

6 Doors and Windows

Doors

6.1 Sliding pocket door will not stay on track, or door does not roll smoothly.

Acceptable Performance Condition:

Sliding pocket doors shall stay on their tracks and move freely.

Warranty Coverage:

1 year for defects in materials and labour.

Claim Response:

Sliding pocket doors not meeting the acceptable performance condition shall be rectified.

Repeat claims related to this defect will be evaluated by warranty providers on a case-by-case basis.

Remarks:

Normal wear and tear is excluded from the warranty.

Marginal door wobble is inherent to the design of a pocket door and is not considered a defect.

Normal homeowner maintenance for sliding pocket doors may involve adjustment from time to time. Tracks and hardware may require cleaning and lubrication.

Notes:

6.2 Pocket door rubs.

Acceptable Performance Condition:

The face of a pocket door shall not rub against the doorjamb or casing during normal operation. If the design includes a latch, the latch should connect and disconnect with relative ease. The door, when closed, should strike the jamb and not exceed a 1/8 inch (3 mm) gap.

Warranty Coverage:

1 year for defects in materials and labour.

Claim Response:

Pocket doors not meeting the acceptable performance condition shall be rectified.

Repeat claims related to this defect will be evaluated by warranty providers on a case-by-case basis.

Remarks:

The design of a pocket door sometimes involves lower guides rather than a rigid lower track. These guides are designed to rub across the face of the door in normal operation. This contact may mark the door and this is acceptable.

Marginal door wobble is inherent to the design of a pocket door and is not considered a defect.

Pocket doors may require periodic adjustment, cleaning and lubrication. This is part of normal homeowner maintenance.

Notes:

6.3 Sliding screen door will not stay on track or slide smoothly.

Acceptable Performance Condition:

Sliding screen doors shall stay on tracks and move freely.

Warranty Coverage:

1 year for defects in materials and labour.

Claim Response:

Sliding screen doors not meeting the acceptable performance condition shall be rectified.

Damage resulting from abuse is not covered under warranty.

Repeat claims related to this defect will be evaluated by warranty providers on a case-by-case basis.

The frame of a screen door can easily be warped by an impact to the screen. This is not a defect.

Remarks:

Normal homeowner maintenance for sliding doors and screens may involve adjustment from time to time. Tracks and hardware may require cleaning and lubrication.

Notes:

6.4 Bi-fold and sliding doors come off tracks.

Acceptable Performance Condition:

Bi-fold and sliding doors shall operate freely and remain on their tracks during normal use.

Warranty Coverage:

1 year for defects in materials and labour.

Claim Response:

Doors not meeting the acceptable condition shall be rectified.

Repeat claims related to this defect will be evaluated by warranty providers on a case-by-case basis.

Remarks:

Bi-fold doors can easily lose alignment by something as minor as a coat sleeve being caught between the two doors as they close. This situation is beyond the builder's control. A misaligned bi-fold door can be re-adjusted to its proper position. Bi-fold door readjustment is part of routine homeowner maintenance.

Notes:

6.5 Interior passage door is warped.

Acceptable Performance Condition:

Interior doors shall not warp more than 1/4 inch (6 mm) beyond the door jamb when the door is closed. In the case of double doors, one door shall not permanently warp more than 1/4 inch (6 mm) beyond the face of the adjacent door.

The door should operate with relative ease to engage and release the latch.

Warranty Coverage:

1 year for defects in materials and labour.

Claim Response:

Doors not meeting the acceptable performance condition shall be rectified.

Remarks:

Minor warping is normal. Interior wood doors are composed of natural wood fibres and are affected by changes in indoor relative humidity.

Normal homeowner maintenance includes controlling indoor humidity levels to prevent permanent warping of doors.

Notes:

6.6 Interior door rubs on the doorjamb.

Acceptable Performance Condition:

Doors shall operate without rubbing on the door jamb. Margins on the latch side and tops of doors shall not exceed a variance of 1/8 inch (3 mm) in any plane.

Warranty Coverage:

1 year for defects in materials and labour.

Claim Response:

Interior doors not meeting the acceptable performance condition shall be rectified.

Repeat claims related to this defect will be evaluated by warranty providers on a case-by-case basis.

