor-Cal Seamless	Gutters	530-899-0303
Milgard Windows & Sliders*	Windows/Sliding Glass Doors/Screens (Manufacturer) Should be contacted after 1 year warranty mark	1-800-645-4273
Proframe	Framing	530-636-4574
Sam's Door Shop	Interior/Exterior Doors	530-895-3710
The Door Company	Garage Doors	530-345-5555
Triple B Enterprises	Tile	530-345-4234
Urban Design Solar	Solar	530-345-0005
U.S. Stone	Granite/Quartz	916-974-9877
Valley Electrical	Electrical/Smoke & CO2 Detectors	530-966-4425
Valley Siding	Siding	916-275-2203

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The following spreadsheet informs you how long the product warranty and labor is. Please note that this time frame **IS NOT IN ADDITION TO** the 1 year warranty that Epick has already given. After the 1 year mark, all warranty labor and additional costs will be at the **HOMEOWNER'S** expense. If there are any disagreements about this, the homeowner will take that up with said subcontractor. It is to be noted that all warranty items **DO NOT INCLUDE COSMETIC REPAIRS**

ITEMS	SUBCONTRACTOR	DESCRIPTION	MANUFACTURER'S WARRANTY (FROM CLOSE OF ESCROW)	SUBCONTRACTOR'S WARRANTY/LABOR
Appliances	Ginno's	Microwave	1 Year	1 Year
		Oven	1 Year	1 Year
		Cook Top	1 Year	1 Year
		Hood Vent	1 Year	1 Year
		Dishwasher	1 Year	1 Year
Bath Accessories	Mark Vial	Hand Towel Bars	1 Year	1 Year
		Towel Bars	1 Year	1 Year
		Toilet Paper Holders	1 Year	1 Year
Cabinets	Caldwell Cabinets	Doors	1 Year ¹	1 Year
		Drawers	1 Year ¹	1 Year
		Frames	1 Year ¹	1 Year
		Hinges	1 Year	1 Year
		Rollers	1 Year	1 Year
Ceramic Tile	Triple B Enterprises	Tile	1 Year	1 Year
		Grout	1 Year	1 Year
Concrete	CG Development	Driveway/Walkway	4 Years ²	4 Years
Countertops	US Stone	Granite	1 Year	1 Year
		Quartz	1 Year	1 Year
CO ₂ Detectors	Valley Electrical	-----	1 Year	1 Year
Doors/French Doors	Sam's Door Shop	Exterior	1 Year	1 Year
		Glass Exterior	25 Years	1 Year
		Interior	1 Year	1 Year

¹Color differentiation of drawers/doors are **NOT** warrantable

²Cracks are deemed warrantable if the crack is measured to be 1/8" and if the length is consistently over the average length of the crack

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ITEMS	SUBCONTRACTOR	DESCRIPTION	MANUFACTURER'S WARRANTY (FROM CLOSE OF ESCROW)	SUBCONTRACTOR'S WARRANTY/LABOR
Drywall	Butte Drywall	Drywall	1 Year	1 Year
		Texture	Will Be Handled At Walk Through	-----
Electrical	Valley Electrical	Outlets	1 Year	1 Year
		Switches	1 Year	1 Year
		Plates	1 Year	1 Year
		Can Lights	1 Year	1 Year
		Electrical System	4 Years	4 Years
Fencing	M&M Fence	Boards	1 Year	1 Year
		Pickets	1 Year	1 Year
		Posts	1 Year	1 Year
		Gates	1 Year	1 Year
Flooring	Floors By Ray	Carpet	Please reference the "Flooring" tab in your warranty binder for specific product information	1 Year
		Hardwood		1 Year
		Paradigm		1 Year
		Vinyl		1 Year
Fireplace	CAPO	All parts	1 Year	1 Year
		Factory installed blowers	2 Years	2 Years
		Ignition modules	2 Years	2 Years
		Burner, logs, refractory	10 Years (Parts)	1 Year
		Firebox and heat exchanger	Prorated Limited Lifetime	3 Years
Fire Sprinklers	Diamond M. Fire	-----	1 Year	1 Year
Framing	Proframe	Fascia Boards	1 Year ³	1 Year

³Cracks are only warrantable if they measure 1/4" in the face of the trim

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ITEMS	SUBCONTRACTOR	DESCRIPTION	MANUFACTURER'S WARRANTY (FROM CLOSE OF ESCROW)	SUBCONTRACTOR'S WARRANTY/LABOR
Garage Door	The Door Company	Series I Doors	Prorated Limited 20 Years	1 Year
		Series II & III Doors	Prorated Limited Lifetime	1 Year
		-Paint System	10 Years-Prorated Lifetime Warranty	1 Year
		-Hardware & Springs	3 Years	1 Year
		-Sections & Delamination	5 Years	1 Year
		-Windows	10 Years	1 Year
		-Keypads	30 Days	30 Days
Gutters	Nor-Cal Seamless	Gutters (Materials)	10 Years	3 Years
		Downspouts (Materials)	10 Years	3 Years
		Corners	3 Years	3 Years
Grading	5 Star Landscaping	-----	1 Year	1 Year
HVAC	Jessee Heating & Air	Thermostat	1 Year	1 Year
		Ducting	1 Year	1 Year
		Zone Control	1 Year	1 Year
		All Parts	10 Years	1 Year
		Compressor	10 Years	1 Year
		Heat Exchanger	20 Years	1 Year
Insulation	Meeks	-----	1 Year	1 Year
Landscaping	Gonzalez Landscaping	-----	1 Year ⁴	1 Year
Light Fixtures	Northern Lights	Interior Lights	1 Year	1 Year
		Exterior Lights	1 Year	1 Year
		Fan Motors	Prorated Lifetime Warranty	1 Year

