

4. EXTERIOR FINISHING

4.1 Siding is bowed or wavy

Acceptable Performance/Condition

Siding shall be installed in keeping with the Building Code and according to the manufacturer's requirements in order to accommodate thermal movement and anticipated shrinkage of the structure to which it is attached.

While some minor waviness may occur with temperature and moisture changes, siding shall be free from excessive bows and waviness.

Where local distortion is caused by bowed framing, the deviation of the bow measured from the specified plane shall not exceed 20 mm (3/4") over a distance of 1,200 mm (4').

Siding that is intended to have paint and/or sealer requires regular inspection and maintenance to ensure continuity of the protective layer.

Varying lighting conditions can exaggerate minor variations in siding profile and texture.

Warranty Coverage

12 months

15 months common property

24 months for cladding detachment, or material damage to the new home

Defects in materials, work or design supplied by the homeowner or damage resulting from maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder are excluded.

Claim Response

Bowed or wavy siding exceeding the Acceptable Performance/Condition is to be replaced or repaired.

Where repairs are required, colour, finish or texture may not have an exact match.

4.2 Wood, hardboard, or panel-type siding joints not tight

Acceptable Performance/Condition

Wood or hardboard or other panel-type siding shall be installed in accordance with the Building Code and manufacturer's specifications with gaps at joints to allow for expansion as required.

Gaps at joints allow for expansion and help prevent buckling.

Joints shall be suitably protected to prevent water penetration.

Caulking or attaching battens over the joints are ways to protect the joints from water penetration.

Warranty Coverage

12 months

15 months common property

24 months for cladding detachment, or material damage to the new home

Normal shrinkage of materials caused by drying after construction is excluded.

Defects in materials, work or design supplied by the homeowner and damage resulting from maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder are excluded.

Claim Response

Wood or hardboard or other panel-type siding joints that do not meet the Acceptable Performance/Condition are to be repaired or replaced.

Where repairs are required, colour, finish or texture may not have an exact match.

Seasonal conditions may affect the timing of repairs.

4.3 Siding fasteners are excessively countersunk into finished surface

Acceptable Performance/Condition

Siding fasteners shall be installed in accordance with the Building Code and manufacturer's specifications.

Where applicable, fasteners shall not be countersunk to expose hardboard siding fibre.

Warranty Coverage

12 months

15 months common property

24 months for cladding detachment, or material damage to the new home

Claim Response

Siding with nails not meeting the Acceptable Performance/Condition is to be repaired.

Where repairs are required, colour, finish or texture may not have an exact match.

4.4 Siding is not installed in a straight line

Acceptable Performance/Condition

Siding shall be installed with individual boards and pieces in alignment.

With any type of siding or cladding, such as lap siding that requires repetitive parallel alignment from one course to the next, the installer may make minor adjustments to keep the entire elevation in general alignment. Adjustments of this nature are normal.

Wavy-edged siding is more tolerant of adjustments while maintaining an acceptable appearance.

To determine if the condition is acceptable, siding alignment should be viewed under normal lighting from a distance of not less than 6 m (20').

Warranty Coverage

12 months

15 months common property

Claim Response

Siding that does not meet the Acceptable Performance/Condition is to be repaired.

Where repairs are required, colour, finish or texture may not have an exact match.

4.5 Siding has buckled

Acceptable Performance/Condition

Siding shall be installed to prevent buckling and in accordance with manufacturer's installation instructions, where applicable.

Warranty Coverage

12 months

15 months common property

24 months for cladding detachment, or material damage to the new home

Claim Response

Siding that does not meet the Acceptable Performance/Condition is to be repaired.

Where repairs are required, colour, finish or texture may not have an exact match.

4.6 Fastener has stained siding

Acceptable Performance/Condition

Fasteners shall be corrosion resistant and compatible with the siding in accordance with the Building Code and manufacturer's specifications.

Fasteners can be expected to weather, oxidize and discolour with exposure to the elements.

Excessive staining over large areas is unacceptable.

Some localized, minor staining of adjacent materials is acceptable.

Warranty Coverage

12 months

15 months common property

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

Claim Response

Siding and fasteners not meeting the Acceptable Performance/Condition are to be repaired.