Remarks:

Homeowners should confirm proper operation of all interior doors at commencement of warranty.

Seasonal humidity levels may cause doors and jambs to swell, resulting in temporary rubbing.

Normal homeowner maintenance includes controlling indoor humidity levels to prevent permanent warping of doors.

Normal homeowner maintenance includes adjustment of teleposts.

Notes:

6.7 Veneer wood door panel has delaminated.

Acceptable Performance Condition:

Veneers shall be securely adhered to the substrate of the door.

Warranty Coverage:

1 year for defects in materials and labour.

Claim Response:

Door panels not meeting the acceptable performance condition shall be rectified.

Remarks:

Wood or wood composite doors are composed of natural wood fibres and are affected by changes in indoor, relative humidity. Normal homeowner maintenance includes controlling indoor humidity levels to prevent permanent warping of doors.

Notes:

6.8 Colour variation, knots and different grain patterns exist between adjacent natural wood, door panels.

Acceptable Performance Condition:

As wood is a natural product, variations will exist among different products; this is acceptable.

Warranty Coverage:

This is not a defect.

Claim Response:

None.

Remarks:

Cosmetics of natural wood doors are contractual issues. Natural wood doors should be evaluated for cosmetics as well as the quality of installation.

Wood veneer doors are a unique assembly of natural woods. The character of natural wood is often why it is selected over other manufactured options that are more uniform in appearance. Natural variations in colour, grain and the inclusion of whorls created by intersecting pieces of the tree in wood doors are inherent to this product.

The open grain in some wood surfaces tends to show a rough appearance however, the surface is considered to be uniform.

Variation in grain will affect the colour of stains and clear finishes resulting in variations over the surface of a wooden door.

Over time, light itself will cause a distinction in colour between covered and uncovered door areas. Some woods will fade in colour such as birch while others, such as cherry, will darken.

Notes:

6.9 Shrinkage of inserted panels shows raw wood edges on exterior wood doors.

Acceptable Performance Condition:

Wooden panels on doors shall exhibit a uniform finish around the panel edges.

Warranty Coverage:

1 year for defects in materials and labour.

Claim Response:

Doors not meeting the acceptable performance condition shall be rectified.

Repeat claims related to this defect will be evaluated by warranty providers on a case-by-case basis.

Remarks:

The expansion and contraction of natural wood due to changes in humidity is normal.

Rectified areas shall closely match the original finished surface for colour, sheen, and texture; however, they may exhibit slight differences in appearance.

Notes:

6.10 Interior door handset fails to latch properly.

Acceptable Performance Condition:

Door handsets shall operate smoothly and latch with relative ease.

Warranty Coverage:

1 year for defects in materials and labour.

Claim Response:

Doors not meeting the acceptable performance conditions shall be rectified.

Repeat claims related to this defect will be evaluated by warranty providers on a case-by-case basis.

Remarks:

Interior door sets require occasional lubrication. Such routine maintenance is the responsibility of the homeowner.

Seasonal humidity levels may cause doors and jambs to swell, resulting in a door set that requires marginally more effort to latch on occasion. This condition is usually temporary.

Normal homeowner maintenance includes adjustment of teleposts.

Notes:

6.11 Interior door drags on the floor.

Acceptable Performance Condition:

Interior doors shall not contact the floor at any point of travel unless the door is specifically designed to do so.

Warranty Coverage:

1 year for defects in materials and labour.

Claim Response:

Doors not meeting the acceptable performance conditions shall be rectified.

Remarks:

Interior doors are often undercut to facilitate air movement through the house; the resulting gap is not a defect.

Carpet and/or underlay upgrades that exceed door undercut gap height are not defects.

Normal homeowner maintenance includes adjustment of teleposts.

Notes:

6.12 Interior door swings open or closed on its own.

Acceptable Performance Condition:

Doors shall be installed sufficiently plumb and square so they do not swing by themselves due to the force of gravity alone.

Warranty Coverage:

1 year for defects in materials and labour.

Claim Response:

Doors not meeting the acceptable performance conditions shall be rectified.

Normal homeowner maintenance includes adjustment of teleposts.

Changes in air pressure due to open windows, the furnace fan starting, etc., may cause door to swing open or closed.

