



Master Build Services Ltd

Defect Tolerance Schedule

DTS/04-2005

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PHONE MASTER BUILD SERVICES LTD 0800 269 199 FOR ADVICE

Deficiency	Construction Standard	Builder / MBS Responsibility	Exclusion
1. Site Work 1.1 Grading Settling of ground around foundation, utility trenches or other areas on the property where excavation and back fill have taken place that affect drainage away from Home.	Refer NZS3604:1999 – Clause 5.2.3, figure 7.10, 7.11	None.	No cover is provided for this component under the guarantee.
1.2 Improper surface drainage	Refer NZS3604:1999 – Clause 3.6.	None.	No cover is provided for this component under the guarantee.
1.3 Grassed or landscaped areas which are disturbed or damaged due to work on the property in correcting a deficiency.	No cover.	None.	No cover is provided for this component under the guarantee.
2. Concrete 2.1 Cast-In Place Concrete Basement or foundation wall cracks, other than expansion or control joints.	Non-structural cracks are normal and are to be expected in concrete foundation walls. Cracks greater than 3mm are deficiencies. Refer NZS3910 – clause 3.3.3, Table 3.4	Builder shall repair non-structural cracks in excess of 3mm by surface patching. These repairs should be made toward the end of the first year of Guarantee to permit Home to stabilise and normal settlement to occur.	Note: On-ground concrete slabs will shrink and this will cause cracks. Accelerated drying and curing will result in a greater likelihood of cracking, however this will not affect its structural integrity.
2.2 Cracking of basement floor	Minor cracks in concrete basement floors are normal and to be expected. Cracks exceeding 3mm in width or 3mm in vertical displacement are deficiencies.	Builder shall repair cracks exceeding 3mm maximum tolerance by surface patching as required.	Any aesthetic variance between repair work and existing work is excluded from cover under the guarantee.
2.3 Cracking of <u>integral</u> garage floor slab	Minor cracks in concrete floors are normal and to be expected. Cracks exceeding 5mm in width or 5mm in vertical displacement are deficiencies.	Builder shall repair cracks exceeding maximum tolerance by surface patching as required.	Any aesthetic variance between repair work and existing work is excluded from cover under the guarantee.
2.3 Cracking of detached (not integral with the Home) garage floor slab.	Minor cracks in concrete floors are normal and to be expected. Cracks exceeding 3mm in width or 3mm in vertical displacement are deficiencies.	Builder shall repair cracks exceeding 3mm maximum tolerance by surface patching once only during Guarantee.	Any aesthetic variance between repair work and existing work is excluded from cover under the guarantee.
2.4 Cracks in <u>detached</u> patio (not integral with the Home), all driveways and paths.	No cover.	None.	No cover is provided for this component under the guarantee.
2.5 Cracks in patio or covered porches integral with the Home and included in the original contract.	Minor cracks in concrete floors are normal and to be expected. Cracks exceeding 3mm in width or 3mm in vertical displacement are deficiencies.	Builder shall repair cracks exceeding maximum 3mm tolerance by surface patching as required.	Any aesthetic variance between repair work and existing work is excluded from cover under the guarantee.