Where repairs are required, colour, finish or texture may not have an exact match.

4.7 Siding, shakes, or shingles have resin bleed

Acceptable Performance/Condition

Where paints or stains are used over exterior wall cladding such as cedar shakes, shingles, or siding, bleed-through of resins or extractives is a normal occurrence.

Excessive amounts of bleed-through shall not be visible when viewed from a minimum distance of 8 m (26') under normal lighting conditions and from a normal viewing position.

Warranty Coverage

12 months

15 months common property

Claim Response

Individual siding pieces that do not meet the Acceptable Performance/Condition are to be refinished to match as closely as possible to the remaining field of the wall.

4.8 Plywood or veneer siding has delaminated

Acceptable Performance/Condition

Plywood or veneer siding shall not delaminate under normal weather conditions.

Warranty Coverage

12 months

15 months common property

24 months for cladding detachment, or material damage to the new home

Siding that is intended to have paint and/or sealer requires regular inspection and maintenance to ensure continuity of the protective layer.

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

Claim Response

Plywood or veneer siding that does not meet the Acceptable Performance/Condition is to be repaired.

Where repairs are required, colour, finish or texture may not have an exact match.

4.9 Vinyl siding colour is faded

Acceptable Performance/Condition

Vinyl siding may fade with time and exposure to sunlight. Areas of intense, direct sunlight exposure will tend to fade faster than other more shaded areas.

Vinyl siding shall retain colour fastness in keeping with the manufacturer's performance specifications but shall not appear to be faded or discoloured in an uneven or random manner on an elevation when viewed from a distance of 6 m (20') under normal lighting conditions.

Warranty Coverage

12 months

15 months common property

Claim Response

Vinyl siding that does not meet the Acceptable Performance/Condition is to be repaired or replaced.

Repaired areas shall match the existing material for colour and textures as closely as possible; variation between dye lots is acceptable.

4.10 Vinyl siding, trim or accessory is loose

Acceptable Performance/Condition

Vinyl siding, associated trim, and accessories shall:

- not become displaced or detached from the substrate under normal weather conditions, and
- be installed in accordance with the Building Code and manufacturer's specifications.

Vinyl siding is intentionally not installed tight to the substrate in order to allow for thermal movement.

Warranty Coverage

12 months

15 months common property

24 months for cladding detachment, or material damage to the new home

Damage resulting from an act of nature is excluded.

Claim Response

Vinyl siding that does not meet the Acceptable Performance/Condition is to be repaired or replaced.

Where repairs are required, colour, finish or texture may not have an exact match.

4.11 Vinyl siding trim, fasteners or accessories don't match siding colour

Acceptable Performance/Condition

Fasteners, trim or accessories may not match the siding or trim colour due to manufacturing limitations.

Fasteners are generally made in fewer standard colours than siding products.

Warranty Coverage

None

Claim Response

None

4.12 Above-grade masonry wall or veneer cladding is cracked

Acceptable Performance/Condition

Minor cracking of masonry walls is not uncommon.

Shrinkage during curing of the masonry is natural. Outdoor temperature fluctuations cause masonry cladding to expand and contract. The resulting thermal stress can also cause minor cracking; this is considered normal wear and tear.

Cracks in excess of 3 mm (1/8") in width are not acceptable.

Warranty Coverage

12 months

15 months common property

24 months for cladding detachment, or material damage to the new home

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

Claim Response

Cracks in excess of the Acceptable Performance/Condition are to be investigated to determine the cause and repaired.

Where repairs are required, colour, finish or texture may not have an exact match.

4.13 Horizontal masonry joint alignment is not uniform

Acceptable Performance/Condition

Dimensional variations of the courses or layers are affected by the variations in the brick selected and the bond pattern.

Unless otherwise designed to be out of alignment, horizontal masonry joints must not appear out of alignment more than 12 mm (1/2") over a 3,000 mm (10') distance.

This condition does not apply to randomly sized masonry products.

Warranty Coverage

12 months

15 months common property

Claim Response

Masonry with joints not meeting the Acceptable Performance/Condition is to be repaired.

