



Project and Construction Management Inc



PCM Home Warranty Manual

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Welcome

Introduction

In this manual, you will find all the information needed on the PCM Home Warranty. **The PCM Home Warranty does not replace manufacturer warranties or the need for home insurance.**

The PCM Home Warranty offers the warranty purchaser / home seller:

- A value-added benefit to differentiate a home, particularly important in a competitive real estate market.
- An objective evaluation of close to 250 standard home conditions based on minimum performance metrics.
- Demonstrates high level of quality of a home to prospective buyers.
- Provides an independent, third party evaluation of the existing home.
- Identification of any deficiencies in advance of a sale with the option, on the part of the home seller, to remedy or not.
- Peace of mind for five years following your home's construction.
- A single point of contact for any warranty issues – and a commitment to address issues based on an agreed-upon timeline.
- An objective evaluation of close to 250 standard home conditions.
- Professional repairs of warranty issues.
- PCM's proven commitment to customer service.

Remember that this is a warranty and **NOT** an insurance policy!

Warranties are contracts governing repair and/or replacement of an item in the event of damage resulting from ordinary use or faulty workmanship. It is an assurance by a seller of a property that the home is as represented. With the PCM Home Warranty, this is verified by a 3rd party. For five years after the date of construction, PCM will - without charge - repair or replace covered items within a given time period and subject to certain conditions.

Home "insurance" is based on one person indemnifying another person against loss or liability against a certain risk or peril and then paying money if a certain event occurs. Insurance protects items from hazards, such as theft, fire or water damage, etc. In most cases, warranties will not provide coverage in those situations.

In this case, the PCM Home Warranty covers many building elements of the home – but not the secondary damage caused by an issue. For example, the PCM Home Warranty may cover basement leaks. If the basement does leak, PCM will cover the repair in accordance with the standards and subject to the qualifications set out in this Manual and the Warranty Contract. It will not cover any secondary damage such as replacing carpet, personal property damage, etc. This secondary damage may be covered under the homeowner's home insurance policy.



In addition, many manufacturers offer warranties on their materials and equipment; the PCM Home Warranty does not assume those warranties and/or cover items that are under those warranties.

What is Covered under the PCM Home Warranty

The PCM Home Warranty lists the most frequent and typical items of concern to homeowners – from top to bottom! Applying a 'standard condition' and metric is a challenge to an existing home and should be interpreted with common sense.

Items covered under the PCM Home Warranty are covered for a period of five years from the date of construction, unless expressly excluded in the final Warranty Contract.


The PCM Home Warranty is to provide those repair or replacement services set forth in this Manual, subject to such qualifications, limitations and restrictions as are referred to herein and in the Warranty Contract.

What is not Covered under the PCM Home Warranty


No item that is not specifically listed in this Manual will be covered by the PCM Home Warranty. In addition, the following list of exclusions applies to all standard conditions listed in this Manual, whether already expressly referred to in such standard condition references, in whole or in part, or not. All such exclusions are in addition to and not in substitution for the exclusions, qualifications, limitations and restrictions expressed anywhere in this Manual or in the Warranty Contract, all of which exclusions, qualifications, limitations and restrictions may be relied upon by PCM independently or in combination in the application of the PCM Home Warranty to the items listed in this Manual:

- **Normal** wear and tear.
- **Normal** shrinkage of materials caused by drying after construction.
- Defects in materials, design and work supplied by the homeowner.
- Changes - such as alterations, improvements, deletions or additions - made by the homeowner.
- Secondary damage caused by defects under warranty, such as property damage and personal injury.
- Items covered by a home insurance policy.
- Damage caused by dampness or **condensation** due to inadequate ventilation or improper operation of equipment such as humidifiers, dehumidifiers, HVAC, fans, etc.
- Damage caused by homeowner, tenants and/or visitors including malicious damage.
- Settling of land around the building or along utility lines.
- Damage caused by excessive loads.
- Damage caused from acts of God, war, riot, insurrection or civil commotion.
- Damage caused by insects, rodents and mammals.
- Damage caused from **mold, mildew** and fungus.

- Bringing an existing home up to current Ontario Building Code requirements.
- Damage caused by municipal services or other utilities.
- Washers and dryers.

 *All other household appliances, pool and spa equipment and irrigation systems are together covered up to the coverage limit set out in the Warranty Contract.*

- Outdoor amenities (e.g., pool, hot tub, water features, exterior bathrooms, etc.).
- Damage caused by structural defects in work or materials that lead to cracks, collapse or distortion of framing members and failure of materials.
- Damage caused by the homeowner’s failure to fulfill and/or carry out the ‘Homeowner’s Responsibility’, as more particularly described herein.

 *The PCM Home Warranty does not replace any manufacturer warranties that may apply.*

How to Use this Manual

Each of the over 200 different conditions listed in the PCM Home Warranty coverage are addressed in a similar format as noted below.


Description of coverage area [#]


Standard Condition	<p>This refers to the ‘standard condition’ – or what is considered the minimum performance or metric – based on normal conditions.</p> <p>In many cases, the ‘standard condition’ references meeting Ontario Building Code requirements, which addresses structural integrity and occupant health and safety. Because the Ontario Building Code has changed over the years, some existing conditions may not meet the requirements.</p> <p>At times, a ‘standard condition’ is described by a specific dimension or measurement, which determines whether the condition is acceptable. PCM retains sole discretion to determine the ‘standard condition’.</p> <p>In addition, supplemental information from guidelines or standards produced by industry associations may be referenced.</p>
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PCM Home Warranty

Three options:

1. Covered
 - This is subject to the standard list of warranty exclusions listed on page 2 and the qualifications, limitations and restrictions set out in the Warranty Contract.
2. Covered with provision(s)
 - If there is a provision unique to the standard condition, it will be listed here. The standard list of warranty exclusions listed on page 2 also apply, as do the qualifications, limitations and restrictions set out in the Warranty Contract.
3. Not covered.
 - This condition is not warranted. In some cases, this is because it is an expected condition.

 *The PCM Home Warranty does not replace any manufacturer warranties that may apply.*


 *PCM, at its sole discretion, will determine whether or not an item is covered by the PCM Home Warranty.*

Next Steps

This section outlines what you can expect from PCM when you make a claim. In some cases, it also lists any emergency action to take.

Often the 'next steps' is **repair**. Remember that construction materials have natural properties and faults. For example, identical colour matching may be impossible due to aging effects, variances among manufacturers, unavailable replacement materials, different wood grains, etc. In addition, natural materials will shrink over time and this may result in squeaks and creaks.

Repairs will be done according to the most suitable method selected by PCM, in its sole discretion, and not the homeowner or its permitted assignee.

 *Timing of **repairs** may be subject to seasonal conditions.*



Homeowner's Responsibility

This lists the homeowner's responsibility, including recommended general maintenance. Follow the **Home Maintenance Schedule – by Season** (page 128) and **Home Maintenance Schedule - by Month** (page 133).


Comments

Other information as needed.

Manual Conventions

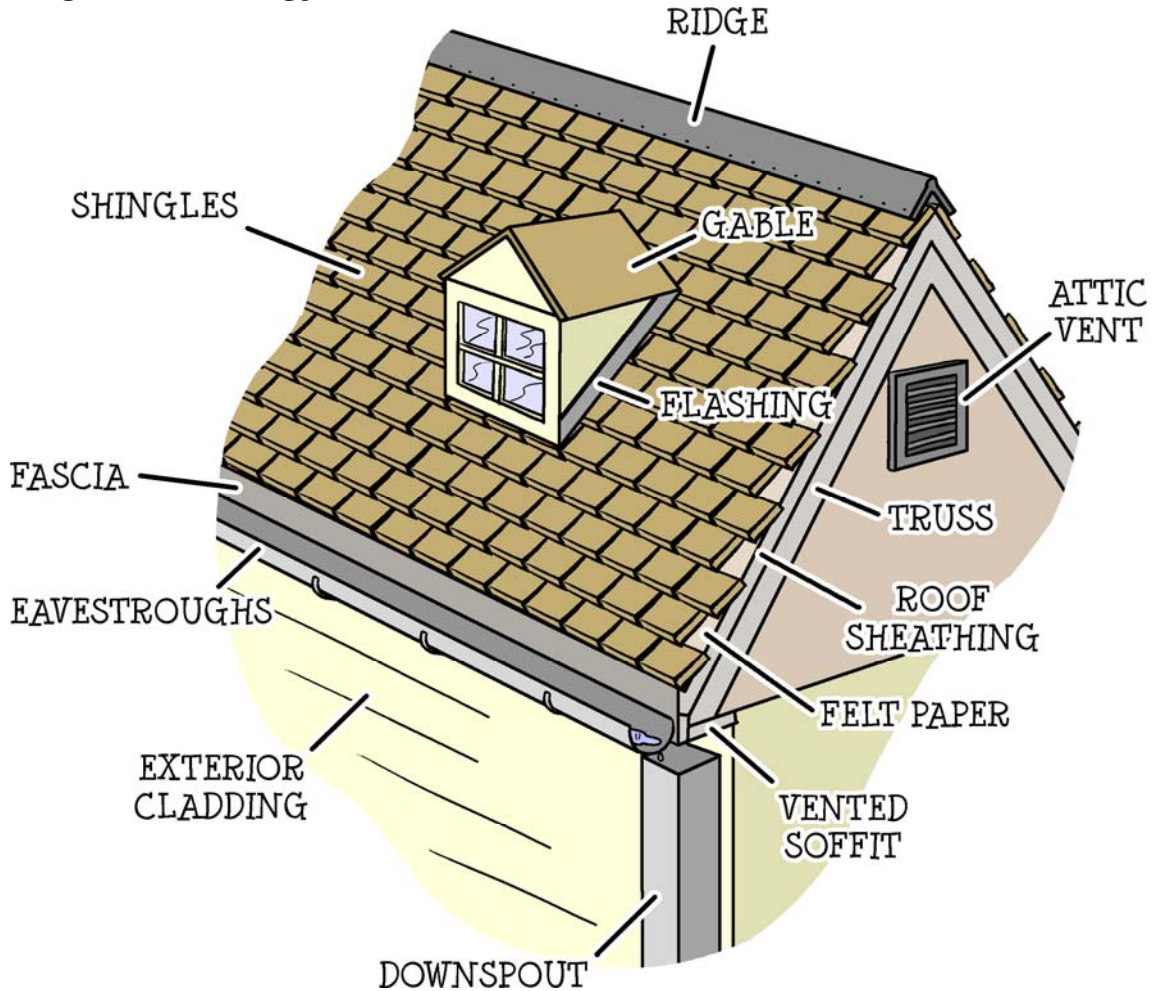
Text in blue	Indicates a glossary term. Refer to the Glossary for additional information.
Text in bold italic	Refers to a commonly used term (see below).
 text	Indicates a note or important supporting information, such as a coverage provision.
 Tip	Includes a tip for the homeowner.

Commonly Used Terms

Repaired / Repairs	<p>This indicates the steps that PCM will take to return the item or element to its 'standard condition'. The type of repair may involve alteration, restoration, partial or full replacement of materials or equipment or a combination of the foregoing.</p> <p>PCM has the right to select the most appropriate repair method that will, in its sole discretion, satisfy the standard condition.</p> <p> <i>Generally, where repairs are necessary, colour and/or texture may not match the surrounding original material.</i></p>
Normal	Refers to a condition that is reasonably expected or typical for a given condition.
Smooth	An even surface that is free from bumps, projections, foreign material, etc.
Visible	<p>Easily seen when viewed from a position that is normal to the use of the room or area.</p> <p>For example, in living spaces, the defect must be visible from sitting or standing; in a hallway, the defect must be visible from a standing position.</p>

Roofs

Roofing - Terminology



 *Typical and for illustration only.*

Roofing Materials – Limitations

Regardless of the type of roofing material used – such as asphalt, cedar, stone, cement and steel – any PCM Warranty repairs will be limited to the localized problem area.

Any warranty-covered repairs will be conducted to address a problem only; issues with the aesthetics of any material are excluded from the PCM Home Warranty.

When making local **repairs**, *replacement* shingles will be of a similar type, texture and colour. Variation from fading or different dye lot is acceptable as the primary role of roofing is to protect the building from the weather.

 **Tip** Follow the recommended **Home Maintenance Schedule** (page 128).

NOTE: THIS IS A SPECIMEN/SAMPLE FOR REVIEW BY POTENTIAL CLIENTS.
ACTUAL MANUAL TO BE PART OF CONSTRUCTION AGREEMENT/CONTRACT



Asphalt Shingles - Tabs Misaligned [A-1]

Standard Condition	Shingles should provide a generally uniform pattern when viewed from a <i>normal</i> viewing position on the ground from any given location.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Shingles not meeting the standard condition will be <i>repaired</i> by PCM <u>ONLY</u> if this condition affects the roof performance, as determined by PCM at its sole discretion.
Homeowner's Responsibility	Not applicable.
Comments	Slight variations are acceptable.

Asphalt Shingles - Not Sealed [A-2]

Standard Condition	Asphalt shingles and self-sealing asphalt shingles shall be secured according to the manufacturer's specifications.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Shingles not meeting the standard condition will be <i>repaired</i> by PCM <u>ONLY</u> if this condition affects the roof performance, as determined by PCM at its sole discretion.
Homeowner's Responsibility	Not applicable.
Comments	If asphalt shingles are installed below 5°C, they will seal at warmer temperatures. Short-term, unsealed shingles should not affect the roof's performance.

Asphalt Shingles - Curled or Cupped [A-3]

Standard Condition	In general, edges and corners of asphalt shingles may not necessarily lie completely flat. However, edges and corners that curl or cup that expose the uncoloured portion of the shingle below are not acceptable.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Shingles not meeting the standard condition will be repaired by PCM <u>ONLY</u> if the roof shingles are less than 5 years of age <u>OR</u> if this condition affects the roof performance.
Homeowner's Responsibility	<u>General Maintenance:</u> Check that the attic space has adequate ventilation (e.g., vents are not blocked).
Comments	Excessive solar heat build-up in the attic can contribute to curling and cupping . Always check that there is adequate attic ventilation.

Asphalt Shingles – Overhang at Edge [A-4]

Standard Condition	Asphalt shingles should not overhang the roof edge so that they curl. According to the Ontario Building Code, asphalt shingles overhang must be less than 12 mm.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Shingles not meeting the standard condition will be repaired by PCM <u>ONLY</u> if this condition affects the roof performance.
Homeowner's Responsibility	Not applicable.
Comments	The edge of the roof includes the entire perimeter of the roof including gables.

Asphalt Shingles - Colour Variation [A-5]

Standard Condition	Asphalt shingles should be installed to minimize any dye lot variation and provide a uniform roof appearance when viewed from a normal viewing position on the ground without magnification by reflected light.
PCM Warranty	<input checked="" type="checkbox"/> Not covered
Next Steps	Shingles not meeting the standard condition will NOT be repaired by PCM as this condition does not affect the roof performance.
Homeowner's Responsibility	Not applicable.
Comments	<input type="checkbox"/> .Some shading variation due to different dye lots is acceptable.

Asphalt Shingles - Surface Irregularities [A-6]

Standard Condition	The underlying roof sheathing should provide an even free surface. However, it might produce visible irregularities in the finished asphalt shingle roof when viewed from a normal viewing position on the ground without magnification by reflected light.
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s) <input type="checkbox"/> <i>Only applicable for houses that are less than 6 years old and that are provided with warranty coverage pursuant to the Ontario New Home Warranties Plan (the "Tarion Warranty").</i>
Next Steps	Shingles not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	Not applicable.
Comments	Visible irregularities shall be significant enough to suggest a defective condition.

Attic - Moisture Leakage (via louvers or vents) [A-7]

Standard Condition	Attic vents should prevent the entry of rain, snow and insects when installed in accordance with the Ontario Building Code.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Defective material or improper vent installation resulting in moisture leakage will be repaired by PCM.
Homeowner's Responsibility	<u>General Maintenance:</u> Inspect the attic vents at least annually to check that they are clear from debris.
Comments	<input type="checkbox"/> <i>During high winds, it is acceptable that small amounts of precipitation can be carried through the roof vents.</i>

Attic - Inadequate Ventilation [A-8]

Standard Condition	Attics shall be ventilated in accordance with the Ontario Building Code.
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s) <input type="checkbox"/> <i>Any damage from dampness or condensation due to failure by the homeowner to maintain adequate ventilation is excluded.</i>
Next Steps	Attics not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	<u>General Maintenance:</u> Keep roof vents free of obstructions, including snow buildup over the vents.
Comments	Inadequate attic ventilation can lead to heat and moisture problems.

Eaves troughs / Downspouts - Leaking [A-9]

Standard Condition	Joints in the eaves troughs and downspouts should not leak.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Eaves troughs and downspouts not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	<u>General Maintenance:</u> Keep eaves troughs and downspouts clear of debris at all times.
Comments	Do not mistake water dripping from the outside of eaves troughs and downspouts for leakage. <input type="checkbox"/> <i>Timing of repairs may be subject to seasonal conditions.</i>

Eaves troughs - Overflowing During Normal Rain [A-10]

Standard Condition	Eaves troughs shall be installed with a slope to downspouts or drains.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Eaves troughs not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	<u>General Maintenance:</u> Keep eaves troughs and downspouts free from debris or physical damage that could cause blockage or restrict water flow.
Comments	Eaves troughs may overflow during rain because of converging water flows.

Eaves troughs / Downspouts - Not Draining Correctly [A-11]

Standard Condition	Eaves troughs and downspouts are designed to collect water from the roof and drain it to grade. Where downspouts are not connected to a sewer, extensions shall carry rainwater away from the building to prevent soil erosion.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Eaves troughs and downspouts not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	<u>General Maintenance:</u> Keep eaves troughs and downspouts free of debris that might clog the system. Consider adding extensions to carry rainwater away.
Comments	

Eaves troughs - Do Not Drain Completely [A-12]

Standard Condition	To ensure complete drainage, eaves troughs shall generally slope to drains.
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s) <input type="checkbox"/> <i>Drainage issues related to grading of the lot are not covered.</i>
Next Steps	Eaves troughs and downspouts not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	<u>General Maintenance:</u> Keep eaves troughs and downspouts free of debris that might clog the system.
Comments	Minimal amounts of standing water are normal .

Roof Ridge – Sags [A-13]

Standard Condition	To minimize sagging, roofs shall be constructed to ensure the ridge does not sag under normal design conditions in accordance with the Ontario Building Code.
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s) <input type="checkbox"/> <i>Sagging of the roof ridge is a structural issue. Warranty coverage is only provided for houses that are less than 6 years old and that are covered by the Tarion Warranty. Overloading of the roof with snow and ice will void the PCM Home Warranty.</i>
Next Steps	Roofs not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	<u>General Maintenance:</u> To minimize damage from heavy loads of ice and snow, arrange for professional removal of heavy build-ups.
Comments	

Roof Trusses / Rafters – Bowed [A-14]

Standard Condition	To minimize bowing, roof framing members shall be sized and installed in accordance with the Ontario Building Code.
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s) <input type="checkbox"/> <i>Sagging of the roof ridge is a structural issue. Warranty coverage is only provided for houses that are less than 6 years old and that covered by the Tarion Warranty. Overloading of the roof with snow and ice will void the PCM Home Warranty.</i>
Next Steps	Roof framing members not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	<u>General Maintenance:</u> To minimize damage from heavy loads of ice and snow, arrange for professional removal of heavy build-ups.

Roof – Wavy [A-15]

Standard Condition	To minimize any variation in the roof, the underlying roof sheathing shall be sized and installed in accordance with the Ontario Building Code.
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s) <input type="checkbox"/> <i>Sagging of the roof ridge is a structural issue. Warranty coverage is only provided for houses that are less than 6 years old and that covered by the Tarion Warranty. Overloading of the roof with snow and ice will void the PCM Home Warranty.</i>
Next Steps	Roof sheathing not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	Not applicable.
Comments	Frost patterns on a roof may look like waviness without the condition existing.

Roof - Leaks through Flashing [A-16]

Standard Condition	Under normal weather conditions, roofs and associated flashings shall allow no water leakage.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Defects in the roof and associated flashings that allowed water leakage will be repaired by PCM.
Homeowner's Responsibility	<u>General Maintenance:</u> If ice dams are observed, take immediate steps to prevent damage and report any losses to your home insurance provider. Remove build-ups of ice and snow to reduce the likelihood of water leaks.
Comments	Ice dams can cause water leakage during the winter.

Roof - Ice Build-up [A-17]

Standard Condition	Ice and icicles are a natural occurrence on roofs.
PCM Warranty	<input checked="" type="checkbox"/> Not covered
Next Steps	Not applicable.
Homeowner's Responsibility	Professional removal of build-ups of ice and snow can help reduce the likelihood of water leaks.
Comments	Natural weather patterns, building exposure, roof design and elevated attic temperatures, due to both the insulating effects of snow accumulation on the roof and air leakage from the interior of the building, can contribute to ice forming on roofs.

Roof - Shingles [A-18]

Standard Condition	To minimize any shingle problems, shingles shall be installed according to the Ontario Building Code and manufacturer's specifications.
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s) <input type="checkbox"/> <i>PCM does not cover shingles that have been blown off due to severe weather and wind gusts that exceed shingle design guidelines.</i>
Next Steps	
Homeowner's Responsibility	Not applicable.
Comments	In some cases, severe weather and wind gusts can exceed the shingle design guidelines such that shingles are blown off. In these cases, the PCM Home Warranty does not apply; this condition is a home insurance issue.

