



## WARRANTY STANDARDS GUIDE

*Performance Standards for Your Virginia Home*

Based on the OHBA Minimum Quantifiable Standards, Seventh Edition

The Paragon Building Group, Ltd.

dba Virginia Homes

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# INTRODUCTION

The Warranty Standards Guide outlines the standards and tolerances that Virginia Homes uses to ensure quality construction and customer satisfaction. This guide is based on the OHBA (Ohio Homebuilders Association) Minimum Quantifiable Standards, Seventh Edition, and represents Virginia Homes's commitment to building homes that meet or exceed industry standards.

Warranty coverage is provided by Virginia Homes and is subject to the terms and conditions outlined in your Warranty Certificate. All standards outlined in this guide apply during the applicable warranty period.

## How to Use This Guide

This guide is organized by construction category. Each section includes specific standards for workmanship and materials. Standards are presented as tolerances or ranges that are acceptable for your home. If you believe your home does not meet these standards, please refer to the "How to Submit a Warranty Claim" section for instructions.

## Priority of Standards

Priority Level	Standard Source	Application
1	RCO (Residential Code of Ohio)	Virginia Homes follows RCO codes and regulations
2	Manufacturer Instructions	Material and appliance manufacturer specifications apply
3	OHBA Standards	Minimum Quantifiable Standards guide workmanship

# YOUR WARRANTY AT A GLANCE

## One-Year Limited Warranty

Virginia Homes provides a one-year limited warranty on all construction workmanship and materials. This warranty covers defects in workmanship and materials that do not conform to the standards outlined in this guide. The warranty period begins on the date of closing and extends for one year.

## Ten-Year Structural Warranty

Virginia Homes provides a ten-year structural warranty that covers the structural integrity of the home. This warranty protects against major structural defects that would affect the safety or habitability of the home. The structural warranty does not cover cosmetic issues, settling, or normal wear and tear.

## Exclusions from Coverage

The following items are excluded from warranty coverage:

- Normal settling and cracking (hairline cracks less than 1/8 inch)
- Cosmetic variations in materials and finishes
- Damage caused by homeowner misuse or neglect
- Damage caused by natural disasters or acts of God
- Modifications made by homeowner without Virginia Homes approval
- Damage from improper maintenance or failure to follow homeowner maintenance responsibilities
- Manufacturer defects (covered by manufacturer warranty)
- Damage from pest infestation or animal damage
- Condensation or moisture issues caused by homeowner use
- Damage from trees, landscaping, or site conditions
- Issues caused by failure to maintain proper ventilation or humidity levels

## Manufacturer Warranties

Many products and appliances installed in your home come with manufacturer warranties. These warranties are separate from Virginia Homes warranty and are provided directly by the manufacturer. Manufacturer warranties may offer longer coverage periods or different terms than Virginia Homes warranty. Refer to the warranty documentation provided for specific products for details.

## SITE WORK

Component	Standard	Tolerance
Grading	Lot shall be graded to slope away from home foundation at minimum 1% grade	1-2% slope
Swales & Drainage	Swales and drainage shall direct water away from foundation	Minimum 1% slope

### Not Covered

Changes to grading or drainage after closing are the homeowner's responsibility. Erosion and settling of landscaping materials are not covered by warranty.

# FOUNDATION

## General Foundation Standards

Component	Standard	Tolerance
Foundation Walls	Foundation walls shall be plumb and stable	1/2 inch in 10 feet
Basement Floors	Basement floors shall be level and free from major cracks	1/2 inch in 10 feet

## Concrete Slabs

Component	Standard	Tolerance
Slab Flatness	Slabs shall be reasonably flat for flooring application	1/4 inch in 10 feet
Slab Cracks	Control joints crack at intended locations; structural cracks covered if exceeding standards	1/8 inch width

## Basement & Crawl Space Walls

Component	Standard	Tolerance
Wall Cracks	Minor cracks acceptable; structural cracks repaired	Hairline - 1/8 inch
Wall Bowing	Walls shall not bow inward excessively	Less than 1 inch deviation
Water Seepage	Reasonable efforts made to prevent water intrusion	Minor seepage acceptable
Floor Cracks	Minor cracking acceptable; major cracks repaired	1/8 inch width

