



NEW HOMEOWNER CARE GUIDE

Established 2024



Davis Homes of NC, LLC

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NEW HOMEOWNER CARE GUIDE



Congratulations on purchasing your new home!

We share your excitement about your new residence and look forward to working with you.

We designed this *Homeowner Guide* to assist you during and after the purchase of your home. The information presented here will answer many questions and prepare you for each step of the new home experience, making this exciting time easier. Please bring this guide to all scheduled meetings.

In addition to guiding you through the process of purchasing and building, this book provides you with maintenance information and a description of our home warranty guidelines, component by component. We recommend that you take time to review this material thoroughly.

If you need clarification or additional details about any topic discussed, please give us a call. We are delighted to welcome you as part of our family and are always ready to serve you.

Sincerely,

Watson D. Caviness
President
Davis Homes of NC, LLC



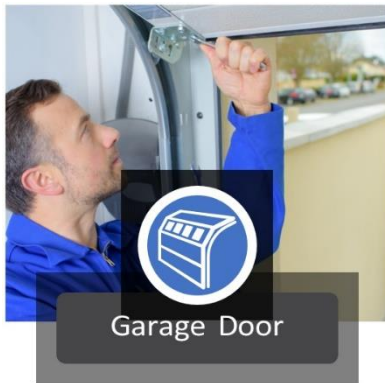
Shrinking of caulk is inevitable. For best results, re-caulk interior and exterior locations regularly. This is especially important for wet areas.



Concrete will crack due to expansion and contraction; this is normal. Do not use ice melt products on your new concrete, as this can cause chipping or flaking which is excluded from warranty.

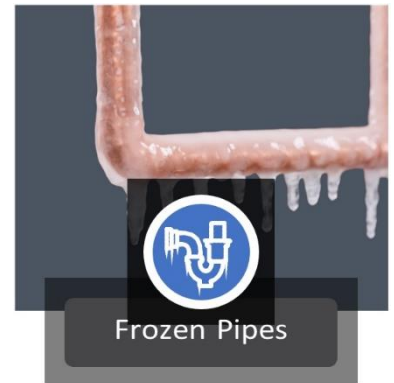


Clogged drains from household items (such as wipes, floss, oil/grease, etc) are excluded from warranty.



You may need to adjust door sensors if they become misaligned. Lubricate rollers and hinges every six months.

The Most Common Requests That Are Excluded From Your Warranty



Winterizing plumbing and irrigation prevents frozen pipes and harmful water damage. It is your responsibility to perform this maintenance.



Care of grass, sod, trees, and correcting erosion is a homeowner responsibility. Water may stand 48 – 72 hours after a heavy rain stops, or longer in drainage swales or if the ground is saturated. Winterize irrigation systems.



Small cracks, nail pops, or seams in drywall and paint (especially at trim, moldings, corners, tile, etc.) from settlement, acclimation, expansion or contraction are normal and are excluded from warranty. If available, extra paint may be left for touch-up of these or other cosmetic concerns.



It is important to maintain your HVAC system including changing filters. You will have better performance and efficiency, save on energy bills, preserve the manufacturer warranty, and extend the life of your system.

Additional Exclusions

Homeowner recognizes that the following are explicitly excluded from warranty:

1. Damage to the Home due to ordinary wear and tear, normal deterioration or lack of Homeowner maintenance.
2. Damage to the Home caused by casualties normally covered by standard homeowners insurance or damage resulting from natural catastrophes, acts of God, tropical storms, tropical depressions, hurricanes, fire, smoke, explosion, nuclear hazards, volcanoes, riots, civil unrest, vandalism, blasting, aircraft crash, aircraft noise, vehicles, mud slides, sink holes, power surges, power failures, water escape, flood, wind, hail, lightning, earthquake, insects, animals or falling trees.
3. Damage caused by abuse of the Home or use for non-residential purposes or any other manner which it is not intended.
4. Damage resulting from or made worse by Homeowner's failure to take appropriate action to prevent further damage, including notifying us of any defect within a reasonable time under the circumstances.
5. Damage to the Home caused by Homeowner (including accidental damage and damage during move-in), or damage caused by animals (including pets), or by an invitee, lessee, guest, trespasser, tenant, renter or other occupant of the Home.
6. Damage resulting from any changes after the Closing to the grading or drainage of the property on which the Home is located, or modifications or additions to the Home or the property under or around the Home.
7. Landscaping, including trees, plants, and grass are not covered by any warranty (homeowner maintenance).
8. Grading and drainage are not covered by any warranty. Maintenance is a homeowner responsibility.
9. Growth of grass seed, the health of sod, and prevention of erosion are dependent on Homeowner's care and maintenance. As part of construction, many areas will be left in their natural state and will not be landscaped in any way.
10. Damage from leakage or seepage by damaged water pipes or mains, alteration of landscaping by a third party (including, without limitation, any changes which cause the water to flow towards the dwelling), or prolonged direction of water against the outside foundation wall from a spigot, sprinkler, hose or improperly maintained gutters or downspouts.
11. Defects in or defects caused by materials furnished or work done at request of Homeowner by anyone other than us or our employees, agents or trade partners.
12. Non-structural cracks less than 1/4th inch in average width in concrete and masonry. It is not unusual for such cracks to appear in such surfaces and frequently occur due to normal settling of a Home. As new concrete hardens, normal shrinkage cracks often occur, and because concrete is not an elastic material, cracks are inevitable and rarely a cause for concern.
13. Cracks of less than 1/8 inch width in walls or ceilings. Hairline cracks are not unusual in drywall wall or ceiling surfaces.
14. Cracks in grouting of ceramic tile joints or at junctions with other materials such as a bathtub. These cracks are commonly due to normal wear and tear and/or shrinkage conditions.
15. Wood cracks or minor openings of wooden joints such as in panel doors, mitered casings and solid paneling. Such cracks and openings are generally caused by normal shrinkage during the drying out process of wood in the Home and may be mitigated with proper maintenance, including caulking. In addition, the Warranty does not cover cracking, twisting or turning of wood beams, unless such condition prevents the beam from otherwise meeting industry structural standards.
16. Damage caused by the fading, chalking or checking of paint, masonry, or other exterior finishes caused by sun or weather. In the event that we elect at our own discretion to perform any paint repairs or patching, Homeowner recognizes



NEW HOMEOWNER CARE GUIDE



that we cannot guarantee that the new paint will perfectly match the old paint. (Similarly, in the case of flooring replacement, we cannot guarantee exact color matches due to change production lots over time by the manufacturer).

- 17.** Any condition which does not result in actual physical damage to the Home including, but not limited to, inhabitability or health risk due to the presence or consequence of unacceptable levels of radon gas, formaldehyde, electric and magnetic fields, carcinogenic substances, dust or other pollutants and contaminants, noise, unpleasant odors, or the presence of hazardous or toxic onsite materials.
- 18.** Negligence, improper or inadequate maintenance or operation, or changes, additions or alterations by parties other than us or our trade partners with respect to the Home, systems, appliances, equipment and fixtures or appurtenances.
- 19.** Violations of applicable building codes or ordinances in effect at the time of construction, including model energy codes or governmental financing requirements, unless such violation results in a defect which is otherwise covered under this Warranty. Under such circumstances, our obligation under this Warranty shall be to repair the warranted defect, but shall not necessarily obligate us to restore or bring the Home into compliance with such code or ordinance.
- 20.** Loss or damage caused by or resulting from Homeowner's abnormal loading of structural elements which exceeds designed loads, including, without limitation, water beds, safes, weight benches, large fish tanks and pool tables.
- 21.** Bodily injury or damage to personal property and any and all incidental and consequential damages, including, without limitation, lost profits, stigma damages, time missed from employment, expenses to address special health or physical situations, costs of shelter, transportation, food, moving, storage or other incidental expenses of relocation during repairs.
- 22.** Loss or damage resulting from, or made worse by, changes in the grading, or drainage resulting from erosion or subsidence, or other soil movement; an damage caused by lack of or improper landscaping, changing the grade of a yard, or fencing, patios, spas, pools, or otherwise which alters the grading or the water table.
- 23.** Loss or damage resulting from, or made worse by, dampness, condensation, cold or heat buildup caused by Homeowner's failure to maintain proper ventilation.
- 24.** Loss or damage due to the actions of others, including, without limitation, actions by or failure to act of cities, counties, or utility companies, including failure to provide utility service to the Home or its property (including, without limitation, any delay or failure to provide DSL, INTERNET, cable, or telephone services to the Home).
- 25.** Loss or damage due to loss of views or privacy or noise, including, without limitation, loss of views or privacy resulting from the construction or occupancy of homes adjoining or adjacent to the Home. No warranty of any kind is made as to the future use of any land parcels adjacent to or near the Home.
- 26.** Loss or damage to land.
- 27.** Loss or damage to wiring between communication devices from the source of power, whether or not connected to the interior wiring system of the Home, including but not limited to, television cable, computer cable and security systems.
- 28.** Damage to tract boundary walls or fencing occurring after obligations for maintenance of such walls or fencing has been dedicated to and accepted by a homeowners association, maintenance district or governmental entity.
- 29.** Any appliance, equipment, or other item which is a "consumer product" for purposes of the Magnuson-Moss Warranty Act. However, some of these products have written warranties by the manufacturer.
- 30.** Any special, indirect, incidental or consequential damages, including, without limitation, any damages based on a claimed decrease in the value of the home, even if we have been advised of the possibility of such damages.

Air Conditioning through Wood Trim

An alphabetical list of the items in your home - including maintenance hints, warranty criteria, and troubleshooting tips where applicable:

Air Conditioning	Page 6	Gutters and Downspouts	Page 36
Alarm System	Page 8	Hardware	Page 36
Appliances	Page 8	Hardwood Floors	Page 37
Attic	Page 9	Heating System: Gas Forced Air	Page 39
Brick and Cultured Stone	Page 9	Heating System: Heat Pump	Page 41
Cabinets	Page 9	Humidifier	Page 43
Carbon Monoxide Detectors	Page 11	Insulation	Page 43
Carpet	Page 11	Landscaping	Page 43
Caulking	Page 13	Mildew	Page 46
Ceramic Tile	Page 14	Mirrors	Page 46
Concrete Flatwork	Page 14	Mold Prevention	Page 47
Condensation	Page 16	Paint and Stain	Page 48
Countertops	Page 17	Parging	Page 50
Crawl Space	Page 18	Pests and Wildlife	Page 50
Damp-proofing	Page 18	Plumbing	Page 50
Decks	Page 18	Property Boundaries	Page 54
Doors and Locks	Page 19	Railings	Page 54
Drywall	Page 20	Resilient (Vinyl) Flooring	Page 54
Easements	Page 21	Roof	Page 55
Electrical System	Page 21	Shower Doors or Tub Enclosures	Page 56
Energy and Water Conservation	Page 24	Siding	Page 57
Extended Absences	Page 26	Smart Home Technology	Page 58
Expansion and Contraction	Page 27	Smoke Detectors	Page 58
Fencing	Page 27	Stairs	Page 58
Fireplace	Page 28	Structured Wiring (Cable, Internet)	Page 59
Fire Prevention	Page 29	Termites	Page 59
Fixtures	Page 31	Utility Locations	Page 60
Foundation	Page 31	Ventilation	Page 60
Framing	Page 32	Water Heater - Electric	Page 61
Garage Overhead Door	Page 32	Water Heater – Gas	Page 62
Gas Shut-Offs	Page 33	Windows, Screens, Patio Doors	Page 63
Ghosting	Page 34	Wood Trim	Page 64
Grading and Drainage	Page 34		

Air Conditioning

Homeowner Use and Maintenance Guidelines

Note: Contact the HVAC installer and/or manufacturer within 30 days after closing to make sure your personal information has been registered with the manufacturer for warranty purposes. To preserve warranty coverage, have the original installer make any desired changes to the system including installing upgraded thermostats. Check filters at least once per month (replacing as needed), and have your HVAC service provider perform regular maintenance as recommended by the manufacturer to ensure system performance and to preserve manufacturer warranties. Do not turn off systems completely for an extended period of time (for example, if you plan to take a trip away from home). Do not install energy saving or power management boxes on your system which are designed to cut power in peak usage times, as this may reduce system performance or cause other issues.

Air conditioning can greatly enhance the comfort of your home, but if it is used improperly or inefficiently, wasted energy and frustration will result. These hints and suggestions are provided to help you maximize your air conditioning system.

Your air conditioning system is a whole-house system. The air conditioning unit is the mechanism that produces cooler air. The air conditioning system involves everything inside your home including, for example, drapes, blinds, and windows.

Your home air conditioning is a closed system, which means that the interior air is continually recycled and cooled until the desired air temperature is reached. Warm outside air disrupts this process and makes cooling impossible. Therefore, you should keep all windows closed. The heat from the sun shining through windows with open drapes is intense enough to overcome the cooling effect of the air conditioning unit. For best results, close the blinds and/or drapes on these windows.

Time is important in your expectations of an air conditioning system. Unlike a light bulb, which reacts instantly when you turn on a switch, the air conditioning unit only begins a process when you set the thermostat.

For example, if you come home at 6:00 pm when the temperature has reached 85 degrees and set your thermostat to 65 degrees, the air conditioning unit will begin cooling, but will take much longer to reach the desired temperature. During the whole day, the sun has been heating not only the air in the house, but the walls, the carpet, and the furniture. At 6:00 pm the air conditioning unit starts cooling the air, but the walls, carpet, and furniture release heat and nullify this cooling. By the time the air conditioning unit has cooled the walls, carpet, and furniture, you may well have lost patience.

If evening cooling is your primary goal, set the thermostat at a moderate temperature in the morning while the house is cooler, allowing the system to maintain the cooler temperature. The temperature setting may then be lowered slightly when you arrive home, with better results. Once the system is operating, setting the thermostat at 65 degrees will *not* cool the home any faster and can result in the unit freezing up and not performing at all. Extended use under these conditions can damage the unit.

Adjust Vents - Maximize air flow to occupied parts of your home by adjusting the vents. Likewise, when the seasons change, readjust them for comfortable heating.

Compressor Level - Maintain the air conditioning compressor in a level position to prevent inefficient operation and damage to the equipment.

See also Grading and Drainage

Humidifier - If a humidifier is installed on the HVAC system, or if you use a humidifier in the home, turn it off when you use the air conditioning; otherwise, the additional moisture can cause a freeze-up of the cooling system. Cold air holds less



NEW HOMEOWNER CARE GUIDE



moisture than warm air and there is ample ambient moisture in summer air. If your humidifier adds more, it can overwork the air conditioner and reduce its cooling effect.

Manufacturer's Instructions - The manufacturer specifies maintenance for the condenser. Review and follow these instructions carefully. Since the air conditioning system is combined with the heating system, also follow the maintenance instructions for your HVAC as part of maintaining your air conditioning system.

Temperature Variations - Temperatures may vary from room to room by several degrees. This is due to such variables as floor plan, orientation of the home on the home site, type and use of window coverings, and traffic through the home. Minor airflow adjustments may be needed. Airflow can be maximized by leaving interior doors open as much as possible.

Trial Run - Have a trial run early in the spring to test the air conditioning. (The same applies to heating in the fall.) If service is needed, it is much better to discover that before the cooling season is underway and service personnel become extremely busy.

TROUBLESHOOTING TIPS: NO AIR CONDITIONING

Before calling for service, check to confirm that the:

- Thermostat is set to "cool" and the temperature is set below the room temperature.
- Blower panel cover is installed correctly for the system blower (fan) to operate. Similar to the way a clothes dryer door operates, this panel pushes in a button that lets the fan motor know it is safe to come on. If that button is not pushed in, the system will not operate.
- Air conditioner and heater breakers on the main electrical panel are on. (Remember if a breaker trips you must turn it from the tripped position to the off position before you can turn it back on.)
- Switch on the side of the system is on.
- Condensation drain line is clear, and not clogged
- Filter is clean to allow airflow.
- Vents in individual rooms are open.
- Air returns are unobstructed.

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

One-Year Limited Warranty Guidelines

The air conditioning system should maintain a temperature of 78 degrees Fahrenheit or a differential of 15 degrees from the outside temperature, measured in the center of each room at a height of 5 feet above the floor. Lower temperature settings are often possible, but neither we nor the manufacturer guarantee this.

Compressor - The air conditioning compressor must be in a level position to operate correctly. If it settles during the warranty period, we will correct this.

Non-Emergency - Lack of air conditioning is not an emergency. Air conditioning contractors in our region respond to air conditioning service requests during normal business hours and in the order received.



NEW HOMEOWNER CARE GUIDE



Alarm System

Homeowner Use and Maintenance Guidelines

If your home selections included an alarm system, you will arrange for the final connection and activation after you move in. The original installer company will demonstrate the system, instruct you in its use, and provide identification codes for your family. We recommend that you test the system according to their instructions. **Note:** *to preserve warranty coverage, have the original installer make any desired changes to the system, such as upgrading control panels or adding cameras and other accessories.*

One-Year Limited Warranty Guidelines

We will correct wiring that does not perform as intended for the alarm system. We make no representation that the alarm system will provide the protection for which it is installed or intended.

Appliances

We confirm that all appliance surfaces are in acceptable condition during your orientation. We assign all appliance warranties to you, effective on the date of closing. The appliance manufacturers warrant their products directly to you according to the terms and conditions of those written warranties. Contact them directly:

- Whirlpool Appliances: 1-877-947-4334 OPT 2
- Frigidaire Appliances: 1-855-224-4987
- GE Appliances: 1-800-GE-CARES

Your closing documents are your proof of purchase. Please have model number and serial number ready when contacting the manufacturer:

	Model Number	Serial Number
Range	<input type="text"/>	<input type="text"/>
Range Hood	<input type="text"/>	<input type="text"/>
Cook Top	<input type="text"/>	<input type="text"/>
Wall Oven	<input type="text"/>	<input type="text"/>
Dishwasher	<input type="text"/>	<input type="text"/>
Refrigerator	<input type="text"/>	<input type="text"/>
Freezer	<input type="text"/>	<input type="text"/>
Microwave	<input type="text"/>	<input type="text"/>
Washer	<input type="text"/>	<input type="text"/>
Dryer	<input type="text"/>	<input type="text"/>
Disposal	<input type="text"/>	<input type="text"/>

Attic

Homeowner Use and Maintenance Guidelines

The attic space is an unheated space and is neither designed nor intended for storage. We provide access to this area for maintenance of mechanical services that may traverse the attic space. When you perform needed tasks in the attic, use caution and avoid stepping off wood members onto the drywall. This can result in personal injury or damage to the ceiling below. Your limited warranty coverage excludes such injury or damage.