⁴Landscaping is warrantable unless cause is deemed due to homeowner negligence

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ITEMS	SUBCONTRACTOR	DESCRIPTION	MANUFACTURER'S WARRANTY (FROM CLOSE OF ESCROW)	SUBCONTRACTOR'S WARRANTY/LABOR
Masonry	Morris Masonry	Grout cracking	1 Year	1 Year
Painting	Crabtree	Interior	1 Year	1 Year
		Exterior	1 Year	1 Year
		Cabinets (Paint Grade)	1 Year	1 Year
Plumbing	Moe's	Trim Kit/Plumbing Not In Walls	1 Year	1 Year
		In Walls	4 Years	4 Years
Plumbing Fixtures	Moe's (Installer) Kohler (Supplier)	Faucets	Limited Lifetime Warranty on Finish & Function	1 Year
		Showerheads	1 Year	1 Year
		Toilets	1 Year-Limited Lifetime Warranty ⁵	1 Year
		Bathtubs	1 Year-Limited Lifetime Warranty ⁵	1 Year
		Sinks	1 Year-Limited Lifetime Warranty ⁵	1 Year
Roof	Glenn Schukei	-----	30 Year Prorated Warranty ⁶	5 Years
Sewer Clean Out	Moe's	-----	1 Year	1 Year
Solar	Urban Design Solar	-----		
Shower Doors	Miller Glass	-----	1 Year	1 Year

⁵Please refer to the Kohler website for further warranty information

<http://www.us.kohler.com/us/Warranty-Information/content/CNT13000018.htm>

⁶This warranty excludes roof jacks and vents

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ITEMS	SUBCONTRACTOR	DESCRIPTION	MANUFACTURER'S WARRANTY (FROM CLOSE OF ESCROW)	SUBCONTRACTOR'S WARRANTY/LABOR
Siding	Valley Siding	-----	15-30 Year Limited Warranty ⁷	1 Year ⁷
Sliding Glass Doors	Hull's Nor Cal Window	-----	Prorated Limited Lifetime Warranty	1 Year
Smoke Detectors	Valley Electrical	-----	1 Year	1 Year
Stucco	Miller Plastering	-----	1 Year ⁸	1 Year
Utility Shut Off	PG&E/Cal Water	Electrical	-----	-----
		Gas	-----	-----
		Water	-----	-----
Water Heater	Moe's	-----	6 Years	1 Year
Window Glass	Proframe (Installer) Hull's Nor Cal Window (Supplier)	-----	Prorated Limited Lifetime Warranty	1 Year
Window Screens	Hull's Nor Cal Window	-----	Prorated Limited Lifetime Warranty	6 Months
Wood Trim Interior	Merrill	Crown Molding	1 Year	1 Year
		Baseboards	1 Year	1 Year
		Window Trim	1 Year	1 Year
Miscellaneous	Merrill	Door Adjustments	1 Year	1 Year
		Shelving	1 Year	1 Year
		Closet Rods	1 Year	1 Year

⁷Please refer to your Hardie Limited Warranty in your warranty binder for more detailed information

⁸Cracks are deemed warrantable if the crack is measured to be 1/16" and if the length is consistently over the average length of the crack

CALIFORNIA LAWS SUPERSEDES THESE GUIDELINES AND CAN CHANGE AT ANY TIME AS WELL AS MANUFACTURER'S WARRANTIES

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In order to keep the warranty of the following items valid, please do the following:

***It should be noted that even though these are the subcontractor's recommendations, further information for the best cleaners and maintenance programs should be researched by the homeowner.**

Granite/Quartz Countertops: Our subcontractor suggests using SOAP and WATER to clean your countertops. After you are done cleaning and the surfaces are dry, they suggest using 511 Sealer to seal the surfaces yourself

Wood/Laminate: Our subcontractor suggests using BRUCE FLOOR CLEANER and NEVER using a steam mop

Cabinets (Wood): Our subcontractor suggests the cabinets be dusted frequently with a soft lint free cloth. You should clean your cabinets with a product specialized for wood such as LEMON or ALMOND OIL. You may also use SCOTT'S LIQUID GOLD. The oil will condition the wood and help to bring back the shine and remove any dust and dirt.

Cabinets (Laminate): Our subcontractor suggests that laminate cabinets be cleaned as needed inside and out with a mild cleaner such as SIMPLE GREEN using a DAMP CLOTH. Rinse cabinets after cleaning with warm water and then dry thoroughly.

Carpet: In order to maintain your warranty, you must have your carpets PROFESSIONALLY cleaned by a certified technician using only the "hot water extraction" method EVERY 18 MONTHS at least.

Tile & Grout: The tile and grout are not sealed when installed by tile contractor. Our subcontractor suggests using LITE VINEGAR and WATER to clean surfaces. **NO** COLOR CLEANER or ANY BLEACH PRODUCTS should be used on tile or grout.

Showerheads

Due to water provided by Cal Water, the showerhead nozzles can become clogged causing water to spray from different areas of the showerhead. In order to alleviate this, Epick Homes recommends wiping down the nozzles twice a week with a damp cloth. Epick Homes will not be held liable for any damage caused by not adhering to these instructions.

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Please sign to confirm that you have read and understand the information given to you on pages 1-8 of this pamphlet. It is to be understood that the homeowner will abide by the information given.

Homeowner's Signature

Date

Lot #