

From: [Burger ...](#)
To: Warranty@HeartlandOnline.com;
CC:
Subject: RE: weatherstripping
Date: Monday, April 11, 2005 3:49:44 PM
Attachments:

Michele

I spoke to a contractor that came out to check out putting on a storm door. According to him the reason the weather stripping tore again is because the threshold is not installed correctly. The screws that screw the top of the threshold in that you told me to cap? Well I can't cap them because the part of the threshold that is supposed to "float" doesn't and the screws that are supposed to be recessed, aren't, so I can't cap them because it's not installed correctly. So the weather stripping will always tear, since it wasn't installed correctly.

I wonder why Heartland does nothing about this? I realize our 60 days is up, our 1 year ended a little over a month ago, but unless I professionally installed my front door or I was a contractor, how would I know this would keep happening.. This is my first Heartland home and I guess zz zzz zzz't zzzzz zzzzzz within your 60 days/1 year zzz"zzz"zzz"zz"zzzz.. I would of thought Heartland took zzzzz"zzzzz"zzzzz , zzzzzz"zzzzz"zzzz"zzz!

Our basement still leaks and we moved in last February. This has been on-going even after we moved in and way-way before this past winter even set in. I guess since our basement still leaks water, I would imagine that Heartland is still honoring fixing that, but nothing else.. I know there is something about a 20 year warranty on waterproofing, however if it was installed correctly in the first place, I don't think I would of had this ongoing issue since we moved in. zzzzzzzzzzzzzz ...

I also want to make sure Heartland is taking care of all of the huge water spots on

the concrete bricks in our basement? I would imagine this will be taken care of when the problem is completely fixed since nothing sells a house faster than water in the basement or remnants from a water problem. tgo qxgf "cf f kqpcn\vgzv

Thanks

-----Original Message Follows-----

From: "Warranty@HeartlandOnline.com" <Warranty@HeartlandOnline.com>

To: DROMESBURG@HOTMAIL.COM

Subject: weatherstripping

Date: Mon, 11 Apr 2005 14:45:00

MIME-Version: 1.0

Received: from savvior.com ([66.207.128.144]) by MC6-F32.hotmail.com with

Return-Receipt-To: <Warranty@HeartlandOnline.com>

Organization: Heartland Homes, Inc.

Return-Path: Warranty@HeartlandOnline.com

X-OriginalArrivalTime: 11 Apr 2005 18:45:

03.0821 (UTC) FILETIME=[92DB27D0:01C53EC6]

Hi Dave,

I checked it out and yes Doug did take the front door off to replace the weatherstrip. You will have to go that route or you may want to install the kind of weatherstripping that installs on the front of the door.

I would suggest a hardware store to check it out. There are internet sites that may help. This Old House has a site with various homeowner tips/maintenace.

"

J qr g'vj cv'j gr u0'''

Vj cpm'0 lej grg'Vcnæeu'

EUE"B "J J K"