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2.6 Cracks in concrete house floors, with finish flooring, ie vinyl (supplied and installed by Builder)	Cracks that rupture or significantly impair the appearance or performance of the finish flooring material are deficiencies. Refer NZS3114 – Part3	Builder shall repair cracks as required so as not to be apparent when the finish flooring material is in place. At the Builder's option, the Builder will repair or replace the finish flooring as necessary, to meet the performance guideline. These repairs should be made toward the end of the first year of Guarantee to permit Home to stabilise and normal settlement to occur.	The Builder will not be responsible for damage to any finish flooring not supplied and/or installed by the Builder. The Builder will not be responsible for any discontinued patterns or for any colour variations when replacing the floor covering.
2.7 Uneven concrete floor slabs.	Except for basement floors or where a floor or a portion of floor has been designed for specific drainage purposes, concrete floors in rooms finished for habitability by Builder shall not have pits, depressions or area of unevenness exceeding current concrete standard. Refer NZS3114:1987 Specification for Concrete Surfaces. Refer also NZBC D1/AS1; G15/AS1	Builder shall repair or replace to meet the Standard. Where applicable, surface patching is an accepted method of repair.	Any aesthetic variance between repair work and existing work is excluded from cover in the guarantee Consequential damage, including any damage caused to finish flooring material is excluded from cover under the guarantee.
2.8 Separation or movement of concrete slabs within the structure at construction and control joints.	No cover. Refer NZS:2001 – Table 2.2	None.	Concrete slabs within the structure are designed to move at construction and control joints and are not deficiencies. The Owner is responsible for maintenance of joint material.
3 Masonry 3.1 Unit Masonry (Brick, Block and Stone) Cracks in non-bearing or non-supporting walls.	Small shrinkage cracks running through masonry and mortar joints are normal and to be expected. Cracks in excess of 3mm in width are deficiencies. Refer NZS4210:2001 – Table 2.2	Builder shall repair non-structural shrinkage cracks in excess of 3mm by pointing or patching. Repairs shall be made after structural settlement.	Any aesthetic variance between repair work and existing work is excluded from cover under the guarantee.
3.2 Cracks in bearing or supporting masonry walls above ground.	Small hairline cracks that do not affect the structural ability of masonry bearing walls are normal and to be expected. Cracks in excess of 3mm in width are deficiencies. Refer NZS4210:2001 – Table 2.2	Builder shall repair shrinkage cracks in excess of 3mm by pointing or patching.	Any aesthetic variance between repair work and existing work is excluded from cover under the guarantee.
3.3 Cracks in basement and foundation walls.	Vertical or diagonal cracks that do not affect the structural ability of unit masonry foundation walls are normal and to be expected. Horizontal cracks in the joints of masonry walls are less common but may occur. Cracks 3mm or more in width are deficiencies. Refer NZS4210:2001 – Table 2.2	Builder shall repair cracks in excess of 3mm width by pointing and patching. Horizontal cracks exceeding 3mm shall be investigated by Builder to determine the cause. Builder shall take the necessary steps to remove the cause and make repairs by pointing and patching, reinforcement or replacement of the defective courses.	Any aesthetic variance between repair work and existing work is excluded from cover under the guarantee.

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3.4 Cracks in brick or stone veneer above ground.	Small cracks are to be expected in mortar joints of masonry construction. Cracks 3mm or greater in width are deficiencies. Refer NZS4210:2001 – Table 2.2	Builder shall repair cracks and voids in excess of 3mm by surface pointing. These repairs should be made toward the end of the first year of Guarantee, to permit Home to stabilise and normal settlement to occur.	Builder is not responsible for colour variations between existing and new mortar.
3.5 Stucco, Acrylic, Monolithic and/or Cement Plaster Systems. Cracking or blistering of above systems.	Hairline cracks in these systems are to be expected. Refer to relevant standard and/or manufacturer's specifications for the product used.	Builder shall repair as recommended by product standard and/or Manufacturers specifications for the product used.	Any aesthetic variance between repair work and existing work is excluded from cover under the guarantee.
4 Carpentry 4.1 Floors squeaks, due to improper installation or loose sub-floors.	A totally squeak-proof floor cannot be guaranteed, but loud and objectionable squeaks caused by improper installation or loose sub-floor are deficiencies.	Builder shall re-fasten any loose sub-floor or take other corrective action to reduce squeaking to the extent reasonably practicable within reasonable repair capability, without removing floor and ceiling finishes.	Floor squeaks may occur when a sub-floor that has come loose from the joists is deflected by the weight of a person and rubs against the nails that hold it in place. Squeaks may also occur when one joist is deflected while the other members remain stationary. Because the Construction Standard requires the Builder to make a reasonable attempt to eliminate squeaks without requiring removal of floor and ceiling finishes, nailing loose sub-flooring with jolt-head nails into the carpet surface and countersinking the head is an acceptable practice.
4.2 Uneven wood framed floors.	Uneven wood framed floors are a deficiency. Refer NZS3604:1999 – Section 7 clauses 7.1.1.2 and 7.1.1.3	Builder shall correct or repair to meet the NZ standard.	
4.3 Bowed stud walls or ceilings.	Bowed stud walls or ceilings are a deficiency. Refer NZS3604:1999 – Section 8 clauses 8.5.3 (a) (b) (c) (d) & figure 8.6. Refer also NZS3631:1988 NZ Timber Grading Rules.	Builder shall correct or repair to meet the NZ standard.	
4.4 Wood frame walls out of plumb.	Wood frame walls out of plumb are a deficiency. Refer NZS3604:1999 – Section 2 – Table 2.1 Timber framing tolerances.	Builder shall correct or repair to meet the NZ standard.	
4.5 Wood frame walls out of square.	Wood frame walls out of square are a deficiency. Refer NZS3604:1999 – Section 2 – Table 2.1 Timber framing tolerances	Builder shall correct or repair to meet the NZ standard.	
4.6 Finish Carpentry Unsatisfactory quality of finished exterior trim and workmanship.	Joints between exterior trim components and siding or masonry, which are in excess of 2mm are deficiencies. In all cases, the exterior trim abutting masonry siding shall be capable of performing its function to exclude the elements.	Builder shall repair open joints and touch-up finish coating where required, matching existing as closely as reasonably practicable. Fill open joints between dissimilar materials with an appropriate product.	Any aesthetic variance between repair work and existing work is excluded from cover under the guarantee.