Notes:

6.13 Interior door binds from improperly installed hinges.

Acceptable Performance Condition:

Exterior and interior doors shall not bind due to hinge misalignment.

Warranty Coverage:

1 year for defects in materials and labour.

Claim Response:

Doors not meeting the acceptable performance conditions shall be rectified.

Remarks:

Interior door sets require occasional lubrication. Such routine maintenance is the responsibility of the homeowner.

Seasonal humidity levels may cause doors and jambs to swell, resulting in a door set that requires marginally more effort to latch on occasion. This condition is usually temporary.

Notes:

6.14 Exterior door assembly is not providing a seal against exterior elements.

Acceptable Performance Condition:

Exterior door assemblies shall seal sufficiently to be weather resistant throughout seasonal variations. Doors between a home and attached garage shall meet the requirements of the *Alberta Building Code*.

Warranty Coverage:

1 year for defects in materials and labour.

Claim Response:

Doors not meeting the acceptable performance condition shall be rectified.

Repeat claims related to this defect will be evaluated by warranty providers on a case-by-case basis.

Remarks:

Alterations, deletions and additions made by the homeowner are not covered by the warranty.

Exterior doors can warp to some degree due to temperature differential between inside and outside surfaces. Doors between the garage space and the outdoors are not required to be weather-stripped. The door between the living area of the home and garage requires appropriate sealing.

Exterior doors often use a compressive or magnetic gasket to provide an effective seal meaning that marginally more effort is required to overcome the seal when opening and closing the door. This is not considered a defect.

Doors between a home and an attached garage must be maintained in keeping with any maintenance documentation provided by the warranty provider or builder.

Notes:

6.15 Exterior door is warped.

Acceptable Performance Condition:

Exterior doors shall not warp to the extent that they become inoperable, become warped in excess of ¼ inch (6 mm) from corner to corner, or cease to be weather resistant.

Warranty Coverage:

1 year for defects in materials and labour.

Claim Response:

Doors not meeting the acceptable performance condition shall be rectified.

Repeat claims related to this defect will be evaluated by warranty providers on a case-by-case basis.

Remarks:

Exterior doors may warp to some degree due to temperature differential between inside and outside surfaces.

Doors between a home and an attached garage must be maintained in keeping with any maintenance documentation provided by the warranty provider or builder.

Notes:

6.16 Exterior door rubs on the door jamb.

Acceptable Performance Condition:

Exterior doors shall operate without rubbing on the door jamb. Margins on the latch side and tops of doors shall not exceed a variance of 1/8 inch (3 mm) in any plane.

Warranty Coverage:

1 year for defects in materials and labour.

Claim Response:

Exterior doors not meeting the acceptable performance condition shall be rectified.

Repeat claims related to this defect will be evaluated by warranty providers on a case-by-case basis.

Remarks:

Seasonal humidity levels may cause doors and jambs to swell. This condition is usually temporary.

Notes:

6.17 Cracks and splits are visible in exterior wood doors.

Acceptable Performance Condition:

Cracks shall not penetrate through the door such that light is visible.

Warranty Coverage:

1 year for defects in materials and labour.

Claim Response:

Exterior doors not meeting the acceptable performance condition shall be rectified.

Repeat claims related to this defect will be evaluated by warranty providers on a case-by-case basis.

Remarks:

Shrinkage cracks in the surface of a wood door are considered normal and are not defects.

Damage due to abuse is not warrantable.

Notes:

6.18 Exterior door is dented or damaged.

Acceptable Performance Condition:

Exterior doors shall not be damaged.

Warranty Coverage:

1 year for defects in materials and labour.

Claim Response:

Exterior doors not meeting the acceptable performance condition shall be rectified unless noted during the walk-through inspection. Issues noted on the walk-through inspection are contractual matters that should be resolved by the builder and homeowner.

Damage to exterior doors resulting from actions of the homeowner is not covered.

Remarks:

Exterior doors can easily be damaged during construction or when the homeowner is moving in. It is important that exterior doors be properly inspected during the walk-through.

Filling of dents and repainting is an acceptable repair. Slight variations in the colour of the rectified area are considered acceptable.

Alterations, deletions and additions by the homeowner that result in damage to exterior doors are not covered by the warranty.