Roofing - Exposed Nails [A-19]

Standard Condition	Roofing nails shall be covered by overlapping shingles or by sealing.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Roofs with exposed nails not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	Not applicable.
Comments	To ensure adequate weather protection, shingles must overlap and cover the nails. If a repair is required, any sealant applied to nails must not detract from the overall uniform roof appearance.

Roofing - Temporary Safety Straps Left On [A-20]

Standard Condition	Safety straps intended to be used only during construction shall not be left on the roof.
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s) <input type="checkbox"/> <i>If left behind by PCM only.</i>
Next Steps	Temporary safety straps will be removed by PCM.
Homeowner's Responsibility	Not applicable.
Comments	During construction, temporary safety straps may be used. They are generally removed after construction, unless required by other authorities.

Roofing – Water under Membrane [A-21]

Standard Condition	In built-up or single-ply roofing membranes, water shall not become trapped under the membrane.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Roofing not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	Not applicable.
Comments	

Roofing - Blistered Asphalt Roll [A-22]

Standard Condition	Roll roofing may blister under normal weather conditions. Blisters that result in water penetration are not acceptable.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Roofing not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	Not applicable.
Comments	<input type="checkbox"/> <i>Surface blisters may be caused by solar heating and high humidity levels.</i>

Roofing - Ponding on Flat Roofs [A-23]

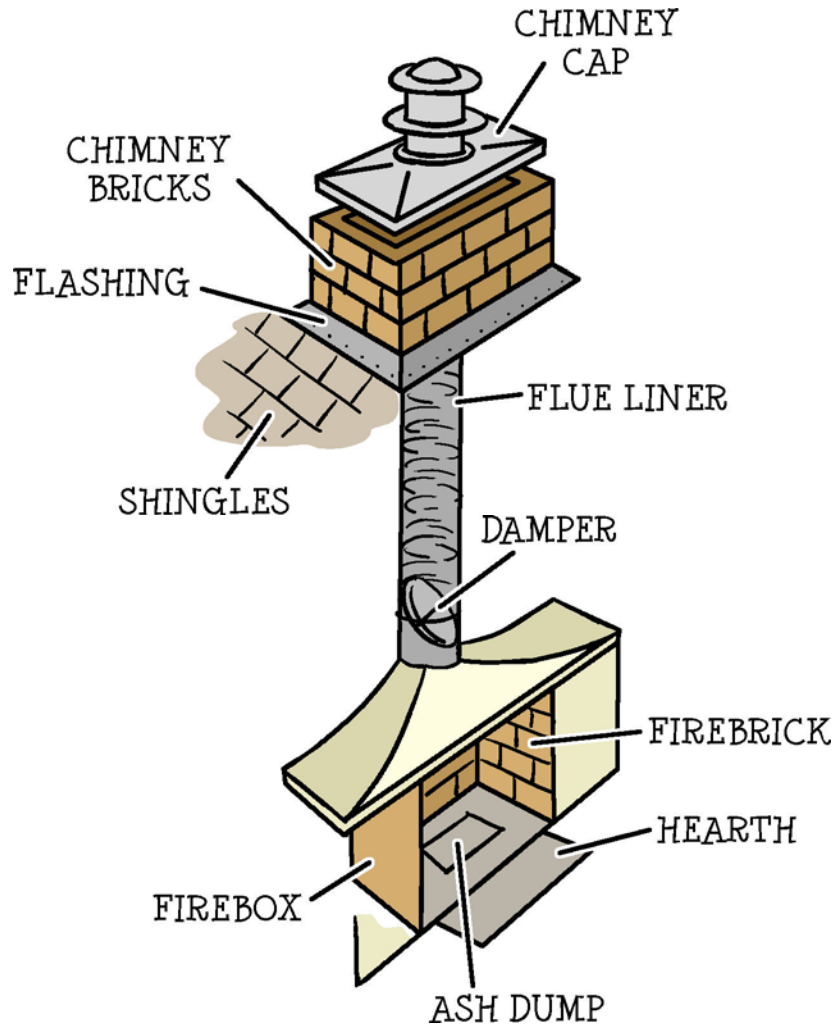
Standard Condition	Flat roofs shall be installed to drain water. Standing water on roofs designed for water retention is acceptable.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Roofs not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	<u>General Maintenance:</u> Keep drains, downspouts and eaves troughs free from debris to prevent clogging.
Comments	<p>Generally, flat roofs are slow to drain and are designed to handle standing water for short periods of time. Some standing water is normal and should dissipate after a few days.</p> <p>Some municipalities require flow control devices to be installed on roof drains.</p>

Skylight - Leaking [A-24]

Standard Condition	Skylights shall be installed in accordance with the manufacturer's specifications to not allow water penetration.
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s) <input type="checkbox"/> <i>Any damage from dampness or condensation due to failure by the homeowner to maintain adequate ventilation is excluded.</i>
Next Steps	Skylights not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	Keep the indoor relative humidity between 30-50%. High indoor relative humidity may cause condensation on the interior surface of the skylight.
Comments	Condensation is not considered a defective condition.

Chimneys and Fireplaces

Chimneys and Fireplaces - Terminology



 *Typical and for illustration only.*

Chimney and Fireplace Materials – Limitations

Any PCM Home Warranty repairs will be limited to the localized problem area.

Any warranty-covered repairs will be conducted to address a problem only; issues with the aesthetics of any material are excluded from the PCM Home Warranty.

 **Tip** Follow the recommended **Home Maintenance Schedule** (page 128)



PCM Home Warranty Chimneys and Fireplaces

Chimney Cap - Leaking Water via Joint or Crack [B-1]

Standard Condition	Chimney caps shall resist water penetration.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Chimney caps not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	Not applicable.
Comments	Because of the severe environmental conditions around masonry chimney caps, minor cracks may develop that do not affect performance.

Chimney Roof Flashing - Leaking [B-2]

Standard Condition	Roof flashings around chimneys shall not leak under normal weather conditions.
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s) <input type="checkbox"/> <i>Water leakage resulting from improper maintenance, ice dams, or acts of God, etc. are excluded.</i>
Next Steps	Roof flashings not meeting the standard condition will be repaired by PCM <u>ONLY</u> if this condition affects the roof performance.
Homeowner's Responsibility	<u>General Maintenance:</u> Keep roof, eaves troughs and downspouts free from debris. Normal home maintenance should include professional removal of heavy build-ups of ice and snow.
Comments	Ice build-up around chimneys can contribute to water penetration. Keeping roofs clear of heavy snow and ice is important to help prevent ice build-up.



PCM Home Warranty Chimneys and Fireplaces

Chimney Bricks – Deterioration [B-3]

Standard Condition	Bricks used for chimneys shall not deteriorate or become displaced.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Bricks not meeting the standard condition will be repaired by PCM <u>ONLY</u> if this condition affects the chimney's performance.
Homeowner's Responsibility	Not applicable.
Comments	The chimney cap's overhang helps protect the chimney from weather and minimizes any moisture migration into the chimney brick.

Chimney - Poor Draw (Solid-Fuel-Burning (Wood, Pellet, Etc. only)) [B-4]

Standard Condition	Chimneys for solid-fuel-burning appliances shall be installed in accordance with the Ontario Building Code.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Chimneys not meeting the standard condition will be repaired by PCM <u>ONLY</u> if this condition affects the chimney's performance.
Homeowner's Responsibility	<u>General Maintenance:</u> Always conduct regular chimney cleaning and inspection.
Comments	<p>Some reasons that a chimney may not draw properly are:</p> <ul style="list-style-type: none">• Nearby buildings, trees or high winds may create downdrafts• Plugged or restricted chimney• Cold chimney (warm up the flue)• Restricted air supply <p>In some cases, open a window to help the chimney draw properly.</p>



PCM Home Warranty Chimneys and Fireplaces

Fireplace Firebox - Paint Colour Changed [B-5]

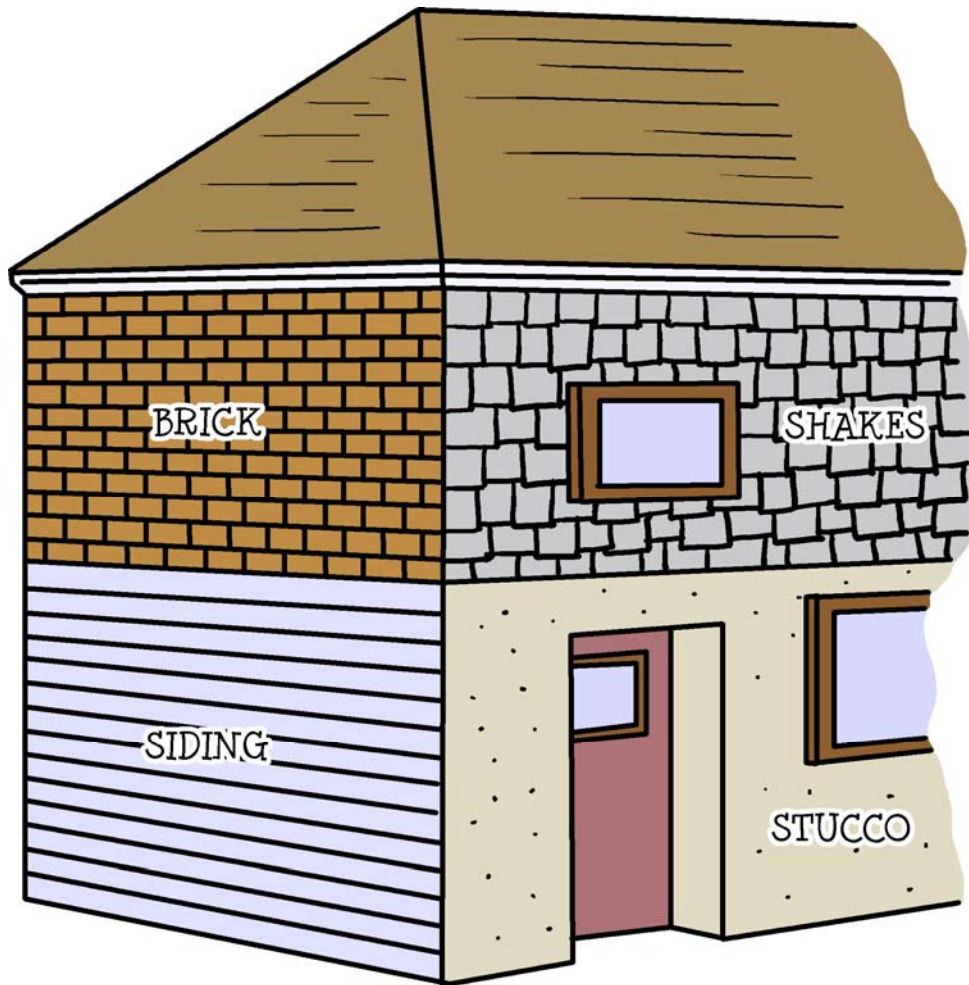
Standard Condition	The paint colour in the fireplace firebox may change with time and with use.
PCM Warranty	<input checked="" type="checkbox"/> Not covered
Next Steps	Not applicable.
Homeowner's Responsibility	Not applicable.
Comments	Although firebox paint is designed for high temperatures, changes in the colour are inevitable.

Firebrick – Broken [B-6]

Standard Condition	Firebrick shall not break during the warranty period.
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s) <input type="checkbox"/> <i>Only applies to a defect in the installation or firebrick material.</i>
Next Steps	Firebricks not meeting the standard condition will be repaired by PCM <u>ONLY</u> if this condition affects the fireplace performance.
Homeowner's Responsibility	Overheating may cause premature cracking. Take care around the firebricks ; they can be easily damaged by impact.
Comments	

Exterior Finishes

Exterior Finishes - Terminology



 *Typical and for illustration only.*

Exterior Finishes and Materials – Limitations

Any PCM Home Warranty repairs will be limited to the localized problem area.

Any warranty-covered repairs will be conducted to address a problem only; issues with the aesthetics of any material are excluded from the PCM Home Warranty.

 **Tip** Follow the recommended **Home Maintenance Schedule** (page 128)



Aluminum / Vinyl Siding - Bowed or Wavy [C-1]

Standard Condition	Siding shall be installed to accommodate thermal movement and anticipated shrinkage of the underlying structure. When installed according to the manufacturer's specifications, siding shall be free from bows and waviness.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Bowed or wavy siding not meeting the standard condition will be repaired by PCM <u>ONLY</u> if this condition affects the building envelope's performance. Minor waviness due to normal sheathing movements is acceptable.
Homeowner's Responsibility	Not applicable.
Comments	Minor variations (e.g., siding profile, texture and colour) are often exaggerated by lighting.

Aluminum / Vinyl Siding - Faded [C-2]

Standard Condition	Aluminum or vinyl siding shall not fade or discolour in an uneven or random manner. <input type="checkbox"/> <i>Applicable only to homes that are less than 2 years old.</i>
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s) <input type="checkbox"/> <i>Applicable only to homes that are less than 2 years old.</i>
Next Steps	Aluminum or vinyl siding not meeting the standard condition will be repaired by PCM. For any repaired areas, variation between dye lots is acceptable.
Homeowner's Responsibility	Not applicable.
Comments	Some fading of aluminum or vinyl siding is expected over time from exposure to sunlight. Typically, areas with more intense sunlight may fade faster than shaded areas.



Aluminum / Vinyl Siding - Loose Trim, Accessories [C-3]

Standard Condition	Aluminum or vinyl siding and any associated trim and accessories shall not detach from the underlying substrate when installed in accordance with the manufacturer's specifications.
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s) <input type="checkbox"/> <i>Damage from an act of God or accident is excluded.</i>
Next Steps	Aluminum or vinyl siding and accessories not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	Not applicable.
Comments	To accommodate thermal movement, aluminum or vinyl siding is intentionally not installed tight to the substrate. It should not displace or detach under normal weather conditions.

Aluminum / Vinyl Siding - Fasteners Mismatch Siding Colour [C-4]

Standard Condition	Fasteners used to secure aluminum or vinyl siding or trim may not match the siding or trim colour due to manufacturing limitations.
PCM Warranty	<input checked="" type="checkbox"/> Not covered
Next Steps	Not applicable.
Homeowner's Responsibility	Not applicable.
Comments	Generally, the range of fastener colours is fewer than the colours available for the siding so variation is acceptable.

Bricks (cut) - Varying Thicknesses [C-5]

Standard Condition	Cut bricks used in the same course shall appear uniform from a normal viewing position. Any variance in thickness between two immediately adjacent bricks shall not exceed 12 mm.
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s) <input type="checkbox"/> <i>Repair will only be completed if this condition affected the building envelope's performance</i>
Next Steps	Bricks not meeting the standard condition will be repaired by PCM <u>ONLY</u> if this condition affects the building envelope's performance.
Homeowner's Responsibility	Not applicable.
Comments	Bricks are cut to fit the site conditions and typically vary in thickness. In some case, the type of brick (e.g., tumbled bricks) may also have differences in thicknesses.

Bricks – Colour Variation [C-6]

Standard Condition	Brickwork may contain bricks from different dye lots, dispersed to produce a generally uniform appearance when viewed from under normal lighting conditions.
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s) <input type="checkbox"/> <i>In some cases, professional brick tinting may be used to adjust colour. Repair will only be completed if this condition affected the building envelope's performance</i>
Next Steps	Where a generally uniform appearance is not achieved under the standard condition, the wall shall be repaired by PCM <u>ONLY</u> if this condition affects the building envelope's performance.
Homeowner's Responsibility	Not applicable.
Comments	Uniform appearance includes colour and texture.

Clay Bricks - Chipped [C-7]

Standard Condition	Clay brick veneer shall be installed in accordance with the Ontario Building Code. Installed clay bricks that are visible as part of the cladding shall not be chipped excessively.
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s) <input type="checkbox"/> <i>Repair will only be completed if this condition affected the building envelope's performance</i>
Next Steps	Brick veneer not meeting the standard condition will be repaired by PCM <u>ONLY</u> if this condition affects the building envelope's performance.
Homeowner's Responsibility	Not applicable.
Comments	Some brick types are designed to be tumbled or chipped The colour/texture of repaired areas shall match the existing as closely as possible when dry as colour variations are often more noticeable when wet.

Cedar Shakes / Shingles - Excessive Bleed Through [C-8]

Standard Condition	When opaque stains or paints are used over cedar shakes or shingles, bleed through of resins from knots shall not be visible when viewed from a minimum perpendicular distance of 6 m under normal viewing conditions.
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s) <input type="checkbox"/> <i>Repair will only be completed if this condition affected the building envelope's performance</i>
Next Steps	Cedar shakes and/or shingles not meeting the standard condition will be repaired by PCM <u>ONLY</u> if this condition affects the building envelope's performance.
Homeowner's Responsibility	Not applicable.
Comments	Some bleed-through of knots or other naturally occurring features is acceptable, depending on the roof direction and exposure to sunlight.



Doors / Windows / Junctions - Water Leakage [C-9]


Standard Condition	Openings in exterior walls (e.g., windows and doors, and junctions between cladding materials), shall not allow water penetration.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Defects resulting in water leakage around windows, doors and over the top of the foundation will be repaired by PCM.
Homeowner's Responsibility	<u>General Maintenance:</u> Check flashings and caulking on a regular basis.
Comments	Flashings are installed to direct water to the exterior and are typically installed above exterior wall openings and at the top of the foundation.

Dissimilar Cladding Materials / Penetrations – Water Leakage [C-10]

Standard Condition	Gaps that allow water penetration into the building envelope shall be sealed in accordance with the Ontario Building Code.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Cladding not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	<u>General Maintenance:</u> Always check the building envelope on a regular basis for gaps, missing or cracked materials, etc. where water might leak into the house.
Comments	To accommodate thermal movement, some space between different cladding materials is allowable, provided that it is weather tight.



Exterior Paint / Stain / Clear Finish - Blisters and Peels [C-11]

Standard Condition	Exterior paint, stain or clear finishes shall not deteriorate to the extent of exposing the underlying substrate.
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s)  Surfaces subject to foot traffic are excluded.
Next Steps	Paint or stain not meeting the standard condition will be repaired by PCM <u>ONLY</u> if this condition affects the building envelope 's performance.
Homeowner's Responsibility	<u>General Maintenance</u> : Regularly check all exterior painted or stained surfaces for continuity, including all joints and caulking.
Comments	Weathering of painted, stained or clear-coated exterior surfaces is normal . However, if the wood beneath discoloured, this may mean that the clear finish has failed. In these cases, excessive moisture in the substrate may contribute to premature finish deterioration.

Exterior Paint / Stain - Faded [C-12]

Standard Condition	Exterior paints and stains shall not fade or discolour in an uneven or random manner.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Exterior paints and stains not meeting the standard condition will be repaired by PCM <u>ONLY</u> if this condition affects the building envelope 's performance.
Homeowner's Responsibility	Not applicable.
Comments	Some fading of exterior paints and stains is normal and depends on environmental conditions (e.g. southern exposures). Because of aging of the existing surfaces, note that any repaired areas may not exactly match.



Exterior Walls –Water Leakage [C-13]

Standard Condition	The building envelope shall be constructed to prevent water entry or leakage.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Building envelopes not meeting the standard condition will be repaired by PCM <u>ONLY</u> if the condition of the building envelope permits water entry .
Homeowner's Responsibility	<u>General Maintenance</u> : Regularly check that caulking and sealants are in good condition as they will deteriorate under normal water conditions.
Comments	

Exterior Wood Trim - Split [C-14]

Standard Condition	Exterior wood trim may split. Cracks visible from 6 m under normal lighting conditions, or cracks causing loose trim are not acceptable.
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s) <input type="checkbox"/> <i>Only applies to a defect in the installation or material.</i>
Next Steps	Trim not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	Not applicable.
Comments	Note that some manufactured trims may have intentional splits for aesthetic reasons.

Exterior Wood Trim - Bowed, Twisted or Cupped [C-15]

Standard Condition	Exterior wood trim may bow, warp, twist or cup. However, trim that is loose or falls off is not acceptable.
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s) <input type="checkbox"/> <i>Warping, twisting or cupping caused by materials drying is excluded.</i>
Next Steps	Trim not meeting the standard condition will be repaired by PCM <u>ONLY</u> if this condition affects the building envelope's performance.
Homeowner's Responsibility	Not applicable.
Comments	

Exterior Stucco - Cracks [C-16]

Standard Condition	Exterior stucco shall not have unintentional gaps or cracks visible from a distance of not less than 6 m that allows water penetration.
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s) <input type="checkbox"/> <i>Only applies to a defect in the work or stucco material that results in water leakage.</i>
Next Steps	Stucco finish not meeting the standard condition will be repaired by PCM <u>ONLY</u> if this condition affects the building envelope's performance.
Homeowner's Responsibility	<u>General Maintenance:</u> Routinely check caulking and sealants and replace if necessary as part of normal regular home maintenance.
Comments	For any repaired area, PCM shall try to match the surrounding stucco so that the repaired area is not visible from a distance of 6 m under normal lighting conditions. PCM cannot guarantee a perfect match in colour and/or texture.