One-Year Limited Warranty Guidelines

Your attic is inspected before your closing to confirm insulation is correct. No warranty is offered for attic use as storage.

Brick and Cultured Stone

Homeowner Use and Maintenance Guidelines

Brick and stone are among the most durable and lowest maintenance finishes for a home's exterior. A record of your brick or stone color is included in your selection sheets.

Efflorescence - The white, powdery substance that sometimes accumulates on masonry surfaces is called efflorescence. This is a natural phenomenon and cannot be prevented. In some cases, you can remove it by scrubbing with a stiff brush and vinegar. Consult your home center or hardware store for commercial products to remove efflorescence. Scrubbing cultured stone can affect coloration; check manufacturer instructions for cleaning directions.

Tuck-Pointing - After several years, face brick may require tuck-pointing (repairing the mortar between the bricks). Otherwise, no regular maintenance is required.

Weep Holes - You may notice small holes in the mortar along the lower row of bricks. These holes allow moisture that has accumulated behind the brick to escape. Do not fill these weep holes or permit landscaping materials to cover them.

One-Year Limited Warranty Guidelines

We check the brick and stone during your homeowner orientation to confirm correct installation of designated materials.

Cabinets

Homeowner Use and Maintenance Guidelines

Your selection sheets are your record of the brand, style, and color of cabinets in your home. If you selected wood or wood veneer cabinets, expect differences in grain and color between and within the cabinet components due to natural variations in wood grain and the way each piece takes stain.

Cleaning - Consult your manufacturer's recommendations regarding product to use in caring for your cabinets. Follow their directions. Use such products minimally to avoid excessive build-up. Using products not approved by the manufacturer may damage the finish.



NEW HOMEOWNER CARE GUIDE



Hinges - If hinges catch or drawer glides become sluggish, a small amount of silicone lubricant will improve their performance.

Moisture - Damage to cabinet surfaces and warping can result from operating appliances that generate large amounts of moisture (such as a crockpot) too near the cabinet. When operating such appliances, place them in a location that is not directly under a cabinet. Turning on the range hood fan while preparing meals can also help to minimize or avoid this problem.

Painted Cabinetry - Painted cabinets are a beautiful option, but special maintenance and care is required to maintain their striking appearance. There are inherent characteristics in painted cabinetry that are considered normal and acceptable:

- Wood is an imperfect product that takes in and expels moisture with changes in humidity even when finished. It is porous, and some woods are more porous than others.
- We offer painted cabinetry in several different colors and wood species, and each may have different characteristics when it comes to appearance and durability.
- It is expected with painted cabinetry that the joints of the doors and face frames may show. Since wood naturally expands and contracts, the joints on a door or face frame do the same. You may see hairline cracks in the finish surface at the joints in both doors and face frames. These joints are normal and do not affect the strength of the door or face frames. Although they may not be prevalent when the product is new, over time as the wood takes in and expels moisture, the joints may start to show. This is not considered a defect, as it is a characteristic of the wood.
- The end grains on doors and drawer fronts may also show through the paint. Tighter grained woods such as maple may lessen the appearance of the end grains, but will not completely eliminate them from showing.
- Painted cabinets also have a tendency to show chips, nicks, and dings more readily than stained cabinetry.

Maintenance of your painted cabinetry is essential to keeping it looking new for many years. Care should be taken to keep any excess water or moisture away from your painted cabinetry. Never use a steamer or steam cleaner on or around any wood surface. Water that is allowed to seep into the joints or open end grains may cause the wood to prematurely expand and could cause the paint to flake or chip. Cleaning painted cabinetry should be done according to manufacturer recommendations. Any excess water should be removed immediately and dried thoroughly.

Wood Grain - Each species of wood shows characteristics unique to that type of wood. For instance, maple has a fine, smooth grain. Color can vary from nearly white to slightly reddish brown. Mineral or sugar streaks occur in maple and vary from piece to piece. Oak has a long linear grain, often displaying rays; it may exhibit small pinholes and tight knots. Color can range from golden to deeper tones, including grays and even greens. Similarly, other types of wood will exhibit still other traits. Expect variation in the original materials and in the way those materials accept stain and finish products. These properties are part of the beauty of wood.

One-Year Limited Warranty Guidelines

During your homeowner orientation, we will confirm that all cabinet parts are installed and that their surfaces are in acceptable condition. Items requiring special lighting or viewing from specific angles to be visible will not be changed.

Alignment - Doors, drawer fronts, and handles should appear level and even when viewed from a normal position.

Operation - Cabinets should operate properly under normal use.

Painted cabinets - Painted cabinets will show hairline cracks at all joints in the doors and face frames. The construction seams where two cabinets meet may be more visible on painted cabinets compared to stained cabinets and have a higher tendency to show chips, nicks, and dings. No type of steam or steam cleaner should be used to clean cabinets or come in contact with cabinets, as loose or peeling paint caused by moisture is not covered under this warranty. Hairline cracks in



the joints of doors and face frames are also not covered under warranty and repair or touch up is Homeowner responsibility.

Separations - We will correct gaps between cabinets and the ceiling or cabinets and the walls by adding filler or other means if the gap exceeds 1/8 inch. Locations behind appliances are exempt from this repair.

Warping - If doors or drawer fronts warp in excess of 1/8 inch against the cabinet face we will correct this by adjustment or replacement. Replacements may take several months to manufacture and may have noticeable variations in wood grain and color.

Wood Grain - Readily noticeable variations in wood grain and color are normal in all wood or wood veneer selections. Replacements are not made due to such variations.

Carbon Monoxide Detectors

Homeowner Use and Maintenance Guidelines

Read the manufacturer's literature for detailed information on the care of your carbon monoxide detectors and when they should be replaced.

Cleaning - For your safety, clean each carbon monoxide detector monthly to prevent a false alarm or lack of response when needed. After cleaning, push the test button to confirm the alarm is working.

One-Year Limited Warranty Guidelines

We will test carbon monoxide detectors during the orientation to confirm that they are working and to familiarize you with the alarm. Our company does not represent that the carbon monoxide detectors will provide the protection for which they are installed or intended.

Carpet

Homeowner Use and Maintenance Guidelines

Your selection sheets provide a record of the brand, style, and color of floor coverings in your home. Please retain this information for future reference. Refer to your manufacturer's recommendations for additional information on the care of your carpet.

Cleaning - Always follow manufacturer recommendations for carpet care. You can add years to the life of your carpet with regular care. Carpet wears out because of foot traffic and dirt particles that get trampled deep into the pile beyond the suction of the vacuum. The dirt particles wear down the fibers like sandpaper and dull the carpet. The most important thing you can do to protect your carpet is to vacuum it frequently.

Vacuum twice each week lightly and once a week thoroughly. Heavy traffic areas may require more frequent cleaning. A light vacuuming is three passes; a thorough job may need seven passes. Vacuuming high-traffic areas daily helps keep them clean and maintains the upright position of the nap. A vacuum cleaner with a beater-bar agitates the pile and is more effective in bringing dirt to the surface for easy removal. Although the beater bar will cause more wear, so does the dirt trapped in the carpet. **Please note however, that beater bar vacuum attachments should not be used on any type of berber carpeting. This may result in permanent damage to the carpet and voids the warranty.**



NEW HOMEOWNER CARE GUIDE



Wipe spills and clean stains immediately. For best results, blot or dab any spill or stain; avoid rubbing.

Per the Manufacturer Warranty, have your carpet professionally cleaned regularly, usually after 12 to 18 months in your home and then once a year after that.

See also Stains

Crushing - Furniture and traffic may crush a carpet's pile fibers. Frequent vacuuming in high-traffic areas and glides or cups under heavy pieces of furniture can help prevent this. Rotating your furniture to change the traffic pattern in a room promotes more even wear. Some carpets resist matting and crushing because of their level of fiber, but this does not imply or guarantee that no matting or crushing will occur. Heavy traffic areas such as halls and stairways are more susceptible to wear and crushing. This is considered normal.

Fading - Science has yet to develop a color that will not fade with time. All carpets will slowly lose some color due to natural and artificial forces in the environment. You can delay this process by frequently removing soil with vacuuming, regularly changing air filters in heating and air conditioning systems, keeping humidity and room temperature from getting too high, and reducing sunlight exposure with window coverings.

Fuzzing - In loop carpets, fibers may break. Simply clip the excess fibers. If it continues, call a professional.

Pet Damage - Pet damage, such as from claws/teeth, fluids etc. is excluded from warranty.

Pilling - Pilling or small balls of fiber can appear on your carpet, depending on the type of carpet fiber and the type of traffic. If this occurs, clip off the pills. If they cover a large area, seek professional advice.

Rippling - With wall-to-wall carpeting, high humidity may cause rippling. If the carpet remains rippled after the humidity has left, have a professional re-stretch the carpeting using a power stretcher, not a knee-kicker.

Seams - Carpet usually comes in 12-foot widths, making seams necessary in many rooms. Visible seams are not a defect unless they have been improperly made or unless the material has a defect, making the seam appear more pronounced than normal. The denser and more uniform the carpet texture, the more visible the seams will be. Carpet styles with low, tight naps result in the most visible seams. Seams are never more visible than when the carpet is first installed. Usually with time, use, and vacuuming the seams become less visible. You can see examples in the model homes of how carpet seams diminish after they have been vacuumed repeatedly and have experienced traffic.

Shading - Shading is an inherent quality of fine-cut pile carpets. Household traffic causes pile fibers to assume different angles; as a result, the carpet appears darker or lighter in these areas. A good vacuuming, which makes the pile all go in the same direction, provides a temporary remedy.

Shedding - New carpeting, especially pile, sheds bits of fiber for a period of time. Eventually these loose fibers are removed by vacuuming. Shedding usually occurs more with wool carpeting than with nylon or other synthetics.

Snags - Sharp-edged objects can grab or snag the carpet fiber. When this occurs, cut off the snag. If the snag is especially large, call a professional.

Sprouting - Occasionally you may find small tufts of fiber sprouting above carpet surface. Simply use scissors to cut off the sprout. Do not attempt to pull it because other fibers will come out in the process.

Stains - No carpet is stain-proof. Although your carpet manufacturer designates your carpet as stain-resistant, some substances may still cause permanent staining. These include hair dyes, shoe polish, paints, and India ink. Some substances



destroy or change the color of carpets, including bleaches, acne medications, drain cleaners, plant food, insecticides, and food or beverages with strongly colored natural dyes as found in some brands of mustard and herbal tea. Refer to your manufacturer's Website for recommended cleaning procedures for your particular fiber. Pretest any spot-removal solution in an inconspicuous location before using it in a large area.

Static - Cooler temperatures outside and resulting dry air often contribute to static electricity inside. Confirm that your humidifier is set appropriately to help control static build-up.

Tack Strips - It may be normal to feel a tack strip by walls, edges, stairs, transitions, etc.

One-Year Limited Warranty Guidelines

During your new home orientation, we will confirm that your carpet is in acceptable condition. We will address stains or spots noted at this time by cleaning, patching, or replacement. We are not responsible for dye lot variations if replacements are made. Concerns resulting from lack of cleaning and maintenance are excluded from warranty coverage. The use of beater bar type of vacuum attachments on berber type carpet will void warranty coverage.

Edges - Edges of carpet along moldings and edges of stairs should be held firmly in place. In some areas, metal or other edging material may be used where carpet meets another floor covering.

Seams - Carpet seams will be visible.

Caulking

Homeowner Use and Maintenance Guidelines

Time and weather will shrink and dry caulking so that it no longer provides a good seal. As part of your routine maintenance, check the caulking and make needed repairs. Caulking compounds and dispenser guns are available at hardware stores. Read the manufacturer's instructions carefully to be certain that you select an appropriate caulk for the intended purpose.

Colored Caulk - Colored caulking is available where larger selections are provided. As with any colored material, dye lots can vary.

Latex Caulk - Latex caulking is appropriate for an area that requires painting, such as along the stair stringer or where wood trim meets the wall.

Silicone Caulk - Caulking that contains silicone will not accept paint and works best where water is present, for example, where tub meets tile or a sink meets a countertop.

One-Year Limited Warranty Guidelines

During your homeowner orientation we confirm that appropriate areas are adequately caulked.

All new homes go through a period of settlement, so your home may experience some minor material shrinkage, cracking, and other events which are normal and customary. Examples include small cracks in drywall and paint, and separation where dissimilar materials meet each other. For example, where moldings meet sheetrock, or where tile grout meets a sink. In most cases, paint and caulking is all that is necessary to conceal the types of blemishes that result from the natural

expansion and contraction of construction material. Because these events are normal and customary, they are not a defect or structural defect covered by this express limited warranty.

See also Countertops, Expansion and Contraction, Stairs, and Wood Trim

Ceramic Tile

Homeowner Use and Maintenance Guidelines

Your selection sheets include the brand and color of your ceramic tile.

Cleaning - Ceramic tile is one of the easiest floor coverings to maintain. Simply wipe or vacuum when needed. Occasionally, a wet mopping with warm water may be appropriate. If you feel a cleaning agent is required, consult the manufacturer.

Grout Cleaning - Use a brush and water to clean grout. If you feel a cleaning agent is required, consult the manufacturer.

Sealing Grout - Sealing grout is your decision and responsibility. Once grout has been sealed, ongoing maintenance is necessary to maintain protection against staining. Limited warranty coverage on grout that has been sealed is voided.

Separations - Expect slight separations to occur in the grout between tiles. Cracks in the grout can be filled using premixed grout purchased from flooring or hardware stores. Follow package directions. Tile around bathtubs or countertops may appear to be pulling up after a time. This is caused by normal shrinkage of grout or caulk, or normal foundation settlement or shrinkage of wood members as they dry out. If this occurs, the best remedy is to purchase tub caulk or premixed grout from a hardware store. Follow directions on the container. This maintenance is important to protect the underlying surface from water damage.

One-Year Limited Warranty Guidelines

During your homeowner orientation we confirm that tile and grout areas are in acceptable condition. We will repair or replace cracked, badly chipped, or loose tiles noted at that time. We are not responsible for variations in color or discontinued patterns. New grout may vary in color from the original.

Cracks: Cracks appearing in ceramic tiles are commonly due to shrinkage. Cracks are evaluated under normal viewing and lighting conditions. We are not responsible for color variations or products. Any grouting or caulking that is needed after closing is your responsibility.

Concrete Flatwork

Homeowner Use and Maintenance Guidelines

Freeze/thaw cycles in our climate are responsible for the majority of the homeowner concerns with concrete. The constant expansion and contraction of the soil under the concrete and the concrete itself causes shifting and movement that can result in cracks. By maintaining good drainage, you protect your homes' foundation and the concrete flatwork: the patio, driveway, garage floor and concrete slabs, and sidewalks. Reinforcing concrete using wire mesh or reinforcing bar does not eliminate cracking. The reinforcing helps control the cracking that will naturally occur.

Cleaning - Avoid washing exterior concrete slabs with cold water from an outside faucet when temperatures are high and the sun has been shining on the concrete. The abrupt change in temperature can damage the surface bond of the concrete.



NEW HOMEOWNER CARE GUIDE



We recommend sweeping for keeping concrete clean. If washing is necessary, do this when temperatures are moderate. Repeated cleaning of the garage floor by hosing can increase soil movement by allowing water to penetrate any existing cracks. We recommend sweeping to clean the garage floor. Avoid using soap on an unpainted concrete floor. Because of the porous nature of concrete, soap (or any cleaner that lathers) is extremely difficult to rinse off.

Control Joints - Control joints are grooves tooled or sawed into concrete flatwork in an effort to keep cracks in those locations rather than having them occur randomly.

Cracks - Because concrete is a water based product, shrinkage and cracking will occur. For example, a typical concrete slab 10 feet across can shrink approximately 5/8 inch as it cures. Some of this shrinkage shows up as cracks. Cracking of concrete flatwork also results from temperature changes that cause expansion and contraction. Soil and climate conditions in our area can cause frost heave, which may cause concrete movement and may result in concrete cracks. During the summer, moisture finds its way under the concrete along the edges or through cracks in the surface. In winter, this moisture forms frost that can lift the concrete, increasing the cracking. As cracks occur, seal them with a waterproof concrete caulk (available at hardware or home improvement stores) to prevent moisture from penetrating to the soil beneath. If not addressed this could erosion and further issues.

Expansion (Isolation) Joints - We sometimes install expansion joints to isolate a concrete slab from other parts of the home such as foundation walls, garage floor, and so on. They permit movement of the slab in response to soil expansion and can help reduce cracking. However, as the concrete shrinks during the curing process, moisture can penetrate under the concrete and cause separation or displacement. When this occurs, fill the resulting gap with a gray silicone sealant which you can purchase at most hardware stores.

Heavy Vehicles - Prohibit commercial or other extremely heavy vehicles such as moving vans and large delivery trucks from pulling onto your driveway. We design and install concrete drives for conventional residential vehicle use only: family cars, vans, light trucks, bicycles, and so on.

Ice, Snow, and Chemicals - Driving or parking on snow creates ice on the drive which magnifies the effects of snow on the concrete surface. Remove ice and snow from concrete slabs as promptly as possible after snowstorms. Protect concrete from abuse by chemical agents such as pet urine, fertilizers, radiator overflow, repeated hosing, or de-icing agents such as road salt that can drip from vehicles. All of these items can cause spalling (chipping of the surface) of concrete. **Caution: Exposure to deicers or salt may damage the concrete surface and will void warranty coverage.**

Sealer - A concrete sealer, available at paint stores, will help you keep concrete flatwork clean and protected from moisture. Sealant should be applied once a year or as according to the manufacturer's directions.