## Structural Columns

Component	Standard	Tolerance
Column Plumb	Columns shall be plumb and vertical	1/4 inch in 8 feet
Column Base	Column base shall be secure and level	1/2 inch variation
Support Beams	Beams shall be properly supported and secured	No movement allowed
Beam Level	Beams shall be level or properly sloped	1/2 inch in 20 feet

# INTERIOR FLOOR CONSTRUCTION

## Subfloors

Component	Standard	Tolerance
Subfloor Flatness	Subfloors shall be flat and level	1/4 inch in 10 feet
Subfloor Fastening	Subfloors shall be properly fastened to joists	No squeaking allowed

## Finished Flooring

Component	Standard	Tolerance
Vinyl/Laminate	Flooring shall be installed level and without gaps	1/8 inch expansion gap
Wood Flooring	Wood flooring shall be properly acclimated and installed	1/2 inch movement acceptable
Carpet	Carpet shall be properly stretched and fastened	No visible wrinkles

## Not Covered

Wood floor movement and expansion due to humidity changes is normal and not covered. Carpet staining, wear, or fading is not covered. Laminate or vinyl flooring chips or damage from improper installation is the responsibility of the installer.

# WALLS & FRAMING

## Walls

Component	Standard	Tolerance
Wall Plumb	Walls shall be plumb and vertical	1/2 inch in 10 feet
Wall Straight	Walls shall be reasonably straight	1/4 inch in 10 feet

## Drywall

Component	Standard	Tolerance
Drywall Finish	Drywall finish shall be smooth and properly taped	Minor imperfections acceptable
Drywall Cracks	Minor settling cracks acceptable; major cracks repaired	Hairline - 1/8 inch
Joint Compound	Joints shall be properly sealed and sanded smooth	Slight ridge acceptable

## Exterior Doors

Exterior doors shall be hung plumb and square. Doors shall open and close smoothly with proper weatherstripping. Minor adjustments may be needed during the first year due to settling.

## Not Covered

Nail pops and settlement cracks are normal in new construction. Minor drywall imperfections that do not affect the overall appearance or function are not covered. Tape lines visible due to lighting are not considered defects.

# EXTERIOR FINISH

## Masonry

Component	Standard	Tolerance
Bow in Brick	Brick shall not bow excessively	Less than 1/2 inch in 10 feet
Broken/Loose Brick	Brick shall be securely mortared	No loose or missing brick
Surface Cracks	Minor surface cracks acceptable in mortar	Hairline - 1/8 inch
Mortar Obstructions	Mortar shall be properly struck and cleaned	Minor smudges acceptable
Cleaning	Brick shall be cleaned of excess mortar	Professional cleaning acceptable

## ROOFING & GUTTERS

Component	Standard	Tolerance
Gutter Leaks	Gutters shall direct water without leaking	No water intrusion in soffits
Roof Drainage	Roof shall drain properly with good pitch	Minimum 1/4 inch per foot
Roof Covering	Roof shingles/tiles shall be securely fastened	No missing or loose shingles

### Not Covered

Algae growth or discoloration on roof shingles is not covered. Gutters require seasonal maintenance and cleaning which is homeowner responsibility. Roof damage from weather, falling trees, or improper maintenance is not covered.

## PLUMBING

Virginia Homes follows the Residential Code of Ohio (RCO) for all plumbing installations. All plumbing fixtures are installed to manufacturer specifications. Your home features PEX plumbing with Moen fixtures for durability and reliability.

Water pressure should be between 40-80 PSI. Water temperature at fixtures should not exceed 120 degrees Fahrenheit for safety. All drains should flow without backing up.

Water heaters are set to 120 degrees Fahrenheit. Tankless water heaters may have a slight delay in hot water delivery, which is normal. Homeowners should understand their water heating system and maintain it according to manufacturer instructions.

### **Not Covered**

Slow drains caused by homeowner misuse, debris, or hair clogs are not covered. Leaking fixtures due to improper use are not covered. Water damage caused by frozen pipes is covered only if the home was properly heated. Cosmetic issues with fixtures are not covered.