Exterior Stucco - Peeling or Bubbling [C-17]

Standard Condition	Stucco on exterior walls shall not separate from the underlying substrate. This separation may indicate a problem with trapped moisture.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Stucco not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	<u>General Maintenance</u> : Routinely check caulking and sealants and replace if necessary as part of normal regular home maintenance.
Comments	For any repaired area, PCM shall try to match the surrounding stucco so that the repaired area is not visible from a distance of 6 m under normal lighting conditions. PCM cannot guarantee a perfect match in colour and/or texture.

Lap Siding (Wood, Hardboard, Vinyl, Etc.) - Poor Alignment [C-18]

Standard Condition	Lap siding shall have visible parallel alignment.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Lap siding not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	Not applicable.
Comments	Installing any type of siding in the field requires minor and normal adjustments.

Masonry / Veneer Cladding (including Mortar) - Cracked [C-19]

Standard Condition	Cracks resulting from <i>normal</i> shrinkage are acceptable. However, a crack width in excess of the ratio of 6 mm in 10 m is not acceptable.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Cracks in excess of the standard condition will be <i>repaired</i> by PCM <u>ONLY</u> if this condition affects the building envelope's performance.
Homeowner's Responsibility	Not applicable.
Comments	When masonry cures, some shrinkage is natural. Also masonry will expand and contract because of seasonal temperatures that may also cause cracking. This is considered <i>normal</i> shrinkage.

Masonry Joints – Non-uniform Horizontal Alignment [C-20]

Standard Condition	Horizontal masonry joint work shall appear <i>uniform</i> when viewed from a distance of 6 m. Where the horizontal (bed) joint appears out of alignment, the variance shall not be more than ± 20 mm from the underlying substrate.
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s) <input type="checkbox"/> <i>Does not apply to masonry products that are designed to be randomly sized.</i>
Next Steps	Masonry with joints not meeting the standard condition will be <i>repaired</i> by PCM <u>ONLY</u> if this condition affects the building envelope's performance.
Homeowner's Responsibility	Not applicable.
Comments	Installing bricks in the field always require minor and <i>normal</i> adjustments, depending on the type of brick used and pattern.

Masonry - Mortar Splatters and Stains [C-21]

Standard Condition	Exterior masonry shall not have mortar splatters and stains detracting from the appearance of the finished wall when visible from a distance of 6 m under natural lighting conditions when dry, unless specifically designed to be so (e.g., consistent with the rest of the home.)
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Masonry not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	Not applicable.
Comments	When cleaning brick, pressure washing and chemical cleaners may be used, as well as using professional brick tinting methods.

Masonry – Efflorescence [C-22]

Standard Condition	Efflorescence commonly occurs on masonry surfaces and is <i>normal</i> . Concentrations of efflorescence visible from 10 m are not acceptable.
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s) <input type="checkbox"/> <i>Efflorescence from changes made by the homeowner is excluded.</i>
Next Steps	Localized concentrations of efflorescence that meet the standard condition will be repaired by PCM <u>ONLY</u> if this condition was caused by a defect in work or material.
Homeowner's Responsibility	<u>General Maintenance:</u> Remove powdery efflorescence with a stiff broom and water.
Comments	Efflorescence is a deposit of mineral salts on the surface of masonry, a natural result of moisture movement. On dark-coloured bricks, efflorescence is exaggerated.

Masonry - Deterioration [C-23]

Standard Condition	Masonry shall be manufactured and installed to prevent premature deterioration.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Masonry that is deteriorated, detached or displaced will be repaired by PCM <u>ONLY</u> if this condition affects the building envelope's performance.
Homeowner's Responsibility	Not applicable.
Comments	<p>The durability of masonry is affected by the environment (e.g., soil conditions, salt, etc.)</p> <p>The colour/texture of repaired areas shall match the surrounding masonry as close as possible.</p>

Repainted Areas – Colour Mismatch [C-24]

Standard Condition	Repainted areas shall match the original finished surface for colour, sheen and texture as closely as possible. The area in question shall be viewed from a minimum perpendicular distance of 3m under normal lighting conditions and from a normal viewing position.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Repainted areas not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	Not applicable.
Comments	Because of the natural effects of aging and environmental damage, exact matches may not be achieved.



Plywood / Veneer Siding - Delaminated [C-25]

Standard Condition	Plywood or veneer siding shall not delaminate when installed according to the manufacturer's installation instructions.
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s) <input type="checkbox"/> <i>Only applies to a defect in the work or material.</i>
Next Steps	Plywood/ veneer siding not meeting the standard condition will be repaired by PCM <u>ONLY</u> if this condition affects the building envelope 's performance.
Homeowner's Responsibility	<u>General Maintenance:</u> Check siding with paint and/or sealer regularly to ensure continuity of the protective layer.
Comments	

Siding (Wood/Hardboard or Panel-Type)-Bowed or Wavy [C-26]

Standard Condition	<p>Siding shall be free from bows and waviness when installed in accordance with the manufacturer's specifications.</p> <p>Where local distortion is caused by bowed framing, the deviation of the bow measured from the underlying substrate shall not exceed ± 20 mm.</p>
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Bowed or wavy siding not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	<u>General Maintenance:</u> Check the siding regularly to ensure the continuity of the painted/sealed surface.
Comments	Siding must accommodate thermal movement and anticipated shrinkage of the underlying structure. Wood or hardboard siding may bow due to high moisture levels; some waviness due to normal fluctuations in humidity is acceptable.



Siding (Wood/Hardboard or Panel-Type) - Gaps in Joints [C-27]

Standard Condition	Wood, hardboard or panel-type siding shall be installed in accordance with the manufacturer's specifications. Gaps at joints are designed to accommodate thermal expansion as well as prevent water penetration.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Wood, hardboard, or panel-type siding joints not meeting the standard condition will be repaired by PCM <u>ONLY</u> if this condition affects the building envelope 's performance.
Homeowner's Responsibility	<u>General Maintenance</u> : Check the paint and/or sealer and caulked joints regularly to ensure that the protective layer is continuous.
Comments	Wood, hardboard or panel-type siding will expand and contract with environmental changes. Joints are used to prevent buckling, protected by battens or caulking.

Siding (Wood / Hardboard or Panel-Type) – Recessed Nailheads [C-28]

Standard Condition	Siding fasteners shall be installed in accordance with the manufacturer's specifications, where applicable, and not expose the underlying hardboard siding fibre.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Siding with nails not meeting the standard condition will be repaired by PCM <u>ONLY</u> if this condition affects the building envelope 's performance.
Homeowner's Responsibility	Not applicable.
Comments	Where nails have been excessively countersunk, the concern is that water may accumulate in the nail hole depression and cause further damage.



Stained Wood Siding from Fasteners [C-29]

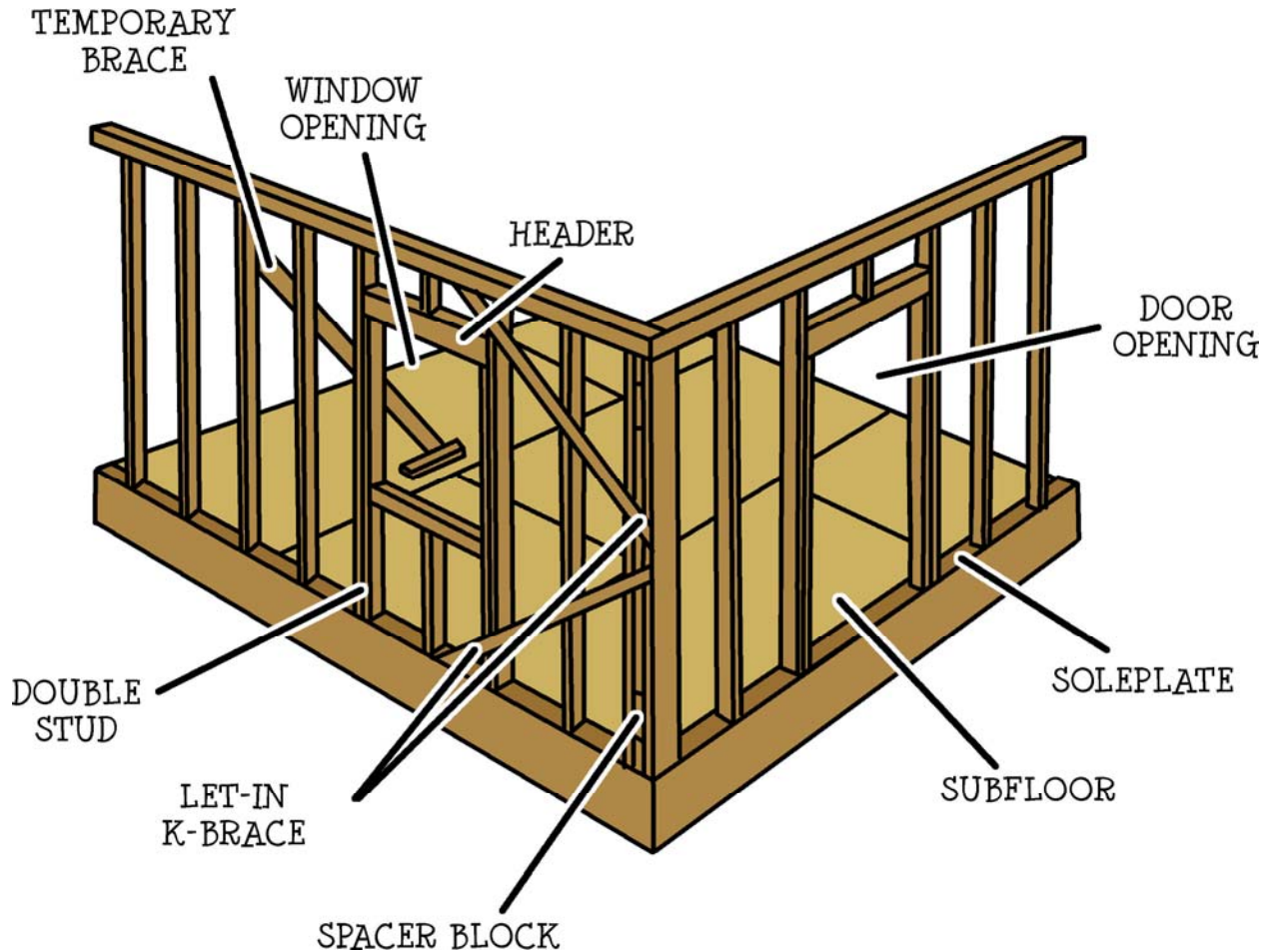
Standard Condition	Fasteners shall be corrosion resistant and compatible with the siding.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Siding and fasteners not meeting the standard condition will be repaired by PCM <u>ONLY</u> if this condition affects the building envelope 's performance.
Homeowner's Responsibility	Not applicable.
Comments	Fasteners will weather and perhaps discolour when exposed to the elements. As a result, some staining on surrounding adjacent materials may occur.

Tongue-and-Groove Wood Siding - Buckled [C-30]

Standard Condition	Tongue-and-groove wood siding shall be installed to prevent buckling according to the manufacturer's installation instructions, where applicable.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Siding not meeting the standard condition will be repaired by PCM <u>ONLY</u> if this condition affects the building envelope 's performance.
Homeowner's Responsibility	Not applicable.
Comments	

Framing - Walls

Framing – Walls - Terminology



 *Typical and for illustration only.*

Framing – Walls Materials – Limitations

Any PCM Home Warranty repairs will be limited to the localized problem area.

Any warranty-covered repairs will be conducted to address a problem only; issues with the aesthetics of any material are excluded from the PCM Home Warranty.

 **Tip** Follow the recommended **Home Maintenance Schedule** (page 128)



Exterior Door - Warped [D-1]

Standard Condition	Exterior doors shall not warp such that they cannot operate or are not weather resistant.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Exterior doors that have warped and not meeting the standard condition will be replaced or repaired by PCM.
Homeowner's Responsibility	<u>General Maintenance:</u> Protect exterior doors with the appropriate weather-resistant paint. Check and replace weatherstripping if it has cracked or deteriorated.
Comments	Exterior doors may undergo some warpage due to the temperature difference between the inside and outside.

Exterior Wood Doors - Inserted Panel Shrinkage [D-2]

Standard Condition	Wooden panels will shrink and expand due to environmental changes (e.g., temperature and/or humidity). Exposure of the underlying unpainted surface is acceptable. However, gaps between the edge of an inserted panel and the rest of the door caused by shrinkage are not normal and not acceptable.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Doors not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	<u>General Maintenance:</u> Protect exterior doors with the appropriate weather-resistant paint.
Comments	



Exterior Wood Doors - Cracks and Splits [D-3]

Standard Condition	Cracks completely through the door are not acceptable.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Doors not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	<u>General Maintenance:</u> Protect exterior doors with the appropriate weather-resistant paint. If surface cracks appear, sand and seal with a compatible filler or caulking and then repaint.
Comments	

Exterior Door – Sticks [D-4]

Standard Condition	Exterior doors and hardware shall operate with minimal binding acknowledging the effects of the weather-stripping seal and high humidity.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Doors and hardware not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	<u>General Maintenance:</u> Lubricate hinges as necessary. Check and replace weatherstripping if it is cracked or has deteriorated.
Comments	Exterior doors may have some warpage due to the temperature difference between the inside and outside.

Exterior Door – Remains Open [D-5]

Standard Condition	Exterior doors shall close completely and securely latch.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Doors not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	<u>General Maintenance:</u> Lubricate hinges and door hardware as necessary. Check and replace weatherstripping if it is cracked or has deteriorated.
Comments	In some cases, exert slight pressure during latching to compress the weather-stripping. Exterior doors may have some warpage due to the temperature differential between inside and outside.

Exterior Door – Deformed Plastic Moulding [D-6]

Standard Condition	The plastic mouldings on exterior doors shall not deform when installed according to the manufacturer's installation instructions.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Doors not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	Do not apply dark-coloured paints to plastic moulding in order to avoid any issues with heat deformation.
Comments	Generally, storm doors are not installed over metal exterior doors to avoid any heat build-up between the two doors. This heat may damage any heat-susceptible parts (e.g., plastic and/or decorative mouldings).



Exterior Door - Swings by Itself [D-7]

Standard Condition	Exterior doors shall be installed sufficiently plumb and square so they do not swing only due to the force of gravity.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Doors not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	<u>General Maintenance:</u> Lubricate hinges as necessary.
Comments	Door hinges not aligned plumb may swing open or closed by the force of gravity.

Exterior Door - Crooked [D-8]

Standard Condition	Exterior doors must have a proper weather seal when closed and the weather-stripping must be in contact around the door's perimeter.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Doors not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	<u>General Maintenance:</u> Check and replace weatherstripping if it is cracked or has deteriorated.
Comments	Some gap between the door and the frame is acceptable unless the door's operation is affected.



Exterior Door Hardware / Decorative Metal Trim –Discolouration [D-9]

Standard Condition	Door hardware and fixture finishes may discolour.
PCM Warranty	<input checked="" type="checkbox"/> Not covered
Next Steps	No action
Homeowner's Responsibility	<u>General Maintenance:</u> Check regularly to ensure that the protective coatings are continuous and remove any discolouration, if necessary.
Comments	Some hardware has a protective coating to inhibit discolouration. Environmental pollutants may also accelerate discolouration.

Glass – Cracked [D-10]

Standard Condition	Windows shall be installed so that the glass is not cracked.
PCM Warranty	<input checked="" type="checkbox"/> Not covered
Next Steps	Contact your home insurance provider.
Homeowner's Responsibility	Not applicable.
Comments	



Insulating (Factory Sealed) Glass Unit - Condensation [D-11]

Standard Condition	Insulating glass units shall be free from condensation between the panes.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Insulating glass units with condensation between the panes shall be repaired and/or replaced by PCM.
Homeowner's Responsibility	<u>General Maintenance:</u> Check and replace door or window weatherstripping if it is cracked or has deteriorated.
Comments	Condensation between insulating panes indicates the airtight seal around the edge of the glass is broken.

Sliding Door / Screen – Constrained Movement [D-12]

Standard Condition	Sliding doors and associated screens shall move freely on the tracks and securely latch.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Sliding doors and associated screens not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	<u>General Maintenance:</u> Adjust the sliding doors and screens to minimize binding. On a regular basis, the tracks and door hardware should be cleaned and lubricated. People should avoid "walking into" the sliding glass or screen door.
Comments	

Wall - Out Of Plumb [D-13]

Standard Condition	Walls shall not be out of plumb by more than 50 mm in 2,400 mm in a vertical measurement when visible from a normal viewing position.
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s) <input type="checkbox"/> <i>Some variation from plumb is acceptable. Only applies to homes under 5 years of age.</i>
Next Steps	Walls not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	Not applicable.
Comments	How furnishings align against a wall is <u>not</u> a test of plumbness.

Wall – Bowed [D-14]

Standard Condition	Interior surfaces that are bowed greater than ± 50 mm in a 2500 mm span are not acceptable.
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s) <input type="checkbox"/> <i>Some minor variation is expected. Only applies to homes under 5 years of age.</i>
Next Steps	Bows exceeding the standard condition will be repaired by PCM.
Homeowner's Responsibility	Not applicable.
Comments	Remember that light conditions can exaggerate minor variations in appearance.



Windows – Malfunction [D-15]

Standard Condition	Windows shall operate with reasonable ease.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Windows not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	<u>General Maintenance:</u> Regularly check and clean windows, especially the tracks to ensure ease of use. Keep drain posts open and free from debris.
Comments	

Window Glass / Screen – Damaged [D-16]

Standard Condition	Window glass and screens shall be free from damage.
PCM Warranty	<input checked="" type="checkbox"/> Not covered
Next Steps	Contact your home insurance provider.
Homeowner's Responsibility	<u>General Maintenance:</u> Regularly check and clean windows, especially the tracks, to ensure continued ease of use. Use care when installing and removing screens.
Comments	

Windows – Water Leakage [D-17]

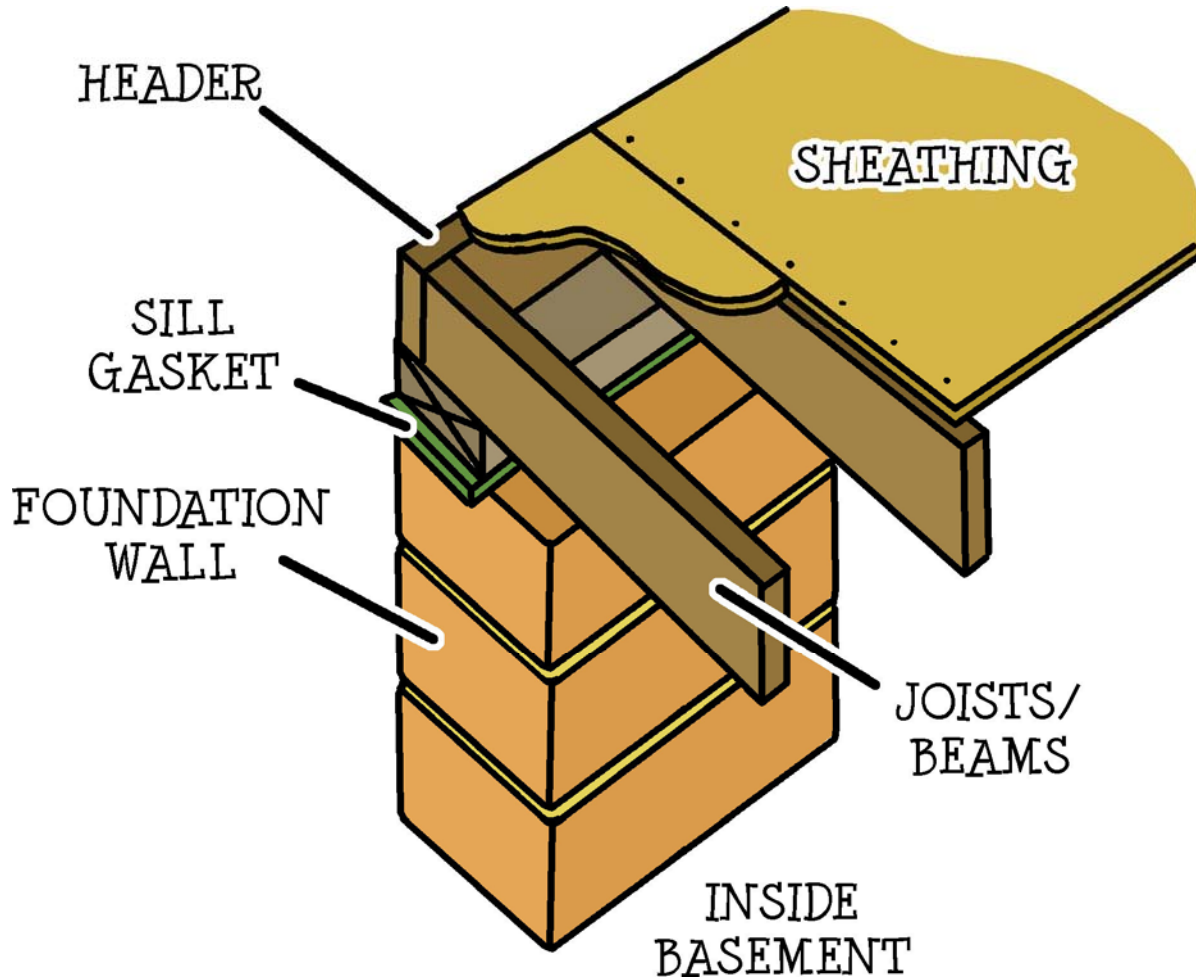
Standard Condition	Properly closed windows shall not allow water leakage under normal weather conditions.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Defective windows not meeting the standard condition will be repaired or replaced by PCM.
Homeowner's Responsibility	<u>General Maintenance:</u> Check and replace weatherstripping if it is cracked or has deteriorated. Keep drain posts open and free from debris.
Comments	


Wood Beam / Post - Split and/or Cupping [D-18]

Standard Condition	Load-bearing wood beams and posts with splits, cupping and checks due to normal drying are acceptable provided they have been sized according to the Ontario Building Code. In decorative wood beams and posts, splits and checks due to normal shrinkage are acceptable.
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s) <input type="checkbox"/> <i>Only applies to homes under 5 years of age.</i>
Next Steps	Splits and checking not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	Not applicable.
Comments	Splitting, checking and cupping are characteristics of wood beams and posts.

