

3. WALL FRAMING

3.1 Wall is out of plumb

Acceptable Performance/Condition

It is reasonable to expect minor variations from plumb.

Walls shall not be out of plumb more than 25 mm (1") in 2,400 mm (8') unless specifically designed to be so.

A plumb bob, spirit level or other professional device should be used for all vertical measurements.

Warranty Coverage

12 months

15 months common property

Claim Response

Walls not meeting the Acceptable Performance/Condition are to be repaired.

Where repairs are required, color or texture match may vary from the original.

3.2 Wall is bowed

Acceptable Performance/Condition

It is common for walls to have minor variances in the surface. Varying light conditions can exaggerate surface inconsistency.

For interior walls of a new home, where bowed framing causes local distortion, the variation shall not be more than 20 mm (3/4") out of line within a 1,200 mm (4') plane.

A straight edge, spirit level or other professional device should be used for all measurements.

Warranty Coverage

12 months

15 months common property

Claim Response

Bows exceeding the Acceptable Performance/Condition are to be repaired.

Where repairs are required, color or texture match may vary from the original.

3.3 Windows malfunction

Acceptable Performance/Condition

Windows shall be installed to operate with reasonable ease.

Windows require regular maintenance for optimum performance.

Warranty Coverage

12 months

15 months common property

Claim Response

Windows not meeting the Acceptable Performance/Condition are to be repaired.

3.4 Glass is cracked

Acceptable Performance/Condition

Windows shall be installed so that the glass does not crack due to construction stress or building settlement.

Warranty Coverage

12 months

15 months common property

Claim Response

Windows with glass showing stress cracks are to be adjusted and the glass replaced.

3.5 Window leaks

Acceptable Performance/Condition

Windows shall not allow unintended water penetration under normal design weather conditions, when properly closed.

Condensation and some water retained in window tracks are not considered to be defects.

Occasional water leaks caused by abnormal weather conditions are excluded.

The homeowner must ensure windows are properly closed, and maintained in keeping with any maintenance documentation provided by the warranty provider or builder.

Refer to Appendix A5 “How to Conduct a Water Test” for more information.

Warranty Coverage

5 years, if unintended water penetration causes or is likely to cause material damage to the new home

Claim Response

Windows not complying with the Acceptable Performance/Condition shall be rectified.

3.6 Condensation forming between insulating (factory sealed) glass unit

Acceptable Performance/Condition

Insulating glass units shall be free from condensation between the panes.

Condensation between panes indicates the airtight seal around the edge of the glass unit has failed.

Warranty Coverage

12 months

15 months common property

Claim Response

Insulating glass units not meeting the Acceptable Performance/Condition are to be replaced.

3.7 Exterior door is warped

Acceptable Performance/Condition

Exterior doors shall not warp to the extent that they:

- become inoperable,
- become warped in excess of 6 mm (1/4") from corner to corner, or
- cease to be weather resistant.

Exterior doors may warp to some degree due to temperature differential between inside and outside surfaces.

Doors between a home and an attached garage must be maintained in keeping with any maintenance documentation provided by the warranty provider or builder.

Warranty Coverage

12 months

15 months common property

Claim Response

Doors not meeting the Acceptable Performance/Condition are to be rectified.

3.8 Exterior wood door panels shrink or crack

Acceptable Performance/Condition

Wooden panels will shrink and expand due to temperature and/or humidity changes.

Gaps or cracks between the edge of an inserted panel and the rest of the door caused by shrinkage are not normal.

Warranty Coverage

12 months

15 months common property

Claim Response

Doors not meeting the Acceptable Performance/Condition are to be repaired or replaced.

3.9 Cracks and splits in exterior wood doors

Acceptable Performance/Condition

Shrinkage cracks in the surface of a wood door are considered normal.

Cracks penetrating through the door are not acceptable.

Warranty Coverage

12 months

15 months common property

Claim Response

Doors not meeting the Acceptable Performance/Condition are to be repaired or replaced.

3.10 Exterior door sticks/binds

Acceptable Performance/Condition

Exterior doors and their hardware shall be installed to operate with minimal binding taking into account the need for periodic adjustment of weather-stripping to accommodate shrinking and swelling associated with seasonal periods of humidity and temperature change.

Warranty Coverage

12 months

15 months common property

Alterations, deletions and additions made by the homeowner are not covered.

Claim Response

Doors and hardware not meeting the Acceptable Performance/Condition are to be repaired. Colour and texture should match as close as possible, but may not be exact.

3.11 Plastic moulding on exterior door is deformed

Acceptable Performance/Condition

The plastic mouldings on exterior doors shall not become noticeably deformed when viewed from a distance of 3 m (10').

Warranty Coverage

12 months

15 months common property

Damage caused by maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder material, design or work supplied by the homeowner is not covered.

Claim Response

Exterior doors not meeting the Acceptable Performance/Condition are to be repaired.

3.12 Exterior door swings open or closed by itself

Acceptable Performance/Condition

Exterior doors shall be installed sufficiently plumb and square so they do not swing due to the force of gravity alone.

Warranty Coverage

12 months

15 months common property

Alterations, deletions or additions by the homeowner are not covered.

Claim Response

Exterior doors not meeting the Acceptable Performance/Condition are to be repaired.

3.13 Exterior door is crooked in the frame

Acceptable Performance/Condition

A variance in the width of the gap between the door and the frame is acceptable unless the weather seal or proper operation of the door is affected.

Exterior doors must have a proper weather seal when closed. The weather-stripping must contact the perimeter of the door.

Warranty Coverage

12 months

15 months common property

Damage resulting from normal wear and tear or maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder is not covered.

Claim Response

Exterior doors not meeting the Acceptable Performance/Condition are to be repaired, but colour and texture may not exactly match the original.

3.14 Exterior door hardware or decorative metal trim has discoloured

Acceptable Performance/Condition

Finishes on door hardware and fixtures may discolour due to normal atmospheric conditions.

Oxidation, harsh cleaners and environmental pollutants can accelerate discolouration.

Maintaining protective coatings or removing discolouration is part of effective home maintenance.

Warranty Coverage

None

Claim Response

None

3.15 Sliding door or screen will not roll smoothly

Acceptable Performance/Condition

Sliding doors and screens shall move freely on their tracks and latch securely. Larger, heavy doors may require extra effort.

Sliding doors and screens may require adjustment from time to time and the tracks and hardware may need to be cleaned and lubricated.

Warranty Coverage

12 months

15 months common property

Damage resulting from normal wear and tear or maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder is not covered.

Claim Response

Sliding doors and their screens not meeting the Acceptable Performance/Condition are to be repaired.