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4.7 Unsatisfactory quality of finished interior trim and workmanship.	Joints between mouldings and adjacent surfaces that exceed 1mm in width <u>upon completion</u> are defects relevant to materials used and application. Gaps may widen in time and as such are the owners' responsibility.	Builder shall repair defective joints and touch up finish coating where required, matching existing as closely as reasonably practicable. Fill open joints with appropriate product.	The Builder will not be responsible for widened gaps after completion.
4.8 Surface defects in finished woodwork such as checks, splits and hammer marks.	Finished woodwork is to be without <u>significant</u> unnatural surface marks. Finished surfaces that fall beyond what is reasonably expected in the industry are deficiencies.	Builder shall correct repairable defects; sanding, filling or puttying is acceptable, to return the surface to its original condition. Replace material not repairable, re-finish and restore to match surrounding surfaces as closely as reasonably practicable.	Any aesthetic variance between repair work and existing work is excluded from cover under the guarantee.
4.9 Exposed nail heads in woodwork.	Material used to fill nail holes tends to shrink and dry up after a period of time and is not considered a deficiency. Nail holes that have not been filled on finished painted woodwork are deficiencies.	Builder shall fill nail holes where required and if necessary, touch up paint, stain, or varnish to match surrounding surfaces as closely as reasonably practicable	Nail holes do not have to be filled where the surface finish is not conducive or so designed to have nail holes filled because of the product.
4.10 Kitchen and vanity cabinet doors and drawers malfunction.	Cabinet doors drawers and other operating parts that do not function as designed are deficiencies.	Builder shall repair or replace non-operating parts.	Owner must maintain the cabinetry free from moisture and water at all times. Swelling of the cabinetry attributable to Owners failure to mop up water is excluded from cover under the guarantee.
4.11 Surface cracks and delamination in high-pressure laminates of vanity and kitchen cabinet counter-tops.	Counter-tops fabricated with high-pressure laminate coverings that delaminate or have surface cracks or joints exceeding 0.5mm between sheets are deficiencies.	Builder shall repair or replace laminated surface covering having cracks or joints exceeding the allowable width.	Scratches or damage occurring to any bench, vanity or counter-top after client takes possession are excluded from cover under the guarantee.
4.12 Warping of kitchen and vanity cabinet doors and drawer fronts.	Warping that exceeds 4mm as measured from the face of the cabinet frame to the furthest point of warping on the drawer or door front in a closed position is a deficiency.	Builder shall correct or replace door or drawer front as required.	Timber is a natural product and movement is outside the Builders reasonable control. Natural timber products are excluded from cover under the guarantee.
4.13 Gaps between cabinets, ceiling and walls.	Counter-tops, splashboards, base and wall cabinets are to be securely mounted. Finished gaps in excess of 4mm between walls and surfaces are a deficiency.	Builder shall make necessary adjustment of cabinets and counter-top or close gap by means of moulding suitable to match the cabinet or counter-top finish, or as closely as reasonably practicable, or by other acceptable means.	Timber is a natural product and movement is outside the Builders reasonable control. Natural timber products are excluded from cover under the guarantee.
5 Mechanical Systems 5.1 Plumbing Tap or valve leak.	A valve or tap leak due to material or workmanship is a deficiency.	Builder shall repair or replace the leaking tap or valve.	Leaking caused by worn or defective washers or seals and/or by hard water are Owner maintenance items.
5.2 Defective plumbing fixtures,	Fixtures, appliances, or fittings are to be	Builder or Owner (as applicable) shall replace or	Owner supplied items are Owners responsibility,