## ELECTRICAL

Virginia Homes follows the RCO for all electrical installations. All electrical systems are inspected and approved by the city/township inspector. Your home features 200 AMP electrical service with modern breaker panels for adequate capacity.

GFCI (Ground Fault Circuit Interrupter) outlets are installed in all wet areas including kitchens and bathrooms for safety. AFCI (Arc Fault Circuit Interrupter) protection is provided in bedrooms. Smoke and CO2 detectors are installed on each level.

Electrical outlets and switches should function properly. Some minor variations in outlet height or alignment are normal. Homeowners should not overload circuits and should follow safe electrical practices.

### **Not Covered**

Tripped breakers due to overloaded circuits are not covered. Appliance damage from electrical surge is not covered. Light fixtures and plug-in appliances are not covered unless they are built-in and provided by the builder.

## INTERIOR CLIMATE CONTROL (HVAC)

Your Virginia Homes home features a high-efficiency Carrier heating and cooling system. The furnace operates at 96% efficiency and the air conditioning unit is rated at 16 SEER for energy efficiency. Your home includes a two-zone heating system for independent temperature control in different areas.

A whole-home humidifier is installed to maintain proper humidity levels during winter months. Proper humidity levels (30-50%) help with comfort and reduce static electricity.

Temperature differentials between rooms should not exceed 3-5 degrees Fahrenheit during normal operation. Variation up to 10 degrees in extreme conditions may occur. Airflow balance may be adjusted during the first year of occupancy as the system settles.

Homeowners should change filters monthly and maintain annual maintenance per the HVAC contractor's recommendations. Proper ductwork sealing and insulation is critical for system performance.

### Not Covered

System noise during normal operation is expected. Temperature variations caused by improper maintenance or filter replacement are not covered. Damage from improper use or electrical surge is not covered. Upgrading system components is not covered by warranty.

# INTERIOR FINISH

## Doors & Windows

Component	Standard	Tolerance
Door Operation	Doors shall operate smoothly and latch properly	Minor adjustments acceptable
Door Finish	Door finish shall not have chips or damage	Professional repair acceptable
Window Operation	Windows shall operate smoothly and not stick	Minor adjustments acceptable
Weatherstripping	Weatherstripping shall seal properly	Minor air infiltration acceptable
Glass Quality	Glass shall be clean and free from defects	No bubbles or cracks

## Stairs

Component	Standard	Tolerance
Stair Rise/Run	Stairs shall have consistent rise and run	1/4 inch variation maximum
Stair Squeak	Stairs shall be securely fastened	Some movement acceptable
Handrails	Handrails shall be secure and code-compliant	No movement when tested

## Trim & Moldings

Component	Standard	Tolerance
Trim Installation	Trim shall be installed level and straight	1/4 inch over 8 feet
Trim Fastening	Trim shall be securely fastened	No nails or fasteners visible
Caulking	Caulk joints shall be smooth and sealed	Minor imperfections acceptable
Paint Coverage	Trim paint shall have even coverage	Two coats minimum

## Cabinets

Component	Standard	Tolerance
Cabinet Alignment	Cabinets shall be level and aligned	1/8 inch door gap tolerance
Cabinet Finish	Cabinet finish shall be smooth and even	Minor variations acceptable
Door Operation	Cabinet doors shall open and close smoothly	Self-closing hinges may require adjustment
Drawer Operation	Drawers shall slide smoothly	Minor binding acceptable
Hardware	Hardware shall be securely fastened	All knobs and pulls tight
Interior Finish	Interior shall be clean and smooth	Minor imperfections acceptable
Sealing	Joints and seams shall be sealed	Caulk lines acceptable

## Countertops

Component	Standard	Tolerance
Countertop Level	Countertops shall be level and even	1/8 inch in 10 feet

## Interior Paint

Component	Standard	Tolerance
Paint Coverage	Paint shall have even coverage and color	Two coats minimum
Paint Quality	Paint shall adhere well without peeling	Professional quality expected
Masking	Paint lines shall be clean and straight	Minor imperfections acceptable
Trim Coverage	All trim and woodwork shall be painted	Even coverage required

