

6. PLUMBING

6.1 Pipes are leaking

Acceptable Performance/Condition

Domestic water supply pipes and drainpipes supplied by the builder shall not leak.

Condensation on piping should not be mistaken for leakage. Condensation on cold water supply pipes is not covered. High indoor humidity is the main cause of condensation on pipes.

Warranty Coverage

2 years

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the homeowner is excluded from coverage.

Damage to personal property is excluded.

If a leak is detected in a water supply pipe, in order to mitigate any damage the main water supply valve or an isolation valve should be turned off immediately and the builder and warranty provider notified.

Claim Response

Domestic water supply pipes and drainpipes that leak and exceed the Acceptable Performance/Condition must be rectified.

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

6.2 Faucet or fixture is leaking

Acceptable Performance/Condition

Under normal operation and where maintenance is not an issue, faucets or plumbing fixtures shall not leak, drip, or run on when fully closed.

Condensation on faucets or plumbing fixtures should not be mistaken for leakage and is not covered.

Warranty Coverage

12 months

15 months common property

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the homeowner is excluded from coverage.

Damage to personal property is excluded.

Claim Response

Faucets or fixtures not meeting the Acceptable Performance/Condition are to be repaired.

6.3 Plumbing pipes are frozen and/or burst

Acceptable Performance/Condition

Plumbing pipes shall be protected from freezing in accordance with the Building Code.

Warranty Coverage

2 years

Damage resulting from extreme cold below the design winter temperatures (an act of nature) or maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the homeowner is excluded from coverage.

Damage to personal property is excluded.

Homes must be kept at temperatures to prevent freezing at all times even if the home is not occupied. If this is not possible, proper precautions should be taken to prevent freezing such as shutting off and draining the water supply system.

For exterior hose bibs that are not frost free, shut off any associated interior valves and leave the exterior valve open as part of a regular seasonal maintenance program.

If a burst pipe is detected in a water supply pipe, the main water supply valve or appropriate isolation valve should be turned off immediately and the builder and warranty provider notified.

Claim Response

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

6.4 Bathtub or shower leaks

Acceptable Performance/Condition

Bathtubs and showers shall be installed in accordance with the Building Code, and manufacturer's specifications.

Warranty Coverage

12 months

15 months common property

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the homeowner is excluded from coverage.

Damage to personal property is excluded.

Claim Response

Bathtubs or showers not meeting the Acceptable Performance/Condition are to be repaired.

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

6.5 Condensation appears on water supply pipes and toilets

Acceptable Performance/Condition

Condensation on water supply pipes and toilets may occur from time to time when indoor relative humidity is high. This is considered normal.

Warranty Coverage

None

Claim Response

None

6.6 Noisy water pipes or water hammer

Acceptable Performance/Condition

Water supply pipes shall be installed to minimize the effects of water hammer and in accordance with the Building Code. Excessive hammering is not acceptable.

A sudden “thump” or “bang” of water supply pipes when a faucet or fixture is closed abruptly is normal.

Slight “ticking” sounds coming from hot water supply pipes as they expand or contract are normal.

The sound of water flowing through water pipes is normal and excluded.

Warranty Coverage

12 months

15 months common property

Claim Response

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

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

6.7 Defective plumbing fixtures, appliances, or trim fittings

Acceptable Performance/Condition

Plumbing fixtures, appliances, or trim fittings shall be free of both visual and performance defects.

Warranty Coverage

12 months

15 months common property

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the homeowner is excluded from coverage.

Claim Response

Plumbing fixtures, appliances, or trim fittings with visual and performance defects that exceed the Acceptable Performance/Condition must be rectified.

6.8 Toilet does not flush effectively

Acceptable Performance/Condition

Toilets shall be installed in keeping with the Building Code and manufacturer's specifications.

Newer energy efficient (low-volume or dual-flush) toilets use less water to flush than older models. The operation of some new toilets is more sensitive to the effects of the:

- amount of waste
- amount and type of paper, and
- volume of water in the tank.

In some situations multiple flushes may be required and is not considered a defect.

Warranty Coverage

12 months

15 months common property

Problems resulting from maintenance that is not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the homeowner are excluded from coverage.

Claim Response

Toilets not meeting the Acceptable Performance/Condition must be rectified.