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appliances or trim fittings supplied and installed by the Builder.	judged according to the Manufacturers standards as to use and operation and are covered only by the Manufacturers Warranty.	repair any fixture or fitting that is outside acceptable standards as defined by the Manufacturer.	including full maintenance and/or replacement if applicable. All appliances are covered by the Manufacturers Warranty.
5.3 Water Supply Staining of plumbing fixtures.	None.	None.	High iron content in the water supply system will cause staining of plumbing fixtures. Maintenance and treatment of water is Owners responsibility.
5.4 Noisy water pipes.	Some noise can be expected from water pipe system, due to the flow of water.	Builder shall take reasonable steps to reduce water noise.	Noises due to water flow and pipe expansion are not considered deficiencies.
5.5 Leaking from any piping.	Leaks in any waste, vent and water pipes are deficiencies.	Builder shall make necessary repairs to eliminate leaks.	Condensation on piping does not constitute leaking, and is not a deficiency, except where pipe insulation is required.
5.6 Blocked sanitary sewers and drains are Owner responsibilities.	None.	None.	Sewers and drains are not covered under the Guarantee.
6 Electrical System 6.1 Switches and Plugs Fuses blow, or circuit breakers kick out.	Fuses and circuit breakers that deactivate under normal usage, when reset or replaced are deficiencies.	Builder shall check all wiring and replace wiring or breaker if it does not perform adequately or is defective.	Owner supplied and/or installed electrical items are Owners responsibility, including full maintenance and/or replacement if applicable.
6.2 Draughts from electrical outlets.	None.	None.	The electrical junction box on exterior wall may produce a slight airflow whereby cold air can be drawn through the outlet into a room. This problem is normal in new home construction and is not a deficiency.
6.3 Malfunction of electrical outlets, switches or fixtures.	All switches fixtures and outlets, which do not operate as intended, are deficiencies.	Builder shall repair or replace defective switches, fixtures and outlets.	Owner supplied and/or installed electrical items are Owners responsibility, including full maintenance and/or replacement if applicable. Light bulbs are excluded from cover under the guarantee.

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7. Finishes 7.1 Drywall cracks. Also excessive heating of Home	Excessive heating (over 18 ^o) in the first year of construction will cause drywall cracks. Hairline cracks are normal and are to be expected. Cracks in interior gib-board or other drywall materials exceeding 0.5mm in width are deficiencies.	Builder shall repair cracks that are greater than 0.5mm in width and touch up paint to match as closely as reasonably practicable, one time only. Such conditions should be reported near the end of the first year of Guarantee to allow for normal movement in home.	Cracks attributable to excessive heating (over 18 ^o) in the first year of construction are excluded from cover under the guarantee.
7.2 Defects in gib-board or other drywall wall finishes caused by poor workmanship which may be manifested as blisters in tape, excess compound in joints, exposed corner beads, nail pops, trowel marks, or other blemishes.	Slight defects such as occasional nail pops and seam lines are to be expected in gypsum wallboard installation. Blisters in tape, excess compound in joints, trowel marks, exposed corner beads, and other blemishes that are visible from a distance of 2m under normal lighting conditions, are deficiencies. Nail pops are a defect only when there are signs of filling compound cracking or falling away.	Builder shall correct defects to acceptable tolerance and touch-up paint to the effected area, to match the original as closely as is reasonably practicable. One time only during the Guarantee. Such conditions shall be reported near the end of the first year of Guarantee term to allow for normal settlement of home.	Depressions or slight mounds at nail heads are not considered deficiencies. The total repaint of rooms is excluded.
7.3 Hard Surface Flooring (Flagstone, Marble, Quarry Tile, Slate Ceramic Tile etc. Floor cracks or becomes loose.	Hard surface flooring should be completed in accordance with "best practice" and using flexible adhesive in order to minimise the likelihood of cracking. Owner should ensure that sufficient extra hard surface flooring (10%) is retained to replace broken or cracked hard surface flooring.	None.	No cover is provided for this component under the Guarantee.
7.4 Hard Surface Internal Linings (Flagstone, Marble, Quarry Tile, Slate Ceramic Tile etc. Wall lining cracks or becomes loose.	Hard surface Internal lining should be completed in accordance with "best practice" and Owner should ensure that sufficient extra hard surface lining is retained (10%) to replace broken or cracked hard surface lining.	None	No cover is provided for this component under the Guarantee.
7.5 Grout or mortar joint is not a uniform colour	Grout or mortar joints should be done in accordance with "best trade practice".	None	No cover is provided for this component under the Guarantee.
7.6 Cracks appear in grouting of ceramic tile joints or at junctions with other material such as bathtub, shower, or counter top.	Grouting should be done in accordance with "best trade practice".	None	No cover is provided for this component under the Guarantee. Open cracks or loose grouting, where the wall surface abuts the flashing lip at a tub, shower basin, or counter top are considered Owner maintenance and any resultant damage to other finish surfaces due to leaks, etc are not considered deficiencies.
7.7 Excessive "lippage" of adjoining marble or ceramic tile. (Lippage is the vertical distance	Lippage greater than 2mm is a deficiency, except where the materials are designed with an irregular height or edge (such as hand	Builder shall repair to meet performance standards	

