



# Your Warranty Guide



**DUNSIRE**  
DEVELOPMENTS

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## Warranty Coverage

Your home is under warranty for a total of seven years from the date of possession. The first two years of warranty coverage is with Dunsire Developments, as per Tarion Guidelines, and the remaining five years are through the Ontario New Home Warranties Plan through Tarion Warranty Corporation.

Warranty coverage begins on the date of possession of a home and remains in effect until the end of the warranty period, even if the home is sold before the warranty expires.

After taking possession of your new home, you need to note the specific anniversary dates of the one, two, and seven year warranties.

For example, if the possession date of a home is August 5, 2013, the first year warranty would expire at midnight on August 4, 2014; and the seven year warranty would expire at midnight on August 4, 2020.

For further information regarding the Ontario New Home Warranties Plan, visit their website at [www.tarion.com](http://www.tarion.com).



## Pre-Delivery Inspection

Before you take possession of your home, you will conduct a Pre-Delivery Inspection (PDI) of your home. It is one of your first opportunities to view your home when it is complete.

We will guide you through an indepth inspection of your new home and demonstrate how to operate systems such as ventilation, plumbing and heating.

This is your opportunity to record your home's condition before your move in. Any item that is damaged, incomplete, missing or not operating properly should be noted on Dunsire Developments PDI Form. Any issues with your home found on the PDI will be corrected right away.

## 30 Day Warranty Request

Once you moved into your new home, you have the opportunity to submit a 30 day warranty service request. Any items not corrected from your PDI, or any items that you may have missed while inspecting your home can be requested for service during this time.

## Year-End Warranty Service Request

At the one-year anniversary date of your closing date, please list any items requiring service and describe them in full on the Year-End Warranty Service Request. The form can be found in your Homeowner Information Package and online at [www.tarion.com](http://www.tarion.com).

Each Homeowner is eligible to submit one Year-End Warranty Service Request form to us anytime during your 11th month of occupancy. It's important that we receive your list before the warranty expires, so that nothing is overlooked.

## Requesting Emergency Service

If an emergency occurs during business hours (8am-5pm, Monday-Friday), please contact your Customer Care Coordinator.

In the event of an emergency outside of business hours please contact your Customer Care Coordinator at (888) 465-4238.

### What is Considered an Emergency?

An emergency includes, but is not limited to, the following:

- Complete loss of heat, between September 15th and May 15th
- Gas leak
- Complete loss of electricity
- Complete loss of water
- Complete stoppage of sewage disposal
- Plumbing leak that requires the entire water supply to be shut off
- Major collapse of any part of the home's exterior or interior structure
- Major water penetration on the interior walls or ceiling
- A large pool of standing water inside the home



# One Year Warranty Coverage

The one year warranty coverage for your home begins on the date you take possession of the home and ends the day before the first anniversary of this date. The one year warranty is provided by Dunsire Developments and requires that the home be:

- Constructed in a workmanlike manner and free from defects in material
- Fit for habitation
- Constructed in accordance with the Ontario Building Code
- Free of major structural defects

The following items are covered to be free from defects in workmanship and materials:

- Air Conditioning System (if included or purchased with home)
- Bathtubs, Sinks & Showers
- Cabinets, Vanities & Countertops
- Carpets & Tiles
- Calking & Grouting
- Concrete Floors & Walls
- Exterior Concrete Work
- Exterior Doors
- Exterior Faucets (Hose Bibs)
- Exterior Hardware/Locks
- Fireplace (if included or purchased with home)
- Flooring
- Garage Doors
- Interior Doors, Windows & Frames

- Interior Walls
- Painted/Stained Exterior Wood
- Roof
- Water penetration through the basement or foundation walls
- Defects in materials including windows, doors and caulking, or defects in work that result in water penetration into the building envelope
- Defects in work or materials which result in the detachment, displacement or deterioration of exterior cladding (such as brickwork, aluminum or vinyl siding)
- Defects in work or materials in the electrical, plumbing and heating delivery and distribution systems
- Violations of the Ontario Building Code affecting the health and safety (including, but not limited to, violations relating to fire safety and the structural adequacy of the home)

The installation of equipment to the below noted systems may void your warranty coverage. Please contact your Customer Care Coordinator or Warranty Service Office if you have any questions or concerns, prior to completing any work of this nature:

- Electrical Distribution System
- Plumbing Distribution System
- Heating Distribution System
- Exterior Cladding of Home



## Two Year Warranty Coverage

The two year warranty coverage of your home begins once you take possession of the home and ends the day before the second anniversary.

Once your one year warranty has expired, your two year warranty comes into effect.

- Protects against water penetration through the basement or foundation walls;
- Protects against defects in materials that affect windows, doors and caulking and defects in work that results in water penetration into the building envelope;
- Covers defects in work or materials in the electrical, plumbing and heating delivery and distribution systems;
- Covers defects in work or materials that result in the detachment, displacement or deterioration of exterior cladding (such as brickwork, aluminum or vinyl siding);
- Protects against violations of the Ontario Building Code that affect health and safety; and
- Applies for two years, beginning on the home's date of possession.

## Seven Year Warranty Coverage

The seven year warranty coverage for your home begins after you take possession of the home and ends the day before the seventh anniversary.

Once the one and two year warranties has expired with Dunsire Developments, your seven year warranty comes into effect. This warranty period is provided directly by the Ontario New Home Warranties Plan. It covers any major structural defects that may arise. To have these claims processed, please send them directly to the Ontario New Home Warranties Plan.

The Ontario New Home Warranties Plan defines a major structural defect as:

- Any defect in work or materials that results in the failure of a load-bearing part of the home's structure or materially and adversely affects its load-bearing function, or
- Any defect that materially and adversely affects the use of the building as a home.

General Exclusions to Your Warranty: For a complete list of exclusions, please visit The Ontario New Home Warranties Plan website at [www.tarion.com](http://www.tarion.com)



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