Spalling (Surface Chips) - Causes of spalling include fertilizer, un-cleared snow and ice, ice-melting agents, road salts from vehicles, animal urine, radiator overflow, etc. Spalling is excluded from warranty.

One-Year Limited Warranty Guidelines

Color - Concrete slabs vary in color. We provide no correction for this condition.

Cracks - It is not unusual for cracks less than 1/4th of one inch in average width to appear in concrete surfaces. These are non-structural and frequently occur due to normal settling of a Home. When new concrete hardens, normal shrinkage cracks often occur, and because concrete is not an elastic material, minor cracks (less than 1/4th of an inch in average width) are inevitable and are rarely a cause for concern.

Separation - We will correct separation of concrete slabs from the foundation wall if separation exceeds one inch.



Spalling (Surface Chips) - Causes of spalling include fertilizer, un-cleared snow and ice, ice-melting agents, road salts from vehicles, animal urine, radiator overflow, etc. Spalling is excluded from warranty.

GARAGE FLOOR

Garage Floor Cracks - We will repair cracks in garage floors in excess of 1/4 inch in average width. When repairs are necessary the color and texture of the repair materials will vary from the original concrete.

Settling or Heaving - We will repair slabs that settle or heave if this movement causes water to drain towards the home.

DRIVEWAY

Cracks in driveways are excluded from warranty.

Condensation

Homeowner Use and Maintenance Guidelines

Condensation occurs when warmer moist air comes in contact with a colder surface. Outside you see this as dew; inside you may see it as a layer of moisture on a glass containing a cold beverage, on windows and glass doors. This condensation comes from high humidity within the home combined with low outside temperatures and inadequate ventilation. Family lifestyle significantly influences two out of three of these conditions. During cold weather in particular, ensure that warm air from the heat registers located near windows can flow unobstructed. This helps minimize condensation. Also ensure that window coverings are open at least slightly for the same reason.

Humidifier Operation - If your home includes a humidifier, closely observe manufacturer's directions for its use. Instructions to turn the humidifier off during air conditioning season are typical. Moderate settings in winter can maintain desired comfort levels without contributing too much moisture to your home. You may need to experiment to find the correct level for your family's lifestyle.

New Construction - Some experts have estimated that a typical new home contains 50 gallons of water. Water is part of lumber, concrete, drywall texture, paint, caulk, and other materials used in building. Wet weather during construction adds more. This moisture evaporates into the air as you live in your home—adding to the moisture generated by normal living activities. Over time, this source of moisture will diminish.

Normal Activities - As you live in your home, your daily lifestyle contributes to the moisture in the air also. Cooking, laundry, baths and showers, aquariums, plants, house and so on all add water to the air in your home. Likewise, your daily routine can mitigate the amount of moisture in your home and reduce condensation on interior surfaces. Your daily habits can help keep your home well-ventilated. Run the hood fan while you are cooking. Run your bath fans for a minimum of 30 minutes after bathing or showering. Air your house by opening windows for a time when weather permits.

Temperature - Avoid setting your thermostat at extreme temperatures. Heating your home will cause the materials to dry out faster, generating more moisture into the air. Drying the materials out too fast also increases shrinkage cracks and separations.

Ventilation - The best way to assure adequate moisture ventilation after a shower is to run exhaust fans in bathrooms, leaving the bath fan running for a minimum of 30 minutes after bathing or showering. Use your range hood fan when using the stove. When weather conditions permit, open windows so fresh air can circulate through your home. Keep the dryer exhaust hose clean and securely connected.

See also Ventilation

One-Year Limited Warranty Guidelines

Condensation results from weather conditions and a family's lifestyle. We have no control over these factors. The limited warranty coverage excludes condensation.

Countertops

If your home has granite or cultured marble counter tops, no two pieces will have the same pattern or exactly the same color. The product installed in your home will vary in color and pattern from the sample you selected.

Homeowner Use and Maintenance Guidelines

Acids - Remember that acid from citrus fruit or soda can etch some natural stone surfaces.

Caulking - The caulking between the countertop and the wall, along the joint at the backsplash (the section of counter that extends a few inches up the wall along the counter area), and around the sink may shrink, leaving a slight gap. Maintaining a good seal in these locations is important to keep moisture from reaching the wood under the laminates or granite and to prevent warping. This is a homeowner responsibility to maintain.

Cleaning - Mix a small amount of mild detergent in clean water and use a clean cloth. Dry with a soft clean cloth. Do not allow water to sit on the surface, especially on the seams. Avoid abrasive cleaners or scouring pads that will damage the luster of the surface.

Cutting - Use a cutting board to protect your counters when you cut or chop.

Heat - Protect the counter from heat and from extremely hot pans. To prevent possible damage, use a protective pad under the item. If you cannot put your hand on it, do not put it on the counter. Do not use countertops as ironing boards and do not set lighted cigarettes on the edge of the counter.

Moisture - Coffee pots, electric fry pans, slow cookers, and so on are the major cause of swelling problems. Rubber drain mats can trap moisture beneath them, causing the laminated plastic to warp and blister. Dry the surface as needed.

Sealer - Granite is highly resistant to chips and scratches, but it is porous. The granite surface should be treated every six to twelve months with a sealer to help prevent staining. If droplets of water dripped on the countertop bead up the sealer is still doing its job. If not, the sealer should be applied.

One-Year Limited Warranty Guidelines

During your new home orientation we confirm that all countertops are in acceptable condition. We repair noticeable surface damage such as chips, cracks, and scratches noted on your homeowner orientation agenda. Repair of surface damage noted subsequent to this is one of your home maintenance responsibilities.

Separation from Wall - Separation of countertops from walls, backsplash, and around sinks results from normal shrinkage of materials. Separation can also be caused on exterior walls by temperature differences between the exterior and the interior of the home. Caulking will be one of your home maintenance responsibilities.

Crawl Space

Homeowner Use and Maintenance Guidelines

The crawl space is not intended as a storage area for items that could be damaged by moisture. Wood stored in a crawl space can attract termites. You may notice slight dampness in the crawl space. Landscaping that is correctly installed helps prevent excessive amounts of water from entering crawl spaces. Report standing water for inspection.

See also Ventilation

One-Year Limited Warranty Guidelines

During your homeowner orientation we will check the condition of soils in the crawl space. Soils in the crawl space may be damp but should not have standing water. Provided that you have not altered the drainage nor caused excessive moisture to accumulate and remain in this area with incorrect landscaping, we will correct the conditions that result in persistent standing water.

Damp-proofing

Homeowner Use and Maintenance Guidelines

We spray your foundation walls with a damp-proofing material as required by local codes. This is not waterproofing. Although we make every effort to assure a dry foundation, during times of excessive moisture, you may notice some dampness. Over time, natural compaction of soils in the backfill areas will usually eliminate this condition. Careful maintenance of positive drainage will also protect your foundation from this condition.

One-Year Limited Warranty Guidelines

We will correct conditions that allow actual water to enter the foundation unless the cause is improper installation of landscaping or failure to adequately maintain drainage and grade after closing.

Decks

Homeowner Use and Maintenance Guidelines

Wood decks add to the style and function of your home and are a high maintenance part of your home's exterior.

Effects of Exposure - Wood decks are subject to shrinkage, cracking, splitting, cupping, and twisting. Nails or screws may work loose and will need routine maintenance. Plan to inspect your decks regularly—a minimum of once each year—and provide needed attention promptly to maintain an attractive appearance and forestall costly repairs. We recommend that you treat or re-stain your decks, and maintain annually to keep them looking their best.

Foot Traffic - As you use your decks, abrasives and grit on shoes can scratch or dent the wood surface. Regular sweeping and mats can mitigate this but will not completely prevent it.

Outdoor Furniture - Moving grills, furniture, or other items can damage the surface of the decking. Use caution when moving such items to prevent scratches, gouges, and so on.



Sealing or Water Repellent - To prolong the life and beauty of your deck, treat it periodically with a water repellent or wood preservative. Local home centers or hardware stores offer several products to consider for this purpose. Always follow manufacturer directions carefully.

Snow and Ice - Heavy snow or ice that remains on the deck over long periods increases wear and tear on the deck. Prompt removal can reduce adverse effects. Use caution in shoveling to avoid needless scratching of the deck boards.

Stain - Exposed wood decks that have been stained will show readily noticeable variation in color. Each board takes the same stain differently at installation and over time, with exposure to weather and use, further variations in color will occur.

One-Year Limited Warranty Guidelines

Exposed wood decks are constructed to meet structural and functional design. During your homeowner orientation, we will confirm that the wood decks are in satisfactory condition.

Color Variation - Color variations are a natural result of the way in which wood accepts stain and are excluded from limited warranty coverage.

Replacement Boards or Rails - Some shrinkage, cracking, splitting, cupping, and twisting are natural occurrences in wood decks and are excluded from limited warranty coverage. In the event that we needed to provide replacement of boards or rails, the new material will vary in color from pieces that have been exposed to elements and use. Corrections needed for concerns that result from lack of normal maintenance are your responsibility.

Doors and Locks

Homeowner Use and Maintenance Guidelines

Doors installed in your home are made of a variety of materials and in several styles. Minor maintenance is sometimes needed and with just routine care they will serve you well for many years.

Barn, Bi-Fold or Bypass Doors - Interior barn or bypass doors sometimes stick because of weather conditions. Apply a silicone lubricant to the tracks to minimize this inconvenience. These doors can easily lose alignment. A misaligned door can be re-adjusted to its proper position. This is part of routine homeowner maintenance.

Exterior Finish - Your exterior doors will be painted according to the exterior color chart and the manufacturer's recommendations. The frequency of maintenance needed for painted finishes on exterior doors will be influenced by your home's exposure to sun or orientation on the home site. To ensure longer life for your exterior wood doors, plan to refinish them at least once a year. Stained exterior doors with clear finishes tend to weather faster than painted doors. Treat the finish with a wood preserver every three months to preserve the varnish and prevent the door from drying and cracking. Reseal stained exterior doors whenever the finish begins cracking or crazing. Separation between exterior door frames and trim is normal due to materials expansion and contraction rates of the different materials. This is excluded from warranty.

Hinges - You can remedy a squeaky door hinge by removing the hinge pin and applying a silicone lubricant to it. Avoid using oil, as it can gum up or attract dirt. Graphite works well as a lubricant but can create a gray smudge on the door or floor covering beneath the hinge if too much is applied.

Locks - If required, lubricate exterior door locks with graphite or other waterproof lubricant. Avoid oil, as it will gum up.



NEW HOMEOWNER CARE GUIDE



Slamming - Slamming doors can damage both doors and jambs and can even cause cracking in walls. Teach children not to hang on the doorknob and swing back and forth; this works loose the hardware and causes the door to sag.

Sticking - The most common cause of a sticking door is the natural expansion of lumber caused by changes in humidity. When swelling occurs during a damp season it may cause sticking. Do not plane the door unless it continues to stick after the weather changes. Before planing a door because of sticking, try two other steps: first, apply either a paste wax, light coat of paraffin, or candle wax to the sticking surface; or second, tighten the screws that hold the door jamb or door frame. If planing is necessary even after these measures, use sandpaper to smooth the door and paint the sanded area to seal against moisture.

Warping - Some minor warping of interior doors is normal due to natural fluctuations in humidity caused by forced air heat pump, showers, dishwashers, and so on. Interior doors may occasionally require minor adjustments. If a door warps slightly, keeping it closed as much as possible often returns it to normal. The exterior doors installed in your home are made of either metal or fiberglass materials with interior wood frames. These products can also be subject to shrinkage and warping due to temperature differential between inside and outside surfaces.

Weather Stripping - Weather stripping wears out over time. We recommend that each fall you inspect the weather stripping, striker plates, and swipes around the perimeter of the entry doors. Adjust or replace as necessary. Exterior door thresholds occasionally require adjustment or replacement.

One-Year Limited Warranty Guidelines

During your homeowner orientation we confirm that all doors are in acceptable condition and correctly adjusted. We will repair construction damage to doors noted on your homeowner orientation documents.

Adjustments - Because of normal settling of the home, doors may require adjustment for proper fit.

Failure to Latch - If a door will not latch because of minor settling during the first year of occupancy, please notify us.

Storm doors - Adjustments and maintenance are a homeowner responsibility, damage is excluded from warranty, manufacturer's warranty may apply.

Threshold / Weather Stripping - Weather stripping and exterior door thresholds occasionally require adjustment or replacement. This is Homeowner maintenance and is excluded from warranty. Do not use solvents on the sill. To clean, use water and a soft rag. Some air and dust will infiltrate around exterior doors; our warranty excludes this occurrence.

Warping - Doors should operate with relative ease to engage and release the latch. We will repair doors that warp in excess of 1/4 inch beyond the doorjamb when the door is closed. In the case of double doors, if either side permanently warps more than 1/4 inch beyond the face of the adjacent door, we will repair it.

Drywall

Homeowner Use and Maintenance Guidelines

After closing, care of drywall is one of your maintenance responsibilities and are excluded from your warranty. Slight cracking, nail pops, or seams may become visible in walls and ceilings. These are caused by the shrinkage of the wood and normal deflection of framing members to which the drywall is attached. Most drywall repairs can be easily made. This work is best done when you redecorate the room. We recommend that you wait through one complete seasonal cycle to do so.



Repair hairline cracks with a coat of paint. You can repair slightly larger cracks with spackle. To correct a nail pop, reset the nail with a hammer and punch. Cover it with spackle, which is available at paint and hardware stores. Apply two or three thin coats. When dry, sand the surface with fine-grain sandpaper, and then paint. You can fill indentations caused by sharp objects in the same manner.

One-Year Limited Warranty Guidelines

During your homeowner orientation, we confirm that drywall surfaces are in acceptable condition.

Related Warranty Repairs - If a drywall repair is needed as a result of other warranty-based repair (such as a plumbing leak), we complete the repair by touching up the repaired area with the same paint that was on the surface when the home was delivered. If more than one-third of the wall is involved, we will repaint the wall corner to corner. You are responsible for custom paint colors or wallpaper that has been applied subsequent to closing. The effects of time on paint and wallpaper, as well as possible dye lot variations, mean touch-up can vary from the surrounding area.

Truss Uplift - Truss uplift can occur when outside temperatures are significantly colder than inside temperatures. The result appears as a minor crack along the joint of the ceiling and wall. We will repair separations in excess of 3/16 inch.

Easements

Homeowner Use and Maintenance Guidelines

Easements are areas where such things as utility supply lines can pass through your property. They permit service to your home site and adjacent lots, now and in the future. Your home site will also include drainage easements: the runoff from adjacent lots may pass across your property. Likewise, water from your property may run across a neighboring lot. Easements are recorded and are permanent.

Trees, shrubs, gardens, play equipment, storage sheds, fences, or other items which you install in or across these easements may be disturbed if service entities—such as the gas, electric, or phone companies—need access to lines for repairs or to connect service to nearby properties.

Utility companies and others have the right to install equipment in easements. These might include streetlights, mailboxes, or junction boxes to name a few. Neither you as the homeowner, nor we as your builder have the authority to prevent, interfere with, or alter these installations. Plans for the location of such items are subject to change by the various entities involved. Because they have no obligation to keep us informed of such changes, we are unable to predict which sites will include such equipment.

See also Grading and Drainage, and Property Boundaries

Electrical System

Homeowner Use and Maintenance Guidelines

Know the location of the breaker panel; it includes a main shut-off that controls all the electrical power to your home. Individual breakers control the separate circuits. Each breaker is marked to help you identify which breaker is connected to which major appliances, outlets, or other service. Should a failure occur in any part of your home, always check the breakers in the main panel box.



NEW HOMEOWNER CARE GUIDE



ARC Fault Circuit Interrupter (AFCI) - Designed as a safety feature, ARC fault circuit interrupters are required for all bedroom outlets. They protect you from injury or damage due to appliances with damaged cords, loose connections, or nicked or pinched wires inside the walls. If an AFCI breaker trips, check any cords used in the effected outlet first before re-setting the AFCI break at the breaker panel. Turn the breaker “off” then to “on” to reset it. **If you find no explanation with an item you had plugged in, call for service.**

Breakers - Circuit breakers have three positions: on, off, and tripped. When a circuit breaker trips, it must first be turned off before it can be turned on. Switching the breaker directly from tripped to on will not restore service.

Breakers Tripping - Breakers trip because of overloads caused by plugging too many appliances into the circuit, a worn cord or defective appliance, or operating an appliance with too high a voltage requirement (such as a power tool) for the circuit. The starting of an electric motor can also trip a breaker. If any circuit trips repeatedly, unplug all items connected to it and reset the breaker. If it trips when nothing is connected to it, you need an electrician. If the circuit remains on, one of the items you unplugged is defective and will require repair or replacement.

Buzzing - Fluorescent fixtures use transformer action to operate. This action sometimes causes a buzzing which is normal.

Dimmable Fixtures/Dimmers with CFL Bulbs - Dimmers have changed a lot in recent years. The old dimmers were a buzzing heat source that didn’t save any power at all. Today’s dimmers are much improved and actually save power. Dimmers can come with a rotary knob or a slider and may be used to control larger light sources. Please note that if you are using compact florescent lights (CFLs) for lighting, use dimmable bulbs. A little buzzing with CFLs is normal.

Fixture Location - We install light fixtures as near as possible to the locations indicated on the plans. Structural elements (framing) sometimes require location changes. Moving fixtures to accommodate specific furniture arrangements or room use is your responsibility.

GFCI (Ground-Fault Circuit Interrupters) - GFCI receptacles have a built-in element that senses fluctuations in power. Quite simply, the GFCI is a circuit breaker that offers personal protection against electric shock. Building codes may require installation of these receptacles in bathrooms, the kitchen, and outside (areas where an individual can come into contact with water while holding an electric appliance or tool). Heavy appliances such as freezers or power tools will trip the GFCI breaker.

Caution: Never plug a refrigerator or food freezer into a GFCI-controlled outlet. The likelihood of the contents being ruined is high and the limited warranty excludes such damage.

Each GFCI receptacle has a test and reset button. Once each month, press the test button. This will trip the circuit. To return service, press the reset button. If a GFCI breaker trips during normal use, it may indicate a faulty appliance and you will need to investigate the problem. One GFCI breaker can control multiple outlets.