Framing - Floors

Framing – Floors - Terminology



 *Typical and for illustration only.*

Framing – Floors Materials – Limitations

Any PCM Home Warranty repairs will be limited to the localized problem area.

Any warranty-covered repairs will be conducted to address a problem only; issues with the aesthetics of any material are excluded from the PCM Home Warranty.

 **Tip** Follow the recommended **Home Maintenance Schedule** (page 128)

Floor – Squeaks [E-1]

Standard Condition	Floors shall be free from squeaks from loose floor system connections under normal loading conditions.
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s) <input type="checkbox"/> <i>Damage from accidents, floods or water damage is not covered; contact your home insurance provider. Only applies to homes under 5 years of age with squeaks directly caused by loose floor system connections.</i>
Next Steps	Loose connections causing floor squeaks not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	Keep the indoor humidity levels between 40-45% to minimize excessive drying of materials.
Comments	Excessive shrinkage in the wood may result from prolonged low- humidity conditions. In some cases, attaining a squeak-free floor is not possible.

Floor – Excessive Springiness / Bounce/ Visible Sag [E-2]

Standard Condition	Springiness or bounce in the floor or a visible sag are acceptable when all the structural members (e.g., beams and joists) have been sized, installed and fastened according to the Ontario Building Code.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Floors not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	Not applicable.
Comments	Generally long-spanned floor joists will move more than short-spanned ones under design loads.

Finished Floor (Above Grade) - Not Level [E-3]

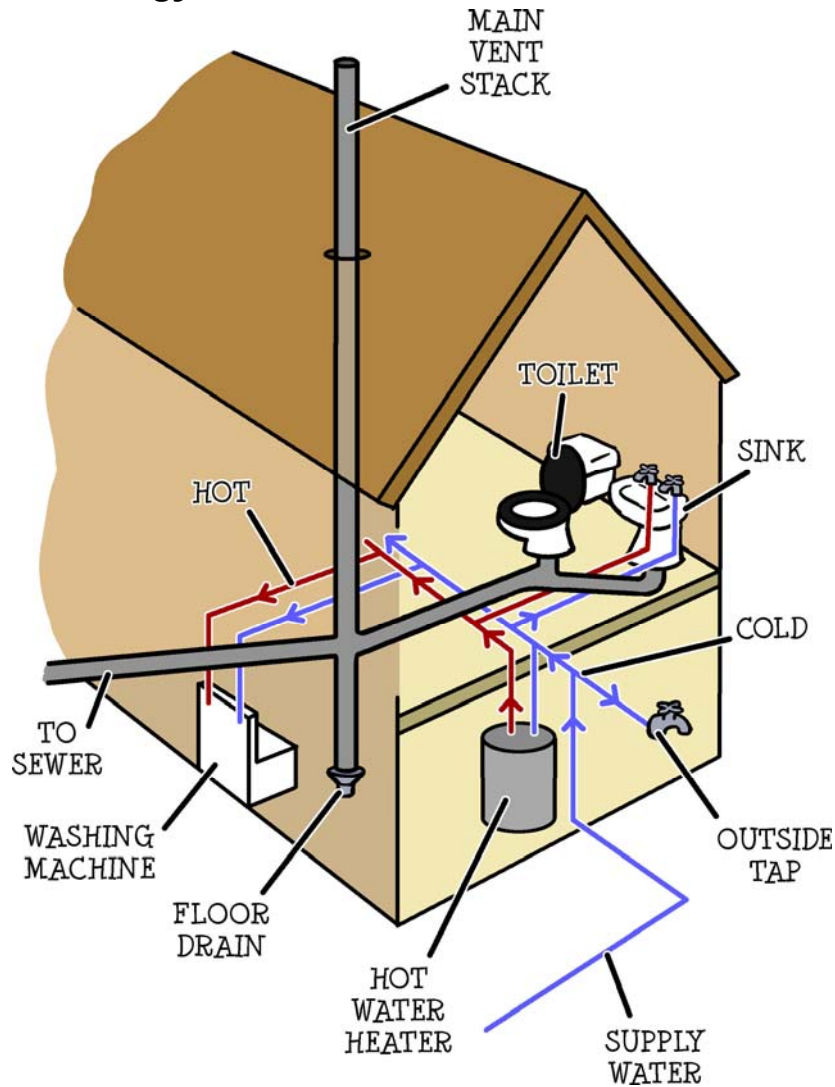
Standard Condition	Floors shall appear level when viewed from a normal viewing position. Floors framed with dimensional lumber shall have a maximum tolerance ratio of 5 mm in 2000 mm when measured between the opposite walls or defined limits of the room or area.
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s) <input type="checkbox"/> <i>Variance from normal shrinkage from materials drying is excluded. Engineered floor systems (e.g., wood and composite floor trusses) are excluded. Only applies to homes under 5 years of age.</i>
Next Steps	Floors not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	Not applicable.
Comments	

Subfloor - Loose [E-4]

Standard Condition	Subfloors shall not become loose and no movement shall be felt underfoot under normal load conditions.
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s) <input type="checkbox"/> <i>Variance from normal shrinkage from materials drying is excluded. Any delamination of the plywood subfloors is considered a material defect and is excluded. Only applies to homes under 5 years of age.</i>
Next Steps	Subfloors not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	Not applicable.
Comments	

Plumbing

Plumbing - Terminology



 *Typical and for illustration only.*


Plumbing Materials – Limitations

Any PCM Home Warranty repairs will be limited to the localized problem area.

Any warranty-covered repairs will be conducted to address a problem only; issues with the aesthetics of any material are excluded from the PCM Home Warranty.

 **Tip** Follow the recommended **Home Maintenance Schedule** (page 128)

Bathtub / Shower – Leaks [F-1]

Standard Condition	Bathtubs and showers installed according to the manufacturer’s specifications shall not leak.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Bathtubs or showers not meeting the standard condition will be repaired by PCM.
Homeowner’s Responsibility	<u>General Maintenance:</u> Regularly check and maintain caulking and seals around bathtubs, shower enclosures and doors.  Tip <i>If a leak is detected, immediately turn off the local or main water supply valve to minimize damage.</i>
Comments	

Bathtub / Shower Base |Lightweight (Fibreglass and Acrylic) - Flexes and Creaks [F-2]

Standard Condition	Lightweight bathtubs and showers may flex and creak when installed according to the manufacturer’s specifications.
PCM Warranty	<input checked="" type="checkbox"/> Not covered
Next Steps	Not applicable.
Homeowner’s Responsibility	Not applicable.
Comments	Flexing or creaking sounds are often heard as the tubs are filled and emptied. These types of materials are designed to be lightweight yet strong and withstand this type of flexing.

Faucet / Fixture - Leaking [F-3]

Standard Condition	Faucets or plumbing fixtures shall not leak, drip or continue to run when fully shut off.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Faucets or fixtures not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	Not applicable.
Comments	

Manufactured Solid-Surface Countertop (Integrated Basin) - Cracks at Drain [F-4]

Standard Condition	Manufactured solid-surface countertops shall be installed to prevent stress cracking according to the manufacturer's specifications.
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s) <input type="checkbox"/> <i>Coverage limited to improper installation that causes cracking.</i>
Next Steps	Manufactured solid-surface countertops not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	Follow the manufacturer's maintenance instructions.
Comments	Manufactured solid-surface countertops can be brittle and easily damaged by impact. Stress cracks can occur from over-tightening drains, hardware or fasteners.

Pipes - Leaking [F-5]

Standard Condition	Domestic water supply and drainpipes shall not leak. Do not confuse condensation on cold-water supply pipes as a leaking pipe.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Pipes not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	If a leak is detected, immediately turn off the main water supply valve. Keep the humidity levels within 40-45% as high indoor humidity may cause condensation on pipes.
Comments	

Plumbing Pipes - Frozen and/or Burst [F-6]

Standard Condition	Plumbing pipes shall be protected from freezing according to the Ontario Building Code.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Plumbing pipes not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	<u>General Maintenance:</u> Keep the indoor temperature at a level to prevent freezing. If this is not possible, take proper precautions (e.g., turn off and drain the water supply). For exterior hose connections, shut off the associated interior valves and leave the exterior valve open. Disconnect and drain any garden hoses. If a leak is detected, immediately turn off the main water supply valve.
Comments	



Plumbing Fixtures / Trim Fittings - Defective [F-7]

Standard Condition	Plumbing fixtures or trim fittings shall be free from visual and performance defects.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Defective products not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	<u>General Maintenance:</u> Maintain fixtures and trim fittings according to the manufacturer's instructions.
Comments	

Porcelain/Enamel/Fibreglass Surfaces - Cracking or Chipping [F-8]

Standard Condition	Exposed surfaces shall be free from visible damage.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Visible damages not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	<u>General Maintenance:</u> Follow the manufacturer's instructions for proper care and maintenance of porcelain, enamel or fiberglass surfaces.
Comments	

Sewer / Drains / Fixtures - Blocked [F-9]

<p>Standard Condition</p>	<p>Sanitary drainage systems and fixtures shall drain waste products to a public sanitary sewer. Private sewage disposal systems, such as septic tanks, are excluded.</p>
<p>PCM Warranty</p>	<p><input checked="" type="checkbox"/> Covered with provision(s)</p> <p><input type="checkbox"/> <i>Damage caused by a blocked sewer from vegetation (e.g., tree roots), excessive waste being put down the sewer or damage from a utility provider is excluded. Private sewage disposal systems, such as septic tanks, are excluded.</i></p>
<p>Next Steps</p>	<p>Blocked drains not meeting the standard condition will be repaired by PCM.</p>
<p>Homeowner's Responsibility</p>	<p><u>General Maintenance:</u> Here are a few guidelines to minimize sewer issues:</p> <ul style="list-style-type: none"> • Never overload the system. For example, do not connect a sump pump, roof drains, or backwash from a water conditioner into the system. • Do not place non-biodegradable items or food waste into the system. • Do not flush non-sanitary items down the toilet. • Do not place non-permeable surfaces over the disposal area of the system. • Check that vehicles do not drive or park over the disposal area of the system. • Regularly pump out the septic tank, as required. • Do not exceed the system's design standards.
<p>Comments</p>	

Toilets Shall Flush to Empty Waste [F-10]

Standard Condition	Toilets shall flush to empty waste into the drainage system.
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s) <input type="checkbox"/> <i>Damage from drain restrictions is excluded.</i>
Next Steps	Toilets not properly installed and not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	Not applicable.
Comments	<p>Low-volume toilets use less water to flush waste than older models and may require multiple flushes depending on the:</p> <ul style="list-style-type: none"> • amount of waste • amount of paper • tank water volume

Water Supply Pipes / Toilets - Condensation [F-11]

Standard Condition	Condensation on water supply pipes and toilets may occur when indoor relative humidity is high and is considered normal .
PCM Warranty	<input checked="" type="checkbox"/> Not covered
Next Steps	Not applicable.
Homeowner's Responsibility	<u>General Maintenance:</u> Keep the indoor humidity level within 40-45%.
Comments	

Water Pipes - Noisy [F-12]

Standard Condition	To minimize the effects of water hammer , water supply pipes shall be installed according to the Ontario Building Code.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Plumbing pipes not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	Not applicable.
Comments	<p>The sound of water flowing through drainage pipes is normal and not covered by the PCM Warranty.</p> <p>The following conditions are normal:</p> <ul style="list-style-type: none"> • A sudden thump or bang of water supply pipes when a faucet or fixture is closed quickly. • Ticking sounds from copper hot water supply pipes as they expand and contract.

Water Supply - Inadequate [F-13]

Standard Condition	Water supply (from either private or municipal water sources) may fluctuate from time to time or vary in water pressure.
PCM Warranty	<input checked="" type="checkbox"/> Not covered
Next Steps	Not applicable.
Homeowner's Responsibility	Not applicable.
Comments	<p>Note that in some cases, flow control devices used to conserve water may affect the water flow.</p> <p>Pressure may vary in the municipal water supply at times (e.g., peak usage times, burst water pipes, fire department use, etc.).</p>

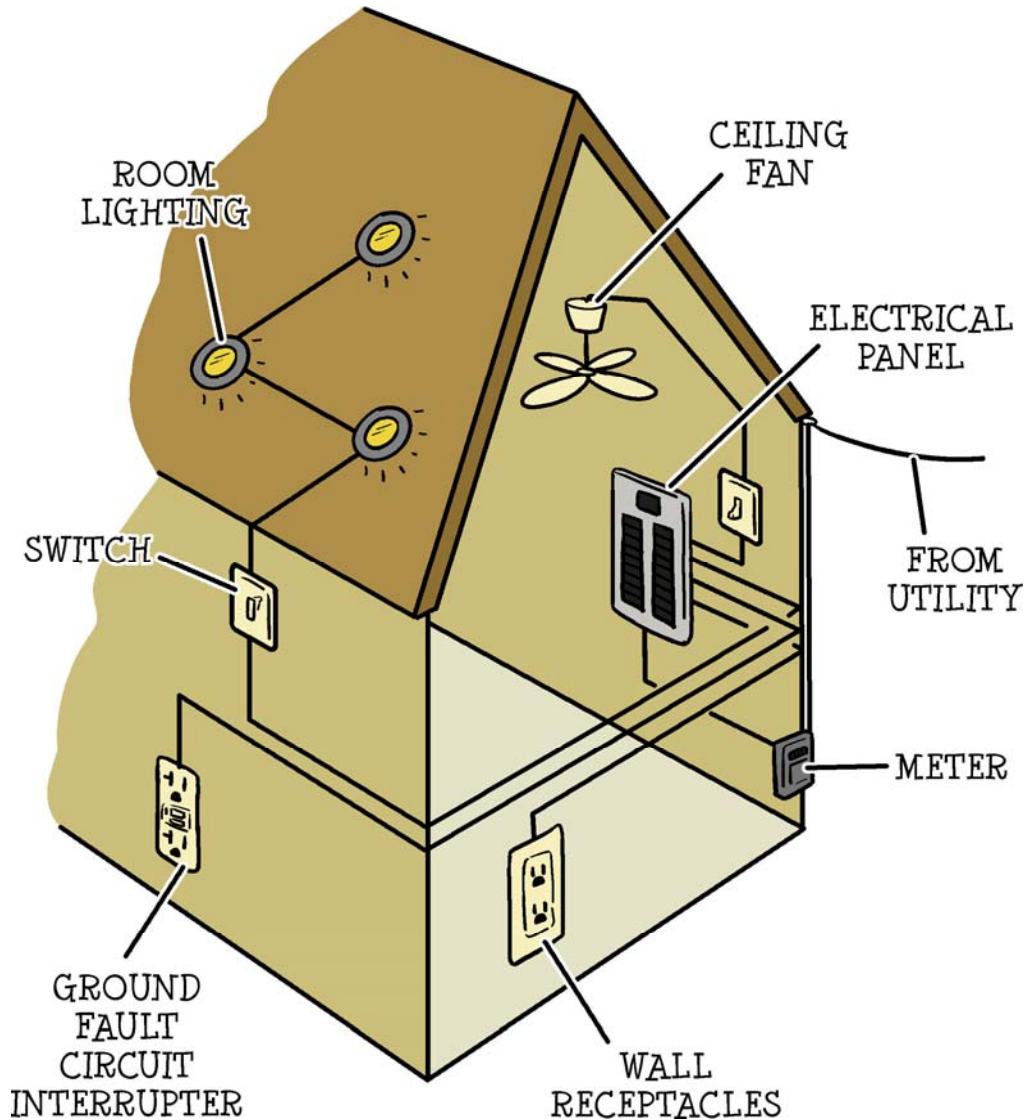


Water Supply – Does not Deliver Water [F-14]

Standard Condition	The domestic water supply system installed within the home shall be capable of delivering water from a municipal or private (well) source throughout the home.
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s) <input type="checkbox"/> <i>Conditions beyond the control of PCM (such as burst water mains or low groundwater) are excluded.</i>
Next Steps	Domestic water supply systems not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	Not applicable.
Comments	

Electrical

Electrical - Terminology



 *Typical and for illustration only.*

Electrical Materials – Limitations

Any PCM Home Warranty repairs will be limited to the localized problem area.

Any warranty-covered repairs will be conducted to address a problem only; issues with the aesthetics of any material are excluded from the PCM Home Warranty.

 **Tip** Follow the recommended **Home Maintenance Schedule** (page 128)


Ceiling Fans - Vibrates and Noisy [G-1]

Standard Condition	Ceiling fans shall be installed and maintained in accordance with the manufacturer's installation instructions.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Ceiling fans not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	<u>General Maintenance:</u> Refer to the manufacturer's instructions for maintenance requirements and keep the fans balanced for smooth operation.
Comments	Some vibration is normal . At high speeds, ceiling fans can become unbalanced, resulting in excessive vibration.

Electrical Outlets / Switches – Do Not Work [G-2]

Standard Condition	Electrical outlets and switches shall be installed according to the manufacturer's specifications and the Ontario Electrical Code.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Electrical outlets and switches not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	<u>General Maintenance:</u> Check the breakers on the electrical circuit panel if a receptacle or switch fails to work. 💡 Tip Check and reset the Ground Fault Circuit Interrupter (GFCI). The GFCI will 'trip' or disconnect if there is an electrical imbalance. Press the Reset button. Check that the light bulbs in the connected fixture are all working.
Comments	

Electrical Fixtures – Do Not Work [G-3]

Standard Condition	Electrical fixtures shall be installed according to the manufacturer’s specifications and the Ontario Electrical Code.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Electrical fixtures not meeting the standard condition will be repaired by PCM.
Homeowner’s Responsibility	<p><u>General Maintenance:</u> Check the breakers on the electrical circuit panel if a receptacle or switch fails to work.</p> <p> Tip Check and reset the GFCI. Check that the light bulbs in the connected fixture are all working.</p>
Comments	

Fuses Blow / Circuit Breakers – Trip [G-4]

Standard Condition	Electrical circuits shall be installed according to the Ontario Electrical Code.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Electrical circuits not meeting the standard condition will be repaired by PCM.
Homeowner’s Responsibility	<u>General Maintenance:</u> Never overload or bypass electrical circuits to avoid fire or personal injury.
Comments	Typical household wiring generally will accommodate residential electrical loads. However, some appliances may have specific electrical requirements; refer to the manufacturer’s specifications for details. Circuit breakers are designed to protect electrical wiring from overloading. Frequent tripping of circuit breakers or blown fuses may indicate faulty appliances and should be investigated by a licensed electrician.

