



## **Welcome to the CBH Warranty Manual**

Welcome to your new CBH home!

Our commitment to building your dream doesn't end when we hand you the keys.

This Warranty Manual is your comprehensive guide to the CBH Customer Care Warranty Program. It details what is covered under your express one-year limited warranty, explains performance standards, and outlines the process for requesting service.

Based on trusted industry standards, this manual is designed to be a clear and simple tool to help you protect your investment and care for your home from day one. Our goal is to make the warranty process straightforward and stress-free, so you can focus on making memories.

We are proud to be part of your homeownership journey.

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## I. WARRANTY SERVICE PROCEDURES

Customer satisfaction is a top priority at CBH Homes. We take great pride in our homes. This is your express one year limited warranty. To help us serve you promptly and efficiently, please follow the warranty service procedures outlined below. This warranty is valid for the original homeowner only, and is not transferable.

### How to Submit a Warranty Request

All non-emergency warranty requests **must be submitted in writing** through our official online portal.

1. **Visit:** [mycareportal.cbhhomes.com/s/login/](http://mycareportal.cbhhomes.com/s/login/)
2. **Log In:** Access your homeowner account.  
*\*\*To create an account, use the link provided via email to the primary buyer after closing to create a log in.*
3. **Submit:** From your dashboard, you'll find an easy-to-use link to submit warranty claims directly to our team.

**Please note:** To be considered an official claim and preserve your rights under the warranty, all requests must be submitted through the online portal. Verbal notifications or messages sent by phone or email do not meet the official submission requirements and may result in denial of coverage.

### Important Deadlines

- **Coverage Period:** All claims must be submitted online **before** your one-year warranty expires.
- **Unresolved Claims:** If you have open claims at the end of your warranty period, you must submit a final written notice to CBH within 30 days of the expiration date.
- Failure to meet these deadlines will result in a waiver of your rights to warranty coverage.

### Use of Approved Subcontractors

You must use the list of subcontractors supplied to you after completion of your New Home Orientation. If you experience an emergency, you must use the proper list of emergency contact numbers. If you choose to use an outside contractor not located on your sublist, you will be responsible for all costs associated with the service and potentially void the warranty on the affected items.

## II. EMERGENCY INSTRUCTIONS

For true emergencies outside of normal business hours (Monday-Friday, 8 AM - 5 PM), follow the steps below. Our Customer Care team will follow up with you as soon as possible, no later than the next business day.

Thank you for being part of the CBH Family. We are here for you!

### What is Considered an Emergency?

- A sewer backup.
- A water leak that requires shutting off the main water supply to the home.
- A gas smell inside the home (see instructions below).
- A complete loss of power (that is not an Idaho Power outage) or sizzling sounds from outlets or switches.
- A total loss of heat if the inside temperature is lower than 60°F
- A total loss of air conditioning when the outside temperature is above 95°F.  
(Cooling system should maintain a 15°F difference if outside temperature exceeds 95°F.)

### Sewer Backup Emergency

1. **Shut Off the Water:** The main shut-off is typically in the crawl space access or garage.
2. **Contact your original Plumber:** Locate the plumber's sticker on your water heater or refer to your subcontractor list to determine if the blockage is located before the clean-out. Call their emergency number.
3. **Contact your original Excavator:** If the plumber confirms that the issue lies between the house and the street, locate the excavator's phone number on your subcontractor list for further assistance.
4. **Submit a Claim:** Log into the online portal to submit a service request.

### Plumbing Emergency

1. **Contact your original Plumber:** Locate the plumber's sticker on your water heater or refer to your subcontractor list. Call their emergency number.
2. **Shut Off the Water:** The main shut-off is typically in the crawl space access or garage. Individual fixtures have shut-offs under the sink or behind the toilet.
3. **Submit a Claim:** Log into the online portal to submit a service request.

### Heating & Cooling Emergency

1. **Contact your original HVAC Company:** Find their sticker on your furnace or refer to your subcontractor list. Call their emergency number.
2. **Submit a Claim:** Submit the issue through your online warranty portal.
3. **If you smell gas: Leave your home immediately.** From outside, call the Intermountain Gas Emergency Line at 800-548-3679.

