



High Country Poured Walls, Inc.

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Limited Structural Poured Wall Warranty & Care Guide

Coverage Scope: Residential & Commercial Cast-in-Place Concrete Foundation Walls & Structures

Target Applications: High Country Poured Walls, Inc. Poured Wall Installations

Coverage Term: 5-Year Structural Workmanship & Material Warranty

1. What to Expect with Poured Concrete Walls

- **Structural Integrity:** Cast-in-place concrete walls provide superior strength, density, and fire resistance compared to traditional concrete block foundations. Walls are engineered to withstand lateral soil pressures when properly backfilled and drained.
- **Wall Tolerances:** Walls are placed and poured in accordance with American Concrete Institute (ACI) standards. Normal industry tolerances allow minor surface irregularities, tie-hole impressions, and slight variation in plumb or alignment.
- **Appearance & Color:** Curing rates, humidity, and concrete batch variations may cause minor color or texture variations across wall surfaces. These variations are aesthetic and do not affect structural performance.

2. Standard Performance Characteristics & Exclusions (Non-Structural)

Concrete curing involves natural shrinkage and chemical hydration. The following conditions are standard characteristics of poured foundation walls and are explicitly excluded from warranty coverage:

- **Shrinkage Cracking:** Non-structural hairline shrinkage cracks (1/8 inch or less in width) that do not leak water are normal characteristics of concrete curing and are excluded.
- **Third-Party Waterproofing:** High Country Poured Walls, Inc. provides structural wall installation. Damp-proofing, waterproofing membranes, exterior drain tile systems, or sump pumps installed by third parties or separate contractors are governed by their respective manufacturers and installers.
- **Exterior Grading & Backfill:** Settlement of exterior backfill soils is beyond our control. Damage resulting from premature backfilling before concrete achieves design strength, improper backfill placement, or inadequate site grading is excluded.
- **Acts of God & External Forces:** Damage caused by hydrostatic pressure from improper drainage, seismic activity, earth movement, flooding, or unapproved structural additions is excluded.

3. Warranty Terms & Remedies

High Country Poured Walls, Inc. warrants for a period of **5 years** from the date of completion:

- **Structural Defects:** Structural defects resulting directly from defective materials or workmanship that compromise the wall's integrity will be repaired or remediated.
- **Major Wall Cracking:** Uncontrolled structural cracks exceeding **1/4 inch** in width or height displacement will be evaluated for structural repair or epoxy injection at our sole discretion.

Warranty Terms & Remedies (continued)

- **Remedies:** Approved warranty remedies are limited to repair, structural reinforcement, or replacement of the affected section at the sole discretion of High Country Poured Walls, Inc.

4. Owner & Contractor Responsibilities

To maintain warranty coverage and ensure the long-term integrity of your foundation:

- **Curing Period:** Do not backfill or place heavy structural loads on new foundation walls until the concrete has cured for the recommended duration.
- **Positive Site Drainage:** Maintain a positive slope away from foundation walls (minimum 6-inch drop within the first 10 feet) to prevent water accumulation against the structure.
- **Downspouts & Runoff:** Ensure all roof downspouts discharge water at least 5 feet away from foundation walls.
- **Structural Alterations:** Do not core, cut, or modify structural walls without prior written consent from High Country Poured Walls, Inc.

5. Claim Procedure & Dispute Resolution

1. **Written Notice:** Warranty claims must be submitted in writing to High Country Poured Walls, Inc. within **30 days** of discovering the defect and prior to the expiration of the 5-year warranty period.
2. **Payment Condition:** Initial project installations must be paid in full prior to warranty inspection or service.
3. **Dispute Resolution:** In the event of an unresolvable dispute regarding covered defects, both parties agree to submit the matter to binding third-party arbitration. Arbitration costs shall be divided equally between High Country Poured Walls, Inc. and the property owner, replacing the right to litigation, jury trial, or class action proceedings.