

SHAPE
homes

WARRANTY GUIDE

www.shapehomes.com.au



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Congratulations, you are now ready to move into your new home.

To assist, Shape Homes has produced a Warranty Guide with important information in which we believe a new home owner requires.

Please keep in mind that problems caused by misuse or neglect are not covered and it is your responsibility to ensure your home is correctly maintained.

YOUR COVER

As homes become lived in and materials adjust to climate changes, sometimes minor repair work may be required.

If there are any problems that could lead to compromised security, or if something has the potential to cause damage to your property (such as a water leak) please contact Shape Homes immediately.

For any other items, please note them on your 90 Day Warranty form and return to our Warranty Team 90 days after settlement.

Shape Homes also provide you with a 1 year RACV Emergency Home Assist Subscription. To find out what this covers see page 13.

If you have questions or concerns regarding an item not covered in this warranty guide, you can contact the **Shape Homes warranty team - warranties@shapehomes.com.au**



WARRANTY PHASE PROCESS

1. Settlement of your homes takes place. During the first 3 months of living in your new home we encourage you to keep a list of any warranty items you feel may need to be reviewed by our warranty team.
2. 3 months after settlement, please return your 90 Day Warranty form to Shape Homes Warranty team at warranties@shapehomes.com.au.
3. The Shape Homes Warranty Team will assess the items noted and have the agreed items rectified.
4. Shape Homes structural warranty period will then commence.

3 MONTH WARRANTY PERIOD

1. Commences from the day you get your keys – also known as your settlement day.
2. Covers all aspects of your new home except for:
 - a. Hairline cracks less than 1mm wide as a result of shrinkage or settlement.
 - b. Storm or tempest damage.
 - c. Normal home maintenance such as replacing tap washers and light globes.
3. If you experience any urgent matters or issues relating to oven and cooktop, gas appliances, hot water systems or heating and cooling connections during this period please contact please contact our warranty team on warranties@shapehomes.com.au

For appliance issues we ask that you refer to your manufacturer's warranty booklet or contact the customer service department of your appliance manufacturer.

6 YEAR STRUCTURAL WARRANTY

1. Commences from completion of the domestic building work, settlement.
2. This warranty protects the original owner and subsequent owners if Shape Homes fails to correct faults, which are deemed by law to be the builder's responsibility, within the 6-year period.

This is covered by both Shape Homes and a warranty insurance.

If you have a concern or issue with the structure of the home, please contact the Shape Homes warranty team to arrange an inspection.

For more information about caring for your slab and foundation maintenance, refer to your building contract or contact Shape Homes for a copy.



GENERAL WARRANTY INFORMATION

To ensure the longevity of your new home, it is important that maintenance is undertaken on a regular basis.

As a Home Owner, you are responsible for the cleaning and maintenance of your home in all areas within your lot, including (where applicable) your balcony and terraces.

To avoid any manufacturers warranties being void, please ensure that you refer to the manufactures maintenance and cleaning guides in all instances..

BURST PIPES & BLOCKAGES

If your home is less than 6 years old and you suspect that you have a burst pipe or blockage, please contact Shape Homes. We will send a licensed plumber to inspect the problem.

Should the problem be a cause of poor use or of fault of the home owner, any charges incurred by Shape Homes will be passed onto the home owner.

ELECTRICAL SWITCHBOARDS

All repairs or works conducted to the switchboard or power supply to your home must be undertaken by a licensed electrician.

If the RDC (safety switch) does trip, it generally signifies that you have too many appliances on at one time or one may be faulty.

If the RDC does trip, please ensure that you isolate all GPO's, lights and unplug all appliance before re-setting the RDC.



APPLIANCES

OVEN AND COOKTOP, GAS APPLIANCES & HOT WATER SYSTEM

Your Shape Homes Warranty only covers the initial installation of your appliances. If you experience any issues relating to oven and cooktop, gas appliances, hot water systems or heating and cooling connections during your 3 month warranty period please contact our warranties team on warranties@shapehomes.com.au. All of the relevant manufacturer warranty forms and care documents are provided during handover. Ensure you fill them out and return them to the relevant manufacturers. That way, you're covered if anything goes wrong. Please note that some suppliers may need your Shape Homes job number and settlement date for warranty purposes or service calls. This information will have been provided to you during handover.