Grounded System - Your electrical system is a three-wire grounded system. Never remove the bare ground wire that connects to the box or device.

Light Bulbs - You are responsible for replacing burned-out bulbs other than those noted during your new home orientation.

Modifications - If you wish to make any modifications, contact us first. **Having another electrician modify your electrical system during the warranty period will void that portion of your limited warranty.**

Motion Switches - One of the energy saving devices in your home is the motion sensor. There are three set points on the switch: off, sensor, & on. When in the “on” position the light will remain illuminated until you turn it off. When in “sensor” position, this device senses your presence and turns on the light while you are in the space. After you leave, the light will



NEW HOMEOWNER CARE GUIDE



automatically turn off. If you are using a CFL bulb with this device, ensure you use a dimmable bulb as a regular CFL performs poorly in conjunction with motion switches.

Outlets - If an outlet fails to work, check first to see if it is controlled by a wall switch or GFCI. Next, check the breaker. If you have small children in your home, install safety plugs to cover unused outlets. Education of children to electrical safety is important—they need to know how to use electrical outlets, sockets, or fixtures. This also minimizes the air infiltration that sometimes occurs with these outlets.

TROUBLESHOOTING TIPS: NO ELECTRICAL SERVICE

No Electrical Service Anywhere in the Home

Before calling warranty or the electrician, check to confirm that the—

- Service is not out in the entire area. If so, contact the utility company.
- Main breaker and individual breakers are all in the on position.

No Electrical Service to One or More Outlets

Before calling warranty or the electrician, check to confirm that the—

- Main breaker and individual breakers are all in the on position.
- Applicable wall switch is on
- GFCI is set (see details on GFCIs, earlier in this entry)
- Item you want to use is plugged in
- Item you want to use works in other outlets
- Bulb in the lamp is good

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

Underground Cables - Before digging, check the location of buried service leads by contacting utility locators. Maintain positive drainage around the foundation to protect electrical service connections.

Under- or Over-Cabinet Lights - The selection of optional under- or over-cabinet lighting provides either task lighting or atmosphere to your kitchen. We suggest you note the size and type of bulbs in these fixtures and keep replacements on hand.

One-Year Limited Warranty Guidelines

During your homeowner orientation, we confirm that light fixtures are in acceptable condition and that all bulbs are working. Our limited warranty excludes any fixture you supplied.

Designed Load - We will repair any electrical wiring that fails to carry its designed load to meet specifications. If electrical outlets, switches, or fixtures do not function as intended, we will repair or replace them.

GFCI (Ground-Fault Interrupters) - We are not responsible for food spoilage that results from your plugging refrigerators or freezers into a GFCI outlet.

Power Surge - Power surges are the result of local conditions beyond our control and are excluded from limited warranty coverage. They can cause burned-out bulbs or damage to sensitive electronic equipment such as TVs, alarm systems, and computers. Damage resulting from lightning strikes is also excluded from limited warranty coverage.

Energy and Water Conservation

Keep these conservation hints in mind as you use your home's features.

Heating and Cooling

- Maintain your home's heating and cooling systems in clean and good working order to prevent inconvenience and maximize efficiency. Arrange for a professional to service heat and air conditioning systems a minimum of once every two years.
- Keep filters clean or replace them regularly.
- Learn how to use your programmable thermostat for comfort and efficient energy use.
- If you have a zoned system (more than one system and separate controls) think through operating schedules and temperature settings to maximize comfort and minimize energy consumption.
- Keep the garage overhead doors closed.

WINTER

- During cold days, open window coverings to allow the sun to warm your home. Close them when the sun begins to set.
- Where applicable, limit use of a wood burning fireplace in extremely cold or windy weather when the chimney draft will draw room air out at an extreme rate.
- During the winter, humidifying the air in your home allows the air to retain more heat and is a general health benefit. Note: If condensation develops on your windows, you have taken a good thing too far and need to lower the setting on the humidifier. The setting requirements change with the outside temperature; your manufacturer owner's manual contains a table defining these.
- Avoid use of the humidifier when you are using your air conditioner.
- If you expect a house full of dinner guests, you can turn the heat down a few degrees as body heat will make up the difference.

SUMMER

- If you include them in your home, ceiling fans use only one tenth as much electricity as air conditioners and the moving air allows you to feel comfortable at temperatures several degrees higher.
- On hot days, close all windows and the window coverings on windows facing the sun to minimize solar heating.

Water and Water Heater

- If you have a traditional tank style water heater, set it at "normal" or 120 degrees Fahrenheit if your dishwasher has a water booster heater. If not, set the water heater at 140 degrees Fahrenheit.
- Follow the steps outlined in the manufacturer's directions for draining water from your water heater in order to remove accumulated hard-water scale that builds up inside the tank. Timing will depend on the nature of your water supply.
- If you have a tankless or heat pump water heater, follow manufacturer instructions for the timing and steps to clean the unit.
- Correct plumbing leaks, running toilets, or dripping faucets as soon as possible.
- Keep aerators clean.
- Use the dual flush feature on low flush toilets whenever possible.
- Front loading washing machines require less than half the water of top-loaders. They also cause less wear and tear on clothing and because they wring more water out in the spin cycle, laundry dries faster.

Appliances

- In selecting your home's appliances, compare the information on the energy sticker. Sometimes spending a bit more up front can reduce operating costs over the life of the appliance, conserving energy at the same time.
- Use cold water when operating your disposal. This not only saves hot water you pay to heat, it preserves the disposal motor.
- When baking, preheat your oven just five minutes before you use it. When possible, bake several items at the same time or at least consecutively. Turn the oven off a few minutes before baking time is done.
- If your oven includes a convection setting, use it regularly—it can save both time and energy, allowing you to set the temperature 25 degrees lower for most recipes.
- If you will be running the dishwasher immediately, scrape rather than rinse the dishes.
- Run the dishwasher when it has a full load and allow the dishes to air-dry. A full dishwasher uses one half of the energy and one sixth the water of washing dishes by hand.
- Avoid regular use of the rinse and hold cycle.
- Use a phosphate free detergent.
- Select an appropriate size refrigerator for your needs; two small refrigerators use more energy than one large one.
- Refrigerators with the freezer on top generally use significantly less energy than side-by-side models. Bottom freezer models are the most energy efficient models available.
- Refrigerator shelves are warmer near the door and the coolest parts are near the bottom and toward the back. If possible, keep your meats and dairy products in those cooler places.
- A fuller refrigerator works less to keep cool but do not pack it too tightly—good air circulation is important to efficient operation. Likewise, keep your freezer full.
- Avoid putting containers of hot food into the refrigerator; allow them to cool a bit first.
- Regularly check refrigerator seals to ensure they are working correctly: if a dollar bill slides out without a tug, you may need to replace them.
- Keep dust off of the condenser by cleaning every three months or as needed.

Electrical

- Use compact fluorescent bulbs (CFL) or fluorescent tubes where possible. At this time, incandescent bulbs are the least efficient source of light. Keep your light fixtures and bulbs clean to get maximum light they produce.
- **Caution:** Compact fluorescent bulbs contain small amounts of mercury. If you break one, ventilate the area and clean up wearing gloves. Disposed bulbs should be delivered to a facility designed to manage them. Always dispose of CFLs or fluorescent bulbs properly rather than putting them in your regular trash. Contact your local waste management program for instructions.
- Light emitting diode (LED) bulbs, while expensive, last for 50,000 hours (5 times longer than CFL and 65 times longer than incandescent bulbs) and they do not contain mercury. They work best for task lighting such as desk lamps and under counter lights.
- Unplug small appliances when they are not in use. Small items such as hair dryers and MP3 players draw electricity even when they are not in use. Unplug them or plug them into power strips that you can conveniently turn off when they are not in use.

Your Additional Reminders and Notes

Extended Absences

Whether for a vacation, business travel, or other reasons, nearly all of us occasionally leave our homes for days or weeks at a time. With some preparation, such absences can be managed uneventfully. Keep these guidelines in mind and add additional reminders that are appropriate to your situation.

Plan in Advance

- Ask a neighbor to keep an eye on the property. If possible, provide them with a way to reach you while you are away.
- If you will be gone an especially long time (over two weeks) consider arranging for a house sitter.
- If applicable, arrange for someone to mow the lawn or shovel snow.
- Notify local security personnel or police of the dates you will be away.
- Stop mail, newspapers, and other deliveries.
- Consider the use of lighting timers.
- Confirm that all insurance policies that cover your property and belongings are current and provide sufficient coverage.
- Some insurance policies stipulate how often your home should be checked when you are away; contact your insurance carrier to make certain you understand and comply with these requirements.
- Mark valuable items with identifying information. Consider whether you have irreplaceable items that should be stored in a bank vault or security box.

As You Leave

- Forward phone calls to a relative or close friend.
- Unplug computers and other electronic devices that might be harmed in an electric storm.
- Leave window coverings in their most typical positions.
- Confirm that all doors and windows are locked and the deadbolts are engaged.
- Shut off the main water supply and drain your water lines. See *Plumbing/Extended Absence for additional details*.
- Set the thermostat on the water heater to “vacation” to save energy or shut off the water heater. Check manufacturer's directions for instructions on the steps involved in this process.
- Store items such as your lawn mower, bicycles, or ladders in the garage.
- Disengage the garage door opener (pull on the rope that hangs from the mechanism). See *Garage Overhead Door* for additional details.
- Some manufacturers suggest snapping a vise grip on to the track above the roller when you will be absent for an extended period of time. Upon your return, remove the vise grip then re-engage the motor (simply push the button to operate the opener and it will reconnect) to restore normal operation.
- Leave a second car in the drive.
- Be energy conscious—change the settings on your thermostat for both summer and winter usage. Leaving the temperature in the home at a minimum 65 degrees in cold weather and 75 in warm weather will help to eliminate any problems in the home. In winter months leave room doors open and also open doors on cabinets that contain plumbing allowing heat to circulate.
- Arm your security system, if applicable.

Your Additional Reminders and Notes

Expansion and Contraction

Homeowner Use and Maintenance Guidelines

Changes in temperature and humidity cause all building materials to expand and contract. Dissimilar materials expand or contract at different rates. This movement results in separation between materials, particularly dissimilar ones. You will see the effects in small cracks in drywall and in paint, especially where moldings meet drywall, at mitered corners, and where tile grout meets a tub or sink. While this can alarm an uninformed homeowner, it is normal.

Shrinkage of the wood members of your home is inevitable and occurs in every new home. Although this is most noticeable during the first year, it may continue beyond that time. In most cases, caulk and paint are all that you need to conceal this minor evidence of a natural phenomenon. Even though properly installed, caulking shrinks and cracks. Maintenance of caulking is your responsibility.

One-Year Limited Warranty Guidelines

All new homes go through a period of settlement and movement. Your home may experience some minor material shrinkage, cracking, and other events which are normal and customary. Examples include small cracks in drywall and paint, and separation where dissimilar materials meet each other. For example, where moldings meet sheet rock, or where tile grout meets a sink. In most cases, paint and caulking is all that is necessary to conceal these types of blemishes that result from the natural expansion and contraction of construction material. Because these events are normal and customary, they are not a defect or structural defect and are excluded from this express limited warranty.

See individual categories such as drywall and caulk for details.

Fencing

Homeowner Use and Maintenance Guidelines

Depending on the community in which your home is located, fencing may be provided by us, it may be an optional item you select, the developer may provide it, or fencing may be an item you consider adding after your closing. When we install fencing as our responsibility we install it in conjunction with the landscaping. All types of fencing require some routine attention.

Drainage - In planning, installing, and maintaining fencing, ensure that existing drainage patterns function unimpeded. When installing a fence, use caution in distributing the soil you removed to set posts to avoid blocking drainage swales.

Developer/Homeowner Association Architectural Guidelines - If you choose to add fencing after moving into your new home, keep in mind the architectural requirements of your subdivision may dictate the type and style of fence allowed. Specific community requirements about style, height, and position on your home site are described in the current architectural guidelines, which you receive as part of your purchase documents or can obtain from the association or developer's office. Type, style, color of fencing are addressed in these guidelines. Special requirements apply to homes on corner lots where drivers must have adequate visibility. Additionally, in some communities, zoning laws may impact private fencing. Your responsibilities include checking on such details. We recommend that you engage the services of professionals to install your fence. Be certain to inform any fence installer of your architectural requirements.

See also Property Boundaries



Variation - Height and location of installed fences will vary with home site size, topography, and shape.

Vinyl Fencing - Vinyl fencing is an excellent and durable product if treated and maintained properly. Do not paint or use harsh chemicals to clean the fence, use only a mild soap and water.

Weather Damage - Damage to fencing caused by severe weather should be referred to your homeowner insurance company and is specifically excluded from warranty coverage.

Wood Fences - Over time wood will crack, warp, and split. Unless extreme, these conditions require no action on your part. As the wood ages and shrinks, nails may come loose and require attention. Also check the posts and any gates twice a year and tighten hardware or make needed adjustments.

Wrought Iron Fencing - Wrought iron is subject to rusting unless regular maintenance is provided. Use touch-up paint on any scratches or chips. Inspect the fence twice a year and touch-up as needed, then plan to repaint the entire fence every one to two years to keep it looking its best. As with wood fencing, prevent sprinklers from spraying your wrought iron fence or rails. Check monthly to confirm that water does not stand around the fence posts. Make corrections to drainage as needed to prevent this.

See also Utility Locates

One-Year Limited Warranty Guidelines

If fencing is part of your home purchase, we will confirm the acceptable condition of the fence during your new home orientation. Although developer-installed fencing falls outside our limited warranty we may be able to assist in communicating any concerns you have and obtaining a response.

Fireplace

Homeowner Use and Maintenance Guidelines

See also Fire Prevention.

Most of us feel a fireplace is an excellent way to create a warm, cozy atmosphere. However, without sufficient information, your use of the fireplace can result in heat (and dollars) being wasted. To help prevent that, consider the following points.

GAS FIREPLACE

We offer direct-vent gas fireplaces. If you ordered this type of fireplace, we demonstrate it during your homeowner orientation.

We urge you to have the installer come out and do a full demonstration; see your walk through pack or contact us for more information. Always read and follow all of your fireplace manufacturer's directions.

A slight delay between turning the switch on and flame ignition is normal. The flames should ignite gently and silently. If you notice any deviation from this and any gas smell, immediately shut off the switch and report it to the gas company.

Materials found on the exterior surfaces of either wood or gas fireplaces (paints, sealants, lubricating oils and gasket adhesives) can produce odors and small amounts of carbon monoxide for the first few times the fireplace is used. This is called curing or burning in. It may take as much as 24 hours of use before the fireplace is cured. The fireplace should be

burned for periods no less than 5 to 6 hours at a time with a high flame. If the fireplace system is equipped with a fan, do not run it during the curing period.

Caution: The exterior vent cover for a direct-vent gas fireplace becomes extremely hot when the fireplace is operating.

One-Year Limited Warranty Guidelines

Fireplaces are not intended to be the sole heat source in the home. The fireplace should function properly when the manufacturer's directions are followed.

Discoloration - Discoloration of the firebox or brick is a normal result of use and requires no corrective action. Mortar-style fireplaces may develop cracks due to temperature changes and other factors.

Downdraft - Although extremely high winds can result in a downdraft, this condition should be temporary and occasional. We will determine and correct continuous malfunction if caused by a construction or design defect.

Glass Doors - During your homeowner orientation we confirm that glass fireplace doors, when included with the home, are in acceptable condition. Use the cleaning product recommended by the manufacturer to clean these doors; cleaning fireplace doors with glass cleaner will damage the glass; this damage is excluded from warranty coverage.

Water Infiltration - In unusually heavy or prolonged precipitation, especially when accompanied by high winds, some water can enter the home through the vent. The limited warranty excludes this occurrence.

Fire Prevention

All family members should practice fire safety. Awareness of potential dangers and preventive actions are preferable to even the fastest response. Keep these hints in mind and add your own reminders in the space provided on the next page. For additional tips, contact your local fire department.

Train Family Members

- Ensure that all family members know what escape routes exist in your home.
- Conduct a fire drill with family members.
- Test the smoke detectors to confirm that they function and so that everyone recognizes the sound.
- Follow the manufacturer's directions for cleaning and servicing all of your smoke detectors.
- As soon as possible, teach young children how and why to dial 911.
- Have a general use fire extinguisher and instruct all family members in its location and use.
- Teach children the safe use of appliances such as irons and toasters.
- If you smell gas, leave and call for help from another location. Do not use a phone and do not turn on any lights.

Practice Prevention

- Store matches away from children and heat sources.
- Avoid smoking in bed and always use a fire safe receptacle to extinguish smoking materials. Keep lighters and matches out of reach of children.
- Avoid leaving small children home alone, even for a short time.
- Maintain appliances in clean and safe working condition.
- Avoid overloading electrical outlets.
- Ensure that all electrical cords are in good repair.