Ground-Fault Circuit Interrupter (GFCI) - Trips Frequently [G-5]

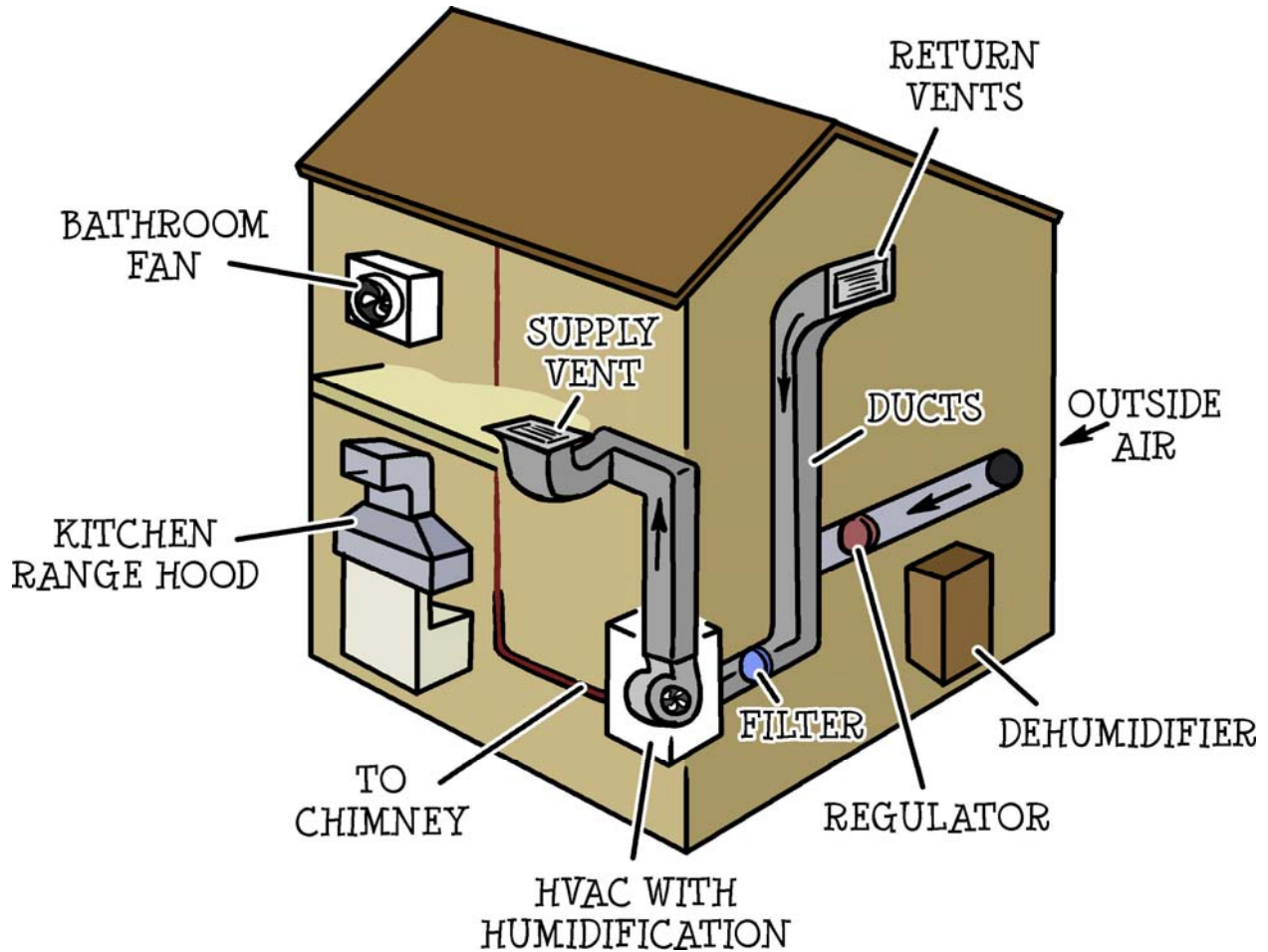
Standard Condition	GFCIs shall be installed according to the Ontario Electrical Code.
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s) <input type="checkbox"/> <i>Damage from improper maintenance or changes made by the homeowner is excluded.</i>
Next Steps	Electrical circuits protected by a GFCI not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	<p><u>General Maintenance:</u> Press the reset button and try the circuit again. If the GFCI still trips, the circuit and loads should be checked by a licensed electrician.</p> <p> Tip Remember that many GFCIs are interconnected with plain receptacles to protect an entire circuit.</p>
Comments	GFCIs provide safety protection against electrical shock, especially in wet areas and are designed to trip if there is an issue. If the tripping continues, there may be a faulty appliance, which should be investigated by a licensed electrician.

Receptacle/Switch Cover Plate - Not Flush With Wall [G-6]

Standard Condition	Electrical receptacles/switches shall be installed so the cover plate sits generally flush with the surrounding and adjacent wall.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Receptacles/switch cover plates not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	Not applicable.
Comments	

Interior Climate Control

Interior Climate Control – Terminology



 *Typical and for illustration only.*


Interior Climate Control – Limitations

Any PCM Home Warranty repairs will be limited to the localized problem area.

Any warranty-covered repairs will be conducted to address a problem only; issues with the aesthetics of any material are excluded from the PCM Home Warranty.

 **Tip** Follow the recommended **Home Maintenance Schedule** (page 128)

Condensation – in Attic Space [H-1]

Standard Condition	Condensation may occur in attics without any adverse effect on the building.
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s).
Next Steps	 <i>Coverage is limited to existing ventilation equipment.</i> Ventilation equipment not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	Always ensure adequate ventilation throughout the house. Regularly check for leaks through the roof and/or flashings that may cause condensation in the attic space.
Comments	Condensation in attics may indicate either a lack of ventilation through the attic or a source of moisture within the attic space.

Condensation / Frost – on Windows [H-2]

Standard Condition	Condensation may occur on interior window surfaces. Condensation on interior window surfaces is common during cold seasons.
PCM Warranty	<input checked="" type="checkbox"/> Not covered
Next Steps	
Homeowner's Responsibility	Control indoor humidity by dehumidification, ventilation or air conditioning. Having interior air move over the windows can help control condensation . Check that heavy draperies or window coverings do not block heat diffusers. Run the furnace fan continuously to help control condensation on windows.
Comments	Some condensation on windows may occur when keeping the proper humidity levels to prevent damage to other components such as hardwood flooring and for physical health.



PCM Home Warranty Interior Climate Control

Condensation - on Interior Ductwork and HVAC [H-3]

Standard Condition	Condensation may occur on indoor ductwork and air handling equipment.
PCM Warranty	<input checked="" type="checkbox"/> Not covered
Next Steps	
Homeowner's Responsibility	Control indoor humidity by dehumidification, ventilation or air conditioning
Comments	Some condensation may occur because of the temperature difference between the ambient air and the HVAC equipment.

Drafts -at Electrical Outlets [H-4]

Standard Condition	Electrical boxes on exterior walls that penetrate the air barrier system shall be installed to prevent air infiltration.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Electrical boxes not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	Not applicable.
Comments	During cold or windy weather, drafts may occur around electrical outlets or receptacles on exterior walls.

Drafts – at Windows and Doors [H-5]

Standard Condition	Windows and doors shall meet the rating for weather tightness required by the Ontario Building Code.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	PCM will check that the window or door has been tested to meet the required weather tightness rating and, if necessary, adjust the weatherstripping and/or hardware to reduce air leakage.
Homeowner's Responsibility	<p><u>General Maintenance:</u> Check the weatherstripping regularly and replace if needed.</p> <p>Remember that some interior air movement may be caused by natural convection and is not considered air leakage.</p>
Comments	Although doors and windows are designed to withstand reasonable wind loads, minor air infiltration may occur during very windy conditions.

Drafts – at Kitchen or Bath Fans [H-6]

Standard Condition	Kitchen and bath exhaust fans shall be installed with backdraft dampers as per manufacturer's specifications.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Kitchen and/or bath exhaust fans not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	<u>General Maintenance:</u> Regularly check that exterior vent openings are not obstructed (e.g. by birds or other animals).
Comments	Ventilation fans are indirectly open to outside air. Even when installed with dampers, some cold air will leak.



Ductwork - Noisy [H-7]

Standard Condition	Ductwork may make noise as it expands and contracts during heating and cooling cycles.
PCM Warranty	<input checked="" type="checkbox"/> Not covered
Next Steps	
Homeowner's Responsibility	Not applicable.
Comments	

Ductwork - Noisy When Floor Is Walked On ('Oil Canning') [H-8]

Standard Condition	Ductwork shall be constructed and installed to prevent oil canning (e.g., rumbling noise in the ductwork caused by turbulent air flow).
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s) <input type="checkbox"/> <i>Only applies to homes under 5 years of age.</i>
Next Steps	Ductwork not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	Not applicable.
Comments	Sometimes walking on floors over metal ductwork can cause temporary deflection of the metal ductwork.



Ductwork - Separates [H-9]

Standard Condition	Ductwork shall be joined together and supported as needed to prevent separation.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Ductwork not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	Not applicable.
Comments	

Ductwork Vents / Registers - Noisy [H-10]

Standard Condition	Floor registers and cold air return grilles shall be installed to prevent rattling.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Floor registers and cold air return grilles not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	Not applicable.
Comments	There will be some sound of air movement at the floor registers and/or cold air return grilles – but they should not rattle under normal use.

HVAC - Not Installed Properly [H-11]

Standard Condition	HVAC appliances shall be installed to meet the manufacturer's specifications and the Ontario Building Code. Ductwork and piping shall be joined and supported to maintain joint integrity.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	HVAC appliances, ductwork and piping not meeting the standard condition will be <i>repaired</i> by PCM.
Homeowner's Responsibility	Not applicable.
Comments	Note that the locations of appliances (e.g., furnace and water heater) are within the requirements of the governing authority.

HVAC Cooling - Insufficient [H-12]

Standard Condition	Cooling systems shall be capable of maintaining an indoor air temperature of 25°C.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Cooling systems not meeting the standard condition will be <i>repaired</i> by PCM.
Homeowner's Responsibility	Not applicable.
Comments	Remember that sustained high outdoor temperatures may be over the design levels. In addition, high solar gain from skylights and large windows will also allow high heat transfer. In multi-storey homes, some temperature variance is due to <i>normal</i> air movement patterns.



HVAC Heating – Insufficient [H-13]

Standard Condition	Heating systems shall be capable of maintaining an indoor air temperature of 20°C in living spaces and unfinished basements and 10°C in crawl spaces.
PCM Warranty	Take the room temperature in the center of the room at 1,500 mm above the floor after the heating system has been running continuously for at least 40 minutes. Check that there are no doors or windows open during the test period. <input checked="" type="checkbox"/> Covered
Next Steps	Heating systems not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	<u>General Maintenance:</u> Regularly maintain the HVAC heating equipment as outlined in the manufacturer's guidelines.
Comments	Interior temperatures maybe affected by: <ul style="list-style-type: none">• Room orientation: For example, north-facing rooms are generally cooler than south-facing rooms.• Amount of windows: Because glass has little insulating value, more heat can escape.• Room location: Rooms over un-insulated spaces (e.g., garages)• Amount of airflow: Limiting airflow is critical. Generally, keep a minimum 25 mm space under interior doors.• Personal preferences: Every person has different comfort zones.



PCM Home Warranty Interior Climate Control

HVAC Condensate Line - Blocked [H-14]

Standard Condition	Condensate lines from furnaces, air conditioning condenser coils and heat recovery ventilators shall be free from blockage.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Condensate lines not meeting the standard condition will be <i>repaired</i> by PCM.
Homeowner's Responsibility	<u>General Maintenance:</u> Inspect and clean condensate lines as part of regular home maintenance. Refer to the HVAC manufacturer's instructions.
Comments	

HVAC A/C Coolant Line - Leaks [H-15]

Standard Condition	Air conditioning systems supplied and installed by a qualified HVAC technician shall not leak.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Air conditioning systems not meeting the standard condition will be <i>repaired</i> by PCM.
Homeowner's Responsibility	Not applicable.
Comments	

HVAC Grilles and Diffusers - Gaps [H-16]

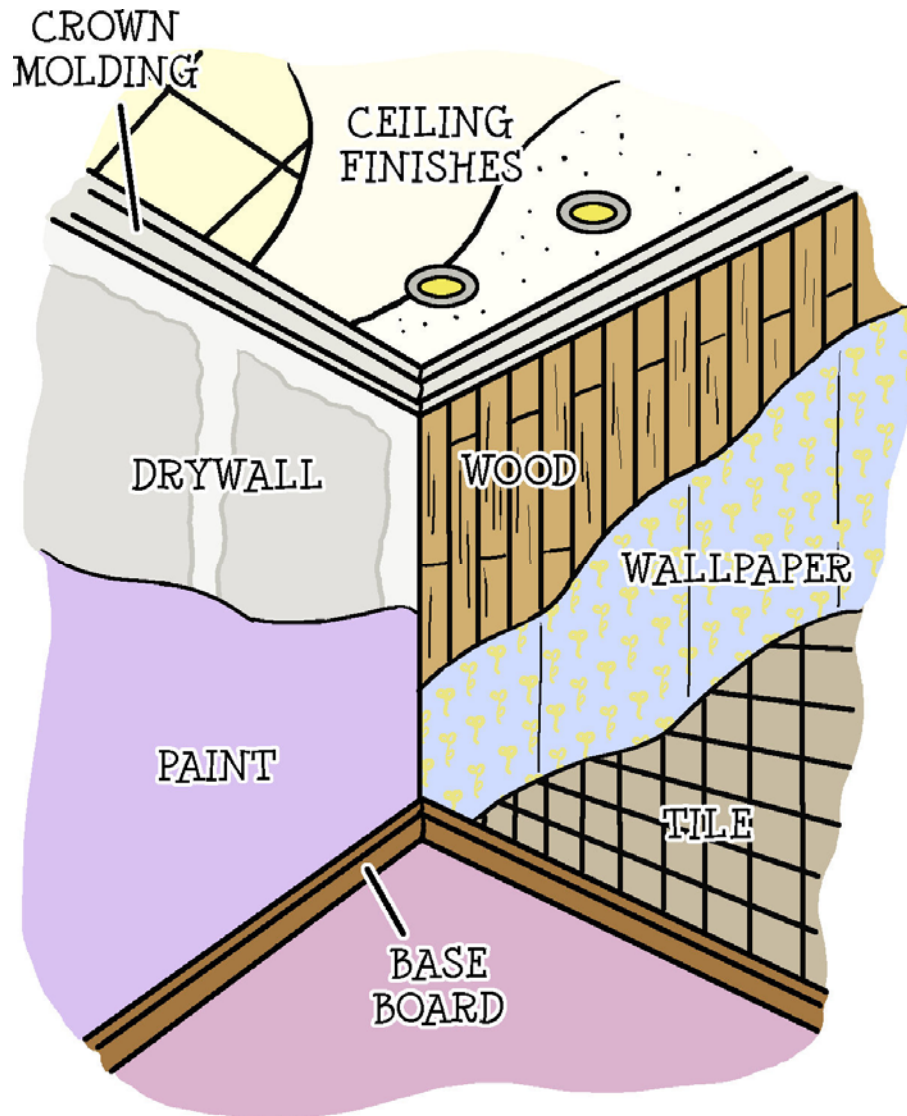
Standard Condition	Heat diffusers, cold air return grilles and ventilation intake grilles shall be installed securely and should be generally flush with the adjacent surface. Gaps between the diffuser or grille and the adjacent surface are acceptable.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Heat diffusers, cold air return grilles and ventilation intake grilles not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	Not applicable.
Comments	

Insulation – Not Enough [H-17]

Standard Condition	Insulation shall be installed according to the Ontario Building Code requirements at the time of original construction of the home.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Insulation levels not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	Not applicable.
Comments	<p>In some cases, the insulation levels are sufficient. Interior temperatures maybe affected by:</p> <ul style="list-style-type: none"> • Room orientation: For example, north-facing rooms are generally cooler than south-facing rooms. • Amount of windows: Because glass has little insulating value, more heat can escape. • Room location: Rooms over un-insulated spaces (e.g., garages). • Amount of airflow: Limiting airflow is critical. Generally, keep a minimum 25 mm space under interior doors. • Personal preferences: Every person has different comfort zones.

Wall and Ceiling Finishes

Wall and Ceiling Finishes - Terminology



 *Typical and for illustration only.*

Wall and Ceiling Finishes – Limitations

Any PCM Home Warranty repairs will be limited to the localized problem area.

Any warranty-covered repairs will be conducted to address a problem only; issues with the aesthetics of any material are excluded from the PCM Home Warranty.

 **Tip** Follow the recommended **Home Maintenance Schedule** (page 128)

Ceiling - Uneven [I-1]

Standard Condition	Ceilings shall appear uniform when viewed from a normal viewing position under normal lighting conditions. An isolated sag or area of waviness that is not a structural problem can vary no more than ± 20 mm in a 2,400 mm span.
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s) <input type="checkbox"/> <i>Waviness caused from normal shrinkage from materials drying is excluded.</i>
Next Steps	Sags or waves not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	NOT APPLICABLE.
Comments	Some waviness is inevitable in dry walled ceilings, especially over the joints. Lighting and finishes can make the waviness more noticeable. Spray-applied textures and matte finishes minimize this condition.

Ceiling Texture - Uneven [I-2]

Standard Condition	An applied ceiling texture (i.e. stipple) shall appear generally uniform when viewed from a normal viewing position under normal lighting conditions.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Ceiling textures not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	Not applicable.
Comments	Randomly applied finishing materials will naturally cause some variation in texture.



PCM Home Warranty Wall and Ceiling Finishes

Ceiling/Wall Joint - Separation [I-3]

Standard Condition	Cracks resulting from normal shrinkage are acceptable; crack width in excess of 4 mm is not acceptable.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Cracks not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	Not applicable.
Comments	Cracks can occur from truss uplift caused when outdoor temperatures are considerably colder than indoor temperatures. Any repairs should wait until the truss returns to its original position.

Ceramic Tile / Bathtub / Shower Enclosures - Water Penetration [I-4]

Standard Condition	Joints between ceramic tiles and adjacent surfaces shall prevent water penetration.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Ceramic tile installation not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	<u>General Maintenance:</u> Regularly inspect and maintain the caulked joints between the ceramic tiles and adjacent surfaces. Grout joints between individual ceramic tiles may deteriorate over time under normal use.
Comments	



PCM Home Warranty Wall and Ceiling Finishes

Clear Interior Finishes - Deterioration [I-5]

Standard Condition	Clear interior finishes shall not deteriorate to the extent that they expose the substrate beneath.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Clear finishes not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	<u>General Maintenance:</u> Use only compatible cleaners as some household cleaners may cause discolouration and premature deterioration.
Comments	

Dry Wall Surface - Blemishes [I-6]

Standard condition	Interior finished drywall (excluding garages and unfinished areas) shall be free from blemishes (including nail/screw pops, blisters in taped joints, trowel marks, excess joint compound and dents or gouges) when viewed under normal lighting conditions from a normal viewing position 3,000 mm perpendicular distance from the wall surface.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Only those drywall surface blemishes not meeting the standard condition will be repaired by PCM. Repaired areas may not exactly match the existing surfaces.
Homeowner's Responsibility	Not applicable.
Comments	Note that drywall surface blemishes are not unusual at joints and at corners.

Finished Surface - Rough [I-7]

Standard Condition	Surfaces that are touched during normal use shall be uniformly smooth. Surfaces not touched during normal use shall appear smooth when viewed without magnification, from a minimum distance of 1,500 mm under normal lighting conditions and from a normal viewing position.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Surfaces not meeting the standard condition will be made smooth and repaired by PCM.
Homeowner's Responsibility	Not applicable.
Comments	The open grain of some woods may look rough but feel smooth and is acceptable.

Gypsum Wallboard Corners - Uneven [I-8]

Standard Condition	Gypsum wallboard corners shall appear generally even and uniform when viewed under normal lighting conditions from a normal viewing position.
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s) <input type="checkbox"/> <i>Minor waviness is acceptable.</i>
Next Steps	Joints not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	Not applicable.
Comments	



PCM Home Warranty Wall and Ceiling Finishes

Interior Wall and Ceiling Surfaces - Cracks [I-9]

Standard Condition	Interior drywall shall be installed to minimize cracking of joints, corners and corner beads.
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s) <input type="checkbox"/> <i>Damage from shrinkage caused by materials drying is not covered.</i>
Next Steps	Cracks not meeting the standard condition will be repaired by PCM. Repaired areas may not exactly match the existing surfaces.
Homeowner's Responsibility	Not applicable.
Comments	Cracks in the drywall compound are not unusual at joints, particularly at corners. Most cracks are a result of normal shrinkage and are not covered by the PCM Warranty.

Painted Gypsum Wallboard - Texture Variation [I-10]

Standard Condition	Variations in the surface texture of finished gypsum wallboard are normal .
PCM Warranty	<input checked="" type="checkbox"/> Not covered
Next Steps	
Homeowner's Responsibility	Not applicable.
Comments	Gypsum walls consist of paper and joint compound, which will accept paint finishes differently. As a result, some variation in texture is normal .

Paint Finish - Unacceptable [I-11]

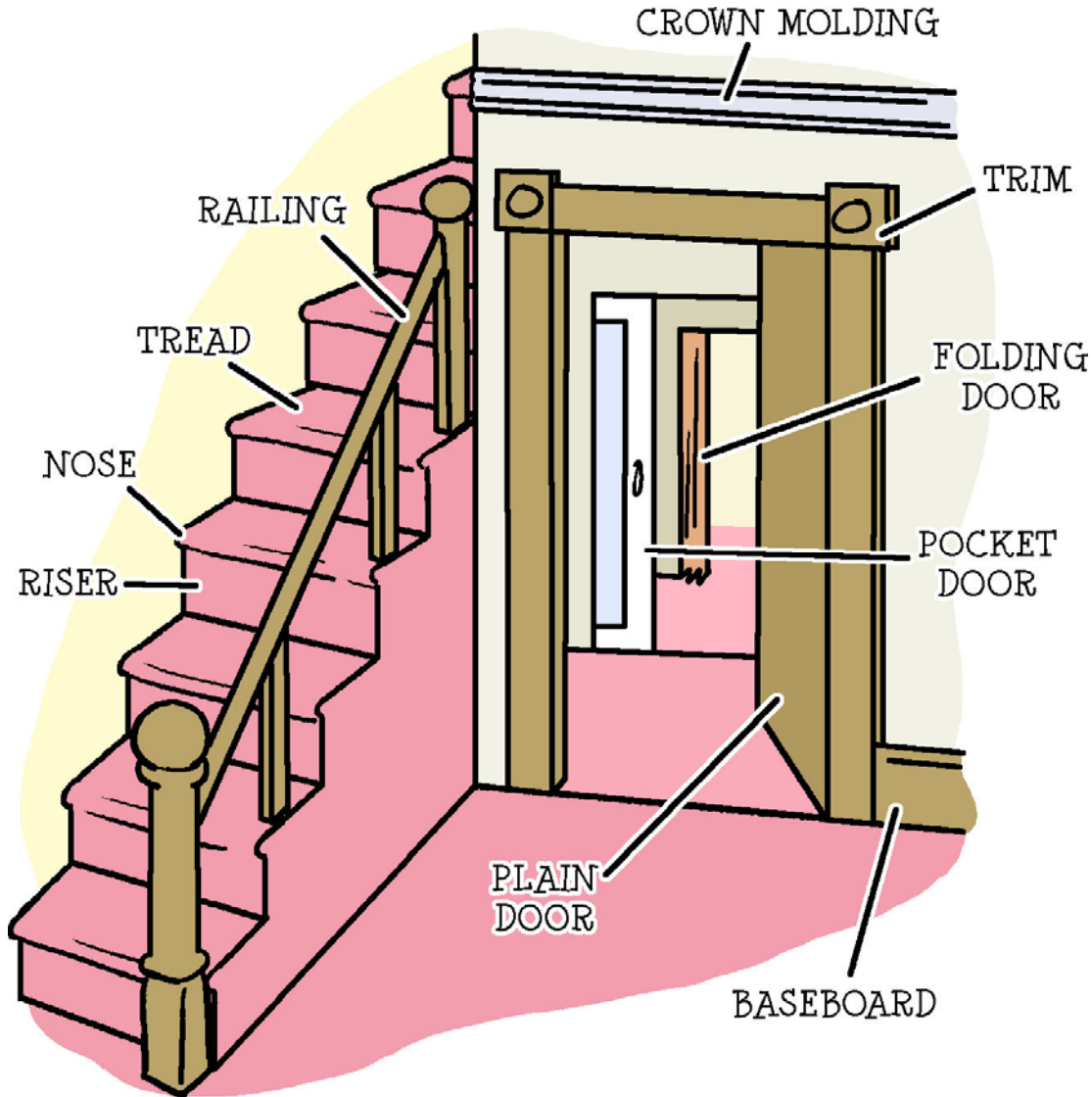
Standard Condition	A painted finish is acceptable by viewing, without magnification, from a minimum perpendicular distance of 1,500 mm under <i>normal</i> lighting conditions and from a <i>normal</i> viewing position.
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s) <input type="checkbox"/> <i>Brush marks are acceptable in cut-in areas and on trim.</i>
Next Steps	Paint finishes not meeting the standard condition will be <i>repaired</i> by PCM. Repainted areas may not exactly match the existing surfaces in colour, sheen and texture.
Homeowner's Responsibility	Not applicable.
Comments	Note that lighting conditions throughout the day may change the appearance of the paint finish.


