



CENTEX HOMES

WHAT TO
EXPECT FROM
YOUR NEW HOME

Warranty & Performance Standards

Congratulations on the purchase of your new home!

At Centex Homes, we take great pride in our work and it shows in the quality of the homes we build. We want you to be equally proud of your home and delighted with your decision to buy from us. Our goal is that your next home will also be built by Centex Homes and that you will recommend us without reservation to others. To achieve this, we strive to provide you with outstanding customer service before, during and after the sale.

We know the purchase of your home is a very important event in your life. Whether or not this is your first new home, you will likely have questions about how to maintain its beauty and functionality year after year. This package includes the following information:

- **INTRODUCTION.** This section provides you with a general overview of your Centex Homes New Home Limited Warranty (Centex Homes Warranty), what you should expect from your new home and what you can expect from Centex Homes. This section also describes some of your obligations as a homeowner. We encourage you to read the Centex Homes Warranty for complete terms and conditions.
- **HOME CARE GUIDE DVD.** This concise, interactive DVD provides an overview of the key systems and components related to your home and demonstrates important maintenance tips for keeping them operating properly.
- **CENTEX HOMES NEW HOME LIMITED WARRANTY.** This document describes the detailed terms and conditions of your Centex Homes Warranty.
- **PERFORMANCE STANDARDS.** Your home should meet the Performance Standards described in this section. The Performance Standards are an important reference tool to determine if your home is performing properly or whether warranty service should be requested.

The Centex Homes Warranty and Performance Standards may be applicable to other home brands or companies within the Centex Homes family of builders. Please see your Centex Homes Warranty and the Limited Warranty Validation Form for more information.

Of course, any time you have questions, our fully trained, professional Customer Care Team stands ready to assist you!

INTRODUCTION

A superior product is only as good as the company standing behind it. Centex Homes strives to provide outstanding customer service during the sale, throughout construction and through the warranty period. That's why we have ranked among the most admired companies in our industry and why our customers can confidently recommend us to friends, family and acquaintances.

YOUR CENTEX HOMES WARRANTY

At Centex Homes, we value our ongoing relationship with you. We will stand behind the quality and performance of your new home for many years to come. With the Centex Homes Warranty, you can be as confident as we are in the quality of construction, workmanship and materials in your new home.

The Centex Homes Warranty includes:

- **TWO-YEAR FIT-AND-FINISH WARRANTY.** The materials installed in your home – such as flooring, interior and exterior wall coverings, paint, countertops and so on – are warranted against construction defects, as defined in the Centex Homes Warranty, for two years. These components are described in the Performance Standards section of this publication.
- **LEAK PROTECTION.** Centex Homes provides warranty protection beyond the two-year fit-and-finish warranty for specified water leaks that occur as the result of a construction defect, as defined in the Centex Homes Warranty. The details of this leak protection coverage are described in the Performance Standards. Your warranty validation form will describe the period of this coverage.
- **TEN-YEAR STRUCTURAL WARRANTY.** Specified structural components of your home are warranted against construction defects, as defined in the Centex Homes Warranty, for 10 years. Structural components are described in the Performance Standards.

In addition to the coverages provided above, we warrant against any construction defect, as defined by the Centex Homes Warranty, that presents a serious or imminent threat to the safety of the occupants of your home. Your warranty validation form will describe the period of this coverage.

NOTE: Consumer products such as appliances, carpeting and other manufactured items installed in your home, are not covered under the Centex Homes Warranty. Instead, these items may be covered by a separate warranty issued by the manufacturer. Please consult the Centex Homes Warranty for the definition of consumer products. Owner's manuals for individual consumer products will contain warranty and service information.

If you have a problem with a consumer product during the fit-and-finish warranty period, please consult your Customer Care Team for help in contacting the manufacturer or local distributor. Some major items, such as water heaters and heating and cooling equipment, may have warranties that exceed the fit-and-finish warranty period. Please consult the manufacturer's warranty for specific warranty coverage periods.

Questions about your Centex Homes Warranty? Please contact your local Customer Care Team.

INTRODUCTION

WHAT TO EXPECT FROM YOUR NEW HOME

When you buy a new home, you expect the home to function in a certain way. Doors and windows should open, close and lock, for example. Heating, cooling and plumbing systems should work as intended under everyday circumstances.

Your home was constructed using a variety of materials such as wood and concrete. These materials can be expected to dry, cure and otherwise “settle in” for a period of time – often as long as one year. Settling can result in minor cracks in drywall finishes, nail pops and other cosmetic problems. These problems are covered under the fit-and-finish warranty for two years.

Another thing to keep in mind is that all natural materials – and many manufactured ones – have unique appearances. These variations are normal and are part of the aesthetic appeal of the material.

PERFORMANCE STANDARDS

Every Centex home – its materials, systems and workmanship – is expected to meet certain levels of initial construction quality and performance, which are defined by the Performance Standards included in this publication. These Performance Standards describe what you should expect from the components that make up your new home. The Performance Standards also describe some common situations that can cause a component or system to be excluded from coverage under the Centex Homes Warranty. For example, failure to perform routine maintenance or making modifications to your home may result in an item being excluded from coverage. For a complete description of exclusions, please consult the Centex Homes Warranty.

We encourage you to read the Centex Homes Warranty carefully.