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between two floor types at the point where they meet).	made tiles).		
7.8 Flooring eg. vinyl and membranes Nail pops appear on the surface of resilient flooring.	Readily apparent nail pops are deficiencies.	Builder shall correct nail pops that have caused damage to the floor material.	Consequential damage, including any damage caused to finish flooring material is excluded from cover under the guarantee.
7.9 Depressions or ridges appear in the resilient flooring / membrane.	Readily apparent depressions or ridges, (excluding the sub-strate) which exceed 3mm are a deficiency.	Builder shall take required action to bring the deficiency within acceptable tolerances so as to be not readily visible.	Ridges, depressions and overlaps at the joints are normal and are not deficiencies. Builder is not responsible for Owner neglect or abuse, nor installations performed by others, or discontinued patterns or colour variations in any floor covering.
7.10 Resilient flooring or base losses adhesion.	Resilient flooring or base that lifts, bubbles, or becomes unglued is a deficiency.	Builder shall repair resilient flooring or base as required. Builder is not responsible for discontinued patterns or colour variations.	Consequential damage, including any damage caused to finish flooring material is excluded from cover under the guarantee.
7.11 Seams or shrinkage gaps show at resilient flooring joints.	Gaps in excess of 1mm in width in resilient floor covering joints are deficiencies. Where dissimilar materials abut, a gap in excess of 2mm is a deficiency.	Builder shall take required action to correct the cause of the deficiency. Builder is not responsible for discontinued patterns or colour variations of floor covering.	
7.12 Natural Wood Flooring Cupping, open joints, or separations in wood flooring.	No cover.	No cover.	Natural wood floors are subject to shrinkage and swell due to seasonal variations in the humidity level of home. While boards may be installed tight together, gaps or separations may appear during heating seasons or periods of low humidity. Owners should be familiar with the recommended care and maintenance requirements of their wood floor. Repeated wetting and drying, or wet mopping may damage wood finishes. Moving furniture can cause dimples or scratches; or dropping heavy objects, pets and high heel shoes may cause indentations. These are not covered under the guarantee.
7.13 Overlay Wood and/or Wood Effect Flooring	No cover.	No cover.	None
7.14 Exterior Cladding Premature deterioration of exterior cladding.	Exterior cladding that deteriorates prematurely is a deficiency.	Repair or replace only the damaged cladding to match the original as closely as reasonably practicable. Owner should be aware that the new finish might not exactly match the original surface texture or colour.	Deterioration of cladding due to Owners actions, lack of maintenance or neglect, is not a deficiency. Any aesthetic variance between repair work and existing work is excluded from cover under the guarantee.