Paint - Splatter [I-12]

Standard Condition	Interior surfaces not intended to be painted shall not have paint splatters when viewed under <i>normal</i> lighting conditions from a <i>normal</i> viewing position.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Surfaces not meeting the standard condition will be <i>repaired</i> by PCM.
Homeowner's Responsibility	Not applicable.
Comments	

Interior Finishes

Interior Finishes - Terminology



 *Typical and for illustration only.*

Interior Finishes – Limitations

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 **Tip** Follow the recommended **Home Maintenance Schedule** (page 128)



Doors - Bi-Fold / Sliding - Off Tracks [J-1]

Standard Condition	Bi-fold and sliding doors shall operate freely and remain on their tracks during normal operation.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Doors not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	<u>General Maintenance:</u> Adjust the alignment of bi-fold and sliding doors periodically. Clean and lubricate the hardware as needed.
Comments	

Door - Pocket - Rubs [J-2]

Standard Condition	The face of a pocket door shall not rub against the surrounding framing, doorjamb or casing during normal operation. Pocket doors with guides designed to rub across the face of the door during normal operation may mark the door and this is acceptable.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Doors not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	<u>General Maintenance:</u> Adjust the alignment of pocket doors periodically. Clean and lubricate the hardware as needed.
Comments	



Door - Rubs or Does Not Latch [J-3]

Standard Condition	Doors shall operate without rubbing on the doorjamb and latches shall engage with relative ease.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Doors and latches not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	<u>General Maintenance</u> : Lubricate hinges and door hardware as part of regular maintenance.
Comments	Some pressure may be required to engage the latching mechanism. In addition, seasonal humidity may cause temporary swelling to doors and jambs, which is acceptable.

Door - Drags on Floor [J-4]

Standard Condition	Doors shall not contact the floor unless required by the design and layout.
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s) <input type="checkbox"/> <i>Damage from changes by the homeowner is excluded.</i>
Next Steps	Doors not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	Not applicable.
Comments	To allow air movement throughout the house, interior doors typically have a gap between the floor and underside of the door.



Door / Doorjamb – Non Uniform Gap [J-5]

Standard Condition	The door and jamb shall typically be visually aligned so that any variance in the gap is less than double the narrowest dimension. The width of the gap may vary on different sides or edges of the door.
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s) <input type="checkbox"/> <i>Damage from normal shrinkage by materials drying is excluded.</i>
Next Steps	Doors not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	Not applicable.
Comments	

Door Hinges - Binds [J-6]

Standard Condition	Doors shall not bind on their hinges. Hinges that are not aligned or are excessively recessed into the jamb or door may cause the door to bind; this is not acceptable.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Doors not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	<u>General Maintenance:</u> Lubricate hinges and door hardware as part of regular home maintenance.
Comments	

Door – Wood - Split Panel [J-7]

Standard Condition	Wood doors should not have cracks that show light through the door. Minor cracks (that do not allow light through the door) are acceptable.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Door panels not meeting the standard condition will be <i>repaired</i> by PCM.
Homeowner's Responsibility	Maintain indoor humidity levels within 40-45% to minimize excessive wood shrinkage.
Comments	

Interior Door - Warped [J-8]

Standard Condition	Interior doors leading to rooms or spaces shall not permanently warp more than 10 mm beyond the edge of the doorjamb when the door is closed. In the case of double doors, one leaf shall not permanently warp more than 10 mm beyond the face of the adjacent door leaf.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Doors not meeting the standard condition will be <i>repaired</i> by PCM.
Homeowner's Responsibility	Maintain indoor humidity levels within 40-45% to prevent permanent warping.
Comments	Minor warping is acceptable as interior wood doors are affected by changes in indoor relative humidity .

Interior Trim / Moulding Joints – Gaps and Splits [J-9]

Standard Condition	Joints in the trim where exposed to view shall tightly fit together or be filled with a compatible material to achieve the same effect. Cracks greater than 3 mm are not acceptable.
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s) <input type="checkbox"/> <i>Minor gaps caused from materials drying are excluded.</i>
Next Steps	Joints not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	Maintain indoor humidity levels within 40-45%.
Comments	Compatible filler may be used when repairing splits or gaps in the trim. Repaired areas shall try to match the original finished surface as closely as possible.

Nailheads / Fasteners - Not Properly Set or Filled [J-10]

Standard Condition	Nailheads and fasteners shall not protrude above the surface. Where they have been set below the surface, a compatible filler can be used; note that filler may be noticeable under normal lighting conditions.
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s) <input type="checkbox"/> <i>Does not apply to unfinished spaces.</i>
Next Steps	Nailheads and fasteners not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	Not applicable.
Comments	



Painted Finishes - Resin Bleed Through [J-11]

Standard Condition	Resin shall not bleed through the painted trim.
PCM Warranty	<input checked="" type="checkbox"/> Not covered
Next Steps	
Homeowner's Responsibility	Not applicable.
Comments	Resin bleeding is a natural characteristic of wood, especially over knots in the wood.

Railings – Gaps between Parts [J-12]

Standard Condition	Parts in the railing shall be fitted to minimize gaps; structural integrity of the joint shall not be affected by minor gaps.
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s) <input type="checkbox"/> <i>Gaps caused from materials drying are excluded.</i>
Next Steps	Railings not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	Maintain indoor humidity levels within 40-45% to minimize issues with wood railings.
Comments	Depending on how the railing was fabricated, there may be gaps.

Stairs - Gaps Between Stairs, Treads and Stringers. [J-13]

Standard Condition	Stair parts (such as risers, treads and stringers) where exposed to view in finished areas shall be fitted to minimize gaps or be filled with a compatible material to achieve the same effect.
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s) <input type="checkbox"/> <i>Damage from shrinkage of materials drying is excluded.</i>
Next Steps	Stairs not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	Not applicable.
Comments	

Stairs - Squeaking Riser or Tread [J-14]

Standard Condition	Stair risers and treads shall be squeak free caused by loose/inadequately fastened joints.
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s) <input type="checkbox"/> <i>Squeaks caused from materials drying are excluded.</i>
Next Steps	Loose or inadequately fastened risers or tread not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	Maintain indoor humidity levels within 40-45% to minimize excessive wood shrinkage.
Comments	Despite good intentions, a squeak-free stair may not be realistic.

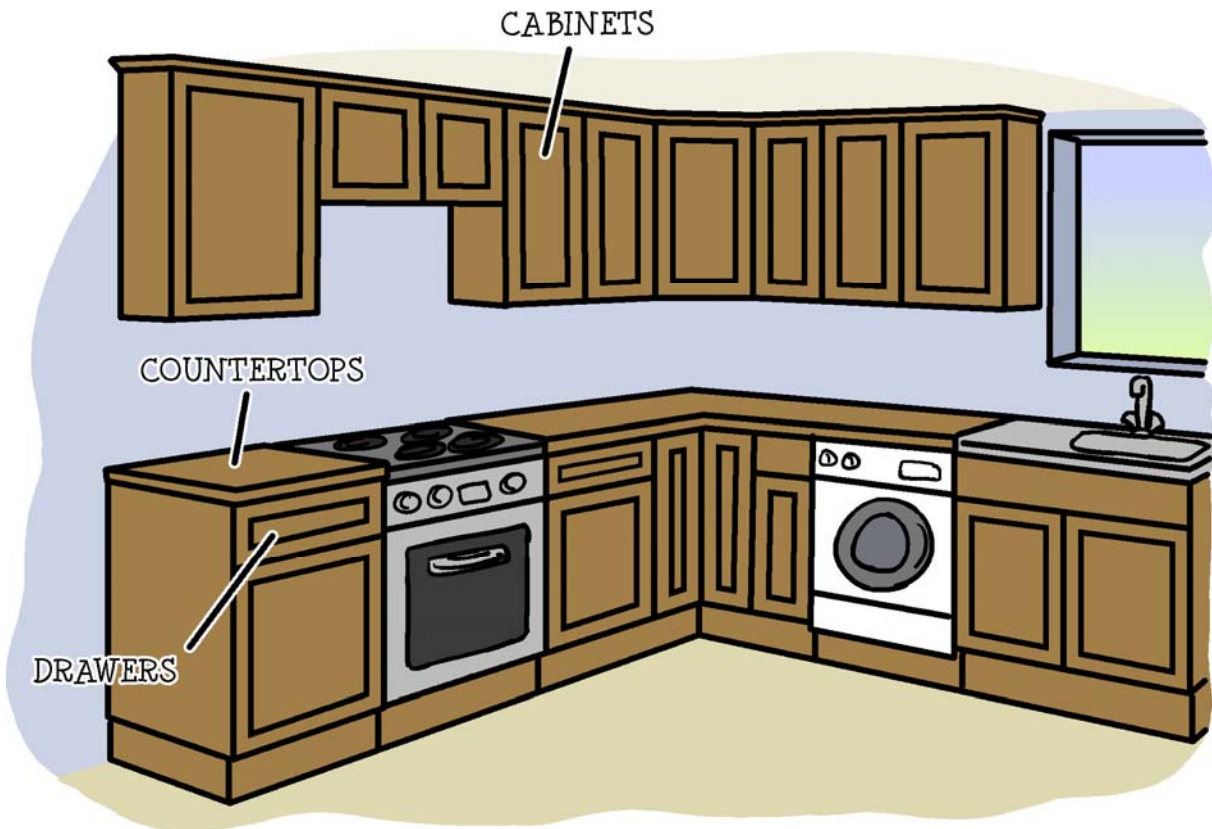



Stair Railings – Not Secure [J-15]

Standard Condition	Stair railings shall be securely constructed according to the Ontario Building Code.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Stair railings not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	Not applicable.
Comments	Some movement in stair railings is acceptable. Remember that the selection of materials and the design of the stair railing can affect rigidity.

Cabinets and Countertops

Cabinets and Countertops - Terminology



 *Typical and for illustration only.*

Cabinets and Countertops – Limitations

Any PCM Home Warranty repairs will be limited to the localized problem area.

Any warranty-covered repairs will be conducted to address a problem only; issues with the aesthetics of any material are excluded from the PCM Home Warranty.

 **Tip** Follow the recommended **Home Maintenance Schedule** (page 128)



PCM Home Warranty Cabinets and Countertops

Cabinets / Ceilings / Walls - Gaps [K-1]

Standard Condition	Cabinets shall be fitted to each other. Where cabinets meet walls and ceilings, gaps in excess of 6 mm are not acceptable
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Cabinets not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	
Comments	Where cabinets meet different materials, small acceptable gaps may be evident.

Cabinets - Misaligned [K-2]

Standard Condition	Cabinets shall be aligned with adjacent cabinets and filler panels on the same level to provide a generally uniform appearance when viewed from a normal viewing position.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Cabinets not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	<u>General Maintenance</u> : Re-align the cabinet doors after normal use by adjusting the door hinge hardware.
Comments	



PCM Home Warranty Cabinets and Countertops

Cabinet Doors / Drawer Faces - Warped [K-3]

Standard Condition	Cabinet doors and drawer faces shall not significantly warp.
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s) <input type="checkbox"/> <i>Only applies to homes under 5 years of age. Some minor warpage is expected and is acceptable</i>
Next Steps	Cabinet doors and drawer faces not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	Maintain indoor humidity levels within 40-45% to minimize excessive wood shrinkage.
Comments	Some minor warpage is expected with wood cabinets.

Cabinet Door / Drawer - Binds or Rubs [K-4]

Standard Condition	Cabinet doors and drawers shall be installed to minimize binding or rubbing under normal use.
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s) <input type="checkbox"/> <i>Only applies to homes under 5 years of age.</i>
Next Steps	Cabinet doors and drawers not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	<u>General Maintenance:</u> Align the cabinet doors and drawers after normal use by adjusting the cabinet hardware.
Comments	



PCM Home Warranty Cabinets and Countertops

Cabinet Doors – Will Not Stay Closed [K-5]

Standard Condition	Doors shall stay in position when closed.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Doors not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	<u>General Maintenance:</u> Align the cabinet doors and drawers after normal use by adjusting the cabinet hardware.
Comments	

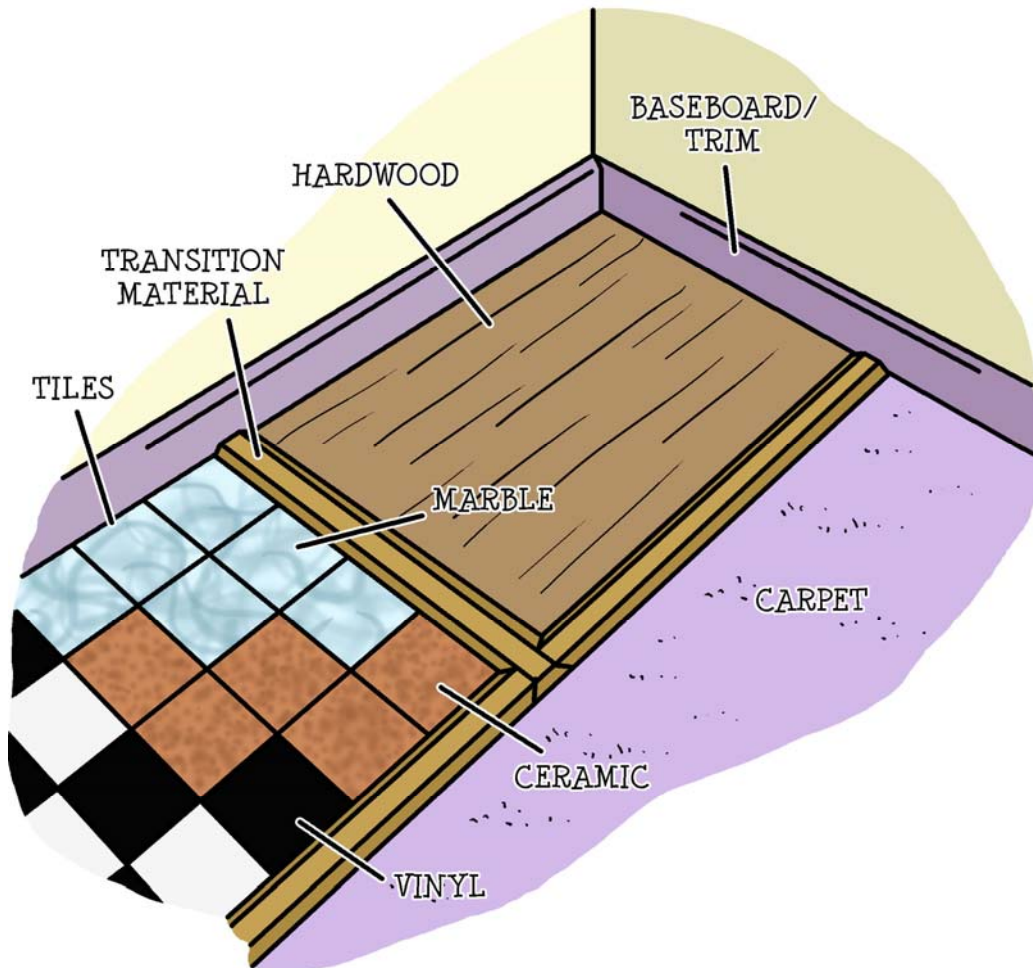
Countertop Surfaces – Cracks, Scratches, Swelling, Delamination or Chips [K-6]

Standard Condition	Countertop surfaces exposed to view shall be free from anomalies such as cracks, scratches, swelling, delamination or chips. Note that joints are not considered cracks.
PCM Warranty	<input checked="" type="checkbox"/> Not covered
Next Steps	Contact your home insurance provider.
Homeowner's Responsibility	Use care when cleaning to prevent cracking or chipping. To not sit or drop heavy objects on the countertop as manufactured solid-surface countertops can be brittle and damaged by impact. Keep countertops free of standing water, especially at joints and around sinks and faucets. Keep excessive heat from appliances or cooking equipment away from the laminate as this can cause delamination.
Comments	The buyer should note any cracks, scratches, chips, etc. at the time of the home purchase and negotiate directly with the seller.

Flooring

Flooring - Terminology

EXAMPLES OF COMMONLY USED FLOORING MATERIAL



 *Typical and for illustration only.*

Flooring – Limitations

Any PCM Home Warranty repairs will be limited to the localized problem area.

Any warranty-covered repairs will be conducted to address a problem only; issues with the aesthetics of any material are excluded from the PCM Home Warranty.

 **Tip** Follow the recommended **Home Maintenance Schedule** (page 128)

Carpet - Loose or Stretched [L-1]

Standard Condition	Carpeting shall be installed according to the manufacturer's specifications to minimize stretching under normal use and prevent loosening at the edges.
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s) <input type="checkbox"/> <i>Damage from dampness or condensation from inadequate ventilation is excluded.</i>
Next Steps	Carpet not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	Follow the manufacturer's recommendations for materials and equipment used to clean carpets.
Comments	

Carpet - Non Uniform Colour [L-2]

Standard Condition	Carpet shall be uniform in colour, texture and pattern when viewed under <i>normal</i> lighting conditions in a room or defined area. Carpet pieces in the same room or defined area shall be installed with the pile oriented in the same direction.
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s) <input type="checkbox"/> <i>Minor variation between dye lots is acceptable. Carpets older than 2 years are not covered.</i>
Next Steps	Carpets not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	Keep carpets clean to minimize any dirt buildup Keep the indoor humidity between 40-45%.
Comments	Some colour variation in colour may occur due to different lighting effects and at transitions between rooms or areas. Note that at doorways and thresholds, the pile direction may change.


Carpet - Dark Stains at Edges of Rooms and/or at Registers [L-3]

Standard Condition	Dark stains on carpet around room perimeters and at heating registers are caused by occupant use.
PCM Warranty	<input checked="" type="checkbox"/> Not Covered
Next Steps	Not applicable.
Homeowner's Responsibility	Check that combustion appliances such as furnaces and fireplaces are not leaking products of combustion (carbon). Burning candles may also cause staining, especially on light-coloured synthetic carpets. Keep carpets clean to minimize any dirt buildup.
Comments	

Ceramic/Porcelain Tile / Marble / Stone Flooring -Broken or Loose (Including Marble Transitions) [L-4]

Standard Condition	Ceramic/porcelain tile, marble or stone flooring shall be installed to prevent it from cracking or coming loose from the substrate. Where flooring must provide a degree of water resistance required by the Ontario Building Code, cracked or loose flooring allowing water to penetrate is not acceptable.
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s) <input type="checkbox"/> <i>Damage from accidents (e.g., falling objects) are not covered.</i>
Next Steps	Flooring not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	Not applicable.
Comments	Variations between dye lots of similar materials within a specified colour or pattern are <i>normal</i> and so are slight variations in grout colour are normal when making repairs .

Ceramic Tiles - Joint Cracks (Grouting or at Junctions) [L-5]

Standard Condition	Hairline cracks in grout are common. Loose or missing grout is unacceptable.
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s)  <i>Damage from accidents (e.g., falling objects) are not covered.</i>
Next Steps	Cracks not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	Not applicable.
Comments	Slight variations in grout colour are expected when making repairs .

