



WARRANTY POLICY

&

RECOMMENDED MAINTENANCE

WARRANTY POLICY

The following information will explain the plumbing components and warranty coverage for the plumbing systems and fixtures in your new home. It is very important that you take the time to read and understand the information provided. Many items in your home require maintenance to insure the longevity of your plumbing system. If you have questions about the information provided, please don't hesitate to contact us. We would be more than happy to assist you with any questions or concerns.

Contacting our Customer Service Department

There are several ways to contact our customer service department.

Website- www.infinityplumbingdesigns.com. On the website there is a customer service request form that you can complete and submit online.

Email- service@infinityplumbingdesigns.com, Please include your name, address, contact information and a brief description of your concern. You will be contacted within 24 hours.

Phone- 951-737-4436. Please include your name, address, contact information and a brief description of your concern. You will be contacted within 24 hours.

Our service department hours are 8:00 a.m. to 4:00 p.m. Monday-Friday. If you need emergency service after hours or on weekends, call the above number to be referred to an emergency extension. EMERGENCIES are defined as:

- (i) **Total Sewer Stoppage**
- (ii) **Water Supply Leak**
- (iii) **Natural Gas Leak**
- (iv) **Total Loss of Water, Heat, or other Circumstance that Endangers the Occupants of the Home**

These items will be scheduled for immediate repair. (We cannot accept Collect Calls.)

Non-Warranty Customer Service

We will continue to service your home after the one-year-warranty period for a nominal hourly fee. We know the plumbing products in your home and are qualified to perform their maintenance. Our technician's don't work on commission so you will not get any over-sell or scare tactics.

Keep in mind that every product with moving parts requires occasional maintenance. The primary enemy of working plumbing parts is dirt or other foreign material in the water system.

Warranty Coverage: Plumbing Systems

- 1) Water Service
- 2) Hot & Cold Water Piping
- 3) Fuel Gas
- 4) Waste and Vent
- 5) Condensation Drains
- 6) Water Heater
- 7) Faucets and Valves
- 8) Sinks and Toilets
- 9) Tubs
- 10) Garbage Disposal
- 11) Washing Machine Box
- 12) Ice Maker Box
- 13) Water Filtration
- 14) Recirculating Hot Water System
- 15) Recommended Maintenance

General Warranty Information

The water/waste/gas systems and fixtures are warranted to be free of defect for **ONE YEAR** from date of occupancy. Damaged or normal homeowner maintenance items are excluded from this warranty.

Faucets, tubs, sinks, lavs, toilets, and toilet seats should be inspected within the first **TWO WEEKS** of occupancy. Damaged items should be reported to our Customer Service Department within that **TWO WEEKS**. After that period, these items can be purchased for replacement through Infinity Plumbing Designs, Inc.

Dripping Faucets, Running Toilets

After the first **SIX WEEKS** of occupancy, dripping faucets and running toilets will be considered homeowner maintenance. A common cause for faucets to drip or toilets to run is dirt or other foreign particles in the water getting into moving parts and not allowing them to function properly.

Drainage or Waste Line Stoppages

Drainage or waste line stoppages (such as toilets, sinks, tubs, showers, disposals, etc.) will be covered for **TWO WEEKS** after occupancy. Stoppages are usually a result of what is put down the drain. Toilet stoppages that are in the bowl of the toilet and not in the waste line are called soft stoppages and are not covered by this warranty.

1) Water Service

The piping from the water meter to the house is made of PVC plastic. Your meter is typically located at the curb adjacent to your driveway. The PVC line runs to a point of connection where you will find a ball valve, pressure regulator and in some cases a hose bib. In the event of a water leak, move lever into the closed position and call for service immediately.

IMPORTANT In the event that you shut your water off and you have a recirculating hot water system, be sure to unplug it. Failure to do so may cause damage to the pump.

A water pressure regulator may be installed on your home. It would be located just above the main water main ball valve. The regulator is set to approximately 60 PSI. **DO NOT ADJUST YOUR WATER PRESSURE REGULATOR.** Dirt or other debris could cause your regulator to malfunction.

Your hose bibs are soldered on. Don't try to remove them. The hose bib is equipped with a vacuum breaker. This is a plumbing code requirement and must not be removed. This device may cause some noise. There may also be some water spillage from this device when your hose is shut off with a nozzle attached. The noise and spillage are not a defect. They are part of the normal operation of this device.

2) Hot and Cold Water Piping

Your home is piped with Wirsbo (Uponor) PEX piping. PEX is a high quality cross linked polyethylene material. This material is resistant to the corrosive nature of hard water. This system is designed to provide hot and cold water in the most efficient way possible. Delays in the delivery of hot water may be due to low flow aerators and shower heads. These are installed as part of Cal Green requirements for water conservation. This is not a defect in the plumbing system.