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8. Doors and Windows 8.1 Exterior Warping of exterior doors.	Exterior doors that warp so as to prevent normal closing and fit are deficiencies. Some air flow and minor door movement is quite normal and is to be expected.	Builder shall repair or replace as may be required. New doors are to be re-finished to match the original as closely as is reasonably practicable.	Doors that are not fully protected from the elements and/or are stained/painted in a dark colour are excluded from cover under the guarantee.
8.2 Interior Warping of interior doors.	Interior doors that warp so as to prevent normal closing and fit are deficiencies. Some air flow and minor door movement is quite normal and is to be expected.	Builder shall repair or replace as may be required. New doors to be re-finished to match the original as closely as is reasonably practicable.	Movement and warping in solid timber interior doors; and all cavity sliders are excluded from cover under the guarantee.
8.3 Door panels shrink and/or split and expose bare wood.	None	None.	Door panels will shrink and/or split due to the nature of the material, exposing bare wood at the edges and are not considered deficiencies.
8.4 Bottom of doors rub on carpet surface.	Where the Owner contracts for carpet to be installed by Builder, the bottom of the doors, which rub or disturb the carpet surface are deficiencies.	Builder shall undercut doors as required.	
8.5 Excessive opening at the bottom of interior doors.	Internal doors that have a gap between the bottom of the door and the top of the <u>bare</u> floor in excess of 30mm are deficiencies. If carpets or other floor coverings are installed, gaps between the bottom of the door and the top of floor covering in excess of 15mm are deficiencies.	Builder shall make necessary adjustment or replace door to meet the required tolerance.	
8.6 Garage Doors (included in the original contract.) Garage door fails to operate or fit properly.	Garage doors that do not operate and fit the door opening within the Manufacturers installation tolerances are deficiencies. However, some entrance of wind and rain can be expected and is not considered a deficiency.	Builder shall make necessary adjustments to meet the Manufacturers installation tolerances.	No adjustment is required when cause is determined to result from anyone but Builder or Builder subcontractor's installation of an electric door opener.
8.7 Wood, Plastic and Aluminium joinery. Malfunction of windows and doors.	Windows and doors that do not operate in accordance with Manufacturers design standards are deficiencies. It is normal to get some airflow through joinery and this is not a deficiency.	Builder shall consult with manufacturer when necessary and make necessary adjustments for windows and doors to meet the standard.	All exterior joinery requires regular maintenance by the Owner to ensure correct operation.
8.8 Condensation or frost on window frames, skylights and glass.	None.	None.	Window glass and frames will collect condensation on the frame and glass surface when humidity and temperature differences are present and are not a deficiency. Condensation is usually the result of temperature/humidity conditions in the Home.

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<p>8.9 Hardware Hardware does not work properly, fails to lock or perform its intended purpose.</p>	<p>Any hardware installed on doors and windows that do not operate properly are deficiencies.</p>	<p>Builder shall adjust, repair, or replace hardware as required.</p>	
<p>8.10 Weather-stripping and Seals Draughts around doors and windows</p>	<p>Weather-stripping is required on all doors leading directly to the outside from a habitable area. Some air movement is normally noticeable around doors and windows, especially during high winds. Excessive air movement resulting from openings in poorly fitted doors and windows, or poorly fitted weather-stripping is a deficiency.</p>	<p>Builder shall adjust or correct poorly fitted windows or doors, or poorly fitted weather-stripping.</p>	
<p>8.11 Glass and Glazing Clouding and condensation on inside surfaces of insulated glass.</p>	<p>Insulated glass that clouds up or has condensation on the inside surfaces of the glass is a deficiency.</p>	<p>Builder shall replace glass in accordance with window and glass Manufacturers requirements.</p>	
<p>9. Fixings and Flashings 9.1 Nails have stained exterior cladding.</p>	<p>Nail stains exceeding 15mm in length and visible from a distance of 6m are deficiencies.</p>	<p>Builder shall correct by removing stains, painting, or staining the affected area. Builder shall match colour and finish as closely as is reasonably practicable. Where paint or stain touch-up affects the majority of the wall surface, the whole area shall be re-finished.</p>	<p>Fixings to cedar and copper nails are excluded from cover under the guarantee. "Natural weathering" or semi-transparent stains are excluded from cover under the guarantee.</p>
<p>9.2 Roofing Roof or flashing leak.</p>	<p>Roof or flashing leaks that occur under normal weather conditions are deficiencies.</p>	<p>Builder shall correct any roof or flashing leaks that are verified to have occurred under normal weather conditions.</p>	<p>Where cause of leaks is determined to result from <u>extreme</u> weather conditions such as ice and snow build-up, high winds and driven rains, such leaks are not deficiencies and are excluded from cover under the guarantee.</p>
<p>9.3 Ponding water on low pitched roofs or decks.</p>	<p>Water shall drain from low-pitched roof or decks within 24 hours of a rainfall.</p>	<p>Builder shall take corrective action to ensure proper drainage of the roof.</p>	<p>Minor ponding or standing water is not considered a deficiency.</p>
<p>9.3 Sheet Metal Gutters and downpipes leak.</p>	<p>Gutters and downpipes that leak are deficiencies. Gutters that have improper falls to drain water are deficiencies.</p>	<p>Builder shall repair leaks and fall gutters to drain properly.</p>	<p>Standing water in gutters is acceptable if it does not exceed 25mm in depth. The Owner is responsible to keep gutters and down pipes free from leaves and debris to prevent overflow.</p>
<p>10. Thermal and Moisture Protection 10.1 Waterproofing Leaks in basement/garage.</p>	<p>Leaks in basement/garage are a deficiency.</p>	<p>Builder shall take such action as is necessary to correct leaks, except where the cause is determined to be the result of Owner negligence.</p>	<p>Leaks caused by landscaping improperly installed by the Owner or failure by the Owner to maintain proper grades are excluded from cover under the guarantee. Dampness caused by condensation or inadequate ventilation in the basement/garage is not a construction</p>