**Before reporting an A/C issue, please check that:**

- The thermostat is set to COOL and the air filter is clean.
- The breaker in the garage panel is ON.
- The disconnect switch by the A/C unit is ON.
- The wall switch for the furnace is ON.

**Electrical Emergency**

1. **Contact your original Electrician:** Check for a sticker on your electrical panel or refer to your subcontractor list. Call their emergency number.
2. **Submit a Claim:** Go online and submit your request through the warranty portal.

**Landscaping & Irrigation**

Landscaping and irrigation systems are **not covered** under the one-year warranty.

For water-related emergencies:

- **On your property:** Turn off the water at the main irrigation valve, typically located in the largest valve box in your yard (look for a red or metal handle).
- **In common areas:** Contact your HOA directly.
- **Outside your property:** Visit your city's website and call their emergency water line.
- **Need help with sprinkler settings?** Check out these Videos on our website!
  - [Adjusting Sprinkler Heads](#)
  - [Get to Know Your Sprinkler Clock](#)

### III. APPLIANCES

Your appliances shall comply with their manufacturer's standards as to use and operation. Defective appliances are covered under their manufacturer's warranty.

**For warranty concerns regarding Frigidaire appliances, please contact our Ferguson representative:**

**Contact:** Jennie McClure-Sauer, Senior Sales Support Representative

**Email:** [Jennie.mccluresauer@ferguson.com](mailto:Jennie.mccluresauer@ferguson.com)

**Phone:** 208.466.8907

**Hours:** Monday - Friday, 7:00 AM to 4:00 PM

**For warranty concerns regarding Whirlpool or Maytag appliances, please contact our Whirlpool representative:**

**Contact:** MLD

**Email:** [cbhservice@mld.com](mailto:cbhservice@mld.com)

**Phone:** 208.279.0488

**Hours:** Monday - Friday, 9:00 AM - 5:00 PM

## IV. ONE-YEAR LIMITED WARRANTY COVERAGE

This section outlines the construction performance standards for items covered under your express limited one-year warranty. It is designed to inform homeowners of what is covered, the builder's responsibility, and the exclusions for each item.

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### 1. SITEWORK

#### 1.1 Grading

- **Coverage:** Settling that exceeds 6 inches within 10 feet of the foundation and negatively affects drainage is a deficiency.
- **Builder Responsibility:** One-time fill of the affected area.
- **Exclusions:** Homeowner is responsible for removing/replacing landscaping to allow for repairs. Settling beyond 10 feet from the foundation is excluded unless it disrupts drainage due to original backfill.

#### 1.2 Drainage

- **Coverage:** Standing water within 10 feet of the foundation for more than 72 hours after rain/snow melt is a deficiency.
- **Builder Responsibility:** Ensure proper surface drainage as-built.
- **Exclusions:** Drainage issues beyond 10 feet from the foundation or caused by homeowner alterations, landscaping, fencing, or irrigation. Damage from erosion in unplanted yards.

#### 1.3 Landscaping & Fencing

- **Exclusions:** Landscaping survival (sod, trees, shrubs) and fencing are not covered under the warranty. Soil erosion and small sinkholes are homeowner maintenance items. Once installed, your sod, trees and shrubs need your care and cultivation to take root, grow and flourish.

#### 1.4 Irrigation Systems:

- **Coverage:** Improper installation of the sprinkler system is covered.
- **Homeowner Responsibility:** All maintenance, including winterization (blowouts), sprinkler head adjustments, responsible water management, and clock settings to prevent overwatering and damage. *Watering more than two times a day for longer than 5 minutes per station (pop-ups) or 10 minutes per station on (Rain Bird rotating heads) is considered over watering.*

### 2. FOUNDATION AND CONCRETE

#### 2.1 Cast-in-Place Concrete:

- **Coverage:** Foundation wall cracks wider than 1/4 inch; other concrete cracks wider than 1/4 inch or with a vertical displacement over 3/16 inch; concrete steps/stoops exceeding 1 inch in movement; garage slab settlement greater than 1 inch; uneven floors with depressions greater than 3/8 inch in a 32-inch span.