- Keep dryer vents free of lint.
- Avoid having any flammable objects or materials near the stove or leaving anything that you are cooking unattended.
- Keep the range hood filter clean to prevent a buildup of grease.
- Allow space for cooling around electrical equipment. Maintain a clear space of at least three feet around heat.
- Unplug the iron when it is not in use. Do not leave an iron that is on unattended.
- Use electric blankets with care, following manufacturer directions.
- Use the correct wattage of bulbs in all light fixtures.
- Use candles safely. Never leave a burning candle unattended. Keep them out of reach of children and pets. Wicks should be cut to 1/4 inch.
- Store volatile materials (paint, gasoline for the lawn mower, and so on) in appropriate containers, away from flames (such as pilot lights) or heat sources. Many trash collection services offer a means for you to dispose of hazardous items. Check with your service provider for details.
- Gas Grills: Keep grill clean and soap test the lines of a gas grill for leaks regularly. A quarter to a half turn provides enough propane; do not turn the valve on all the way. When lighting, have the match or lighter already burning with the lid open before you turn on the gas.
- Charcoal Grill: Wait for at least a full minute before lighting fluid soaked coals. Before you light the coals, move the lighter fluid a safe distance away. Never use gasoline to start a charcoal barbeque and never spray more fluid on hot coals. When you are finished cooking, wear an oven mitt and use tongs to submerge spent coals in a metal pail of water.
- All Grills: Use outdoors, at least 10 feet from the house. Grilling in the garage with the door open does not allow enough ventilation and could result in carbon monoxide poisoning. Never leave a lit grill unattended. Keep children and pets away from all grills.
- If your home includes a gas fireplace follow all directions and do not leave the fireplace unattended when it is on. If you have a wood burning fireplace:
 - Arrange for professional cleaning of the chimney at appropriate intervals.
 - Maintain the spark arrester on the chimney.
 - Never use liquid fire starters (such as for a charcoal barbeque) in an indoor fireplace.
 - Use a screen or glass doors when a fire is burning.
 - Confirm the fire is out before closing the flue.
 - Do not leave the fireplace unattended while a fire is burning.
- During holidays, ensure that all cords and connections are in good condition and of appropriate capacity for electrical decorations.
- If you decide to remodel, complete any unfinished areas, or add onto your home, obtain a building permit and work with professionals. Ensure that all building department inspections occur and that the work complies with all applicable codes. This also applies to installing a gas line for an outdoor grill, a gas fireplace, clothes dryer, and so on.
- Do not leave any house lights on for long periods of time. If you are leaving for an extended period, you may want to use a timer to simulate occupancy.

Your Additional Reminders and Notes

Fixtures

Homeowner Use and Maintenance Guidelines

Manufacturers typically treat fixtures with a clear protective coating, electrostatically applied, to provide beauty and durability. Even this coating will show wear and tear. Atmospheric conditions, sunlight, caustic agents such as paints, and scratches from sharp objects can cause the protective coating to crack or peel, exposing the brass and resulting in spotting and discoloration.

Cleaning - Initial care of these products requires only periodic cleaning with a mild, nonabrasive soap and buffing with a soft cloth.

Corrosion - Water having a high mineral content can be corrosive to fixtures.

Polish - When peeling, spotting, or discoloration occurs, you can sometimes restore the beauty of the metal by completely removing the remaining coating and hand polishing the item with a suitable polish. Applying a light coat of wax and buffing with a soft cloth helps maintain the gloss.

One-Year Limited Warranty Guidelines

During your homeowner orientation we will confirm that fixtures are in acceptable condition. Corrosion damage to the external surfaces or internal workings of plumbing fixtures is excluded from warranty coverage.

Foundation

Homeowner Use and Maintenance Guidelines

We install the foundation of your home according to the recommendations of our consulting engineer. The walls of the foundation are poured concrete with steel reinforcing rods or pre-cast concrete. To protect your home's foundation, follow guidelines for installation and maintenance of landscaping and drainage in this homeowner guide.

Cracks - Surface cracks can develop in foundation walls. Surface cracks are not detrimental to the structural integrity of your home. If a crack develops in a foundation wall that allows water to come through, follow the procedures for submitting a warranty request.

Dampness - Due to the amount of water in concrete, foundations may be damp.

One-Year Limited Warranty Guidelines

The foundation walls are a structural element of your home and therefore they carry an additional limited structural warranty which is described at the end of this chapter.

Cosmetic Imperfections - Slight cosmetic imperfections in the foundation walls, such as a visible seam where two pours meet or slight visible aggregate (known as honeycombing), are possible and require no repair unless they permit water to enter.

Cracks - Shrinkage or surface cracks are common in foundation walls, especially at the corners of foundation penetrations such as drains or vents. We will seal cracks that exceed 1/8 inch in average width.



Future Construction in Basement - If you decide to perform additional construction in the basement, obtain guidelines from a licensed engineer, obtain a building permit, and comply with all codes and safety requirements. We do not warrant that you will be able to obtain such a permit because of the possibility that building codes may change.

Leaks - We will correct conditions that permit water to enter the foundation provided you have complied with the drainage, landscaping, and maintenance guidelines.

Framing

One-Year Limited Warranty Guidelines

Floor Deflection - Floors will deflect (bend) when walked on. This will be more noticeable next to hutches, bookcases, pianos, chairs, and other heavy furniture. This is not a structural deficiency and we will take no action for this occurrence.

Floor Level - Within a room, the floor should appear level when seen from a normal viewing position. Where a floor is sloped, a maximum ratio of one inch over 10 feet applies when measured between the opposite walls or defined limits of the room area.

Loading - Your limited warranty does not cover loss or damage caused by or resulting from abnormal loading of structural elements which exceeds designed loads, including, without limitation, water beds, safes, weight benches, large fish tanks and pool tables.

Plumb Walls - We will correct walls that are out of plumb more than one inch in an eight foot distance of the wall. The variation of a bowed wall may not be more or less than 3/4 inch over the length of the wall.

Squeaks - Some floor and stair squeaks are unavoidable. We will make reasonable efforts to correct (such as refastening any loose subfloor to attempt to reduce squeaking), but cannot guarantee a squeak proof floor.

Garage Overhead Door

Homeowner Use and Maintenance Guidelines

Because the garage door is a large, moving object, periodic maintenance is necessary.

Keyless Entry - Each brand has a different method for programming so please refer to your manufacturers guide for reprogramming instructions.

Light Visible - Garage overhead doors cannot be airtight. Some light will be visible around the edges and across the top of the door. Weather conditions may result in some precipitation entering around the door. Likewise, dust may enter especially until most homes in the community have landscaping installed. When freezing temperatures occur, the rubber may not seal along the bottom of the door; this unavoidable condition is a natural result of weather conditions and is excluded from warranty coverage.

Lubrication - Regularly apply a lubricant such as silicone spray to all moving metal parts: rollers, hinges, pulleys, bearings, moveable lock parts, and springs. Lubrication is not required on plastic/neoprene rollers and plastic idler bearings. Refer to the door manufacturer's manual or Website for recommendation. Avoid over lubricating to prevent drips on vehicles or the concrete floor. Also, ensure that all fasteners are tight on the hardware and the overhead door is operating as intended, without binding or scraping.



Opener - To prevent damage to a garage door opener, be sure the door is completely unlocked and the rope-pull has been removed before operating the opener. Be familiar with the steps for manual operation of the door in the event of a power failure. During the homeowner orientation we demonstrate the electric eye that provides a safety stop in the event someone crosses through the opening while the overhead door is in motion. Use care not to place tools or other stored items where they interfere with the function of the electric eye.

Expect to replace the battery in the garage opener remote controls about once a year. The battery is usually a 9-volt battery, however check your manufacturer's manual for correct battery size and other maintenance needs of your remote controls.

Painting - Garage doors are insulated metal. Repaint the garage door when you repaint your home or more often if needed to maintain a satisfactory appearance. The color of your overhead garage door may be a requirement of the architectural controls in your area. Therefore the color of the door may be pre-determined and cannot be changed. Please refer to your exterior color selections or area manager for further information regarding your architectural controls.

Safety - Follow the manufacturer's instructions for safe and reliable operation. Do not allow anyone except the operator near the door when it is in motion. Keep hands and fingers away from all parts of the door except the handle. Do not allow children to play with or around the door. For your safety, after the expiration of the one-year warranty, have any needed adjustments made by a qualified specialist. Garage door springs are under a considerable amount of tension and require special tools and knowledge for accurate and safe servicing. Have the door inspected by a professional garage door technician after any significant impact to the door.

Sag - The garage door may sag slightly due to its weight and span. This is a normal condition and does not require attention.

One-Year Limited Warranty Guidelines

The garage door should operate smoothly and with reasonable ease. The door can become misaligned and require adjustment. **Some water can be expected to enter under normal conditions.**

Gas Shut-Offs

Homeowner Use and Maintenance Guidelines

You will find shut-offs on gas lines near their connection to each item that operates on gas. In addition, there is a main shut-off at the meter. We point these out during your homeowner orientation.

Gas Leak

If you suspect a gas leak, leave the home immediately and call the gas company for emergency service from another location.

One-Year Limited Warranty Guidelines

The gas company is responsible for leaks up to the meter. We correct leaks from the meter into the home.

Ghosting

Homeowner Use and Maintenance Guidelines

Recent feedback from homeowners (in both old and new homes) regarding black sooty stains which develop on surfaces in homes (on carpet, walls, ceilings, appliances, mirrors, and around area rugs—to list a few examples) have caused much investigation and research. The conclusion of the research and laboratory tests has been that the majority of this staining or "ghosting" (also known as "carbon black") results from pollution of the air in the home caused by burning scented candles. Incomplete combustion of hydrocarbons as these candles burn contributes a considerable amount of soot to the air. This sooty substance then settles or accumulates on surfaces of the home. The sooty deposits are extremely difficult to remove; on some surfaces (light-colored carpet, for instance), they are impossible to clean completely away. The popularity of scented candles has increased many-fold in recent years. If this is an activity that is part of your lifestyle, we caution you about the potential damage to your home. When this condition results from burning candles or other lifestyle choices, the resulting damage is excluded from our limited warranty coverage.

See also Carpet/Filtration

Grading and Drainage

Early in land development, general drainage patterns are established in principle with municipal and other authorities. You and your neighbors share an overall drainage plan for the community. We are responsible for completion of final grade and for obtaining approval from the municipality where required. After closing you are responsible for maintaining the grading. If you alter the drainage pattern later, or if changes in drainage occur due to lack of maintenance, the limited structural warranty will be impacted.

Homeowner Use and Maintenance Guidelines

You share in an overall drainage plan for the community that was predetermined before the homes were built. The grading around your home has been inspected and approved for proper drainage of your lot. Yards drain from one to another. Yards may drain from front to back, back to front, or have split drainage. Use caution when installing landscaping, fencing, or additions to your home to prevent causing water problems on adjacent lots.

Backfill Settlement - The area we excavated for your home's foundation was larger than the home to allow room to work. In addition, some trenching is necessary for installation of utility lines. Although we replaced the soil, it does not return to its original density. Some settling will occur, especially after prolonged or heavy rainfall or melting of large amounts of snow. Settling can continue for several years. Inspect the perimeter of your home regularly for signs of settling and fill settled areas as needed to maintain positive drainage.

Drainage - The grade around your home should slope away from the house. Drainage swales may or may not follow property boundaries. Maintain the slopes around your home to permit the water to drain away from the home as rapidly as possible. This is essential to protect your foundation. Failure to do so can result in major structural damage and void your structural warranty.

Easements - Most lots have an easement, which is a section of land in front, on the sides, and/or in the back of your home site where public utilities are installed. In some areas, an easement or right-of-way is required for grass or concrete drainage swales. Easements are shown on the approved plot plan.

Erosion - Until your yard is established and stable, erosion will be a potential concern. Heavy rains or roof runoff can erode soil. The sooner you restore the grade to its original condition, the less damage will occur. Erosion is of special concern in



NEW HOMEOWNER CARE GUIDE



drainage swales. If swales become filled with soil runoff, they may not drain the rest of the yard, causing further problems. Correcting erosion is your responsibility.

Main Water Line - The main water line to your new home is typically located in the front yard and encased in a PVC pipe (in some cases according to subdivision design it may be located in the back yard). Governing municipalities require that this be visible.

Roof Water - Downspout extensions are installed and sloped so the water drains away from your home quickly.

Rototilling - Rototilling can significantly change drainage swales. You can minimize this by rototilling parallel to the swales rather than across them.

Subsurface Drains - Occasionally the developer will install a subsurface drain to ensure that surface water drains from a yard adequately. Keep this area and especially the drain cover clear of debris so that the drain can function as intended.

Swales - Drainage swales are shallow-sided, sloped ditches designed to convey surface run-off away from your home toward the nearest street, land, dry pond, or storm water management pond. These swales are usually located along common property lines and sometimes at the back of a lot. Standing water will not remain for extended periods within 10 feet of the home after a rain (generally no more than 24 hours), except in swales that drain other areas. In these areas a longer period can be anticipated (generally no more than 48 hours). Water may stand longer during periods of heavy rains, especially when heavy rains occur on successive days. No grading determination will be made while frost or snow is on the ground or while the ground is saturated.

See also Landscaping and Utility Locates

One-Year Limited Warranty Guidelines

We established the rough or final grade to ensure adequate drainage away from the home. Once we have met our commitment as described in your purchase agreement documents, maintaining this drainage is your responsibility. Your limited warranty excludes damage resulting from any changes after Closing to the grading or drainage of the property, or modifications or additions to the Home or the property under or around the Home. If you alter the drainage pattern after closing or if changes in drainage occur due to lack of maintenance, the limited structural warranty may be impacted.

Backfill Settlement - Backfilled or excavated areas around the foundation and at utility trenches should not interfere with the drainage away from your home. If these areas settle more than six inches around the perimeter of the home during the first year after grade completion approval, we will provide you with fill dirt to maintain positive drainage. Placing this material will be your responsibility.

New Landscaping - New landscaping and the extra watering that accompanies it can cause temporary drainage problems, as can unusually severe weather conditions. Proper watering and care of sod, trees, or shrubs is your responsibility.

Swales - We do not alter drainage patterns to suit individual landscape plans. Typically, a home site receives water from neighboring home sites and passes water on to other home sites, so changes in grade often affect adjacent or nearby lots. We advise against making such changes. Standing water will not remain for extended periods within 10 feet of the home after a rain (generally no more than 24 hours), except in swales that drain other areas. In these areas a longer period can be anticipated (generally no more than 48 hours). Water may stand longer during periods of heavy rains, especially when heavy rains occur on successive days or the ground is saturated.

Under Concrete - We will fill visible sunken areas under concrete before closing. After closing, any further settlement is your responsibility to correct.

Gutters and Downspouts

Homeowner Use and Maintenance Guidelines

Check gutters periodically and remove leaves or other debris. Materials that accumulate in gutters can slow water drainage from the roof, cause overflows, and clog the downspouts. The accumulation of natural debris (pine needles or leaves) or gravel from the roofing materials is a home maintenance concern. Removing such material is your responsibility.

Surface drainage is far more efficient than weeping tile at keeping water away from your foundation. Rainwater should be directed away from the perimeter of the home to reduce the opportunity for water to enter the home along foundation walls.

Downspout Extensions or Splash Pads - Extensions should discharge outside of rock or bark beds so that water is not dammed behind the edging materials that might be used. The downspouts that end on sod should have an extension or splash pad along the ground to move water away from the perimeter of the home. The extensions must be in place and in their lowered position to move water away from the foundation. Always return downspout extensions to their lowered position after mowing lawns.

Leaks - If gutter seams leak, use a commercial gutter caulking compound available at hardware stores to caulk the inside joint.

Snow and Ice - Clear excess snow from downspouts as soon as possible to allow the gutter to drain and to prevent damage. Severe ice or snow build-up can damage gutters and/or cause ice damming and potential water leakage.

See also Roof/Ice Damming

One-Year Limited Warranty Guidelines

Gutters over three feet long are installed with a slight slope so that roof water will flow to the downspouts.

Leaks - We correct leaks that occur during the warranty period.

Overflow - Gutters may overflow during periods of excessively heavy rain. This is expected and requires no repair.

Standing Water - Small amounts of water (up to one inch) will stand for short periods of time in gutters immediately after rain. No correction is required for this condition.

Hardware

Homeowner Use and Maintenance Guidelines

Doorknobs and locks should operate correctly with little attention. Over time they may need slight adjustments due to normal shrinkage of the framing. Occasionally, you may need to tighten screws or provide lubrication.

One-Year Limited Warranty Guidelines

We confirm that all hardware is in acceptable condition during your homeowner orientation. The limited warranty excludes repairs for cosmetic damage subsequent to the closing.

Hardwood Floors

Homeowner Use and Maintenance Guidelines

In daily care of hardwood floor, preventive maintenance is the primary goal. Please see your flooring manufacturer's instructions or Website.

Appliances - Delivery, installation, and moving appliances for cleaning purposes may damage the hardwood floor surface. Use extreme caution when moving appliances; repair of such damage is your responsibility.

Cleaning - Sweep on a daily basis or as needed. Never wet-mop a hardwood floor. We recommend you avoid the use of floor steamers on hardwood flooring. Excessive water causes wood to expand and can possibly damage the floor. Clean only with a professional product approved for pre-finished wood or laminate (see the manufacturer's instructions for approved products). Do not wet mop a pre-finished wood or laminate floor.

Dimples - Placing heavy furniture or dropping heavy or sharp objects on hardwood floors can result in dimples.

Filmy Appearance - A white, filmy appearance can result from moisture, often from wet shoes or boots, or from wet mopping.

Furniture Legs - Install proper floor protectors on furniture placed on hardwood floors. Protectors will allow chairs to move easily over the floor without scuffing. Regularly clean the protectors to remove any grit that may have accumulated.

High Edges - Factory finished boards are not sanded to the exact same level after installation. Therefore, some boards may sit slightly higher than others.

Humidity - Wood floors respond noticeably to changes in humidity in your home. Especially during winter months the individual planks or pieces expand and contract (sometimes causing gaps) as moisture content changes. A humidifier helps but does not eliminate this reaction. The first two years are especially critical for fine woods in a home to normalize to climatic conditions.

Moisture - Moisture can damage the floor. Wipe up spills immediately; exposure to moisture or the use of improper cleaning products or methods will allow water to get into the cracks between the boards and cause swelling or cupping. Damages from the above exposures to moisture are not covered under warranty.

Natural Variation Between Boards - Your flooring will have variations from board to board including the grain pattern, dark gray or black marks or shading, finish texture and knots of various sizes.

Pet Damage - Scratches, stains or moisture damage from pets is excluded from warranty. Keep pets nails trimmed, etc.

Putty and Filler - Putty and/or filler are used on every hardwood floor. Since factory finished floors must be installed with the finish in place, colored putty is used to conceal face.

Rugs - Use protective mats at the exterior doors to help prevent sand and grit from getting on the floor, however if sand and grit are left to accumulate under these mats further damage to the flooring surface may occur. Gritty sand is wood flooring's worst enemy. However, be aware that rubber backing on area rugs or mats can cause yellowing and warping of the floor surface.



