**FROZEN PIPE RESPONSE**:

After the unprecedented Winter Storm this week, everyone in Texas has been affected in many ways. Frozen Pipes are one of the biggest challenges that have resulted from this record storm and temperatures and ARE NOT WARRANTABLE.

*Homeowners Manual* states the MOST Common NON-WARRANTABLE ITEMS INCLUDE:

* FROZEN WATER PIPES – Landon Homes will NOT be responsible for water pipes that freeze or burst.

In our *Express Limited Warranty Booklet*:

Page 4 – definition of Extreme Weather Condition.

Page 9 – Extreme weather conditions, page 9 section 7: Exclusions:

“extreme weather conditions , drought windstorm, hail, lightening, ice, snow, blizzard…” are excluded from coverage.

Page 22 Section 10 (B) performance standards for plumbing delivery systems

1. ii. The home owner is responsible for insulation and protecting exterior pipes and hose bibs from freezing weather and for maintaining a reasonable temperature inside the home during periods of extremely cold weather.

iii. The home owner is responsible for maintaining a reasonable internal temperature in a home regardless of whether the home is occupied or unoccupied and for periodically checking to ensure that a reasonable temperature is maintained.

Suggestion for Homeowners if pipes are frozen:

Please open your cabinet doors where the frozen faucet is located and remove all the contents so the heat from the house can get to the back wall. Please open your faucets and allow the heat to naturally help the pipes. Please remember these are not warrantable items and are not covered by Landon Homes limited warranty.”