- **Builder Responsibility:** Repair cracks and uneven areas via surface patching, sealing, or leveling.
- **Exclusions:** Color variations in patched concrete are not covered. The color will vary due to variables beyond CBH's control and will not be covered by CBH's Warranty. Efflorescence (a white, powdery deposit) is a natural occurrence caused by moisture reacting with soluble minerals and is not covered. Minor cracking in driveways/sidewalks is not a deficiency.

## 2.2 Construction & Control Joints:

- **Exclusions:** Movement or separation at control joints is by design and is not covered.

## 3. MASONRY

### 3.1 Brick and Stone

- **Coverage:** Cracks wider than 1/4 inch or visible from a distance of 20 feet.
- **Builder Responsibility:** Repair via tuckpointing and matching mortar as closely as possible.
- **Exclusions:** Efflorescence (a white, powdery deposit) is a natural occurrence and is not covered.

### 3.2 Stucco and Cement Plaster

- **Coverage:** Cracks wider than 1/8 inch, spalling, or separation from the substrate.
- **Builder Responsibility:** One-time patch and texture/paint to match as closely as possible.

## 4. CARPENTRY AND FRAMING

### 4.1 Subfloor and Structure

- **Coverage:** Loud, objectionable squeaks that are repeatable and caused by improper fastening; uneven subfloor greater than 1/4 inch over a 32-inch span.
- **Builder Responsibility:** Refasten or brace the subfloor. A completely squeak-proof floor is not guaranteed.

### 4.2 Walls and Ceilings

- **Coverage:** Bows in walls or ceilings greater than 1/2 inch within a 32-inch horizontal span or an 8-foot vertical span.
- **Builder Responsibility:** Correct framing as needed to meet standard construction tolerances.

### 4.3 Finish Carpentry

- **Coverage:** Gaps wider than 1/4 inch in exterior trim joints; gaps wider than 1/8 inch in interior trim joints; nail holes or hammer marks visible from 6 feet away.
- **Builder Responsibility:** Repair joints and blemishes with caulk or fill, and touch up using the homeowner's paint touch-up kit.



## 5. THERMAL AND MOISTURE PROTECTION

### 5.1 Waterproofing

- **Coverage:** Water entering the basement through foundation walls or floors.
- **Exclusions:** Leaks caused by homeowner's failure to maintain proper grading or by improperly installed landscaping. Dampness on foundation walls or concrete floors is common in new construction and is not a deficiency.

### 5.2 Insulation

- **Coverage:** Gaps or compressed batts resulting in insufficient coverage that does not meet building code.
- **Exclusions:** If the original insulator confirms insulation meets code, the homeowner is responsible for the cost of the service call.

### 5.3 Ventilation and Moisture

- **Coverage:** Standing water covering more than 20% of the crawl space or deeper than 4 inches in a 16-square-foot area; damage caused by improper venting.
- **Exclusions:** Water accumulation caused by the homeowner's failure to maintain the properly established grades, drainage structures, and swales, or improper landscaping practices. The homeowner is responsible for keeping all attic and crawl space vents unobstructed.

### 5.4 Sealants and Caulking

- **Homeowner Responsibility:** After closing, all interior and exterior caulking becomes a homeowner maintenance item. Any damage resulting from a failure to maintain seals is not covered.

### 5.5 Exterior Siding

- **Coverage:** Delamination or splitting wider than 1/8 inch and longer than 1 inch; waves in vinyl siding exceeding 1/2 inch within a 32-inch span.
- **Exclusions:** Fading of siding is a natural process and is not covered by CBH; please refer to the manufacturer's warranty. Nail stains smaller than 1/2 inch or not visible from 20 feet.

### 5.6 Roofing

- **Coverage:** Leaks that occur under normal conditions due to improper installation of the roof or flashing.
- **Exclusions:** Leaks caused by ice dams, debris, abnormal weather conditions, or homeowner actions. Blown-off shingles or other damage from wind, weather, or Acts of God are not covered; please consult your homeowner's insurance. Material defects are covered under the manufacturer's warranty.

