



# CUSTOM COMFORT SOLUTIONS GUARANTEES

Participation in the program requires builders to comply with the CUSTOM COMFORT SOLUTIONS Program Requirements. The objective being that the home will be 40% more energy efficient as compared to the 2006 IECC code.<sup>1</sup> Building envelope requirements include: structure, air control layer, thermal control layer, bulk moisture control and vapor control. Mechanical, electrical and plumbing requirements must be met as well. Ask your sales representative for details on the full program guidelines.



## Guaranteed Heating and Cooling Energy Usage<sup>2</sup>

We guarantee the amount of energy homeowners use will not exceed the guaranteed usage. **Should the actual usage for heating and cooling exceed the guaranteed usage in any one-year period that begins after the first month of occupancy, we will reimburse the homeowner for 100% of the cost difference.**



## Guarantee ComFort<sup>3</sup>

We guarantee comfort with the promise that the center of every room will remain +/- 3° from the thermostat setting. **Should a comfort question arise within the first two years of purchase, a CCS agent will evaluate the situation and repair any defects in the home's original envelope.**

<sup>1</sup> To participate in the Custom Comfort Solutions Program, the total house air leakage must not exceed the ACH50, or the home must be built to an energy rating of 60 or below on the Home Energy Rating System (HERS) Index. When the program requirements are met, the home will be 40% more energy efficient as compared to a 2006 International Energy Conservation Code compliant home with a HERS Index score of 100. The builder must ensure compliance with applicable building codes and manufacturer requirements. When building in an area with no building code in effect, the builder must comply with the requirements of the current IECC for all items not addressed in the Custom Comfort Solutions Program.

<sup>2</sup> The guarantee is for projected energy use, not dollars. The guarantee applies only to energy used for heating and cooling. The guaranteed usage is calculated by a software program that considers typical energy consumption for heating and cooling in a similar home configuration and will be determined when each home is delivered. The guaranteed usage assumes the home is kept at a temperature no greater than 72 degrees in the winter and no less than 75 degrees in the summer. Actual usage will be calculated by deducting the base load from the total energy usage over a 12-month period, excluding the first month of occupancy. Base load is the average of the three months with the lowest energy usage in the past 12-month period. Any difference in energy use will be paid at resident's current utility rates at the time of the claim based upon actual energy usage over the 12-month period.

<sup>3</sup> CCS agent will evaluate the cause of the comfort issue and provide material to repair any defects, CCS Authorized Contractor is responsible to install any material. Guaranteed +/-3% from the center point of the room.