Notes:

6.19 Exterior door has not been painted to manufacturer’s specifications.

Acceptable Performance Condition:

Doors shall be painted as required by the manufacturer to maintain the terms of the warranty.

Warranty Coverage:

1 year for defects in materials and labour.

Claim Response:

Exterior doors not meeting the acceptable performance condition shall be rectified.

Remarks:

Exterior doors may require that edge surfaces be painted to discourage moisture entry into the door assembly or to prevent warping. The builder is obligated to paint and install the door as described in the manufacturer’s installation manual to maintain the manufacturer’s warranty.

Stickers are usually attached to exterior doors reminding the builder of his obligations to maintain the manufacturer’s warranty.

Notes:

6.20 Plastic moulding on exterior door is deformed.

Acceptable Performance Condition:

The plastic mouldings on exterior doors shall not deform.

The plastic moulding on an exterior door shall not become noticeably deformed from a normal viewing distance of 6 feet (2.0 meters).

Warranty Coverage:

1 year for defects in materials and labour.

Claim Response:

Exterior door mouldings not meeting the acceptable performance condition shall be rectified.

Remarks:

Generally, exterior door manufacturers indicate that storm doors are not to be installed over metal exterior doors especially on south facing facades. Heat build-up between a storm door and the exterior door can increase significantly, damaging any heat-susceptible parts such as plastic mouldings or decorative surface-applied mouldings.

Damage caused by improper maintenance or material, design or work supplied by the homeowner is not warrantable.

Notes:

6.21 Exterior door hardware or decorative metal trim has discoloured.

Acceptable Performance Condition:

Finishes on door hardware and fixtures should perform in accordance with the manufacturer’s warranty.

Warranty Coverage:

1 year for defects in materials and labour.

Claim Response:

Exterior door hardware not meeting the acceptable performance conditions shall be replaced.

Remarks:

Hardware offered and installed by the builder shall not show excessive patina within the warranty period. Specialty order hardware is subject to the manufacturer’s warranty and varies by selection.

Some hardware may have a varnish-type coating applied to inhibit discolouration. Such protective coatings can easily be damaged by abrasive cleansers. Oxidation and environmental pollutants can accelerate discolouration.

Notes:

6.22 Filler plugs are not in place in the plastic moulding (over screw locations).

Acceptable Performance Condition:

Filler plugs shall be installed if specified by the manufacturer.

Warranty Coverage:

1 year for defects in materials and labour.

Claim Response:

Door mouldings not meeting the acceptable condition shall be rectified.

Remarks:

If plugs are not provided by the manufacturer, they are beyond the builder's control and obligation. This is an issue of product design specific to the moulding manufacturer. Some designs simply do not include plugs.

If plugs are normally included but were not installed, the builder is obligated to acquire and install them. After plug installation the builder will restore the original painted finish on the moulding installed by the builder.

Slight variations in the colour of the rectified area are considered acceptable.

Notes:

6.23 Overhead garage doors do not operate properly.

Acceptable Performance Condition:

Overhead garage doors shall operate as intended and without binding.

Warranty Coverage:

1 year for defects in materials and labour.

Claim Response:

Overhead garage doors not meeting the acceptable performance condition shall be rectified.

Remarks:

Proper operation of overhead garage doors should be confirmed by the homeowner at commencement of warranty.

If an automatic garage door opener was supplied and installed by the builder, it shall operate properly to the specifications of the overhead door manufacturer and the manufacturer of the automatic door opener. The builder's warranty ceases when an automatic door opener is installed by the homeowner.

Homeowners are strongly cautioned not to adjust the weight compensation springs, which store considerable force and could cause life threatening injuries. Contact professional personnel for service.

Notes:

6.24 Overhead garage doors allow entrance of snow or water around their perimeters.

Acceptable Performance Condition:

Overhead garage doors to the exterior shall be installed as per manufacturer’s instructions

Warranty Coverage:

1 year for defects in materials and labour.

Claim Response:

Overhead garage doors not meeting the acceptable performance condition shall be rectified.

Remarks:

If weather stripping has been provided and installed by the builder, it shall be installed to meet the design function. While such weather stripping is designed to be compressed, it need not provide a weather tight seal. Some snow and water intrusion is acceptable.