During your pre-closing home orientation, you were asked to carefully inspect your home and sign off on the delivery condition. Damage that occurs after the closing on your home and that is not the result of a construction defect, such as scratches to finished surfaces or damage to window screens, is not covered under the Centex Homes Warranty.

We have included a number of “Homeowner Tips” in the Performance Standards section of this document. They are there to help you avoid or diagnose potential problems. Please consult your Home Care Guide DVD and homeowner’s maintenance materials for a further description of homeowner responsibilities.

If you believe a component in your home is not performing as it should, please first consult the subject index in the Performance Standards and review the section pertaining to that component. If the component is not listed or you have further questions, consult the Centex Homes Warranty for terms and conditions, or please contact a member of your local Customer Care Team.

INTRODUCTION

YOUR RESPONSIBILITIES AS A HOMEOWNER

Your home requires regular maintenance in order to perform properly. Generally, you are responsible for performing required maintenance or contracting with a third party to have maintenance work done. If you own a condominium, townhome or other attached home, you may share maintenance responsibilities with a homeowners' or condominium association. Regardless of the type of home you own, Centex Homes is not responsible for home maintenance.

It is your responsibility as a homeowner to:

- **Review all home care materials provided to you by Centex Homes.** This includes all manuals and warranties provided by manufacturers of your home's appliances, flooring materials, heating and cooling systems and the like.
- **Develop and conduct a continuous home maintenance program.** Centex Homes will provide you with some general information, but it is your responsibility to care for and periodically "tune up" your home so it will continue to look and operate at its best.

If you have a maintenance-related question, please contact your local Customer Care Team and we'll do our best to assist you.

GET TO KNOW YOUR HOME

When you move in, take time to acquaint yourself with all the features of your home so you have a basic understanding of how they should look and operate. Read any manuals or materials that you receive. Ask questions of our representatives. Knowing what you should and shouldn't do with your home, yard and systems is always a homeowner's first responsibility.

- **Maintain your home regularly and properly.**

The materials used to build your home are not indestructible, but they will last longer if they are regularly and properly cared for. In addition to the materials in this package, your local Customer Care Team may have provided you with home care manuals, videos, presentations or even Web site addresses (notably the Customer Care page on www.centexhomes.com) to help you learn when and how to perform regular and necessary home maintenance. Simple, inexpensive tasks, such as routinely changing the filters on your heating and cooling system and repairing worn caulk around doors and windows, can make a significant difference in the performance of your home.

Asking your home to perform what it is not designed for can result in problems. Overloading your mechanical systems, storing excessive items in your attic and blocking off ventilation grills are only a few examples of improper use that could lead to major damage to your home that may not be covered by the Centex Homes Warranty.

- **Modify your home with great care.**

Any changes made to your home after closing can adversely affect it and neighboring homes if they are not done according to approved codes and practices. If not performed properly, improvements such as adding decks, a pool or additional plantings can alter the drainage pattern of your yard, causing possible flooding and damage to your home or adjacent property. The construction of an addition to your home or other features also must meet all applicable local codes, including any homeowners' association covenants that might govern your neighborhood. In addition, if you or anyone other than us adds any items to your home or modifies your home after the warranty commencement date, these items or modifications are excluded from coverage.

INTRODUCTION

IF YOU HAVE A PROBLEM

At Centex Homes, our primary focus is customer satisfaction – not just for the moment, but for years to come. When you contact a member of your local Customer Care Team with a concern, you should expect us to respond promptly, research issues thoroughly and communicate with honesty, candor and a commitment to fulfilling our obligations.

To make the customer service process quick and efficient, we ask that you:

- 1. Notify us promptly with your concerns.** The best way to do this is to contact your Customer Care Team.
- 2. Allow us to investigate.** This may include sending an employee or consultants to your home to inspect the situation during normal business hours. We will need to schedule a time when you can be at your home so you can describe your concerns to us directly.
- 3. Give us reasonable time to respond.** Depending on the nature of the situation we observe, we may need to consult with experts or product manufacturers to determine an appropriate course of action. This may take some time and we appreciate your patience.
- 4. Let us fix it.** If we determine that there is a warranted construction defect in your home, your cooperation will be needed to fix the problem. We will need to schedule a time when you can be present while we perform the work.

WHAT TO DO IN AN EMERGENCY

A home emergency is a problem that requires immediate attention to protect the safety of the occupants of your home or prevent imminent serious damage to your home. Emergency problems can include a natural gas leak or the failure of your heating or cooling system during times of extreme weather conditions.

In case of a home emergency, first protect yourself and anyone else in your home. If it is possible to do so safely, you should take steps to correct or lessen the effects of the emergency problem. For example, damage from a water leak can be minimized by turning off the water to a particular fixture or turning off the water main to your home.

You should always notify your Customer Care Team about an emergency condition with your home. This even includes situations in which we may have provided a list of local contacts (a licensed plumber or the natural gas company hotline, for example) for help with such situations.

WE ARE HERE TO HELP

The highest recommendation we can receive is from a satisfied customer. We are here for you if you have any questions about your home, the Performance Standards, or the Centex Homes Warranty. Simply contact your local Customer Care Team for help. You should expect a prompt reply to your request during normal business hours. If at any time we don't meet that expectation, please be sure to let us know.