### 5.7 Gutters and Downspouts

- **Coverage:** Leaks in gutters or downspouts due to improper installation. Standing water in gutters exceeding 1/2 inch in depth.
- **Homeowner Responsibility:** Keeping gutters and downspouts free of leaves and debris.

## 6. DOORS AND WINDOWS

### 6.1 Doors

- **Coverage:** Warped interior doors (more than 1/4 inch); doors that bind, stick, or have faulty locks under normal use; bottom gaps greater than 1-1/2 inches (for rooms) or 2 inches (for closets).
- **Builder Responsibility:** Adjust, repair, or replace as needed. This is a one-time service.
- **Homeowner Responsibility:** Use of exhaust fans in bathrooms and utility areas to minimize humidity and prevent warping.

### 6.2 Garage Doors

- **Coverage:** Improper operation or fit that does not meet manufacturer specifications.

### 6.3 Windows

- **Coverage:** Windows that are difficult to open or close, requiring force beyond manufacturer specifications.
- **Exclusions:** Condensation, which is normal and related to interior humidity levels and not a window defect. Broken glass, chips, or scratches not noted on the NHO walkthrough report.
- **Homeowner Responsibility:** Regularly inspect and clean window sill weep-holes to ensure proper drainage. Water intrusion or damage due to clogged weep-holes is not covered.

### 6.4 Hardware and Screens

- **Exclusions:** Damaged or missing door and window screens are not covered unless noted at the NHO walkthrough. Sticking locks or knobs will be repaired once during the warranty period unless damage is from abuse.

## 7. FINISHES

### 7.1 Drywall

- **Homeowner Responsibility:** Hairline cracks and nail pops that may appear from the normal settling of a new home are considered homeowner maintenance.

### 7.2 Hard Surfaces (Tile, Stone)

- **Coverage:** Grout cracks wider than 1/16 inch.
- **Builder Responsibility:** Repair cracked grout one time during the warranty period.
- **Exclusions:** Loose or cracked tile/stone is not covered unless noted on the NHO walkthrough report. Ongoing grout maintenance is the homeowner's responsibility.

### 7.3 Vinyl and LVP Flooring

- **Coverage:** Nail pops that damage the flooring material; depressions or ridges greater than 1/8 inch; gaps at seams wider than 1/32 inch; loose LVP boards.

- **Exclusions:** Damage caused by UV rays, improper cleaning methods, high traffic, wheels or unprotected furniture is considered normal wear and tear and is not covered.

#### 7.4 Wood and Laminate Flooring

- **Coverage:** Gaps between boards wider than 1/8 inch.
- **Homeowner Responsibility:** Maintaining proper interior humidity (below 45%) to prevent excessive expansion or contraction of flooring.

#### 7.5 Painting

- **Coverage:** Peeling, bleeding, or poor coverage requiring repaint. Paint splatters visible from 6 feet.
- **Builder Responsibility:** One-time repaint of the affected surface (from breakline to breakline).
- **Exclusions:** Entire room repainting. Black Soot Deposition (dark shading on the walls and ceilings where studs and/or trusses are placed, darkened areas around heat vents, and/or under closed doorways in the carpet.) often caused by burning candles, is not covered.

#### 7.6 Carpet

- **Coverage:** Seam gaps at the backing wider than 1/8 inch.
- **Builder Responsibility:** Re-stretch or re-secure loose carpet one time during the warranty period.
- **Exclusions:** Visible seams (without a gap) can be normal depending on carpet style. Wrinkles or ripples that develop over time from humidity, traffic, or settling are not covered.

#### 7.7 Stairs

- **Coverage:** Loose handrails or banisters under normal use; loud, excessive, repeatable squeaks from loose risers or treads.
- **Builder Responsibility:** Refasten any loose stair riser or treads to eliminate excessive squeaking.
- **Exclusions:** Damage from misuse is not covered. A completely squeak-proof staircase is not guaranteed.

### 8. FIREPLACES

- **Coverage:** The fireplace unit is covered under the manufacturer's warranty. CBH Homes warrants that the installation meets manufacturer requirements and building codes.
- **Exclusions:** Smoke damage inside the home is not covered.

