

Q: Does Tella Firma provide a warranty on its Product?

A: Yes. Tella Firma provides a 10-year limited warranty on its "Products". The warranty is provided to Tella Firma's customer, who is typically the concrete installation contractor, but may be the builder in the case where the builder is purchasing the Product and installing foundations on a 'labor only' basis.

Q: Does the homeowner or building owner get the benefit of the warranty?

A: Yes, indirectly. The coverage of the warranty is given to the concrete contractor (or in some cases the builder). Should a problem arise with the foundation, the owner must contact the Builder or general contractor, who will in turn determine if the owner problem is associated with the foundation. If it is, the Builder will contact the concrete contractor who will in turn contact Tella Firma if he determines that the source of the problem is due to a failure of the Tella Firma lifting Product.

Q: Do any other parties provide warranty coverage for the foundation?

A: Yes. The Concrete Contractor provides a warranty to the Builder. The Geotechnical Engineering firm and Engineering Design Firms typically carry Errors and Omissions (E&O) Insurance that covers the GeoTechnical survey and Engineering design for 10 years.

Q: What are the terms of the warranty from Tella Firma?

A: For a period of 10 year(s) from the date of installation Tella Firma warrants against failure of the foundation's structural integrity as a direct result of a failure of the Product causing excessive deflection or tilt in the foundation.

Q: What is the definition of a Tella Firma Product?

A: Tella Firma currently has two types of "Products: - Lifting Mechanism (Lifting Assemblies) and Steel Helical Piers.

Q: Does Tella Firma provide a warranty on the installation of the Lifting Mechanism?

A: No. Tella Firma does not install the Lifting Mechanism and therefore does not warranty the installation of the Lifting Mechanism. The Lifting Mechanism is typically installed by the concrete installation contractor.

Q: Does Tella Firma provide a warranty on the lifting of the slab?

A: Yes. The lifting of the slab is incorporated into the sale of the lifting mechanism and Tella Firma is responsible for lifting or elevating the slab once the concrete cures and the post-tension cables have been stressed. The same 10-year Tella Firma warranty applies to the lifting of the slab.

Q: Does Tella Firma provide a warranty on the installation of the Helical Piers?

A: Yes, but ONLY in the situation where Tella Firma is contracted to install the helical piers. In the case where the customer purchases the helical piers from Tella Firma, but installs the helical pier himself, Tella Firma does not provide an installation warranty.

Q: What is covered in the Tella Firma helical pier installation warranty?

A: For a period of 10 years from the date of installation, Tella Firma warrants against failure of the foundation's structural integrity as a direct result of improper installation of the helical pier causing excessive movement in the helical pier resulting in excessive deflection or tilt in the foundation. This warranty applies ONLY if Tella Firma installs the helical piers.

Q: What is NOT covered in the Tella Firma warranty?

A: Tella Firma does not warrant the GeoTechnical report, the foundation design (in which the pier loading is specified) the installation of the lifting mechanism or the installation of the slab / quality of the concrete. The GeoTechnical Engineer and Engineering Design Firms are responsible for the soils report and pier loading specification, respectively, and the concrete contractor is responsible for the installation of the lifting mechanism, per product specification, and the slab installation.

Q: Does that mean that Tella Firma warrants against ANY movement in the foundation?

A: No. All foundations will have some level of acceptable movement in the form of deflection and/or tilt. Acceptable deflection and or tilt in most cases is unnoticeable and does not result in failure of the foundation's structural integrity.

Q: Who defines what is acceptable deflection and/or tilt in a foundation?

A: The Texas Section of American Society of Civil Engineers (ASCE) has published guidelines that are accepted and used by Texas Home Warranty companies. Tella Firma warranty is based upon these guidelines and therefore excessive deflection or tilt will be determined by following the Texas Section of American Society of Civil Engineers (ASCE) Guidelines for the Evaluation and Repair of Residential Foundations, Version 2, Adopted May 1, 2009.

Q: What does the warranty pay for in the event of Product failure?

A: In the event that Product failure causes loss of structural integrity of the foundation, Tella Firma will replace the Product and repair, or pay to repair, the foundation to return it to structural integrity.

Q: Does the warranty pay for any cosmetic repairs?

A: No, the warranty is only for the foundation and therefore only pays for foundation repair. However, typically the majority of the costs are foundation repair costs.

Q: Are there any conditions or limitation on the coverage of the warranty?

A: Yes. Please read the Master Purchase, License and Warranty Agreement for more details.

Q: How do I learn more about the Tella Firma Foundation System?

A: Go to www.tellafirma.com for any questions or any of our latest updates or contact us at info@tellafirma.com