3) Fuel Gas

The gas system in your house is made out of steel pipe and fittings. The gas meter is usually located on the side of the garage on a single family home, or at a banked location on attached housing. The gas meter is provided by the gas company. All gas appliances that are installed are equipped with shutoff valves. Other gas locations will have a nipple with a threaded cap. **IMPORTANT** Before removing the caps shut off the gas to your home at the gas meter. When removing the caps, use two wrenches, one to hold the pipe and one to remove the cap. Failure to do so may cause a gas leak. Use thread sealant on the threads when connecting gas flex connectors or other pipes.

4) Waste and Vent

Your house waste system is made of ABS plastic waste and vent piping. Cast iron waste and vent material may be installed if conditions warrant. ABS plastic piping may occasionally develop a ticking noise. This is not a defect. Plastic piping is subject to expansion and contraction due to the introduction of heat or cold. The waste system is secured to the framing during the construction to reduce movement and maintain grade.

Your house may require a backwater valve on the sewer system. The backwater valve will be located in the garage slab. The backwater valve is required by code. The backwater valve is a check valve. This is to prevent sewage from backing up into your house in the event of a backup in the public sewage system. The backwater valve requires little maintenance. If there is a mainline stoppage in your home, take caution to remove the flapper first.

Drain stoppages will be covered by your warranty for a period of **TWO WEEKS** **AFTER YOU MOVE IN.** The following items should **NOT** be put down your drains:

- Tampons or sanitary pads
- Bar soap
- Paper towels
- Cat litter
- Grease

5) Condensate Drains

PVC drain lines are installed from your F.A.U. location to the nearest sink drain line. F.A.U's in the attic have both a primary and secondary PVC drain line. The primary drain line will be run to the nearest sink. The secondary line is run to a visible location above a window or door. **IMPORTANT**. Don't cover this line. If water is present at the secondary drain it is likely that the primary drain is clogged requiring maintenance.

6) Water Heater

Hot water will be provided by either a tank or tankless water heater.

Tank Type Water Heater- These are storage type heaters and have limited capacities. Lighting instructions are located on the water heater. The water shutoff ball valve is located on the top of the water heater. **CAUTION** The vent pipe may be hot. If you will be away from home for an extended period (more than two days), turn your water heater to pilot setting.

Tankless Water Heater- These are continuous use heaters that heat the water only when there is an immediate demand. The temperature is preset by the manufacturer to 120 degrees Fahrenheit. **IMPORTANT** Don't tamper with this setting. This is to prevent injury due to scalding. See recommended manufacturer's maintenance schedule.

7) Faucets and Valves

All faucets and valves are Cal Green, water conserving and AB1953 lead compliant. Your house has pressure balancing shower or tub/shower valves. It is important that these valves be used on a monthly basis. Hard water is corrosive and may cause damage to the valve if not used regularly.

Occasionally, a product may have a manufacturer defect. Please inspect each faucet closely **WITHIN THE FIRST TWO WEEKS OF YOUR OCCUPANCY** for possible visual flaws.

To maintain the finish, manufacturers recommended that nothing stronger than soap and water be used on faucets. Abrasives should never be used on the faucets. Remember, the more abrasive the cleaner, the shorter time the finish on the fixture will last.

Dripping faucets and valves will be serviced for **THE FIRST SIX WEEKS AFTER OCCUPANCY**. Products with moving parts have homeowner maintenance requirements. Faucet cartridges are susceptible to dirt or other foreign particles that may cause them to leak. Be especially careful if you or one of your subcontractors cut into your PVC water service line for landscape or other reasons. Whenever that line is cut, particles of PVC burr and dirt may be introduced into your water system. These may cause your faucets to drip and your toilets to run.

Kitchen/Laundry Faucet- Your house may have a pullout spray type of kitchen/laundry faucet. Be careful not to spray back at the faucet. This is to prevent water from going down the hole in the body of the faucet resulting in damage.

Lavatory Faucets- These are equipped with low flow aerators and will collect any debris that is present resulting in the reduction of the flow of water. As part of required homeowner maintenance, aerators may be removed and cleaned as needed.

Tub/Shower Valves- Your house has pressure balancing shower or tub/shower valves. This is an anti-scald device and is installed for your protection. It is recommended that you run full hot and cold water through the valve on a monthly basis. The Cal Green compliant shower head is a water conservation feature and cannot be tampered with.

Deck Mounted Tub Spouts- These are a quick connect type assembly, held on with an Allen screw. Do not use these as a grab bar. Any loosening of these valves may cause a non-warranty leak. These types of valves are equipped with an anti-scald device located under an adjacent lavatory. **IMPORTANT** This valve should not be tampered with to prevent possible scalding.

8) Sinks/Lavatories and Toilets

The sinks and lavatories in your home can be manufactured of vitreous china, stainless steel, cast iron with a porcelain finish, or pressed steel with a porcelain finish. With proper care and maintenance, these products will provide many years of trouble free use. Refer to manufacturer's recommended cleaning products.

The toilets in your home are Cal Green compliant water conservation type. These flush using a maximum of 1.28 gallons per flush. Soft stoppages are usually a result of what is put down the toilet. Only human waste and a reasonable amount of toilet paper are to be flushed down the toilet. Bowl cleaners that are placed in the toilet tanks may cause the rubber or neoprene flappers and washers to break down, warp or fall apart. This will cause the toilet to malfunction and is a non-warranty repair.

9) Tubs

The tubs in your home can be manufactured of fiberglass, acrylic, cast iron with a porcelain finish, or pressed steel with a porcelain finish. With proper care and maintenance, these products will provide many years of trouble free use. Refer to manufacturer's instructions for recommended cleaning products.

As part of required homeowner maintenance, your bathtubs should be recaulked between the tub and finished surface. Failure to do so may result in a leak that is not covered by this warranty. Inspect caulking after an earthquake and recaulk as necessary.

Do not overfill your bathtub. The overflow plate located a few inches below the top of your tub will not handle all of the water that your faucet can deliver, nor will it handle overflow water displaced by your body. Failure to do this may result in water damage.

10) Garbage Disposals

Your garbage disposal is designed to grind up certain kinds of remnant food waste. Feed the food to be disposed of through slowly with the cold water running. Avoid bones, fibrous vegetables and other items that may clog or jam the garbage disposal. In the event of a jam, you can use the tool provided and insert it in the bottom of the disposal and turn both directions. This should free up the disposal. **CAUTION** Unplug the garbage disposal before performing any type of service.

11) Washing Machine Box

When connecting the washing machine make sure to use only new water supply hoses and tighten properly. Install the washing machine discharge line into the auto washer box and secure per manufacturer's recommendations. As part of recommended homeowner maintenance, inspect hoses annually for any visible wear and replace as needed. If you are leaving your home for an extended period of time it is recommended that you shut off the water by closing the valves at the water connections.

12) Ice Maker Box

Your home is piped with water to the icemaker location in a recessed box with ¼ inch angle stop. There may be a shutoff valve under the kitchen sink. This valve controls the water to the ice-maker box.

13) Water Filtration

You may have selected an optional water filtration system. One of the systems offered is a reverse osmosis system. This will be located under your kitchen sink. This requires maintenance and filter replacement that should **ONLY** be performed by a water treatment professional. Other systems offered may include whole house softeners and conditioners. Refer to manufacturer's warranty for maintenance schedule.

14) Recirculating Hot Water System

Your house may have an on demand recirculating hot water system. This is a system that has a pump located either at your water heater or under a kitchen sink or lavatory. The system is activated by either push button controls or a motion sensor. The recirculating hot water system reduces the amount of time necessary for the delivery of hot water. If you have a hot water recirculating system **NEVER** turn off the main water valve without unplugging the pump first. This may cause damage to the pump and will not be covered under this warranty.

RECOMMENDED MAINTENANCE

You change the oil and filter in your car as part of a responsible maintenance program. You rotate your tires for the safety and comfort of your family.

Your plumbing system is operating 24/7 to provide your home with hot and cold water, gas for cooking, heating, and a sanitary waste system to safely remove waste water. As a result, your home's plumbing system also requires some basic maintenance to provide you with years of service.

Faucet drips should be attended to immediately. A few drips a minute can add up to wasted gallons a day. The same goes for a running toilet.

Slow draining sinks or other drains could be an early signal of hair or other type of buildup. These should be serviced immediately.

Moisture around the base of toilets or under sinks and lavatories can go unnoticed but should be repaired immediately.

Hard water is likely to cause spotting on yours faucets and shower doors as well as build up in your faucet aerators. Use manufacturer's recommended cleaning products to protect finishes and clean aerator screens for best function.

Hard water will affect the tankless heater's ability to provide the efficient delivery of hot water. The heater should be flushed to reduce the hard water buildup of mineral deposits (scale) on the burners. The installation of a heater treater filter is highly recommended to prevent hard water scaling buildup. These are two of the manufacturer's recommended solutions to address hard water and PROTECT THE WATER HEATER'S WARRANTY.

For more information and recommendations on how to maintain your plumbing system, please read your homeowner's warranty manual or visit our website for additional services or call to schedule your service call.