## Wallpaper

Component	Standard	Tolerance
Wallpaper Seams	Seams shall be straight and well-adhered	Minimal visibility acceptable
Wallpaper Bubbles	Wallpaper shall not have air bubbles	Minor bubbles acceptable
Wallpaper Edges	Edges shall be properly trimmed and sealed	No peeling or separation
Pattern Match	Pattern match shall be accurate	Minor variations acceptable
Adhesion	Wallpaper shall be securely adhered	No peeling corners

## MISCELLANEOUS

### Fireplace & Gas

Component	Standard	Tolerance
Gas Line Installation	Gas lines shall be properly installed per code	Pressure test required
Fireplace Operation	Fireplace shall operate as designed	Manufacturer manual applies
Damper Operation	Damper shall operate smoothly	Minor adjustment acceptable
Chimney Clearance	Proper clearance from combustibles	Code compliant spacing required
Sealing	Fireplace shall be sealed properly	No air leaks into living space

### Garage Doors

Component	Standard	Tolerance
Door Operation	Door shall operate smoothly and balance properly	Minor adjustments acceptable
Door Seal	Door seals shall prevent drafts and water intrusion	Weather stripping present
Hardware	All hardware shall be secure and functional	Springs and hinges checked

### Driveways & Sidewalks

Component	Standard	Tolerance
Concrete Flatness	Concrete shall be reasonably flat for vehicles	1/4 inch in 10 feet
Concrete Cracks	Hairline cracks acceptable; control joints provided	Hairline - 1/8 inch
Concrete Slope	Proper drainage slope away from home	Minimum 1/8 inch per foot
Sealing	Concrete sealing recommended for longevity	Homeowner responsibility

## EXCLUSIONS & LIMITATIONS

The following items and conditions are excluded from Virginia Homes warranty coverage:

- Normal settling and minor cracks (hairline to 1/8 inch) in drywall, concrete, and masonry
- Cosmetic variations in finishes, colors, and materials due to normal manufacturing tolerances
- Damage caused by homeowner abuse, misuse, or neglect
- Damage from natural disasters, earthquakes, floods, fires, or acts of God
- Modifications or alterations made by homeowner without Virginia Homes written approval
- Improper maintenance or failure to follow homeowner maintenance responsibilities
- Defects in manufacturer-supplied appliances (covered by manufacturer warranty)
- Damage from pest infestation, termites, rodents, or animal damage
- Condensation, moisture, or humidity issues caused by improper homeowner use or ventilation
- Damage from tree branches, landscaping, or site conditions not caused by builder
- Issues caused by failure to maintain proper ventilation or humidity levels in home
- Caulk color variations due to aging or sun exposure after one year
- Paint color variations due to aging, sun exposure, or monitor variation
- Nail pops and settlement cracks in drywall typical of new construction
- Minor squeaks in floors or stairs due to wood movement
- Plumbing or electrical issues caused by homeowner modifications
- HVAC system operation noise during normal operation
- Temperature variations during extreme weather conditions
- Water damage from frozen pipes if home not maintained above 55 degrees
- Wear and tear on flooring, fixtures, and appliances from normal use
- Damage from improper or excessive use of mechanical systems
- Issues related to soil conditions, grading, or drainage after closing
- Rust or corrosion on exterior metals due to salt air or environmental conditions

### **Sole Expressed Warranty Notice**

Virginia Homes warranty is the sole expressed warranty provided. Virginia Homes makes no other warranties, express or implied, including any warranty of merchantability or fitness for a particular purpose. Some states do not allow the exclusion of implied warranties, so these exclusions may not apply to you.

## HOW TO SUBMIT A WARRANTY CLAIM

If you believe your home has a defect covered by Virginia Homes warranty, please follow these steps:

1. Contact Virginia Homes Customer Service at (614) 764-1953 or visit [www.virginia-homes.com](http://www.virginia-homes.com)
2. Provide your address, closing date, and description of the issue
3. Include photos of the defect if possible for documentation
4. Schedule an inspection with Virginia Homes service representative
5. Virginia Homes will assess the issue and determine if it is covered by warranty
6. If covered, Virginia Homes will coordinate repairs or remediation
7. Follow up to ensure repairs meet Virginia Homes standards

### Right to Cure / Bar on Claims

Virginia Homes retains the right to repair or remedy any defect covered by warranty. Homeowners must provide Virginia Homes a reasonable opportunity to cure the defect before pursuing other remedies. Warranty claims must be reported within the applicable warranty period (one year for general coverage, ten years for structural defects) or the claim will be barred.