Where repairs are required, colour, finish or texture may not have an exact match.

4.14 Mortar splatters and stains on exterior masonry

Acceptable Performance/Condition

When dry, exterior masonry shall not have visible mortar splatters and stains detracting from the appearance of the finished wall when viewed from a distance of 6 m (20') under natural lighting conditions.

Warranty Coverage

12 months

15 months common property

Claim Response

Masonry not meeting the Acceptable Performance/Condition is to be repaired.

Where repairs are required, colour, finish or texture may not have an exact match.

Care must be used in cleaning masonry. If pressure washing or chemical cleaners are used, ensure such methods are in accordance with brick manufacturer's specifications. Professional brick tinting methods are acceptable to adjust colour.

4.15 Efflorescence (white powder) is present on masonry surface

Acceptable Performance/Condition

Efflorescence is the formation of a white crystalline deposit on the surface of concrete and masonry when moisture evaporates from the surface.

A certain amount of initial post-construction efflorescence is a normal condition.

Excessive amounts of efflorescence that recur after construction related efflorescence has been removed may be an indication of unintended moisture penetration and may require investigation to determine the cause.

Minor amounts of efflorescence may occur on concrete and masonry surfaces after completion of the building and may return once the initial cleaning has been completed.

Large concentrations of efflorescence that recur after initial cleaning and that are visible from 6 m (20') are not acceptable.

Warranty Coverage

12 months

15 months common property

Claim Response

Excessive amounts of efflorescence that become noticeable or recur after construction related efflorescence has been removed should be investigated to determine the cause, and corrected if defects are discovered.

4.16 Deteriorating masonry

Acceptable Performance/Condition

Masonry shall be manufactured and installed to prevent premature deterioration.

Warranty Coverage

12 months

15 months common property

24 months for cladding detachment, or material damage to the new home

5 years, if caused by defect in the building envelope

Damage resulting from weathering, normal wear and tear, maintenance not completed in keeping with maintenance documentation provided to the owner by the warranty provider or builder additions, alterations and deletions made by the homeowner is not covered.

Claim Response

Masonry that is deteriorated, detached, or displaced is to be repaired.

The colour/texture of repaired areas shall match the existing masonry colour/texture as closely as possible when dry. Variation in colour may be noticeable when wet. Where colour variation of the repaired area is visible under normal lighting and dry conditions from 6 m (20'), the colour shall be adjusted. Professional brick tinting methods are acceptable to adjust colour.

4.17 Water leakage at doors, windows, or at the top of the foundation

Acceptable Performance/Condition

Openings in exterior walls such as windows, doors, vents, and junctions between cladding materials, shall not allow unintended water penetration.

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

Warranty Coverage

5 years, if caused by unintended water penetration

Unintended water penetration due to maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder is excluded.

Claim Response

Openings in exterior walls such as windows, doors, vents, and junctions between cladding materials that exceed the Acceptable Performance/Condition and allow unintended water penetration must be rectified.

4.18 Bricks are chipped

Acceptable Performance/Condition

There are certain brick types that are designed to be tumbled or chipped in appearance and these would not be covered.

Masonry shall be installed in accordance with the Building Code. Installed bricks that are visible as part of the cladding shall not be chipped in excess of the limits described in Appendix A7 “Chipped Clay Bricks.”

Warranty Coverage

12 months

15 months common property

Damage resulting from weathering, normal wear and tear, maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder additions, alterations and deletions made by the homeowner is not covered.

Claim Response

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

The colour/texture of repaired areas shall match the existing brick colour/texture as closely as possible when dry.

Variation in colour may be noticeable when wet. Professional brick tinting methods are acceptable to repair the appearance of chipped bricks.

4.19 Cracks in exterior stucco wall surfaces

Acceptable Performance/Condition

Minor, hairline cracks due to normal shrinkage of the material is normal and not considered to be a defect.

Stucco shall have no cracks or gaps in excess of 3 mm (1/8").

Warranty Coverage

12 months

15 months common property

24 months for cladding detachment, or material damage to the new home

Claim Response

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

The colour or texture of repaired areas shall match where possible but cannot be guaranteed.