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			defect.
10.2 Water leaks from improper installation of doors or windows.	Under normal climatic conditions, water passing beyond the interior face of the door or window unit, overflowing into room or into wall cavity is a deficiency	Builder shall repair deficiencies attributable to improper installation.	.
10.3 Water Leaks in bathroom shower units	Leaks in bathroom shower units are a deficiency.	Builder shall repair deficiencies attributable to improper installation. Refer to manufacturer specifications for the product used.	Note: The sealant supplied with shower unit <u>must</u> be used on installation.
11. Painting			
11.1 Knot and wood stains appear through paint on exterior.	Excessive knot and wood stains that bleed through the paint are deficiencies.	Builder shall seal affected area where excessive bleeding of knots and stains appear and touch-up paint to match as closely as is reasonably practicable.	Since timber is a natural product and knot stains and bleeds are outside the Builders reasonable control, the Builder will attend to this once only during the guarantee.
11.2 Exterior paint or stain peels or deteriorates.	Exterior paints or stains that peel or deteriorate during the first two years of construction are deficiencies.	Builder shall properly prepare and re-finish affected areas, matching colour as closely as is reasonably practicable. Where finish repairs affect the majority of the surface areas, the whole area should be re-finished. Repairs to these areas will only be done once only during the guarantee. The guarantee on the newly repainted surfaces will not extend beyond the two-year guarantee period.	Fading is normal and subject to the orientation of painted surfaces to the climactic conditions that may prevail in the area. Fading is not a deficiency. Dark based colours and stains are excluded from cover under the guarantee.
11.3 Darker colours incorporated into or painted on, or applied to exterior wall claddings, windows, doors, balconies, decks or roofs may cause excessive heat absorption in the substrate or material and extensive consequential damage.	None	If colours chosen by the Owner are not within the manufacturer's recommended light reflective range, then the product used and any consequential damage are not covered by the Master Build Guarantee.	
11.4 Painting required as consequential repair because of other work.	Any necessary repair of a painted surface under this guarantee is to be paint/primed in preparation for painting by the Owner.	Builder shall paint/prime repaired areas as required.	Consequential damage, including any damage caused to paint surface is excluded from cover under the guarantee.
11.5 Exterior/Interior mildew or fungus forms on painted or factory finished surfaces.	None.	None.	Mildew or fungus that forms on a painted or factory finished surface when the surface is subject to various exposures (eg: sea, lake, river, geothermal, wooded or mountain areas) is not a deficiency. Interior mildew is usually caused by inadequate ventilation and is the Owners responsibility.