LIGHTING

It is the responsibility of the home owner to change the light bulbs should they blow.

LED replacements and standard 15watt light bulbs for batten holders can be purchased from your local hardware store.

HEATING & COOLING

A split system or ducted heating unit has been installed in your new home for heating and cooling purposes (if applicable).

Please refer to your manufacture's operation manual or warranty.

All queries should be directed to the manufacture's service department.

KITCHEN AND BATHROOM

It's important that you care for your new vanities correctly. Please see below guidelines on how to care for your vanities.

- To avoid damage (discolour, cracking) to your benchtops, do not place hot dishes directly onto your new benchtops.
- Even though the vanity and kitchen benchtops are moisture resistant, always ensure that you wipe up any spills immediately with a damp cloth then dry off.
- When cleaning the benchtops and cupboards, always use a clean, soft, damp cloth. For more stubborn stains, you may use warm hot soapy water.
- Never use abrasive cloths or cleaning products on the benchtops or cupboards.

SMOKE ALARMS

Maintaining the smoke alarms is the responsibility of the owner. It is recommended that the batteries are changed annually with the commencement of daylight savings.



HOME CARE TIPS

INTERIOR AND EXTERIOR WALLS

Caring for your Internal Walls

It's important that you use a good quality wall cleaner when cleaning your internal walls. Always refer to the manufacturer's instructions when diluting the solution. Ensure that a soft cloth or sponge is used when cleaning.

Caring for your External Walls

Change in weather conditions may affect the look of your exterior paintwork. Maintenance is required on external paintwork every 3-5 years (this may vary depending on the materials used on your home).

Plaster Cracks

A new home generally takes around 12 - 24 months to settle into its new environment. During this time, hairline cracks may appear – cracks less than 1mm wide. Unfortunately, there is nothing you can do about hairline cracks as this is part of a dwelling settling.

Hairline cracks are not covered by warranty as they are not considered as a defect.

Caulking and Sealants

All Caulking and sealants have a limited lifespan, therefore, it is the responsibility of the home owner to ensure that they are maintained.

EXTERNAL FEATURES

Roofing

Regular cleaning of the roof surface, gutters, valleys and downpipes should be undertaken to prevent flooding or any water damage to your new home.

Planting & Ground Conditions

When completing any planting or ground work inside your allotment, please refer to the CSIRO fact sheet to ensure that the works you undertake will not void your warranty, this can be found in your building contract.

Concrete – Garage and Driveway

Minor hairline cracks may appear in your concrete over time as it is a material that shrinks. This is normal and not a defect, as long as the crack is less than 2mm and does not continue to grow. If a crack exceeds 3mm, please contact Shape Homes warranty department.





RACV EMERGENCY HOME ASSIST



We all know that even with new homes things can go wrong from time to time and we want to ensure all our customers have peace of mind should they need round the clock support.

Shape Homes will provide all new home owners with a complimentary Emergency Home Assist subscription with RACV for 1 year on top of our Builders Warranty Obligations as their Settlement hand over gift.

EMERGENCY HOME ASSIST PROVIDES:

- Coverage for up to 8 call outs a year
- Qualified Plumbers, Electricians and Locksmiths on call 24 hours a day, 7 days a week.
- Response to the following 10 home emergencies*:



An internal Leak



Blocked toilet, pipe or drain



A broken tap or showerhead



A burst pipe or joint



Broken hot water system



Broken Heater/ Cooler



Power loss



Lock out



Broken Door/ Window



Gas leak

THE BENEFITS OF THIS SERVICE ARE:

Rapid Response – RACV will arrive usually within the hour, 24 hours a day, 7 days a week.

Trusted Trades – RACV use only trusted and professional, fully qualified Plumbers, Electricians and Locksmiths.

Job Reports – RACV will provide a job report detailing the reason for the call out, the work

completed, the outcome and advise if any further action may be required by Shape Homes.

Your RACV Emergency Home Assist subscription will be activated upon settlement of your new home.

Please contact RACV Emergency Home Assist on 134 663 when you have a home emergency and quote your address.

*Terms and Conditions apply, refer to racv.com.au/eha



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