NEW HOMEOWNER CARE GUIDE



Samples from Showroom - Samples will not exhibit all possible color and grain variations you will see in your floor. No two floors are alike; your new floor may appear slightly different.

Scratches and Dents - Put soft plastic slides under the legs of furniture to help prevent scuffing and scratching. Fabric or felt laced glides are not recommended because they trap particles which may scratch the floor. When moving furniture or other objects, do not slide or even roll on wood flooring (wheels may dent the floor). It is best to pick up the object completely. Impacts (such as from a dropped object or high-heeled shoes) may leave dents. Scratches and dents are not covered under warranty.

Separation - Expect some shrinkage during seasonal weather changes.

See also Warping

Shoes - Stiletto shoes can focus the weight of a 125 pound person to more than 2000 pounds per square inch—that is enough weight to damage hardened concrete; it will mark your wood floor.

Spills - Clean up food spills immediately with a dry cloth.

Splinters - When floors are new, small splinters of wood can appear.

Sun Exposure - Exposure to direct sunlight can cause irreparable damage to hardwood floors. To preserve the beauty of your hardwood floors, install and use window coverings in these areas.

Traffic Paths - A dulling of the finish in heavy traffic areas is likely.

Warping - Warping may occur if the floor repeatedly becomes wet or is thoroughly soaked even once. Slight warping in the area of heat vents or heat-producing appliances is also typical.

Wax - Waxing and the use of products like oil soap are neither necessary nor recommended.

Wood Ages with Light and Time - All wood changes in color with exposure to light (both natural and artificial). The darker the stain color, the less apparent this aging will be. This color change will be more noticeable in lighter colors, which will darken. Sections of the floor which are covered by area rugs or furniture may age differently. These changes are not covered by manufacturers' warranties.

One-Year Limited Warranty Guidelines

During your homeowner orientation we will confirm that hardwood floors are in acceptable condition. Because these products are intended as flooring, the accepted point of view from which to inspect a wood floor is from a standing position under normal lighting. We will correct cosmetic details listed during your homeowner orientation when they are readily noticeable under normal lighting conditions from a standing position.

Floor noise - Minor squeaks and pops are to be expected as a result of expanding and contracting wood flooring. They may come and go as the pressure between individual boards changes. On glue-down floors, a DriTac or similar repair kit may be used.

Gaps and Separation Between Boards - Wood flooring expands and contracts with changes in your home's relative humidity. Potential purchasers should be cautioned that cracks, gaps and/or separations may emerge and we will not make any attempts to repair or replace boards with small horizontal cracks (unless part of another problem). We suggest using filler to conceal gaps.

Heating System: Gas Forced Air

Homeowner Use and Maintenance Guidelines

Good maintenance of your HVAC system can save energy dollars and prolong the life of the system. Carefully read and follow the manufacturer's literature on use and maintenance. The guidelines here include general information only.

Adjust Vents - Experiment with the adjustable registers in your home to establish the best heat flow for your lifestyle. Generally, you can reduce the heat in seldom-used or interior rooms. This is an individual matter and you will need to balance the system for your own family's needs. During cold weather in particular, ensure that warm air from the heat registers located near windows can flow unobstructed. This helps minimize condensation. Also ensure that window coverings are open at least slightly for the same reason.

Avoid Overheating - Do not overheat your new home. Overheating can cause excessive shrinkage of framing lumber and may materially damage the home. In the beginning, use as little heat as possible to be comfortable and increase it gradually.

Combustion and Fresh Air Ducts - HVAC system we install may include combustion and fresh air ducts. If installed, the outside end of these duct are covered with a screen to minimize insects or animals entering the duct. Cold air coming in through these ducts means they are functioning as they should.

Caution: Never block exhaust, combustion, or fresh air vents. In periods of heavy snow, regularly check to ensure the exterior vent is free of snow in order to draw combustion air in so that the system can function. If this vent is covered and air cannot circulate, the system will shut down.

Duct Cleaning - We recommend that you have your home's ducts cleaned every two to three years. Yearly cleaning is only necessary if health issues are a factor.

Ductwork Noise - Some popping, pinging or rubbing sounds are the natural result of ductwork heating and cooling in response to airflow as the system operates. Noises may also be the result of the location of the heat ducts in relation to plumbing lines.

Electronic Ignition - Your heat does not have a standing pilot light; this saves gas. Instead, the manufacturer has installed a silicon nitride hot surface igniter. This igniter will glow when heating up to allow ignition of the natural gas and is designed for many years of use. There are no maintenance requirements for this item. Should replacement be required, contact a professional.

Filter - A clean filter will help to keep your home clean and reduce dusting chores. Remember to change or clean the filter monthly during the heating season (year-round if you also have air conditioning). A clogged filter can slow airflow and cause cold spots in your home. Although it takes less than one minute to change the filter, this is one of the most frequently overlooked details of normal HVAC system care. Buy filters in large quantity for the sake of convenience. You will find the size and type printed along the edge of the filter that is in your system. If you have a permanent, washable, removable filter, you need to clean this monthly. Use water only to clean the filter, tap to dry or air dry, and leave the system off for a brief period. Do not use soaps or detergents on the filter.

System Fan Cover - You need to position the blower panel cover correctly for the system blower (fan) to operate. Similar to the way a clothes dryer door operates, this panel pushes in a button that lets the fan motor know it is safe to come on. If that button is not pushed in, the system will not operate. The blower will typically cycle on and off more frequently and for shorter periods during severe cold spells.



NEW HOMEOWNER CARE GUIDE



Furnished Home - The heating system was designed with a furnished home in mind. If you move in during the cooler part of the year and have not yet acquired all of your draperies and furnishings, the home may seem cooler than you would expect.

Gas Odor - If you smell gas, leave the home immediately and call the gas company from another location.

Odor - A new heating system may emit an odor for a few moments when you first turn it on. An established system may emit an odor after being unused for an extended time (such as after the summer months if you do not use air conditioning). This is caused by dust that has settled in the ducts and should pass quickly.

On-Off Switch - The HVAC system has an on-off blower switch. This switch looks like a regular light switch. When turned off, this switch overrides all system commands and shuts down the blower. This is usually done only when maintenance service is being performed, although young children have been known to turn the system off using this switch

Programmable Thermostat - A programmable thermostat is a great way to save energy dollars. Your thermostat can be programmed to keep temperatures lower while you're away and increase them in anticipation of your return. You can program the thermostat for up to a seven day cycle. Refer to the manufacturer literature for details.

Registers - Heat register covers are removable and adjustable. Keeping registers open improves comfort and moisture management, especially during winter months. You have the choice of adjusting the dampers in these covers to regulate the heat flow within your home. Registers in the rooms farther away from the heater will usually need to be opened wider. Educate your children that these registers are not playthings—they should not be removed; neither toys nor debris should be thrown into them.

Return Air Vents - For maximum comfort and efficient energy use, arrange furniture and draperies to allow unobstructed airflow from registers and to cold air returns. If cold air is unable to return to the system, the flow of heated air to that area of your home becomes restricted.

Temperature Variations - Temperatures may vary from room to room by several degrees. This is due to such variables as floor plan, orientation of the home on the home site, type and use of window coverings, and traffic through the home. Minor airflow adjustments may be needed. Airflow can be maximized by leaving interior doors open as much as possible.

Thermostat - The system will come on automatically when the temperature at the thermostat registers below the setting you have selected. Once the system is on, setting the thermostat to a higher temperature will not heat the home faster. Thermostats are calibrated to within plus or minus two degrees Fahrenheit.

Trial Run - Have a trial run early in the fall to test the heat. (The same applies to air-conditioning in the spring.) If service is needed, it is much better to discover that before the heating season is underway and service personnel become extremely busy.

TROUBLESHOOTING TIPS: NO HEAT

Before calling for service, check to confirm that the—

- Thermostat is set to "heat" and the temperature is set above the room temperature.
- System fan cover is installed correctly for the fan to operate. This panel compresses a button that tells the blower it is safe to operate. Similar to the way a clothes dryer door operates, this panel pushes in a button that lets the fan motor know it is safe to come on. If that button is not pushed in, the system will not operate.
- Breaker on the main electrical panel is on. (Remember, if a breaker trips you must turn it from the tripped position to the off position before you can turn it back on.)
- System switch is on.
- Gas line is open at the main meter and at the side of the unit.
- Filter is clean to allow airflow.

- Vents in individual rooms are open.
- Air returns are unobstructed.
- Exhaust vent is not blocked by snow or ice.

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

One-Year Limited Warranty Guidelines

We will install heating systems according to national and local building codes, as well as to designs of the particular home. Refer to the manufacturer's limited warranty for information regarding warranty coverage.

Duct Placement - The exact placement of heat ducts may vary from those positions shown in similar floor plans.

Ductwork - Although the heat system is not a sealed system, the ductwork should remain attached and securely fastened. If it becomes unattached, we will repair as needed.

Sounds - Expansion or contraction of metal ductwork results in ticking or popping sounds. While eliminating all these sounds is impossible, we will correct oil canning. (Oil canning occurs when a large area of sheet metal like those found in air ducts makes a loud noise as it moves up and down in response to temperature changes).

Thermostat - Thermostats are calibrated to plus or minus two-four degrees.

Heating System: Heat Pump

Homeowner Use and Maintenance Guidelines

If your home contains a heat pump system, you should be aware of the performance characteristics unique to these systems. As with any system, read the manufacturer's literature and follow all instructions for efficient operation and maintenance of your system. Clean or replace filters once a month. Provide professional service for your system at least once every two years.

Air Circulation across Coils - Keep the outside unit clear of any materials that would interfere with air circulation. Snow, ice, landscaping materials, trash, leaves, and other accumulating items can cause inefficiency or damage the unit.

Air Conditioning and Heating - A heat pump system operates differently from a gas forced-air system. The same system provides both heat and air conditioning. This is possible because a refrigerant flows back and forth in the coils of the heat pump, controlled by a reversing valve. In the heating mode, the heat pump removes heat from the outside air and transfers it to the inside air. In the cooling mode, it does just the opposite, removing heat from the inside air and discharging it outside of the home. The thermostat inside your home controls this heating or cooling activity.

Air Temperature at Vents - Do not expect dramatic temperature differences in the air coming from the vents as is common with other kinds of systems. The coils used in a heat pump system operate at lower temperatures than those common in a gas forced-air system. During cold weather in particular, ensure that warm air from the heat registers located near windows can flow unobstructed. This helps minimize condensation. Also ensure that window coverings are open at least slightly for the same reason.

Auxiliary Heat System - At lower outside temperatures, less heat is available for the heat pump to draw from the exterior air. Therefore, from time to time the auxiliary heat system will come on to maintain the temperature you set at the thermostat. The auxiliary system may also come on whenever the temperature at the thermostat is moved 5 degrees or more at one time. If the light stays on when the outside temperature is more than 30 degrees Fahrenheit, contact a service person.

Defrost Cycle - When the heat pump is operating in the heat mode, the coils outside may reach below freezing temperatures. Moisture in the air will condense into frost and accumulate on the coils under these circumstances. From time to time, the system will go into defrost mode to clear accumulated frost from the coils. This is a normal part of the operation of the system and will occur automatically. During the defrost cycle the outside fan will stop temporarily. The temperature of airflow into the home will be a bit lower during the defrost cycle. The defrost cycle can only occur once every 90 minutes and lasts no longer than 10 minutes.

Night Setback - Unless you have a night setback thermostat designed to work with a heat pump system, do not turn the thermostat down in the evenings. Adjust the temperature a fraction of a degree at a time until a comfortable, permanent setting is found.

Register Adjustment - Registers will require adjustment from time to time to maximize your family's comfort. Do not completely close off more than one supply register at a time. This can restrict the airflow too much and reduce the efficiency of the system. A good technique is to completely open all the vents, and then gradually move the temperature setting up until the coolest room is comfortable. Once the coolest room is comfortable, gradually close the vents in the warmer rooms until all rooms are comfortable as well. Reverse the process for air conditioning.

Return Air Vents - As with any heating system, return air vents must be clear so the air flows through the ducts unimpeded. Avoid placing furniture where it blocks the return air vents.

Temperature Variations - Temperatures may vary from room to room by several degrees. This is due to such variables as floor plan, orientation of the home on the home site, type and use of window coverings, and traffic through the home. Minor airflow adjustments may be needed. Airflow can be maximized by leaving interior doors open as much as possible.

TROUBLESHOOTING TIPS: NO HEAT OR AUXILIARY HEAT STAYS ON WHEN OUTSIDE TEMPERATURE IS 30 DEGREES FAHRENHEIT OR ABOVE

Before calling for service, check to confirm that the-

- Thermostat is set to "heat" and the temperature is set above the room temperature.
- Breaker on the main electrical panel is on. (Remember, if a breaker trips you must turn it from the tripped position to the off position before you can turn it back on.)
- Filter is clean to allow airflow.
- Vents in individual rooms are open.
- Air returns are unobstructed.
- Outside snow or other materials do not block unit.
- Outside coil is not clogged with snow or ice.

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

One-Year Limited Warranty Guidelines

We will install heating systems according to national and local building codes, as well as to designs of the particular home. Refer to the manufacturer's limited warranty for information regarding warranty coverage.



Duct Placement - The exact placement of heat ducts may vary from those positions shown in similar floor plans.

Ductwork - Although the heat system is not a sealed system, the ductwork should remain attached and securely fastened. If it becomes unattached, we will repair as needed.

Sounds - Expansion or contraction of metal ductwork results in ticking or popping sounds. While eliminating all these sounds is impossible, we will correct oil canning. (Oil canning occurs when a large area of sheet metal like those found in air ducts makes a loud noise as it moves up and down in response to temperature changes.)

Thermostat - Thermostats are calibrated to plus or minus two degrees.

Humidifier

Homeowner Use and Maintenance Guidelines

Operate a humidifier only with the heat, not with the air conditioner. If you notice condensation on windows, the humidifier should be adjusted to a lower setting. Clean the moisture dispenser according to the manufacturer's instructions and suggested timetable.

One-Year Limited Warranty Guidelines

Refer to the manufacturer's limited warranty for information regarding warranty coverage.

Insulation

Homeowner Use and Maintenance Guidelines

The effectiveness of blown insulation is diminished if it is uneven. As the last step in any work you do in your attic (for example, the installation of speaker wire), you should confirm that the insulation lays smooth and even. Do not step on drywall ceilings, because this can result in personal injury or damage to the drywall. Attic insulation will settle over time; this natural occurrence is taken into account in planning the amount of insulation originally installed. Electrical outlets may emit detectable amounts of cold air when outside temperatures are low. This will happen due to convection in the wall.

One-Year Limited Warranty Guidelines

We will install insulation to meet or exceed the building codes applicable at the time of construction and as outlined in your purchase agreement.

Landscaping

Providing complete details on landscape care and maintenance is beyond the scope of this homeowner guide. Many excellent books, videos, and computer software programs are available that offer you this information. Local nurseries and landscape professionals can also assist you. These entries will provide many of the most common points.

Homeowner Use and Maintenance Guidelines



NEW HOMEOWNER CARE GUIDE



Additions - Before installing patio additions or other permanent improvements, consider soil conditions and drainage in the design and engineering of your addition.

Backfill Settlement - We construct the foundation of your home beginning with an excavation into the earth. When the foundation walls are complete, the area surrounding them is backfilled. Soil in this area is not as compact as undisturbed ground. Water can penetrate through the backfill area to the lower areas of your foundation. This can cause potentially severe problems such as wet foundations, cracks in foundation walls, and floor slab movement. Avoid this through proper installation of landscaping and good maintenance of drainage. Backfill areas will settle and require prompt attention to avoid damage to your home and voiding of the structural warranty. Keep downspout extensions in the down position to channel roof runoff away from the foundation area of your home. Routine inspection of downspouts, backfill areas, and other drainage components is an excellent maintenance habit.

See also Grading and Drainage

Bark or Rock Beds - Do not allow edging around decorative rock or bark beds to dam the free flow of water away from the home. You can use a non-woven landscape fabric between the soil and rock or bark to restrict weed growth while still permitting normal evaporation of ground moisture. Ensure that you leave a hole in the fabric large enough to provide good aeration around the base of trees or shrubs.

Erosion - Until your yard is established and stable, erosion will be a potential concern. Heavy rains or roof runoff can erode soil. The sooner you restore the grade to its original condition, the less damage will occur. Erosion is of special concern in drainage swales. If swales become filled with soil runoff, they may not drain the rest of the yard, causing further problems. Correcting erosion is your responsibility. You may need to protect newly planted seed with erosion matting or reseed to establish grass in swales. It can take several years to fully establish your lawn in such challenging areas.

Hired Contractors - You are responsible for changes to the drainage pattern made by any landscape, concrete, deck, or pool contractor. Discuss drainage with any company you hire to do an installation in your yard. Do not permit them to tie into existing drainage pipes without approval from the municipality.

Natural Areas - During construction, we take care to prevent construction debris from accumulating in natural areas. Removing dead wood, tree limbs, fallen trees, or other natural items is your responsibility.

Planning - Locate plants and irrigation heads out of the way of pedestrian or bicycle traffic and car bumpers. Space groves of trees or single trees to allow for efficient mowing and healthy growth. Group plants with similar water, sun, and space requirements together.

Plant Selection - Plant with regard to your local climate. Favor native over exotic species. Consider ultimate size, shape, and growth habit of the species.

See also Property Boundaries.

Requirements - In addition to complying with applicable developer requirements, check with your local building department and homeowners association before designing, installing, or changing landscaping for any regulations that they require you to follow.

Seeded Lawns - If lawn seeding is part of your home purchase, consider this as the first step in establishing your yard. Remember that the forces of nature are far stronger than grass seed. You will need to over-seed at some point, perhaps more than once. Heavy storms can cause washouts and erosion that you will need to correct. It generally takes at least three growing seasons to establish a good lawn, longer if weather conditions are difficult or if you do not have the time to devote to lawn care. Before over-seeding, remember to fill any slight depressions with a light layer of topsoil. Minimize traffic of all kinds on newly seeded areas and avoid weed killer for at least 120 days. Keep the seed moist, not wet.

