



Top Non-Warrantable Warranty Request



COSMETIC ITEMS: Chips, scratches, cracks, tears, peeling, paint in/on tile, vinyl, brickwork, woodwork, walls, windows, fiberglass, plumbing fixtures, cabinets, mirrors, and out-of-square walls/rooms/floors, etc. are not warrantable.

PAINT TOUCH-UPS: This is a non-warrantable item. Paint touch-ups must be noted during the New Home Presentation and should be addressed prior to closing.

DRYWALL AND TRIM: Blemishes, rough areas, hairline cracks, bumps, blisters, nail pops, separation, gaps, cracking should be noted during the New Home Presentation and addressed prior to closing. After closing, these items are not warrantable and fall under home owner maintenance.

TUB CRACKS AND SCRATCHES: These items are not warrantable by Wren Homes after closing. These should be noted during the New Home Presentation and addressed prior to closing.

PLUMBING FIXTURES: Dripping faucets and toilet adjustments are covered for material and workmanship deficiencies only during the first year. Water pressure, water temperature, stopped up toilets, limescale build-up, and discoloration are not warrantable.

FLOORING: This is strictly a manufacturer's warranty item. All imperfections, cuts, scratches, fading, chips, discoloration, etc. are not covered under Wren Homes' warranty. Floating floors are not glued down and may have a hollow sound when walking on them, this is normal. Carpet seams may be noticeable, this is not a defect. Any concerns must be noted on the New Home Presentation and addressed prior to closing.

WINDOW & DOORS: All cracks, scratches, imperfections, etc. should be noted on the New Home Presentation and addressed prior to closing. After closing these items are not warrantable. Condensation is not a deficiency, it forms when the temperature of the frames and glass drop below the dew point temperature as it relates to the humidity of your home.

LOOSE DOOR KNOBS OR CABINET HARDWARE: Wren Homes will not tighten screws on loose door knobs or cabinet hardware for customers after closing. This issue can be resolved by tightening it with a screw driver

HEATING AND AIR CONDITIONING: Wren Homes will not replace dirty air filters. This should be noted on the New Home Presentation and addressed prior to closing. Wren Homes does not warrant soggy ground where condensation lines drip outside the home. Clogged condensation lines may happen and fall under homeowner maintenance.



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LANDSCAPING: Shrubs, bushes, trees, sod, landscape borders, mulch, etc. are not covered under Wren Homes warranty. Any dead or dying shrubs, bushes, trees, or sod should be noted on the New Home Presentation and addressed prior to closing.

IRRIGATION SYSTEMS: Not warrantable after closing. Any leaks, busted sprinkler heads, improperly covered areas should be noted on the New Home Presentation and addressed prior to closing.

YARD GRADING AND DRAINAGE: Maintenance of drainage pathways falls under homeowner maintenance. Erosion, groundwater, and underground springs are not covered under warranty. There is no warranty regarding utility easements.

DRIVEWAYS AND SIDEWALK CRACKS: Not warrantable. Must be noted on the New Home Presentation and addressed prior to closing.

BRICK: Expect brick to have some mortar stains. Repeated cleaning or pressure washing of brick may damage the intended finish. Cracks and chips are common to the product and are not a defect. Cracks in mortar are also typical due to shrinkage and therefore are not warrantable if less than the tolerance per the warranty agreement.

LIGHT BULBS: Not warrantable. Must be noted on the New Home Presentation and addressed prior to closing.

FENCES AND WOOD DECKS: Not warrantable. Must be noted noted during the New Home Presentation and addressed prior to closing.

GUTTERS & DOWNSPOUTS: Leaking, clogged, overflowing, draining onto sidewalk, etc. gutters are not warrantable and fall under Homeowner Maintenance.

APPLIANCES: Scratched, scuffed, chipped, etc. appliances are not covered under Wren Homes' warranty, and should be noted during the New Home Presentation and addressed prior to closing. Malfunctions are covered under warranty though, and can be turned in through the warranty portal.

All of this information can also be found in more detail on the Limited Warranty Agreement, which is signed at closing.