# HOMEOWNER MAINTENANCE RESPONSIBILITIES

To preserve your warranty coverage and maintain your home properly, homeowners have important maintenance responsibilities. Failure to perform basic maintenance may void warranty coverage for related defects. Below is a guide to seasonal maintenance activities:

Season	Maintenance Tasks	Frequency
Spring	Clean gutters and downspouts; inspect roof; check caulking around windows and doors; inspect foundation for new cracks	Annually
Summer	Maintain proper humidity levels (30-50%); change HVAC filter; inspect exterior paint and stain; trim trees away from house	As needed
Fall	Clean gutters and downspouts; winterize exterior faucets; inspect weatherstripping; seal gaps; prepare for winter	Annually
Winter	Keep home heated to minimum 55 degrees; monitor for ice dams; check basement for moisture; maintain HVAC system	Throughout season

Additional homeowner responsibilities include: replacing HVAC filters monthly; having HVAC system professionally serviced annually; cleaning or replacing range hoods; maintaining lawn and landscaping; inspecting attic and basement periodically; testing smoke and CO2 detectors monthly; and addressing water issues immediately.

## CONTACT INFORMATION

Item	Details
Company Name	The Paragon Building Group, Ltd. dba Virginia Homes
Address	565 Metro Place South, Suite 220, Dublin, Ohio 43017
Phone	(614) 764-1953
Website	<a href="http://www.virginia-homes.com">www.virginia-homes.com</a>
Hours	Monday - Friday 9:00 AM - 5:00 PM EST

Thank you for choosing Virginia Homes.  
We're committed to your satisfaction and the quality of your new home.

## APPENDIX A: QUICK-REFERENCE TOLERANCE TABLE

Component	Tolerance/Standard	Section
Grading Slope	Minimum 1% away from foundation	Site Work
Foundation Walls	1/2 inch in 10 feet plumb	Foundation
Concrete Slab	1/4 inch in 10 feet flatness	Foundation
Basement Cracks	Hairline to 1/8 inch	Foundation
Subfloor Flatness	1/4 inch in 10 feet	Floor Construction
Flooring Expansion	1/8 inch gap minimum	Floor Construction
Wall Plumb	1/2 inch in 10 feet	Walls & Framing
Wall Straight	1/4 inch in 10 feet	Walls & Framing
Drywall Cracks	Hairline to 1/8 inch	Walls & Framing
Nail Pops	Normal - not covered	Walls & Framing
Brick Bow	Less than 1/2 inch in 10 feet	Exterior Finish
Roof Pitch	Minimum 1/4 inch per foot	Roofing & Gutters
Door Gaps	1/8 inch tolerance	Interior Finish
Stair Rise/Run	1/4 inch variation maximum	Interior Finish
Cabinet Door Gap	1/8 inch tolerance	Interior Finish
Countertop Level	1/8 inch in 10 feet	Interior Finish
Driveway Flatness	1/4 inch in 10 feet	Miscellaneous
Water Pressure	40-80 PSI normal	Plumbing
Water Temp	120 degrees Fahrenheit	Plumbing
Electrical Service	200 AMP standard	Electrical
HVAC Differential	3-5 degrees normal	HVAC
Window Operation	Smooth with minor adjustments	Interior Finish
Door Operation	Smooth with minor adjustments	Interior Finish
Paint Coverage	Two coats minimum	Interior Finish
Caulking	Smooth and sealed	Interior Finish
Trim Alignment	1/4 inch over 8 feet	Interior Finish
Fireplace Damper	Smooth with minor adjustment	Miscellaneous
Garage Door	Balanced and smooth	Miscellaneous
Concrete Cracks	Hairline to 1/8 inch	Miscellaneous