Sod - Sod is laid after the final grade elevations have been established. Lawn care is one of your maintenance responsibilities. Keep the following points in mind regarding watering:

- Stay off of your new sod as much as possible except to water it.
- Be prepared by having enough hose to reach all corners of your yard.
- A good sprinkler is also necessary to ensure proper watering of the entire yard. Avoid watering by hand as doing so distributes water unevenly.
- Water on grass acts like a magnifying glass and will burn your new sod. Therefore, early morning or late evening is best. Avoid watering after 8:00 am or before 6:00 pm.
- New sod should be watered to the point that the soil is soft when you step on it.
- Water every day for seven days then cut back to once every other day. If temperatures are hot and dry, water more often; if precipitation occurs, water less.
- Be aware that new sod and the extra watering it requires can sometimes create drainage concerns (in your yard or your neighbor's) that will disappear when the yard is established and requires normal watering.

Sprinkler System (Irrigation) - If we included a sprinkler system with your home, we can have the installer demonstrate the system and make final adjustments shortly after you move in at your request. The installer will note and correct any deficiencies in the system at that time. Whether we install your sprinkler or you install it yourself, keep these points in mind:

- You are responsible for routine cleaning and adjusting of sprinkler heads as well as shutting the system down in the fall. Never install spray heads within three feet of the foundation. Failure to drain the system before freezing temperatures occur can result in broken lines, which will be your responsibility to repair. We suggest that you have the system blown out to ensure water is out of the lines. You may contact the office for a trade contractor reference.
- Remove the back flow preventer to avoid freezing and damaging the unit.
- Conduct weekly operational checks to ensure proper performance of the system.
- Direct sprinkler heads away from the home. Trickle or bubbler-type irrigation systems are recommended for use adjacent to your home's foundation.

Automatic timers permit you to water at optimum times whether you are at home, away, awake, or asleep. The amount of water provided to each zone can be accurately and consistently controlled and easily adjusted with a timed system. You may need to make adjustments to these settings periodically.

Stones - The soil in your area may have stones and rocks. Removing these naturally occurring elements is a maintenance activity. If we install seed or sod, large rocks will be picked up and surface raking performed. You will need to provide continued attention to this condition as you care for your yard.

Trees and Shrubs - Caring for existing trees, including pruning dead branches or removing these trees altogether is your responsibility. As with sod, watering newly planted trees and shrubs is crucial.

- Trees and shrubs should begin on the same watering schedule as the sod. However, unlike sod, trees and shrubs can be over watered. Therefore, attention is needed through the landscape season to determine how much and when to water.
- The leaves on trees and shrubs will turn yellow from over watering; they will turn brown if watering is insufficient.
- Landscape fabric holds moisture in the ground and can cause root rot. Avoid installing landscape fabric and rock around trees and shrubs unless you leave a hole in the fabric large enough to provide good aeration around base of tree or shrub.
- Avoid piling excess soil around the base of your trees and shrubs because this can also cause root rot.
- Avoid tilling or planting flowerbeds around trees. This is especially important while trees are recovering from the construction process.
- To encourage budding in the spring, water your trees and shrubs thoroughly in the late fall.
- If the weather turns warm during the winter, we recommend watering your trees and shrubs to help premature thawing.
- Freeze/thaw cycles may result in vertical tearing of tree bark; this usually repairs itself over time.



- Trees and shrubs require regular inspection for insect infestation. Early detection and prompt treatment may prevent further damage.

Utility Lines - A slight depression may develop in the front lawn along the line of the utility trench. To correct this, roll back the sod, spread topsoil underneath to level the area, and then relay the sod. Before any significant digging, check the location of buried service leads by contacting utility locators.

See also Easements and Utility Locates

Weeds - Weeds will appear in your new lawn whether seed or sod is used. Without maintenance, your yard will quickly begin to show weeds. The best control is a healthy lawn, achieved through regular care and attention.

One-Year Limited Warranty Guidelines

We will confirm the healthy condition of all plant materials during your homeowner orientation. Maintaining landscaping is a homeowner responsibility. Plants, sod, and trees are excluded from warranty. Sprinkler/Irrigation systems are only covered for 30 days after closing, and freeze damage is excluded from warranty.

Mildew

Homeowner Use and Maintenance Guidelines

Mildew is a fungus that spreads through the air in microscopic spores. They love moisture and feed on surfaces or dirt. On siding, they look like a layer of dirt. Cleaning mildew from your home is your responsibility. Solutions that remove mildew are available from local paint or home improvement stores. Wear protective eyewear and rubber gloves for this task; the chemicals that remove mildew are unfriendly to humans.

One-Year Limited Warranty Guidelines

We will remove any mildew noted during your homeowner orientation. Our warranty excludes mildew.

Mirrors

Homeowner Use and Maintenance Guidelines

To clean your mirrors use any reliable liquid glass cleaner or polisher available at most hardware or grocery stores. Avoid acidic cleaners and splashing water under the mirror; either can cause the silvering to deteriorate. Acidic cleaners are usually those that contain ammonia or vinegar. Avoid getting glass cleaners on plumbing fixtures as some formulas can deteriorate the finish.

One-Year Limited Warranty Guidelines

We will confirm that all mirrors are in acceptable condition during your homeowner orientation. We will correct scratches, chips, or other damage to mirrors noted on your homeowner orientation agenda.

Mold Prevention

Homeowner Use and Maintenance Guidelines

Mold is a type of fungus that spreads through the air in microscopic spores. Mold occurs naturally and is found everywhere that life can be supported—over 100,000 kinds exist in the world and about 1000 of these are found in the North America. In order to grow, mold requires food, air, water, and a temperature between 40 and 100 degrees Fahrenheit. While not all molds are harmful, growth of mold within a home is inappropriate and may have side effects for the occupants, such as allergic reactions and infections, in addition to damaging the material on which it grows. Experts are studying whether more serious side effects are possible. At this point, no agency has been able to set guidelines on how much exposure is harmful because each of us reacts to mold differently.

Designing or building homes that exclude mold spores is impossible. If conditions are right, mold will grow in your home. Items commonly found in all homes such as wood, carpet, drywall, fabric, and insulations to name a few, can supply a food source. Likewise, air and temperature in most homes meet the needs of mold spores. If moisture is present and remains on a mold food source, mold can develop within 24 to 48 hours.

Moisture is the only mold growth factor that can be controlled in a home. By minimizing moisture, you reduce or eliminate mold growth. Moisture in your home comes from many sources. Spills, leaks, overflows, condensation, and high humidity are examples. Good housekeeping and maintenance are essential in your effort to prevent or eliminate mold growth.

Caulking - Maintain all caulking around such areas as windows, doors, sinks, and tubs.

Cleaning - Mold grows well on dust and dirt. Therefore, vacuum and dust regularly. Clean or replace filters minimally in accordance to the manufacturer's recommendations. Keep weep holes for brick and on windows clear. Most bath tile cleaning products contain chemicals that remove and help protect against mold growth. Check the refrigerator pan and air conditioning condensate line, coils, and condenser pan for signs of mold growth. Wipe up any spills immediately.

Condensation - Condensation on surfaces inside your home is a sign of high humidity. If you notice condensation, wipe it up and take steps to reduce the humidity level in your home.

See also Condensation and Ventilation

Humidifier

If your home includes a humidifier, operate it in accordance with the manufacturer's instructions and clean it as recommended in the manufacturer's literature. If condensation develops, turn the humidifier down or off.

See also Condensation and Ventilation

Inspections - Check your home regularly for signs of water intrusion. These might include a musty odor, staining, or actual standing moisture. Remember to check inside cabinets under all sinks and behind toilets as well as in seldom used closets. Check weather stripping, caulking, grout, weep holes, and so on around doors, windows, and pipe or vent penetrations; confirm that your sump pump functions correctly (if installed in your home).

Landscaping and Drainage - Maintain positive drainage around your home. Avoid changes to the grade or installing exterior additions that interfere with drainage away from the home; this includes edging or borders that dam water near the home. Regularly inspect any sprinkler system for correct function. Adjust the heads to avoid their spraying the home and correct any leaks immediately. Keep splash blocks or downspout extensions in place to channel roof water away from your home. Clean gutters regularly, especially during the fall and early winter.

Leaks - Immediately report any leak to the warranty office. This includes roof, window, or plumbing leaks. Failure to report leaks promptly increases your risk and responsibility for repairs that might otherwise have been addressed by warranty.

Purchases or Stored Items - Carefully inspect items you bring into your home such as boxes that have been in storage or new house plants for any sign of mold, including musty odors.

Tile Grout - Another vulnerable area is tile grout around showers and tubs. Inspect and maintain grout as a seal to keep moisture from reaching the wall behind the tile.

Valves - Be familiar with the shut off valves for all water supply lines in your home. In the event of a leak, immediately shut off the water at the appropriate valve to minimize the amount of water that is released. Clean up the water immediately.

Vehicle Run-Off - Water, ice, and moisture can accumulate from vehicles parked in the garage. This can increase humidity and potential for mold in garages.

Ventilation - Your daily habits can help keep your home well ventilated:

- Do not cover or interfere in any way with the fresh air supply to your system.
- Develop the habit of running the hood fan when you are cooking.
- Also run bath fans when bathrooms are in use.
- Connect your clothes dryer exhaust to the vent pipe. Clean the exhaust tube as needed to keep it clear and functioning efficiently.
- Air your house by opening windows for a time when weather permits.

Weather Stripping - Weather stripping on doors may need occasional adjustment to prevent moisture from getting in around the door as well as to reduce air infiltration.

See also Plumbing, Ventilation, and Condensation

One-Year Limited Warranty Guidelines

We will respond to any leaks reported as described under individual categories such as plumbing and roof. Mold is excluded from warranty.

Paint and Stain

Homeowner Use and Maintenance Guidelines

Because of changes in the formulas for paint (such as the elimination of lead to make paints safer), painted surfaces must be washed gently using mild soap and as little water as possible. Avoid abrasive cleaners, scouring pads, or scrub brushes. Flat paints show washing marks more easily than gloss paints do. Often better results come from touching up rather than washing a painted surface.

Colors - Your selection sheets are your record of the paint and stain color names or numbers used in your home (see Chapter 3, "Your Home Selections").

Exterior - Regular attention will preserve the beauty and value of your home. Check the painted and stained surfaces of your home's exterior annually. Repaint before much chipping or wearing away of the original finish occurs; this will save the cost of extensive surface preparation.



NEW HOMEOWNER CARE GUIDE



As it ages, exterior wood trim will develop minor cracks and raised grain. Much of this will occur during the first year. Raised grain permits moisture to get under the paint and can result in peeling. This is a natural occurrence rather than a defect in materials or workmanship. Paint maintenance of wood trim and gutters is your responsibility.

Plan on refinishing any painted exterior surface of your home approximately every two to three years or as often as your paint manufacturer suggests for your area and climate. Climatic conditions control the chemical structure of the paint used on the exterior. Over time, this finish will fade and dull a bit. Depending on the exposure to weather of each surface, the paint on some parts of your home may begin to show signs of deterioration sooner than others.

When you repaint the exterior of your home, begin by resetting popped nails. Remove blistered or peeling portions of paint with a wire brush or putty knife. Sand, spot with primer, and then paint the entire area. Use a quality exterior paint formulated for local climate conditions.

Avoid having sprinklers spray water on the exterior walls of your home. This will cause blistering, peeling, splintering, and other damage to the home.

Severe Weather - Hail and wind can cause a great deal of damage in a severe storm, so inspect your home after such weather. Promptly report damage caused by severe weather to your insurance company. Repair of storm damage falls outside the warranty coverage and is either your responsibility or that of your insurer.

Stain - For minor interior stain touch-ups, a furniture-polish-and-stain treatment is inexpensive, easy to use, and will blend in with the wood grain. Follow directions on the bottle.

Touch-Up - When doing paint touch-ups, use a small brush, applying paint only to the damaged spot. The appearance and color will vary from the surrounding area even if the same paint mix is used. When it is time to repaint a room, prepare the wall surfaces first by cleaning with a mild soap and water mixture or a reliable cleaning product. When possible, we leave any paint that is left over when your home is finished. Store these with the lids tightly in place and in a location where they are not subjected to extreme temperatures.

Wall Cracks - We suggest that you wait until after the first heating season to repair drywall cracks or other separations due to shrinkage.

See also Drywall

One-Year Limited Warranty Guidelines

During your new home orientation, we will confirm that all painted or stained surfaces are in acceptable condition. We will touch up paint as indicated on your homeowner orientation list. You are responsible for all subsequent touch-up, except painting we perform as part of another warranty repair.

Fading - Expect fading of exterior paint or stain caused by the effects of sun and weather. Our limited warranty excludes this occurrence.

Touch-Up Visible - Paint touch-up is visible under certain lighting conditions.

Wood Grain - Because of wood characteristics, color variations will result when stain is applied to wood. This is natural and requires no repair. Wood grain may be visible on painted or stained trim, columns, etc. We do not provide corrections for this condition.

Parging

Homeowner Use and Maintenance Guidelines

The white, powdery substance that sometimes accumulates on parging is called efflorescence. This is a natural phenomenon and cannot be prevented. In some cases, you can remove it by scrubbing with a stiff brush and vinegar. Consult your home center or hardware store for commercial products to remove efflorescence.

One-Year Limited Warranty Guidelines

We will confirm that foundation parging is complete and in acceptable condition during your homeowner orientation. We will repair areas needing attention which are noted during your homeowner orientation.

Pests and Wildlife

Homeowner Use and Maintenance Guidelines

Insects such as ants, spiders, wasps, and bees, and animal life such as woodpeckers, squirrels, mice, and so on, may fail to recognize that your home belongs to you. Addressing concerns involving these pests and wildlife goes with being a homeowner. Informational resources include, among others, animal control authorities, the Bylaw Service (consult your local directory service for the number of the nearest office), pest control professionals, the Internet, and the public library.

See also Termites

Plumbing

Homeowner Use and Maintenance Guidelines

Your plumbing system has many parts, most of which require little maintenance. Proper cleaning, occasional minor attention, and preventive care will assure many years of good service from this system.

Aerators - In most cases the plumbing lines are a closed system and should have a minimal amount of dirt or construction debris in them. However foreign matter and small amounts of minerals may enter the lines. Aerators on the faucets strain much of this from your water. Minerals caught in these aerators may cause distortion in the stream of water from the faucets; this is a sign that the aerator needs to be cleaned.

Cleaning - Follow manufacturer's directions for cleaning fixtures. Avoid abrasive cleansers. They remove the shiny finish and leave behind a porous surface that is difficult to keep clean. Clean plumbing fixtures with a soft sponge and soapy water (a nonabrasive cleaner or a liquid detergent is usually recommended by manufacturers). Then polish the fixtures with a dry cloth to prevent water spots. Care for brass fixtures with a good-quality brass cleaner, available at most hardware stores.

Clogs - The main causes of toilet clogs are domestic items such as disposable diapers, excessive amounts of toilet paper, sanitary supplies, Q-tips, dental floss, and children's toys. You can usually clear clogged traps with a plunger. If you use chemical agents, follow directions carefully to avoid personal injury or damage to the fixtures.

Improper garbage disposal use also causes many plumbing clogs. Always use plenty of cold water when running the disposal. Cold water also cools the ball bearings which helps the motor last longer. Allow the water to run 10 to 15 seconds



NEW HOMEOWNER CARE GUIDE



after shutting off the disposal. Review the manufacturer's literature to learn which food items can be put in the disposal and which should be avoided.

Clean a plugged drain stopper—usually found in bathroom sinks—by loosening the nut under the sink at the back, pulling out the rod attached to the plunger, and lifting the stopper. Clean and return the mechanism to its original position.

Extended Absence - If you will be away for an extended period, you should drain your water supply lines. To do this, shut off the main supply line and open the faucets to relieve pressure in the lines.

You may also wish to shut off the water heater. Do this by turning off the cold water supply valve on top and the gas control at the bottom. Drain the tank by running a hose from the spigot on the bottom to the outside. If you prefer to leave the tank full, set the temperature to its lowest or "vacation" setting. Check manufacturer's directions for additional hints and instructions.

See also Extended Absence Checklist

Fiberglass Fixtures - For normal cleaning use a nonabrasive bathroom cleanser and sponge or nylon-cleaning pad. Avoid steel wool, scrapers, and scouring pads. Some flex in tubs and showers is normal.

Freezing Pipes - Keep the garage doors closed to protect plumbing lines running through this area from freezing temperatures. **Set the heat at a minimum of 65 degrees if you are away during winter months.** In unusually frigid weather or if you will be gone more than a day or two, increase your heat and open cabinet doors to allow warm air to circulate around pipes. Leaving faucets dripping inside the home is one of the best methods to prevent frozen pipes. Use an ordinary hair dryer to thaw pipes that are frozen. Never use an open flame.

Grinder pumps - If your homes' sewer system includes a grinder pump, follow manufacturer directions for its use and care. Grinder pumps are excluded from the new home warranty; manufacturer limited parts warranty may apply. Maintenance or repairs often result from flushing or draining inappropriate materials, freezing temperatures, or regular wear and tear on system components.

Jetted Tubs - If your home includes a jetted tub follow manufacturer directions for its use and care. Never operate the jets unless the water level is at least one inch above the jets. Clean and disinfect the system every one to two months, depending on usage. Avoid abrasive cleansers which will damage the surface and make keeping it clean difficult.

Leaks - If a plumbing leak occurs, the first step is to turn off the supply of water to the area involved and minimize damage to your home and personal property. This may mean shutting off the water to the entire home. Then contact the warranty office or, if the leak occurs after hours, the appropriate trade contractor's emergency number.

Low Pressure - Occasional cleaning of the aerators on your faucets (normally every three to four months) will allow proper flow of water. The city or municipality water department controls the overall water pressure.

Outside Faucets - **You must remove hoses during cold weather, even if the faucet is located in your garage.** If a hose is left attached, the water that remains in the hose can freeze and expand back into the pipe, causing a break in the line. Repair of a broken line that feeds an exterior faucet is a maintenance item. We recommend that you get in the habit of always removing any hose you use from any exterior or garage faucet.