Flooring - Uneven Transition between Different Types [L-6]

Standard Condition	Change in height between different floor finishes is acceptable with proper transition strips.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Transitions not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	Not applicable.
Comments	Changes in height between different flooring materials are caused by material thickness and/or installation methods. Typically, a transition strip (such as wood, metal or marble) is installed to accommodate the change in height.

Floor - Uneven [L-7]

Standard Condition	Applied finished flooring shall be installed without visible ridges or depressions. Where visible ridges or depressions occur, the variation shall not exceed ± 12 mm in a 1000 mm span.
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s) <input type="checkbox"/> <i>Ridges and depressions from shrinkage from materials drying are excluded.</i>
Next Steps	Visible ridges and depressions exceeding the standard condition will be repaired by PCM.
Homeowner's Responsibility	<u>General Maintenance:</u> Maintain the finished flooring according to the manufacturer's recommendation. Keep floors clean and dry.
Comments	

Hardwood / Parquet Flooring - Cracks at Strips [L-8]

Standard Condition	Cracks resulting from joints that remain open in excess of 4 mm over the length of the strip are not acceptable.
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s) <input type="checkbox"/> <i>Cracks from shrinkage from materials drying are excluded.</i>
Next Steps	Cracks not meeting the standard condition will be repaired by PCM. Note that the crack width will be measured during both the heating and cooling seasons. Wood filler may be used for repairs .
Homeowner's Responsibility	Keep the indoor humidity between 40-45% to prevent damage. Use curtains or blinds to protect floors exposed to direct sunlight.
Comments	Hardwood and parquet flooring are natural wood products and, as a result, affected by indoor relative humidity .

Hardwood /Parquet Flooring – Surface Misalignment between Strips [L-9]

Standard Condition	Strip hardwood flooring or parquet flooring shall be installed so that adjacent strips are no more than a 4 mm higher or lower.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Floors not meeting the standard condition will be <i>repaired</i> by PCM.
Homeowner’s Responsibility	Not applicable.
Comments	Remember that wood is a natural product and variation in colour and grain pattern from one piece of flooring to another is <i>normal</i> and may exaggerate the appearance of the condition.

Hardwood Flooring - Blistered, Bubbled or Peeled Finish [L-10]

Standard Condition	Site-applied or factory-applied finish on hardwood flooring shall not blister, bubble or peel when properly maintained and used under <i>normal</i> conditions.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Defective flooring not meeting the standard condition will be <i>repaired</i> by PCM.
Homeowner’s Responsibility	<u>General Maintenance:</u> Maintain the flooring according to the manufacturer’s recommendations.
Comments	Isolated air bubbles that do not cause the finish to detach are acceptable. Because wood is a natural product, some variation in colour and grain pattern is expected when making a repair.

Hardwood Flooring -Buckled / Detached from Substrate [L-11]

Standard Condition	Hardwood flooring shall be firmly fastened to the substrate according to manufacturer's specifications.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Hardwood flooring not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	Keep the indoor humidity between 40-45% to prevent damage.
Comments	Where cabinets meet different materials, small gaps up to 6 mm are acceptable.

Hardwood Flooring - Cupped or Crowned [L-12]

Standard Condition	Strip hardwood flooring shall be installed without cupping or crowning .
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Flooring not meeting the standard condition will be repaired by PCM after one complete season of heating and cooling.
Homeowner's Responsibility	Keep the indoor humidity between 40-45% to prevent damage at all times. Follow the manufacturer's recommendations for cleaning hardwood floors; depending on the protection, do not damp mop hardwood floors.
Comments	In many cases, cupping may go away by itself after one cycle of heating and cooling; sanding too early may cause more damage. Cupping and crowning as a result of high or low humidity are not covered under the PCM Warranty; contact your home insurance provider.

Vinyl Flooring - Protrusions [L-13]

Standard Condition	Finished surface of flooring shall be free of visible protrusions (such as bumps and fasteners) that deform the surface of the flooring when viewed under normal lighting conditions from a normal standing position.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Visible protrusions not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	Not applicable.
Comments	

Vinyl Flooring - Loose [L-14]

Standard Condition	Resilient sheet flooring delaminates from the underlying substrate.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Flooring not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	<u>General Maintenance:</u> Maintain the flooring according to the manufacturer's recommendations.
Comments	In some cases, excessive water or heat can adversely affect the glue.

Vinyl Flooring - Loose Tiles [L-15]

Standard Condition	Resilient floor tiles shall be securely bonded to the underlying substrate.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Floor tiles not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	<u>General Maintenance:</u> Maintain the flooring according to the manufacturer's recommendations.
Comments	When replacing tiles, expect some shade variations.

Vinyl Flooring - Yellowing [L-16]

Standard Condition	Sheet vinyl flooring installed according to the manufacturer's specifications that is less than 2 years old shall not significantly yellow.
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s) <input type="checkbox"/> <i>Direct sunlight naturally causes general yellowing and is normal. Vinyl flooring older than 2 years is not covered.</i>
Next Steps	Vinyl flooring not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	<u>General Maintenance:</u> Maintain the flooring according to the manufacturer's recommendations. Applying inappropriate cleaning materials or using coverings, such as latex-backed carpets, may cause discolouration.
Comments	

Vinyl Flooring - Surface Bubbles [L-17]

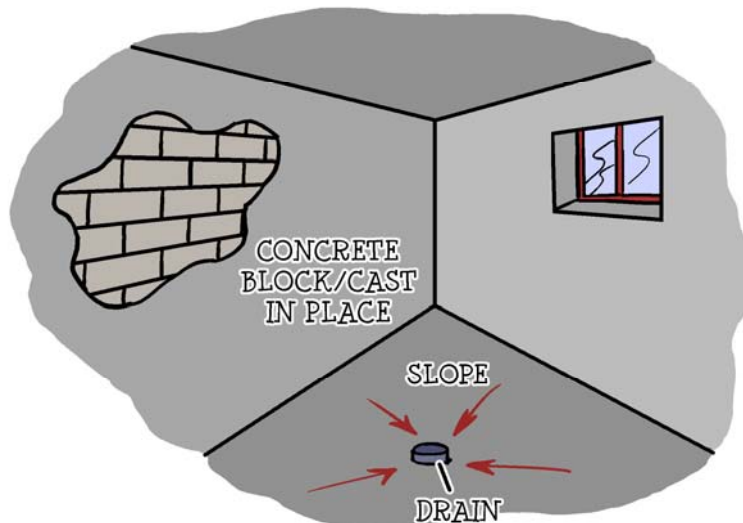
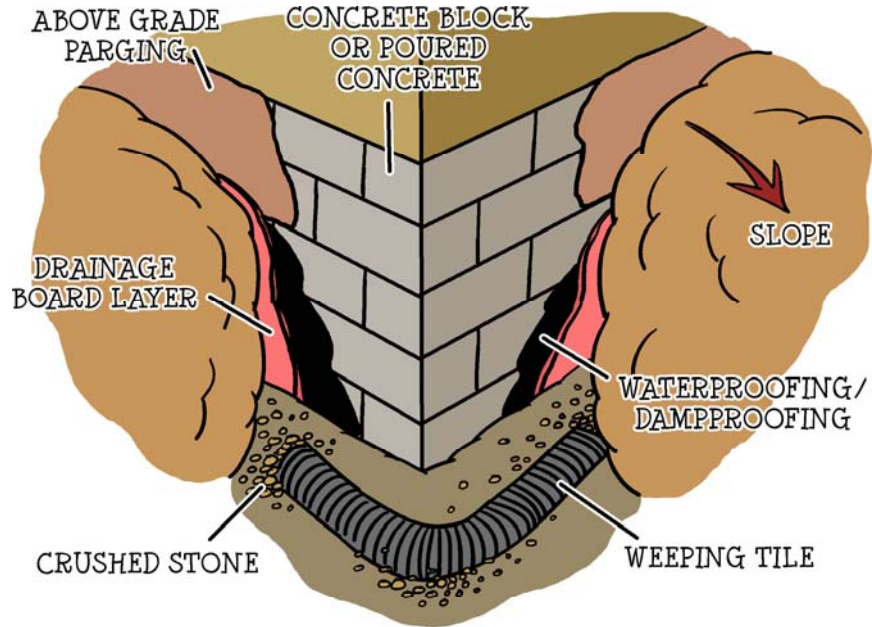
Standard Condition	Vinyl flooring shall be free from bubbles that cause surface deformities visible from a normal viewing position, under normal lighting conditions.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Vinyl flooring not meeting the standard condition will be repaired by PCM. In some cases, this may involve puncturing the vinyl to vent any trapped air.
Homeowner's Responsibility	Not applicable.
Comments	

Vinyl Flooring – Colour Variations from Repairs [L-18]

Standard Condition	Shade variations between existing material and repaired areas are acceptable when viewed from a normal viewing position.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Vinyl flooring not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	Not applicable.
Comments	Some variation between dye lots within a specified colour or pattern is normal . In some cases, spare original material may be available. Where a dye lot match is unavailable, material from one inconspicuous location may be used for the repair.

Below Grade – Foundations and Basements

Below Grade – Foundations and Basements – Terminology



 *Typical and for illustration only.*

Below Grade – Foundations and Basements – Limitations

Any PCM Home Warranty repairs will be limited to the localized problem area.

Any warranty-covered repairs will be conducted to address a problem only; issues with the aesthetics of any material are excluded from the PCM Home Warranty.

 **Tip** Follow the recommended **Home Maintenance Schedule** (page 128)



PCM Home Warranty Below Grade – Foundations and Basements

Basement Concrete Floor – Uneven Surface [M-1]

Standard Condition	Unfinished basement concrete floors shall not have bumps or depressions exceeding ± 25 mm in 2 m. This does not include sloped areas need for drainage to floor drains.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Uneven floor not meeting the standard condition will be <i>repaired</i> by PCM.
Homeowner's Responsibility	Not applicable.
Comments	

Basement Concrete Floor - Cracked [M-2]

Standard Condition	Cracks greater than 10 mm in width are not acceptable.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Cracks not meeting the standard condition will be <i>repaired</i> by PCM.
Homeowner's Responsibility	
Comments	Concrete floors will naturally crack during curing. Note that repaired areas may not match the colour and/or texture of the surrounding concrete.



PCM Home Warranty Below Grade – Foundations and Basements


Basement Wall / Floor - Damp [M-3]

Standard Condition	Dampness on wall or floor surfaces caused by capillary transport or condensation of water vapour is acceptable. Only actual water penetration through an opening in the wall or floor is covered by the PCM Warranty.
PCM Warranty	<input checked="" type="checkbox"/> Not Covered
Next Steps	Not applicable.
Homeowner's Responsibility	Maintain adequate ventilation or use a dehumidifier to minimize dampness in the basement area.
Comments	Condensation can occur during peak seasonal weather patterns.

Basement Floor Slab - Water Leakage [M-4]

Standard Condition	Basement floor slabs shall allow no water penetration. Dampness or condensation is not covered by the PCM Warranty.
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s) <input type="checkbox"/> <i>Water leakage from exterior grade changes or failure from the utility providers is excluded.</i>
Next Steps	Basement floors not meeting the standard condition will be repaired by PCM. Prior to making a repair, PCM or designate will conduct a thorough investigation to determine the extent of the problem.
Homeowner's Responsibility	If water leakage is observed, take immediate steps to prevent further damage. Contact your home insurance provider immediately.
Comments	

Concrete Surface - Flaking Off or Scaling [M-5]

Standard Condition	Under normal conditions of weathering and use, the aggregate on concrete surfaces should not be exposed.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Concrete surfaces not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	 Tip Clean off salt deposits with a stiff brush or broom and water.
Comments	Concrete scaling often results from exposure to salts and de-icers.

Concrete Block Foundation Wall - Cracked [M-6]

Standard Condition	Cracks greater than 10 mm in width are not acceptable in concrete block foundation walls.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Cracks greater than the standard condition will be repaired by PCM. If lateral or vertical movement is observed, further investigation will be conducted by PCM or its designate prior to making the repair.
Homeowner's Responsibility	Not applicable.
Comments	Any repaired areas may not necessarily match the colour and texture of the surrounding concrete.



PCM Home Warranty Below Grade – Foundations and Basements

Concrete Floor Slab-On-Ground - Settlement in a Finished Area [M-7]

Standard Condition	Concrete floor slabs at the perimeter in finished areas shall not settle more than 12 mm.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Slabs not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	Not applicable.
Comments	

Cast-In-Place Concrete Foundation Wall - Holes [M-8]

Standard Condition	The exterior portion of foundation walls exposed to view above grade shall have no holes (including honeycombing) larger than 50 mm in diameter or 50 mm deep.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Walls with holes not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	
Comments	Eliminating all surface voids is unrealistic. However, at PCM's discretion, a cementitious brush coat may be applied over the exposed areas. Any repaired areas may not necessarily match the colour and texture of the surrounding concrete.



PCM Home Warranty Below Grade – Foundations and Basements

Cast-In-Place Concrete Foundation Wall - Cracked [M-9]

Standard Condition	Cracks greater than 10 mm in width are not acceptable.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Cracks greater than the standard condition will be repaired by PCM. If lateral or vertical movement is observed, further investigation will be conducted by PCM or its designate prior to making the repair.
Homeowner's Responsibility	Not applicable.
Comments	Any repaired areas may not necessarily match the colour and texture of the surrounding concrete.

Crawl Space - Condensation [M-10]

Standard Condition	If properly ventilated in accordance with the Ontario Building Code, condensation should not accumulate on crawl space interior surfaces.
PCM Warranty	<input checked="" type="checkbox"/> Not covered
Next Steps	Not applicable
Homeowner's Responsibility	Maintain adequate ventilation or use a dehumidifier to minimize dampness in the crawl space.
Comments	Conditions that may contribute to condensation include: <ul style="list-style-type: none">• Unheated crawl spaces at night: Outside air entering the crawl space gradually cools the interior surfaces. Then when the outdoor temperatures rise the next day, moisture in the warm air is carried into the crawl space condenses on the cool surfaces.• Heated crawl spaces at night: Outside air can rapidly cool foundation walls and provide a cool surface on which moisture in the crawl space can condense.• Unheated in winter: if the house is left unheated in the winter, the floors and walls may provide cold surfaces on which moisture in the warmer crawl space may condense. Blocked air movement: stored materials obstruct ventilation airflow.

Exterior Concrete / Masonry Surfaces - Efflorescence [M-11]

Standard Condition	Efflorescence may occur on concrete and masonry surfaces.
PCM Warranty	<input checked="" type="checkbox"/> Not Covered
Next Steps	
Homeowner's Responsibility	Tip If desired, remove efflorescence with a stiff brush and water.
Comments	Efflorescence is a normal condition associated with concrete and masonry and indicates that moisture is moving to the surface.

Foundation Wall - Leaks [M-12]

Standard Condition	Foundation walls shall allow no water penetration. Dampness or condensation is not covered by the PCM Warranty.
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s) <i>Water leakage from exterior grade changes or caused by any act or omission from a utility provider are excluded.</i>
Next Steps	Water penetration through basement and/or foundation walls shall be repaired by PCM.
Homeowner's Responsibility	If water leakage is observed, take immediate steps to prevent further damage. Contact your home insurance provider immediately.
Comments	



PCM Home Warranty Below Grade – Foundations and Basements

Interior Concrete Surfaces - Powdery [M-13]

Standard Condition	Interior concrete surfaces are sufficiently hard which prevents powdering and any exposure of aggregate.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Interior concrete surfaces not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	Not applicable.
Comments	Some dusting of the concrete surface is normal . Repairs may not match the colour and texture of the surrounding concrete.

Parging (Not Brush Coating) - Delaminating Above Grade [M-14]

Standard Condition	Parging that is separating from the concrete block base is not acceptable. Hairline cracks are normal in parged surfaces;
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Parging not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	Not applicable.
Comments	The Ontario Building Code requires parging (a cement-based layer) on concrete block foundation walls below grade. Brush coating is a cosmetic application over poured concrete foundation walls.



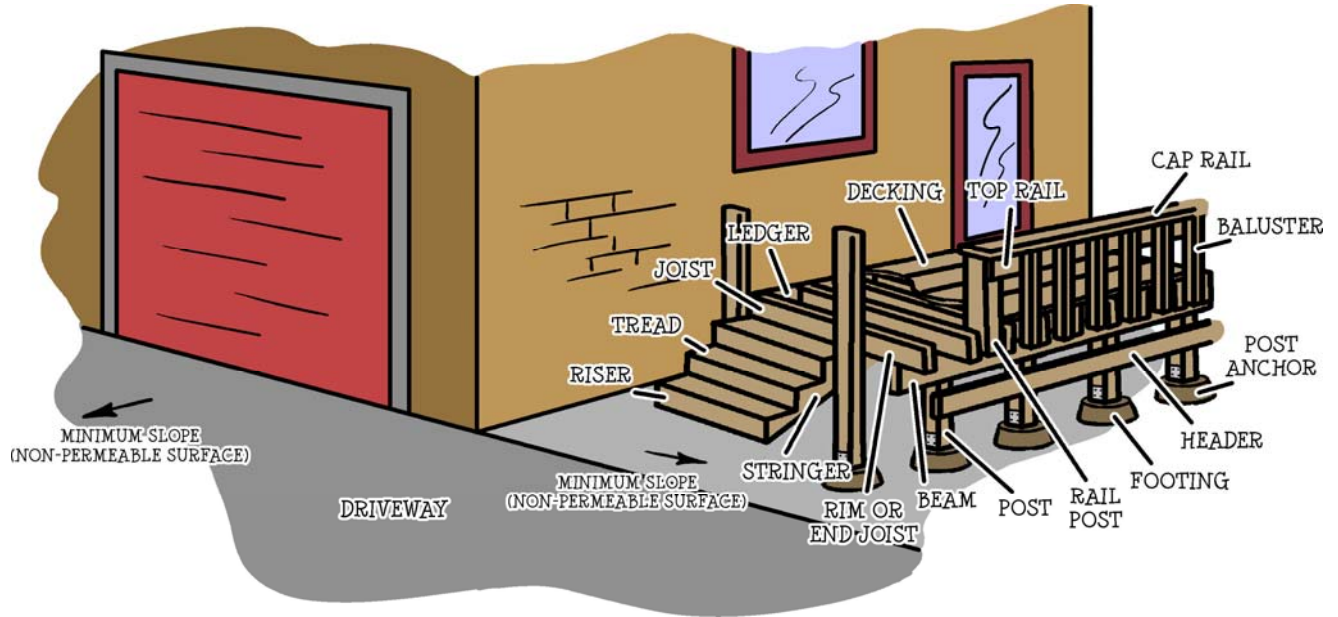
PCM Home Warranty Below Grade – Foundations and Basements

Structural Column in an Unfinished Basement - Out Of Plumb [M-15]

Standard Condition	In an unfinished basement, structural columns (wood, masonry, concrete or steel) shall not be out of plumb more than 50 mm in 2,400 mm.
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s) <input type="checkbox"/> <i>Only applies to homes under 5 years of age.</i>
Next Steps	Structural columns not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	Not applicable.
Comments	

Garages and Exterior

Garages and Exterior – Terminology



 *Typical and for illustration only.*

Garages and Exterior – Limitations

Any PCM Home Warranty repairs will be limited to the localized problem area.

Any warranty-covered repairs will be conducted to address a problem only; issues with the aesthetics of any material are excluded from the PCM Home Warranty.

 **Tip** Follow the recommended **Home Maintenance Schedule** (page 128)

Asphalt / Concrete Driveway - Cracked [N-1]

Standard Condition	Cracks are acceptable if caused by factors other than a defect in work or materials.
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s) <input type="checkbox"/> <i>Cracks that occur from environmental conditions, soil settlement, de-icing chemicals, shrinkage of asphalt or concrete are excluded.</i>
Next Steps	Cracks not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	Keep heavy loads (for example heavier than normal vehicles) off the driveway.
Comments	The PCM Warranty only applies if there is a demonstrated defect in work or material and the repair is limited only to the affected area. Differences in colour are acceptable.

Asphalt / Concrete Driveway - Slope [N-2]

Standard Condition	Driveways shall be graded so that water does not accumulate at or near the building.
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s) <input type="checkbox"/> <i>Damage from subsidence of the land or utility lines is excluded.</i>
Next Steps	Driveways not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	Keep heavy loads (for example heavier than normal vehicles) off the driveway.
Comments	<p>Soil that has been disturbed will naturally consolidate and may cause cracks.</p> <p>In addition, frost heave may also produce seasonal movement, particularly where the driveway meets the garage.</p>

Concrete Garage Floor - Heaved or Settled [N-3]

Standard Condition	Non-structural poured concrete garage floors supported by grade shall not heave to produce a negative slope into the garage.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Slabs not meeting the standard condition will be repaired by PCM to provide required slope.
Homeowner's Responsibility	Not applicable.
Comments	

Concrete Garage Floor - Cracked [N-4]

Standard Condition	Cracks greater than 12 mm in width are not acceptable. Cracks resulting from normal shrinkage are acceptable.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Crack not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	Not applicable.
Comments	Concrete floors naturally crack during curing due to shrinkage. Repairs may not match the colour and texture of the surrounding concrete.