4.20 Exterior stucco is separating/debonding

Acceptable Performance/Condition

Stucco on exterior walls shall not separate from its base coat.

Warranty Coverage

24 months

5 years, if caused by and/or resulting in unintended water penetration

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

Claim Response

Stucco not meeting the Acceptable Performance/Condition is to be repaired.

The colour or texture of repaired areas shall match as closely as possible but cannot be guaranteed.

4.21 Unsealed gaps between dissimilar cladding materials and penetrations through cladding

Acceptable Performance/Condition

Gaps shall not allow unintended water penetration into the building envelope.

The junction between dissimilar cladding materials shall be finished in accordance with the Building Code and/or the manufacturer's installation specifications.

Where rain screen principles are used in the cladding design, the sealing may be behind the surface of the cladding. Space between different cladding materials and between penetrations is required to allow for movement but must be weathertight.

Warranty Coverage

12 months

15 months common property

24 months for cladding detachment, or material damage to the new home

5 years, if resulting in unintended water penetration

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

Claim Response

Cladding not meeting the Acceptable Performance/Condition is to be repaired.

4.22 Exterior wood trim is split

Acceptable Performance/Condition

Exterior wood trim may split due to normal shrinkage.

Cracks visible from 6 m (20') under normal lighting conditions, or cracks resulting in displacement or detachment are not acceptable.

Warranty Coverage

12 months

15 months common property

24 months for cladding detachment, or material damage to the new home

Cracks resulting from normal shrinkage of materials caused by drying after construction, or normal wear and tear are not covered.

Claim Response

Trim not meeting the Acceptable Performance/Condition is to be repaired.

Where repairs are required, colour, finish or texture may not have an exact match.

4.23 Exterior wood trim is bowed, twisted or cupped

Acceptable Performance/Condition

Exterior wood trim may warp, twist, or cup.

Loose trim or trim that becomes detached is not acceptable.

Warranty Coverage

12 months

15 months common property

24 months for cladding detachment, or material damage to the new home

Warping, twisting or cupping resulting from normal shrinkage of materials caused by drying after construction or normal wear and tear are not covered.

Claim Response

Trim not meeting the Acceptable Performance/Condition is to be repaired.

Where repairs are required, colour, finish or texture may not have an exact match.

4.24 Paint on repaired areas doesn't match

Acceptable Performance/Condition

Re-painted areas shall match the original finished surface for colour, sheen, and texture as closely as possible and be a properly painted surface.

The re-painted area shall be assessed by viewing, without magnification, from a minimum distance of 6 m (20') under normal lighting conditions and from a normal viewing position.

Warranty Coverage

12 months

15 months common property

Claim Response

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

Exact matches cannot be reasonably expected due to aging and environmental conditions.

4.25 Exterior paint, stain, or clear finish blisters and peels

Acceptable Performance/Condition

Weathering of painted, stained or clear-coated exterior surfaces is normal.

Exterior paint, stain or clear finishes shall not deteriorate to the extent of exposing the substrate beneath.

Painted surfaces subject to foot traffic are exempt from this requirement.

Warranty Coverage

12 months

15 months common property

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

Claim Response

Paint or stain not meeting the Acceptable Performance/Condition is to be rectified.

Where repairs are required, colour, finish or texture may not have an exact match.

4.26 Mould or mildew is visible on exterior painted surfaces

Acceptable Performance/Condition

Mould or mildew is common in the natural environment. It can often form on painted surfaces and can usually be removed during normal home maintenance.

Warranty Coverage

None

Claim Response

None

4.27 Leak in exterior wall

Acceptable Performance/Condition

The building envelope shall be constructed to prevent unintended water entry.

Warranty Coverage

5 years

Unintended water penetration resulting from failure to perform maintenance in keeping with documentation provided to the owner by the warranty provider or builder or normal wear and tear is not covered.

Joints and cracks in exterior wall surfaces and around openings shall be properly sealed to prevent the entry of water. Caulking and sealants deteriorate under normal weather conditions and should be checked and maintained regularly.

Damage to personal property is excluded.

Claim Response

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

Seasonal conditions may delay the timing of repairs.