### 9. CABINETS, VANITIES, AND COUNTERTOPS

#### 9.1 Cabinets and Vanities

- **Coverage:** Sticky or binding doors/drawers; warped doors/drawers (more than 1/4 inch); gaps between cabinets and adjacent walls/ceilings wider than 1/4 inch.

## 9.2 Countertops

- **Coverage:** Cracks in laminated tops wider than 1/16 inch; cracks in granite/stone tops wider than 1/32 inch caused by faulty installation.
- **Exclusions:** Natural variations in color or texture in stone countertops. Chips greater than 1/32 inch are only covered if noted at the NHO walkthrough. Stains, scratches, chips, or water damage that occurs after closing is not covered.

## 10. HEATING AND AIR CONDITIONING

### 10.1 System Performance

- **Coverage:** Heating system that fails to maintain 70°F; cooling system that fails to achieve 80°F or a 15°F differential from the outside temperature (when it exceeds 95°F). "Oil canning" (a loud booming noise) from ductwork.
- **Exclusions:** Performance issues not related to improper installation. Normal "ticking" or "crackling" sounds from ductwork expanding and contracting are not covered.

## 11. PLUMBING SYSTEMS

### 11.1 Leaks and Fixtures

- **Coverage:** Leaks in any water pipes or fittings due to material defect or improper installation. All fixtures (sinks, faucets, toilets, shower pans, tubs, water heaters, sill cocks) are covered to the extent of the manufacturer's warranty.
- **Exclusions:** Cracks or chips on fixtures are only covered if noted on the NHO walkthrough report. Leaks resulting from failure to maintain caulking are not covered.

### 11.2 Clogs and Drains

- **Coverage:** Clogs or backups proven to be caused by a construction or installation defect.
- **Exclusions:** Clogs caused by homeowner negligence (e.g., flushing improper items). Garbage disposals are not covered due to high potential for misuse.

### 11.3 Other Plumbing Conditions

- **Exclusions:** Mineral stains on fixtures. "Water hammer" pipe noise is only covered if caused by improper installation; normal expansion/contraction noises are not covered. Frozen pipes (homeowner must take preventative measures in freezing temperatures below 20 degrees, by allowing faucets to drip and closing foundation vents). NOTE: Foundation vents must be reopened once temperatures are above 20 degrees Fahrenheit for proper ventilation.

## 12. ELECTRICAL SYSTEMS

### 12.1 Wiring and Circuit Performance

- **Coverage:** Wiring that fails to carry its designed load due to improper installation; frequent tripping of GFCI or AFCI circuits due to improper wiring; improperly labeled electrical panels; loose outlets, switches, or fixtures.
- **Exclusions:** Damage from overloading circuits or homeowner modifications. GFCI/AFCI tripping caused by the homeowner's appliances. Drafts from outlets on exterior walls, which are considered normal.

### 12.2 Light Fixtures

- **Coverage:** Malfunctioning light fixtures due to improper installation.
- **Exclusions:** Issues related to burned-out bulbs, or finish quality are not covered.

## 13. ADDITIONAL EXCLUSIONS

### 13.1 Damages, loss, costs incurred in connection with the following:

- Any costs, expenses, or damages associated with the loss of use of the home, loss of rental income, alternate housing or transportation, food, moving or storage, or any other incidental or consequential expenses. This includes inconvenience or annoyance resulting from a construction defect, structural issue, or the repair process related to either.
- Bodily injury, death, or personal injury of any kind. This includes, but is not limited to, physical or mental pain and suffering, emotional distress, or any associated medical, psychological, or hospital-related expenses.
- Any loss in the market value of your home resulting from a construction defect, structural issue, or from the repair of such a defect or issue.
- Attorney fees, investigation costs, expert or witness fees, court-related expenses, or any other legal or administrative costs incurred as a result of a defect, structural defect, or the repair of such issues.
- Builder's failure to complete your home, construct it according to the approved plans and specifications, or comply with applicable local or national building codes, ordinances, or construction standards.
- Personal property, or additions or alterations to your home that were not included with the original sale of your home.
- Any condition that has not already resulted in actual physical damage to your home.
- Failure to provide timely notice as required.
- Failure to take reasonable steps to minimize or prevent further damage once an issue has been identified.
- Ongoing or repeated exposure to water or moisture, including mold, mildew, rot, corrosion, or the deterioration or weakening of materials.
- A weather event, such as a windstorm, rainstorm, flood, hail, snow, ice storm, fire, smoke or lightning.