Homeowners are strongly cautioned not to adjust the weight compensation springs, which store considerable force and could cause life threatening injuries. Contact professional personnel for service.

Notes:

Windows

6.25 Window glass exhibits scratches.

Acceptable Performance Condition:

All faces of the panes of glass in a window shall be free of readily apparent scratches when viewed from a standing position, 10 feet (3.0 meters) from the window, under normal, indirect daylight viewing conditions.

Warranty Coverage:

1 year for defects in materials and labour.

Claim Response:

Scratches in window glass not meeting the acceptable performance condition shall be rectified unless noted during the walk-through inspection. Issues noted on the walk-through inspection are contractual matters that should be resolved by the builder and homeowner.

Scratches resulting from actions of the homeowner are not covered.

Remarks:

The Canadian Standards Association publishes a standard for glass defects, recognized throughout the industry, which is the basis for the acceptable performance condition.

Notes:

6.26 Glass is cracked as a result of stress due to movement/settlement.

Acceptable Performance Condition:

Windows shall be installed so that glass does not crack due to unusual stress caused by movement or building settlement.

Warranty Coverage:

1 year for defects in materials and labour.

Claim Response:

Window glass not meeting the acceptable performance condition shall be rectified.

Notes:

6.27 The interior or exterior of a window or door frame exhibits chips, cracks, scratches or gouges.

Acceptable Performance Condition:

Window and door frames shall be generally free from readily apparent chips, cracks, scratches and gouges when viewed under normal viewing and normal lighting conditions.

Warranty Coverage:

1 year for defects in materials and labour.

Claim Response:

Window or door frames not meeting the acceptable performance condition shall be rectified unless noted during the walk-through inspection. Issues noted on the walk-through inspection are contractual matters that should be resolved by the builder and homeowner.

Chips, cracks, scratches, and gouges resulting from actions of the homeowner are not covered.

Remarks:

Localized repairs are acceptable.

Repairs shall be similar in colour to the original. Some variation in the colour should be expected.

Notes:

6.28 Window is exhibiting condensation on the interior glass surface.

Acceptable Performance Condition:

Condensate will naturally form on the inside face of windows at or below dew point. The extent of condensation is resultant upon the outdoor temperature and the relative humidity of indoor air.

Warranty Coverage:

This is not a defect.

Claim Response:

None.

Remarks:

Condensation is a natural occurrence when interior air, laden with sufficient humidity, comes in contact with a surface that is sufficiently cold.

Condensation on windows is a natural occurrence and will correct itself when the outside air temperature increases and/or when indoor relative humidity decreases.

Film or foil installed on the surface of the glass can cause a thermal break resulting in either seal failure or glass breakage; this is not a defect.

Notes:

6.29 Condensation is forming between factory sealed window panes.

Acceptable Performance Condition:

Sealed window units shall be free from condensation between the panes.

Warranty Coverage:

1 year for defects in materials and labour.

Claim Response:

Window units not meeting the acceptable performance condition shall be rectified.

Remarks:

Window manufacturers may have specific extended warranties to cover the integrity of window seals. Refer to the Manufacturer's warranty document.

Condensation between panes indicates the airtight seal around the edge of the glass panes has been compromised.

Film or foil installed on the surface of the glass can cause a thermal break resulting in either seal failure or glass breakage; this is not a defect.

Notes:

6.30 Mould or mildew is visible on interior surfaces of door and/or window frames.

Acceptable Performance Condition:

Mould or mildew is common in the natural environment and can often form on interior surfaces if conditions allow. This is not a defect.

Warranty Coverage:

None.

Claim Response:

None.

Remarks:

Mould and mildew typically result from improper moisture levels within the home. Improper moisture levels can result from construction defects, inadequate homeowner maintenance, or failure to maintain appropriate humidity levels in the home. Where mould or mildew is found to be a result of a defect in the new home, the mold or mildew will be addressed as part of the rectifying the defect. Damage to contents of the home resulting from mould or mildew is excluded from warranty.

Mould or mildew can usually be removed from painted surfaces during normal home maintenance.

Mould or mildew caused by improper humidity levels within the home resulting from inadequate homeowner maintenance is excluded from the warranty.

Notes:
