

HOME OWNERS GUARANTEE

The Heran Building Group 6 Years Home Owners Guarantee is in accordance with the Building Service Authority of Queensland mandatory insurance scheme.

SIX MONTHS FREE MAINTENANCE SERVICE

Six months after completion please contact our office to carry out a free maintenance service on your new home. All that we request from you is that you keep a written record of items requiring attention

URGENT SERVICE

If you have a really urgent problem that affects vital things like security, weather-proofing etc., don't hesitate to telephone our service department. Our serviceman will call and fix it for you. If the item is covered by our Guarantee, the service will be free.

TO OBTAIN SERVICE ON YOUR OVEN, HOT PLATES, HOT WATER SERVICE, SHOWER SCREENS, GARAGE DOORS, WATER PUMPS AND MAINS WATER TOP UP VALVE PLEASE REFER TO MANUFACTURERS WARRANTY OFFERS DOCUMENT INCLUDED WITH PACK
The appliances included in your home are covered by the manufacturer's Guarantee period. This can be obtained by contacting the Manufacturer's Service Department for assistance in obtaining satisfaction from the Manufacturer.

AFTER 6 MONTHS

Our Guarantee extends for varying periods, the longest of which is six years from the date of Practical Completion on items as listed as follows.
The only scheduled inspection of your home is for the six months' Maintenance Service.
After that time should you require us to inspect any major defect items within the terms of the Guarantee please write to our Service Department and let us know. We will arrange for a Heran Serviceman to call promptly and resolve with you what action should be taken.
In ordering to carry out rectification and maintenance work covered by the Guarantee our Service Department will need to be given access to you home during normal working hours.

WHAT YOUR GUARANTEE COVERS

UP TO SIX MONTHS AFTER PRACTICAL COMPLETION - MINOR/MAJOR DEFECTS
Easing and adjusting of doors and window sash casing and adjusting cupboard doors and catches. Stopping up and touching up excessive plaster cracks Note: In a new home, movement due to shrinkage may evidence itself in minor cracking and this is not covered by our Guarantee. Where touching up of paintwork is necessary every attempt will be made to match the

existing colours. We will rectify at our expense, any faulty workmanship or materials present in you home.

UP TO ONE YEAR AFTER PRACTICAL COMPLETION

We will rectify at our cost:

- * Paint failure
- * Faulty spouting downpipe and stormwater drains

UP TO SIX YEARS AFTER PRACTICAL COMPLETION - MAJOR DEFECTS

We will rectify at our cost the structural failure of:

- * Concrete footing
- * Load bearing brickwork
- * Structural timber

PLEASE NOTE

a) Damage caused by storm, fire or flood is not covered by this Guarantee

b) Trees near the concrete footings of your home may cause shrinkage of the soil particularly in soil of high clay composition. As a result of this shrinkage damage to the footings may eventuate.

It is recommended that a clear space equal to at least two-thirds of the trees' mature height be maintained between the external wall of your home and any established or planted trees.

In the event of tree growth causing structural damage to your home by you not complying with above recommendation this Guarantee may be rendered void.

For more information about planning your garden, paving and redirecting of water away from your home, etc., please refer to the publication titled "Care and Maintenance of your New Home".

c) This Guarantee does not cover problems caused by misuse or neglect on your part. It is, therefore, in your interest to ensure that your home receives proper care and maintenance.

A well cared for home should increase in value every year.

It's great to watch your investment growing.

It's a good feeling.

HAND OVER DATE: _____

PRINT DATE: _____

QUEENSLAND BUILDING SERVICE AUTHORITY
REGULATION 1992

"MAJOR DEFECT" in relation to building work, means a defect-

(a) that could result in water penetration of a building; or

(b) that could adversely affect the health or safety of occupants of a building; or

(c) that adversely affects the structural adequacy of a building.

"MINOR DEFECT" in relation to building work, means any defect that is not a major defect.