Exterior Deck - Springy or Shaky [N-5]

Standard Condition	Exterior decks shall be designed and installed according to the Ontario Building Code.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Decks not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	
Comments	

Exterior Deck - Out Of Level [N-6]

Standard Condition	Exterior decks may slope away from the building a maximum ratio of 80 mm in 3,600 mm to shed water.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Exterior decks not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	Not applicable.
Comments	



Exterior Wood Handrails - Slivers [N-7]

Standard Condition	Handrail surfaces meant to be touched shall not have large slivers (e.g., that prevent holding the handrail).
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Handrails not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	<u>General Maintenance:</u> Sand away small slivers. Paint exterior wood with appropriate paints, stains and/or sealers, following the manufacturer's recommendations.
Comments	

Exterior Wood Deck - Nailheads Stick Up [N-8]

Standard Condition	Nailheads shall be set generally flush with the adjacent deck surface.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Nailheads not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	Over time, nailheads may protrude. Use a hammer and nailpunch to hammer the protruding nail down.
Comments	

Exterior Wood Decks - Stains from Nailheads [N-9]

Standard Condition	Nails will discolour or rust with exposure to the natural environment.
PCM Warranty	<input checked="" type="checkbox"/> Not Covered
Next Steps	
Homeowner's Responsibility	
Comments	Even galvanized nails can discolour over time and may stain adjacent deck surfaces.

Floor Decking Boards - Split, Warped or Cupped [N-10]

Standard Condition	Floor decking boards shall be fastened securely to minimize warping and cupping .
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s) <input type="checkbox"/> <i>Damage from shrinkage from materials drying is excluded.</i>
Next Steps	Floor decking boards not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	<u>General Maintenance:</u> Paint exterior wood with appropriate paints, stains and/or sealers, following the manufacturer's recommendations.
Comments	Floor decking boards may split with exposure to the natural environment; this is normal.



Garage Doors – Poor Operation [N-11]

Standard Condition	Overhead garage doors shall manually operate with relative ease without binding. An automatic garage door opener shall not interfere with the emergency manual operation of the door.
PCM Warranty	<input checked="" type="checkbox"/> Covered
Next Steps	Garage doors not meeting the standard condition will be <i>repaired</i> by PCM.
Homeowner's Responsibility	Not applicable.
Comments	

Garage Doors - Snow or Water Entrance [N-12]

Standard Condition	Garage doors are not required to be weatherstripped and may allow snow and water to enter the garage.
PCM Warranty	<input checked="" type="checkbox"/> Not Covered
Next Steps	Not applicable.
Homeowner's Responsibility	Not applicable.
Comments	Garage doors do not have to be weathertight. Any existing weatherstripping on garage doors will not be covered.



Garage Floor – Poor Drainage [N-13]

Standard Condition	Garage floors must be sloped to the drain. Variations in the surface of the floor may impede immediate drainage and are acceptable.
PCM Warranty	<input checked="" type="checkbox"/> Not covered
Next Steps	Not applicable
Homeowner’s Responsibility	Keep the garage floor clear as stored material and debris may impede drainage.
Comments	

Landings / Steps - Settling, Heaving or Separating [N-14]

Standard Condition	Stairs and landings supported by a foundation shall not heave, settle or separate from the main building more than 35 mm. The PCM Warranty does not cover stairs and landings not requiring a foundation. These typically are concrete stairs with less than 2 risers or small wood stairs not attached to the building.
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s) <input type="checkbox"/> <i>Settlement and subsidence of land or along utility lines, other than beneath the footings, is excluded.</i>
Next Steps	Stairs and landings not meeting the standard condition will be repaired by PCM.
Homeowner’s Responsibility	Not applicable.
Comments	



Open-End Beams - Twisting [N-15]

Standard Condition	Twisting of visible open-end beams in excess of 35 mm from plumb is not acceptable.
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s) <input type="checkbox"/> <i>Twisting from shrinkage from materials drying is excluded.</i>
Next Steps	Open-ended beams not meeting the standard condition will be repaired by PCM.
Homeowner's Responsibility	
Comments	An open-end beam is a wood beam that ends in open air or does not abut another framing member. Minor twisting is primarily an aesthetic issue versus indicating a structural problem.

Other

Household Appliances (excluding Washers and Dryers) [O-1]

Standard Condition	Household appliances listed in the home purchase (excluding washers and dryers) will be in working order.
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s) <input type="checkbox"/> <i>Household appliances (excluding washers and dryers), pool and spa equipment and irrigation systems are together covered up to the coverage limit set out in the Warranty Contract.</i>
Next Steps	Household appliances (as identified in the home purchase) not meeting the standard condition will be repaired by PCM up to the maximum dollar value as noted above.
Homeowner's Responsibility	Always follow the manufacturer's operation and maintenance instructions.
Comments	

Pool and Spa Equipment [O-2]

Standard Condition	Pool and spa equipment will be in working order.
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s) <input type="checkbox"/> <i>Only pool and spa equipment that can be directly accessed is covered under the PCM Home Warranty (e.g., not the pool but the pump and filter equipment). Household appliances (excluding washers and dryers), pool and spa equipment and irrigation systems are together covered up to the coverage limit set out in the Warranty Contract.</i>
Next Steps	Pool and spa equipment not meeting the standard condition will be repaired by PCM up to the maximum dollar value as noted above.
Homeowner's Responsibility	Always follow the manufacturer's operations and maintenance instructions.
Comments	



Sprinkler and Irrigation Systems [O-3]

Standard Condition	Sprinkler and irrigation systems (excluding underground piping) will be in working order.
PCM Warranty	<input checked="" type="checkbox"/> Covered with provision(s) <input type="checkbox"/> <i>Household appliances (excluding washers and dryers), pool and spa equipment and irrigation systems are together covered up to the coverage limit set out in the Warranty Contract.</i>
Next Steps	Sprinkler and irrigation systems (excluding underground piping) will be repaired by PCM up to the maximum dollar value as noted above.
Homeowner's Responsibility	Always follow the manufacturer's operation and maintenance instructions.
Comments	

Glossary

Term	Definition
Building Envelope	The building envelope is the outer layer – or skin - of a home that separates the living space from the outdoor environment. The building envelope includes components and construction techniques that separate the interior from the exterior, such as windows, doors, walls, weather stripping, insulation, etc.
Condensation	<p>Condensation occurs when water vapour in the air contacts cool surfaces. This can occur from:</p> <ul style="list-style-type: none"> • excessive moisture in the air from inappropriate use of humidifiers; evaporation from showers, washing, cooking, etc.; damp basements; earth floor basements or ventilating with warm outdoor air during spring and summer. • inadequate ventilation with outdoor air; in general outside air in cold weather will help dry the air inside the house. • cold surfaces from inadequate heat, inadequate insulation, inside temperature swings, poor room air circulation within a room, poor quality windows or heat blocked by blinds or drapes or cool basement surfaces in summer.
Crowning	<p>Crowning of hardwood strip flooring is where the centre of the board is higher than the edges. It occurs when the top of the wood is significantly wetter than the bottom; this is the opposite of cupping.</p> <p>Crowning can be avoided by maintaining the indoor humidity between 40-45% through humidification, ventilation, air conditioning or dehumidification to prevent permanent, irreversible damage.</p>
Cupping	<p>Cupping of hardwood strip flooring is where the edges are higher than the centre of the boards. It occurs when the bottom of the wood is significantly wetter than on the top; this is the opposite of crowning.</p> <p>Cupping can be avoided by maintaining the indoor humidity between 40-45% through humidification, ventilation, air conditioning or dehumidification to prevent permanent, irreversible damage.</p>
Efflorescence	Efflorescence is white crystalline deposits on the surface of concrete and masonry when moisture evaporates from the surface. As water moves through masonry, it may dissolve minerals or carry salts from the soil; when the water evaporates, it

Term	Definition
	<p>leaves the deposits behind. Generally, efflorescence is an aesthetic problem and will diminish over time. However, if the crystals grow inside the masonry, it can cause spalling (the surface flakes off or peels).</p> <p>Dark-coloured bricks often exaggerate the appearance of efflorescence.</p> <p>Localized areas of efflorescence often indicate a moisture issue.</p>
Firebrick	<p>Firebrick are refractory brick, usually made of fire clay, used for lining fireboxes, chimneys or fireplaces and provide heat protection in the firebox.</p>
Mildew	<p>Mildew can be found on many different surfaces. It is a thin, black, or sometimes white, growth produced by mold. Mildew often lives on shower walls, shower curtains, draperies and rugs in basements, windowsills, and other places where moisture levels are high.</p> <p>There are many species of molds that cause mildew. In unaired places, such as basements, they can produce a strong musty odour.</p>
Mould/Mold	<p>Molds are microscopic fungi, which also includes mushrooms and yeasts and are found everywhere in the air both outside and in all buildings. Molds flourish wherever it is damp, warm, poorly lighted and/or where air is not circulated. They are also likely to grow in a new house because of moisture in the building materials.</p> <p>Mold requires the following conditions to grow:</p> <ul style="list-style-type: none"> • Mold spores (which are always present indoors and outdoors). • The right temperature range (2°C to 40°C) • Food (organic items such as books, carpets, clothing, wood, drywall, etc.). • Moisture. <p>Remove the moisture and molds do not grow.</p> <p>Seek professional help if there is a lot of mold or if mold comes back after cleaning.</p> <p>Fighting Mold — The Homeowners' Guide http://www.cmhc-schl.gc.ca/en/co/maho/yohoyohe/momo/momo_005.cfm</p>

Term	Definition
	<p>Water Damage, Mold and House Insurance http://www.cmhc-schl.gc.ca/en/co/maho/yohoyohe/momo/momo_007.cfm</p>
<p>Relative Humidity / Humidity</p>	<p>Humidity is normally referred to as relative humidity (RH) and is typically measured as a percentage of the amount of moisture in the air over the maximum amount of moisture that air can hold at a certain temperature. For example, a 100% RH means that the air contains all the water vapour it can hold at that temperature; any higher, and rain will fall. 50% RH indicates the air only contains half the amount of water vapour it can hold at that temperature.</p> <p>Warm air can hold more moisture than colder air.</p> <p>Measure humidity with a hygrometer, available at hardware, department, building supply and electronic stores.</p> <p>Measure Humidity in Your Home http://www.cmhc-schl.gc.ca/en/co/maho/yohoyohe/momo/momo_002.cfm</p>
<p>Stucco</p>	<p>Stucco is a durable finish for exterior walls and consists of traditional Portland cement, sand and water to create a hard, dense non-insulating finish. Exterior Insulation and Finishing System (EIFS) is often called 'synthetic stucco' but has a backer of rigid foam insulation with a synthetic polymer-based finish.</p>
<p>Water hammer</p>	<p>Water hammer in a house is caused when a pressure wave in a pipe with fluid is forced to stop or change direction suddenly (momentum change). Water hammer commonly occurs when a valve is closed suddenly and can cause noise (loud banging or shuddering in the pipe) and even unwanted vibrations.</p> <p>Good plumbing designs will address water hammer by incorporating slowly-closing valves, shorter lengths of straight pipe, expansion tanks, etc.</p>

Home Maintenance Schedule – by Season

source: http://www.cmhc-schl.gc.ca/en/co/maho/gemare/gemare_003.cfm

Always inspect your home on a regular basis to protect your investment in your home. A regular maintenance schedule can proactively address any potential issues and help avoid costly problems in advance.

If you are unable to perform these tasks, hire a qualified handyperson or contractor.

Consider a monthly or seasonal home maintenance schedule. What is important is that you do the maintenance!

Monthly



- Check that air vents indoors and outdoors (intake, exhaust and forced air) are not blocked by snow or debris.
- Check and clean range hood filters on a monthly basis.
- Test ground fault circuit interrupter(s) on electrical outlets monthly by pushing the test button, which should then cause the reset button to pop up.
- Regularly check the house for safety hazards, such as a loose handrail, lifting or buckling flooring, inoperative smoke detectors, and so on.

Fall



- Have furnace or heating system serviced by a qualified service company as recommended by the manufacturer.
- With contract AC, check that the drain pan (under the cooling coil mounted in the furnace plenum) is draining properly and is clean.
- Lubricate the circulating pump on hot water heating system.
- Bleed air from hot water radiators.
- Disconnect the power to the furnace and examine the forced-air furnace fan belt, if installed, for wear, looseness or noise; clean fan blades of any dirt buildup.
- Check chimneys for obstructions such as nests.
- Vacuum electric baseboard heaters to remove dust.
- Remove the grilles on forced-air systems and vacuum inside the ducts.

- Turn ON gas furnace pilot light (if applicable), set the thermostat to “heat” and test the furnace for proper operation by raising the thermostat setting until the furnace starts to operate.
- Check and clean or replace furnace air filters every month during the heating season. For ventilation system (e.g., heat recovery ventilator), check filters every two months.
- Check to see if the ductwork joints leading to and from the heat recovery ventilator are tightly sealed (aluminum tape or mastic) and any duct insulation and plastic duct wrap is free of tears and holes.
- If the heat recovery ventilator has been shut off for the summer, clean the filters and the core, and pour water down the condensate drain to test it.
- Check to see that bathroom exhaust fans and range hoods are operating properly. If possible, confirm adequate airflow by checking the outside vent works.
- Check smoke, carbon monoxide and security alarms, and replace batteries.
- Clean portable humidifier (if applicable).
- Check sump pump and line to ensure proper operation and no line obstructions or visible leaks.
- Replace window screens with storm windows.
- Remove interior screens from windows to allow air from the heating system to keep **condensation** off window glass and to allow more free solar energy into your home.
- Check that windows and skylights close tightly; repair or replace weatherstripping, as needed.
- Check that all doors to the outside shut tightly, and check other doors for ease of use. Replace door weatherstripping if required.
- Check the door between the house and the garage to ensure that self-closing device works properly.
- Cover outside of air-conditioning units and shut off power.
- Confirm that the ground slopes away from the foundation wall, so that water does not drain into the basement.
- Clean leaves from eaves troughs and roof, and test downspouts.
- Drain and store outdoor hoses. Close interior valve to outdoor hose connection and drain the hose bib (exterior faucet), unless there are frost-proof hose bibs.
- For septic tank systems, measure the sludge and scum to determine if the tank needs to be emptied before the spring. Tanks should be pumped out at least once every three years.

Winter



- Check and clean or replace furnace air filters every month during the heating season. For ventilation system (e.g., heat recovery ventilator), check filters every two months.
- Clean humidifier two or three times during the winter season.
- Vacuum bathroom fan grille.
- Vacuum fire and smoke detectors; dust or spider webs can prevent them from functioning.
- Vacuum radiator grilles on back of refrigerators and freezers, and empty and clean drip trays.
- Check pressure gauge on all fire extinguishers; recharge or replace if necessary.
- Check fire escape routes, door and window locks and hardware, and lighting around outside of house; ensure family has good security habits.
- Check the basement floor drain to ensure the trap contains water; refill with water if necessary.
- Monitor home for excessive moisture levels. For example **condensation** on windows can cause significant damage over time and may pose serious health problems.
- Check all faucets for signs of dripping and change washers as needed. Faucets requiring frequent replacement of washers may be in need of repair.
- For plumbing fixtures that are not used frequently, run some water briefly to keep water in the trap.
- Clean drains in dishwasher, sinks, bathtubs and shower stalls.
- Test plumbing shut-off valves to ensure they are working and to prevent them from seizing.
- Examine windows and doors for ice accumulation or cold air leaks. If found, make a note to repair or replace in the spring.
- Examine attic for frost accumulation. Check roof for ice dams or icicles. If there is excessive frost or staining of the underside of the roof, or ice dams on the roof surface, consult professional for advice.
- Keep snow clear of gas meters, gas appliance vents, exhaust vents and basement windows.
- Monitor outdoor vents, gas meters and chimneys for ice and snow buildup.
- Check electrical cords, plugs and outlets for all indoor and outdoor seasonal lights.

Spring



- Check and clean or replace furnace air filters every month during the heating season. For ventilation system (e.g., heat recovery ventilator), check filters every two months.
- Clean fireplace or wood stove and chimney as needed.
- Shut down, drain and clean furnace humidifier, and close the furnace humidifier damper on units with central air conditioning.
- Switch on power to air conditioning and check system. Have it serviced every two or three years.
- Clean or replace air-conditioning filter, if applicable.
- Check dehumidifier and drain; clean if necessary.
- Turn OFF gas furnace and fireplace pilot lights where possible and according to the manufacturer's recommendation.
- Check smoke, carbon monoxide and security alarms, and replace batteries.
- Clean windows, screens and hardware, and replace storm windows with screens.
- Open valve to outside hose connection after all danger of frost has passed.
- Examine the foundation walls for cracks, leaks or signs of moisture, and repair as required.
- Check that the sump pump is operating properly before the spring thaw sets in. Ensure discharge pipe is connected and allows water to drain away from the foundation.
- Re-level any exterior steps or decks that moved as a result of frost or settling.
- Check for and seal off any holes in exterior cladding that could be an entry point for small pests, such as bats and squirrels.
- Check eaves troughs and downspouts for loose joints and secure attachment. Clear any obstructions, and check that water flows away from the foundation.
- Repair and paint fences as necessary — allow wood fences to dry adequately before tackling this task.

Summer



- Monitor basement **humidity** and avoid **relative humidity** levels above 60%. Use a dehumidifier to maintain **relative humidity** below 60%.
- Clean or replace air-conditioning filter, and clean or replace ventilation system filters if necessary.
- Check basement pipes for **condensation** or dripping and, if necessary, take corrective action (e.g. reduce humidity and/or insulate cold water pipes).
- Check the basement floor drain to ensure the trap contains water; refill with water if necessary.
- For plumbing fixtures that are not used frequently, run some water briefly to keep water in the trap.
- Deep clean carpets and rugs.
- Vacuum bathroom fan grille.
- Disconnect the duct connected to the clothes dryer. Vacuum lint from duct and vent.
- Check all guardrails and handrails.
- Check smooth functioning of all windows, and lubricate as required.
- Inspect window putty on outside of glass panes of older houses, and replace if needed.
- Sand and touch up paint on windows and doors.
- Lubricate door hinges, and tighten screws as needed.
- Check and replace damaged caulking and weatherstripping around mechanical and electrical services, windows and doorways, including the doorway between the garage and the house.
- Lubricate garage door hardware.
- Lubricate automatic garage door opener motor, chain and other moving parts.
- Check for overhanging tree branches near electrical service lines that may need to be removed by the local utility.
- Check exterior wood siding and trim for signs of deterioration; clean, replace or refinish as needed.
- Remove any plants that contact — and roots that penetrate — the siding or brick.
- Check the general condition of the roof and note any sagging that could indicate structural problems requiring further investigation from inside the attic. Check the shingles for possible repair or replacement, and examine roof flashings, such as at chimney and roof joints, for any signs of cracking or leakage.
- Check the chimney cap and the caulking between the cap and the chimney.
- Repair driveway and walkways as needed. Repair any damaged steps.

Home Maintenance Schedule – by Month

source: http://www.cmhc-schl.gc.ca/en/co/buho/hostst/hostst_010.cfm

Here is a sample of a home maintenance checklist by month. Add other items as needed, depending on the configuration of your home.



- Dust or vacuum electric baseboards
- Vacuum ducts behind warm air and return air grilles
- Test plumbing shut-off valves to ensure they are working
- Test pressure relief valve on hot water tank; drain water from tank
- Do safety checks: smoke alarm, fire escape routes, fire extinguisher, door and window locks
- Check and, if needed, oil door hinges
- Lubricate garage door motor, chain, etc.
- Check attic for signs of moisture in summer or fall
- Check septic system; clean if needed (usually about every three years)
- Other _____

January/February

- Keep air intakes, exhausts and meters clear of snow
- Check and fill basement floor drain
- Clean or replace furnace filter
- Check/clean heat recovery ventilator (HRV); wash or replace filter
- Clean humidifier
- Clean range hood filter
- Other _____



March/April

- Clean eaves troughs and downspouts
- Inspect air conditioning; service as needed (usually every two or three years)
- Clean or replace furnace filter
- Check/clean HRV; wash or replace filter
- Clean humidifier and turn it off
- Check sump pump
- Inspect basement or crawl space for signs of seepage/leakage
- Open vents to outdoor crawlspaces
- Check that the ground slopes away from foundation wall
- Other _____

May/June

- Open outside hose connection
- Clean windows, screens and hardware; install screens
- Check that air intake and exhausts are clear of debris, nests, etc.
- Clean range hood filter
- Option: Turn off HRV if windows are mostly open in the summer; if using air conditioning and keep windows mostly closed, keep it running
- Other _____

July/August

- Run a dehumidifier in damp basements
- For central air conditioning; clean filter in air handling unit
- Check exterior finishes
- Check exterior wood for deterioration
- Check caulking and weather-stripping around windows, including around entry door from garage and home
- Check basement floor drainage trap; replenish with water if needed
- Have furnace/heating system serviced (every two years for an electric furnace)
- Other _____



September/October

- Clean eaves troughs and downspouts
- Check roofing and flashing for signs of wear or damage
- Check fireplace and chimney; service or clean if needed
- Clean range hood filter
- Close outside hose connection
- Close windows and skylights; remove screens
- Clean and reactivate HRV, if turned off
- Other _____

November/December

- Clean or replace furnace filter; test heating system
- Check/clean HRV; wash or replace filter
- Clean humidifier and turn it on (if needed)
- Check exhaust fans
- Close vents to crawl spaces
- Other _____

Every 2-5 Years

- Check and repair driveway cracks
- Check and repair the chimney cap and the caulking between the cap and chimney, re-caulk as necessary
- Refinish wood surfaces, including window frames and doors
- Other _____