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11.6 Deterioration of varnish, oiled or lacquer finishes.	Natural finish on interior woodwork that prematurely deteriorates during the first two years of the Guarantee is a deficiency.	Builder shall re-finish affected areas of natural finished interior woodwork, matching the colour as closely as reasonably practicable.	Varnish & oil type finishes on exterior of Home will deteriorate rapidly and are not covered by the Guarantee. Regular maintenance of finish by Owner is extremely important.
11.7 Interior paint coverage.	Wall, ceiling and trim surfaces that are painted shall not show through new paint when viewed from a distance of 2m under normal lighting conditions.	Builder shall repaint wall, ceiling or trim surfaces where inadequate paint has been applied. Where the majority of the wall or ceiling surface is affected, the entire area will be painted from corner to corner. Builder is not required to repaint an entire room unless all walls and ceiling have been affected.	Owner supplied paint and/or labour is excluded, from cover. Should defects arise in the sub-strate Builders responsibility is only to remedy the sub-strate defect and the Owner is responsible for repainting and/or plastering if applicable.
11.8 Paint splatters and smears on finished surfaces.	Paint stains on porous surfaces which are excessive, that detract from the finish, and which cannot be removed by normal cleaning methods, are deficiencies.	Builder shall remove paint stains without affecting the finish of the material, or replace the damaged surface if stain cannot be reasonably removed.	Owner supplied paint and/or labour is excluded from cover.
12. Wall Covering 12.1 Peeling of wall covering installed by Builder.	Peeling of wall covering is a deficiency, unless it is due to Owners abuse or negligence. It is normal to have some wall paper shrinkage, however, gaps at joints exceeding 0.5mm at the perimeters is a deficiency.	Builder shall repair or replace defective wall covering. Builder is not responsible for discontinued patterns and/or variations in batch colour.	Peeling of wall covering attributable to Owners abuse or negligence is not a deficiency and is excluded from cover.
12.2 Mismatching in wall covering pattern installed by Builder.	Mismatching wall covering pattern that severely detracts from its intended purpose due to poor workmanship is a deficiency.	Builder shall remove mismatched wall covering and replace. Builder is not responsible for discontinued patterns and variations in batch colour.	
12.3 Lumps and ridges and nail pops in wallboard that appear after the Owner has wall covering installed by others.	Lumps, ridges and nail pops in wallboard are a deficiency.	Builder shall remedy the sub-strate defect in preparation for repainting and/or plastering if applicable by the Owner.	The Owner shall ensure that the surface to receive wall covering is suitable. Should defects arise in the sub-strate Builders responsibility is only to remedy the sub-strate defect.
13. Carpeting 13.1 Seams separate in Carpet installed by Builder.	Carpet joins will be visible under normal light conditions. However seams in carpeting that separate due to improper installation are deficiencies.	Builder shall correct to eliminate the separation.	Faulty installation is covered under the Guarantee, however, any defect in the carpet itself is covered by the Manufacturer/Supplier Warranty.
13.2 Carpeting supplied by the Builder comes loose or excessive stretching occurs.	Wall to wall carpeting that stretches or comes loose is a deficiency.	Builder shall re-secure loose carpeting one time only during the first two years of the Guarantee.	Carpet supplied by the Owner is not covered under the guarantee.

Deficiency	Construction Standard	Builder / MBS Responsibility	Exclusion
<p>14. Specialities 14.1 Fireplaces – Gas/Log Fire Installed by Builder Fireplace or chimney does not draw properly causing smoke to enter home.</p>	<p>A properly designed and constructed fireplace or chimney shall function correctly. However high winds can cause temporary negative or down draughts. Negative draughts can also be caused by obstructions such as tree branches, steep hillsides, adjoining homes, and interior furnaces/units. In some cases, it may be necessary to open a window slightly to create an effective draught. Since negative draught conditions could be temporary, it is necessary for the Owner to substantiate the problems to the Builder by constructing a fire so the condition can be observed.</p>	<p>When determined the malfunction is based upon improper construction of the fireplace, the Builder shall take the necessary steps to correct the problem.</p>	<p>When it is determined that the fireplace is properly designed and constructed, but still malfunctions due to natural causes beyond the Builders reasonable control, the Builder is not responsible.</p>
<p>14.2 Chimney/flue separation from structure to which it is attached.</p>	<p>Newly built fireplaces will often incur slight amounts of separation. Separation that exceeds 3mm from the main structure in any 3m vertical measurement is a deficiency.</p>	<p>Builder shall correct. Sealing or grouting is acceptable up to 3mm displacement.</p>	
<p>14.3 Cracks in masonry hearth or facing.</p>	<p>Small hairline cracks in mortar joints resulting from shrinkage are normal and to be expected. Cracks in stone or brick hearth or facing greater than 2mm in width are deficiencies.</p>	<p>Builder will repair cracks exceeding standard by pointing or patching. Builder is not responsible for colour variations between existing and new mortar.</p>	<p>Heat and flames from normal fires can cause cracking of firebrick and mortar joints. This should be expected and is not covered by this guarantee.</p>
<p>15 Other</p>	<p>If a deficiency is not specifically mentioned in defect tolerances and a claim is accepted, then the work will be completed in a tradesman-like manner to an industry standard.</p>		