- Changes in the level of the underground water table beneath or near your home due to regional aquifer depletion or other naturally occurring shifts.
- Natural soil movement caused by factors, including but not limited to, earthquakes, volcanic eruptions, sinkholes, avalanches, landslides, or mudflows.
- War, terrorism, riots, civil commotion, vandalism, or actions by any governmental authority.
- Birds, rodents, vermin, pets, plants, insects (including, but not limited to termites), or other animals.

## CBH Homeowner *Maintenance Schedule*

Your home is a significant investment. Proper maintenance is key to keeping it beautiful, functional, and covered under the CBH Customer Care warranty. Use this seasonal and monthly checklist to stay on top of routine tasks.

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### Monthly Maintenance (All Year)

Task	Description
Test Smoke/CO Detectors	Press the test button on each device. Replace batteries if needed.
Inspect HVAC Filters	Replace or clean filters as needed (more often with pets/allergies).
Run Water in Unused Spaces	Prevent trap drying by running faucets in guest bathrooms or basements.
Clean Range Hood Filter	Degrease the kitchen hood filter to maintain airflow.
Check for Leaks	Inspect under sinks, around toilets, and fixtures.
Garage Door Safety Test	Confirm auto-reverse function is working.

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## **Spring** (March – May)

<b>Task</b>	<b>Description</b>
Inspect Roof & Gutters	Check for debris, animal nests, or winter damage. Clean gutters.
Service HVAC (AC Tune-Up)	Schedule professional inspection and service.
Check Exterior Grading	Ensure water drains away from the foundation.
Fertilize Lawn	Use spring fertilizer to boost growth.
Power Wash Siding/Driveway	Remove dirt, pollen, and mildew.
Open Crawlspace Vents	Reopen any closed crawlspace vents (if applicable).

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## **Summer** (June – August)

<b>Task</b>	<b>Description</b>
Check Irrigation System	Inspect for leaks, clean nozzles, adjust schedule.
Inspect Deck/Patio	Check for cracks, mildew, or loose boards.
Caulk Windows & Doors	Repair/replace any damaged weather seals.
Clean and Inspect Exterior Paint	Look for peeling or blistering paint. Touch-up as needed.
Monitor Attic Ventilation	Ensure airflow is unobstructed.





## **Fall** (September – November)

<b>Task</b>	<b>Description</b>
Clean Gutters & Downspouts	Remove leaves/debris to avoid ice dams.
Service HVAC (Furnace Tune-Up)	Professional inspection recommended before winter.
Winterize Exterior Faucets	Drain and cover hose bibs to prevent freezing.
Seal Foundation Gaps	Prevent pest entry and heat loss.
Check Attic Insulation	Confirm even coverage and no signs of moisture.

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## **Winter** (December – February)

<b>Task</b>	<b>Description</b>
Check for Ice Dams or Icicles	Remove safely to avoid roof damage.
Reverse Ceiling Fans	Push warm air down by setting blades clockwise.
Test GFCI Outlets	Press reset/test on all GFCIs.
Inspect Door Sweeps & Seals	Prevent drafts. Replace worn materials.
Inspect Sump Pump	Test functionality before heavy precipitation or snow melt.

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## Annual Professional Services (Recommended)

Task	Frequency	Notes
HVAC System Maintenance	Spring & Fall	Include AC and furnace inspections.
Water Heater Inspection	Annually	Drain sediment and check valves.
Fireplace/Chimney Cleaning	Annually (if used)	Prevent buildup and fire hazards.
Pest Inspection	Annually	Especially recommended in high-risk areas.
Roof Inspection	Annually	Especially after storms or snow.