Porcelain - You can damage porcelain enamel with a sharp blow from a heavy object or by scratching. Do not stand in the bathtub wearing shoes unless you have placed a protective layer of newspaper over the bottom of the tub. If you splatter paint onto the porcelain enamel surfaces during redecorating, wipe it up immediately. If a spot dries before you notice it, use a recommended solvent.



NEW HOMEOWNER CARE GUIDE



Running Toilet - To stop running water, check the shut-off float in the tank. You will most likely find it has lifted too high in the tank, preventing the valve from shutting off completely. In this case, gently bend the float rod down until it stops the water at the correct level. The float should be free and not rub the side of the tank or any other parts. Also check the chain on the flush handle. If it is too tight, it will prevent the rubber stopper at the bottom of the tank from sealing, resulting in running water.

Septic Systems – We install septic systems as designed and specified by the local authority. We will correct problems caused by improper installation. If consumer action or negligence is the cause, Homeowner is responsible for correcting the problem. Some communities may have septic systems installed by the developer. Do not exceed the water capacity, place non-biodegradable items into the system, place non-permeable surfaces over the system, or allow vehicles to drive or park over the disposal area. Maintain the system regularly to include pumping as needed. FURTHER INFORMATION CAN BE FOUND AT <https://www.epa.gov/septic>

Shut-Offs - Typically, the water supply can be shut-off entirely in two locations. The first is at the meter and the second is in the home. Use the shut off at the meter for major water emergencies such as a water line break or when you install a sprinkler system. Familiarize yourself with the main shutoff valve in the home in the event of an emergency. See also Extended Absence. Each toilet has a shut-off on the water line under the tank and hot and cold shut-offs for each sink are included on the water lines under the sink.

Stainless Steel - Clean stainless steel sinks with soap and water to preserve their luster. Avoid using abrasive cleaners or steel wool pads; these will damage the finish. Prevent bleach from coming into prolonged contact with the sink as it can pit the surface. An occasional cleaning with a good stainless steel cleaner will enhance the finish. Rub in the direction of the polish or grain lines and dry the sink to prevent water spots. Avoid leaving produce on a stainless steel surface. Prolonged contact with produce can stain the finish. Also avoid using the sink as a cutting board; sharp knives will gouge the finish. Local water conditions affect the appearance of stainless steel. A white film can develop on the sink if you have over-softened water or water with a high concentration of minerals. In hard water areas, a brown surface stain can form appearing like rust.

Temperature Variation - Expect temperatures to vary if water is used in more than one location in the home at the same time. Please note that it may take more time for hot water to reach certain areas of the home.

Toilet Tank Care - Avoid exposing the toilet to blows from sharp or heavy objects, which can cause chipping or cracking. Avoid abnormal pressures against the sides of the tank. It is possible to crack the tank at the points where it is attached to the bowl.

Wells - Wells are excluded from the new home warranty. Manufacturer warranty and/or well provider installation labor warranty may apply to parts such as pump/motor, pressure tank, water filtration components, etc. Homeowner responsibilities include regular inspections and maintenance, monitoring water quality, avoiding damage, winterizing the system as needed, etc. If your well includes a water filtration system, check the entire system and service filters regularly. FURTHER INFORMATION CAN BE FOUND AT <https://www.epa.gov/privatewells>

TROUBLESHOOTING TIPS: PLUMBING

No Water Anywhere in the Home

Before calling for service, check to confirm that the—

- Main shut off on the meter inside your home is open.
- Main shut off at the street is open.
- Individual item shut-off is open.

No Hot Water: See Water Heater



Leak Involving One Sink, Tub, or Toilet

Before calling for service, check to confirm that the—

- Caulking and grout are in good condition.
- Shower door or tub enclosure was properly closed.

If these items do not resolve the issue, turn the water supply off to the item. Use other facilities in your home and report problem on the next business day.

If a leak involves a main line, turn water off at the meter in your home and call the emergency number for service.

Back Up at One Toilet

If only one toilet is affected, corrections occur during normal business hours.

- Shut off the water supply to the toilet involved.
- Use a plunger to clear the blockage.
- Use a snake to clear the blockage.

Sewer Back Up Affecting Entire Home

- Contact the emergency number.
- Remove personal belongings to a safe location. If items are soiled, contact your homeowner insurance company.

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

One-Year Limited Warranty Guidelines

During your homeowner orientation we will confirm that all plumbing fixtures are in acceptable condition, are functioning properly, and that all faucets and drains operate freely.

Clogged Drain - We will correct clogged drains that occur during the first 30 days from closing if caused by construction debris. However, if a household item is removed from a clogged drain, we will bill you for the drain service.

Cosmetic Damage - We will correct any fixture damage noted during your homeowner orientation agenda. Repairing chips, scratches, or other surface damage noted subsequent to your homeowner orientation is your responsibility.

Outside Faucets - We will repair leaks at exterior faucets (hose bibs) noted on your homeowner orientation list. Subsequent to new home orientation, repair of a broken line to an exterior faucet is your responsibility. Damage caused by freezing when a hose is left on the faucet is specifically excluded from warranty coverage. Refer to *Outside Faucets* above for more information.

Fiberglass Fixtures - Tub and shower repairs are very common and do not void any manufacturer warranties.

Leaks - We will repair leaks in the plumbing system. If a plumbing leak caused by a warranted item results in drywall or floor covering damage, we will repair or replace items that were part of the home as originally purchased. Please note that payments or adjustments for secondary damages (for example, damage to wallpaper, drapes, and personal belongings) may be covered by your homeowner insurance but are excluded from warranty coverage.

Noise - Changes in temperature or the flow of the water itself will cause some noise in the pipes. This is normal and requires no repair. We will repair persistent water hammer (a thump or bang that can be heard throughout the home, resulting from the rapid closing of a valve, high water pressure, or missing strap).

Supply - We will correct construction conditions that disrupt the supply of water to your home if they involve service from the main water supply to your home, provided that no action of yours has caused the problem. Disruption of service due to failure of the water department system is the responsibility of the municipality to correct.

Property Boundaries

Homeowner Use and Maintenance Guidelines

At closing you will receive a drawing that shows your home site and the location of your home on it. To construct the home we established the property boundaries and corners. However, during construction, some of the property line markers may be affected or covered up by grading, excavation, installation of utility lines, and other typical construction activities. Therefore if you wish to install a fence, swimming pool, a deck or patio to your home, or otherwise establish a permanent structure, you are responsible for retaining professional surveyors to locate and mark property boundaries to be certain they are accurate and that you have found all corners.

See also Easement

Railings

Homeowner Use and Maintenance Guidelines

Stained or wrought iron railings in your home require little maintenance beyond occasional dusting or polishing. Protect railings from sharp objects or moisture. Cover them during move-in to avoid dents or scratches. Stained railings will show variation in the way the wood grain absorbed the stain. Some designs show seams where pieces of wood came together to form the railing.

One-Year Limited Warranty Guidelines

During your homeowner orientation we will confirm that all railings are in good condition. We install railings in positions and locations to comply with applicable building codes. Railings should remain securely attached with normal use.

Resilient (Vinyl) Flooring

Homeowner Use and Maintenance Guidelines

Although resilient floors are designed for minimum care, they do have maintenance needs. Follow any manufacturer's specific recommendations for care and cleaning.

Color and Pattern - Your color selection sheets provide a record of the brand, style, and color of floor coverings in your home. Please retain this information for future reference.

Limit Water - Wipe up spills and vacuum crumbs instead of washing resilient floors frequently with water. Avoid getting large amounts of water on the floor from baths and showers. Limit mopping or washing with water; excessive amounts of water on resilient floors can penetrate seams and get under edges, causing the material to lift and curl.

Moving Furniture - Moving appliances across resilient floor covering can result in tears and wrinkles. Install coasters on furniture legs to prevent damage. If you damage the resilient floor, you can have it successfully patched by professionals. If



any remnants remain when installation of your floor covering is complete, we leave them in the hope that having the matching dye lot will make such repairs less apparent.

No-Wax Flooring - The resilient flooring installed in your home is the no-wax type. No wax means that this floor covering has a clear, tough coating that provides both a shiny appearance and a durable surface. However, even this surface will scuff or mark. Follow the manufacturer's recommendations for maintaining the finish.

Seams - Any brand or type of resilient flooring may separate slightly due to shrinkage. Seams can lift or curl if excessive moisture is allowed to penetrate them. You can use a special caulking at tub or floor joints to seal seams at those locations.

One-Year Limited Warranty Guidelines

We will confirm that resilient floor covering is in acceptable condition during your new home orientation. Our limited warranty excludes damage to resilient floors caused by moving furniture or appliances into the home. We can assist you in contacting professionals who can repair any damage that occurs after your move-in. We are not responsible for discontinued selections.

Lifting - We will repair lifting or bubbling and nail pops that appear on the surface.

Seams - Seams will occur and are sealed at the time of installation. We will correct gaps in excess of 1/32 inch when viewed under normal lighting conditions and from a normal viewing position. Note that strong sun light can cause a shadow and call attention to a seam.

Roof

Homeowner Use and Maintenance Guidelines

The shingles on your roof do not require any treatment or sealer. The less activity your roof experiences, the less likely it is that problems will occur.

Clean Gutters - Maintain the gutters and downspouts so that they are free of debris and able to quickly drain precipitation runoff from the roof.

Ice Damming - On occasion, depending on your home's orientation and surroundings, as rising heat from inside your home melts snow on the roof, the water runs down and when it reaches the cold eaves, it may freeze. An accumulation of this type of ice dams the subsequent runoff and the water begins to back up, sometimes working its way up and under shingles, ultimately leading into your home through windows or ceilings. Ice damming is a weather related condition and therefore is excluded from warranty coverage.

Leaks - If a leak occurs, try to detect the exact location. This will greatly simplify finding the area that requires repair when the roof is dry.

Limit Walking - Limit walking on your roof. Your weight and movement can loosen the roofing material and in turn result in leaks. Never walk on the roof of your home when the shingles are wet—they are slippery. Please refer to local safety codes regarding walking or completing repairs to your roof.

Severe Weather - After severe storms, do a visual inspection of the roof for damages. When extremely windy conditions occur, if you find pieces of shingle in the yard or shingle edges are lifted on the roof, notify your insurance company. However, be aware that repairs are often less than the deductible.

See also Tabbing

TROUBLESHOOTING TIPS: ROOF LEAK

Please keep in mind that roof leaks cannot be repaired while the roof is wet. However, you should report the condition immediately so repairs can be made as soon as conditions dry out, so do call in your roof leak.

- Confirm the source of the water is the roof rather than from a—
 - Plumbing leak
 - Open window on a higher floor
 - Ice damming
 - Attic condensation
 - Clogged eaves trough or downspout
 - Blowing rain or snow coming in through (code required) roof vents
 - Gap in caulking
- Where practical, place a container under dripping water.
- If a ceiling is involved, use a screwdriver to poke a small hole in the drywall to release the water.
- Remove personal belongings to prevent damage to them. If damage occurs to your personal belongings, contact your homeowner insurance company to submit a claim.
- Report the leak to us during first available business hours.

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

One-Year Limited Warranty Guidelines

We will repair roof leaks other than those caused by severe weather, such as hail damage, or some action you have taken, such as walking on the roof. Roof repairs are made only when the roof is dry.

Ice Damming - We will repair damage from ice damming if it results from a demonstrated defect in work or materials we supplied. However, most of the time ice damming occurs naturally, is excluded from warranty, and damage that results may be covered by your homeowner insurance.

Severe Weather - Storm damage is excluded from warranty coverage. Notify your homeowner insurance company if storm damage is discovered.

Tabbing - Tabbing (or sealing) of your shingles occurs during the first extended warm period after installation. Heat from the sun shining on the roof causes the glue on shingle tabs to adhere to the surface below, forming a bond. Until this has occurred, high winds can more easily lift the edges of the shingles and may cause some shingles to blow off. If this occurs and your home was shingled during fall or winter (or if you do not know when your roof was shingled), contact the warranty office and request a review of your circumstances.

Shower Doors or Tub Enclosures

Homeowner Use and Maintenance Guidelines

Shower doors and tub enclosures require minimal care. We recommend Gel Coat for shower enclosures and commercially available cleaners (non-abrasive) for the shower door.



Caulk - Check caulking and touch-up as needed.

Cleaning - Use cleaning products suggested by the manufacturer to avoid any damage to the trim and hardware. Using a squeegee to remove water after a bath or shower will keep mineral residue and soap film to a minimum.

Towels - Avoid hanging wet towels on corners of doors; the weight can pull the door out of alignment and cause it to leak.

One-Year Limited Warranty Guidelines

During your new home orientation we will confirm the good condition of all shower doors and tub enclosures. We warranty that shower doors and tub enclosures will function according to manufacturer specifications.

Siding

Homeowner Use and Maintenance Guidelines

Siding expands and contracts in response to changes in weather. Slight waves are visible in siding under moist weather conditions; shrinkage and separations will be more noticeable under hot or dry conditions. Typically, the south and west sides of a home show more weathering. Dark or intense colors may fade more rapidly than lighter colors. These behaviors cannot be eliminated. Avoid excessive overspray from sprinklers on any type of siding.

Cement Based Products - Cement based siding may require repainting and caulking just as wood products do.

Hardboard - Use non-abrasive household cleaners. Test the cleaner on a small area prior to large scale use. Rinse surface thoroughly after cleaning. If power washers are used be certain that the pressure is on a low setting. Touch up paint is sold through most manufacturers. Paint touch up is best applied only to the direct area with a small artist brush or Q-tip. Hardboard siding can be re painted a different color but the surface must be cleaned and prepped with primer.

Vinyl - Vinyl siding expands in hot weather and contracts in cold weather; a popping noise can occur along with these changes. Vinyl siding will occasionally require cleaning. Start at the top to avoid streaking and use a brush such as you would use on a car and a cleaning product recommended by your siding manufacturer. Follow directions carefully. Power-washing should be completed by professionals only, to avoid damage or water intrusion.

One-Year Limited Warranty Guidelines

We will confirm the good condition of the siding during your new home orientation. Repair of subsequent damage to the siding will be your responsibility to repair.

Cracks and Chips - Cement board siding is susceptible to the same characteristic limitations as other cement products. Cracks more than 2" in length and 1/8" in average width are generally considered excessive. Chips or dents are excluded from warranty.

Loose Siding - If siding becomes detached from the home due to installation error we will correct it.

Wavy Siding - Some waviness in siding is to be expected. See manufacturer installation instructions; waves or similar distortions in vinyl siding are generally considered excessive only if they exceed 1/2 inch in 32 inches.

See manufactured products section

Smart Home Technology

We confirm that all Smart Home devices are in acceptable condition and installed correctly during your orientation. We assign all Smart Home warranties to you, effective on the date of closing. Each of the Smart Home manufacturers warrant their products directly to you according to the terms and conditions of those written warranties. It is the Homeowner's responsibility to set up each Smart Home device.

Smoke Detectors

Homeowner Use and Maintenance Guidelines

Read the manufacturer's manual for detailed information on the care of your smoke detectors.

Batteries - It is a homeowner responsibility to change batteries and test alarms as needed.

Cleaning - For your safety, clean each smoke detector monthly to prevent a false alarm or lack of response in a fire. After cleaning, push the test button to confirm the alarm is working.

Insurance - You are responsible for obtaining fire insurance.

Locations - Smoke detectors are installed in accordance with building codes, which dictate locations. Building codes prohibit our omitting any smoke detector, nor should you remove or disable any smoke detector.

One-Year Limited Warranty Guidelines

We do not represent that the smoke detectors will provide the protection for which they are installed or intended. We will test smoke detectors during your homeowner orientation to confirm that they are working and to familiarize you with the alarm.

Stairs

Homeowner Use and Maintenance Guidelines

No known method of installation prevents all vibration or squeaks in a staircase. Where wood trim is included, a shrinkage separation can develop where the stairs meet the wall. When this occurs, apply a thin bead of latex caulk and, when dry, touch up with paint.

One-Year Limited Warranty Guidelines

Squeaks: Stair vibration or squeaks are excluded from warranty coverage.

Structured Wiring (Cable, Internet)

Homeowner Use and Maintenance Guidelines

Your home is equipped with structured (low voltage wiring) connections as shown on the blueprints and selection sheets. Initiating service, additions to these services, and moving outlets for decorating purposes or convenience are your responsibilities.

Structured Wiring - Structured wiring is a term used to describe many different types of residential wiring products that all have the same basic purpose—to effectively distribute a variety of data signals throughout your home. Signal types supported range from television to computer networks. Structured wiring also may include pre-wiring for an alarm system and/or pre-wiring for a surround sound entertainment system. The type of wires and components provided is listed in your home’s specifications. While some systems and components may be “smart” we make no representations that the included technology is the latest cutting-edge, or future-proof. Our intention is to provide a basic start for most users. If you have specific tech requirements, please let us know at the time of contract, or at the latest during the Pre-Drywall (Frame Stage) tour.

One-Year Limited Warranty Guidelines

We will repair wiring that does not perform as intended from the main service box and throughout the home. From the service box outward, care of the wiring is the responsibility of the local service provider.

Termites

Homeowner Use and Maintenance Guidelines

We treat your home for termites and provide you with a certificate confirming that treatment at closing. Plan to renew this service annually or as directed by the literature that accompanies the certificate. Treatment for other types of insects or animal infestations is your responsibility. Regularly inspect your home for signs of termites or conditions that would allow their attack.

- Check for wrinkles or waves in wood trim.
- Tap wood to see if it sounds or feels hollow.
- Inspect under the carpet tack strip by lifting the edge of carpet in the corner of a room. The tack strip is untreated and provides a convenient path for termites through your home.
- Watch for tubes of dirt, called mud tubes, which extend from the soil up to your home.
- Keep soil away from any wood parts of your home.
- Be certain all roof water and precipitation moves quickly away from your home’s foundation.
- Avoid storing wood on the ground and against your home.
- Maintain a safe zone of at least two feet in width around the perimeter of your home. Avoid planting grass or shrubs, installing any sprinkler device, or digging of any kind in this area.

If you believe you see signs of termites or if you have any questions, contact your termite treatment company for guidance, and let us know as well.

One-Year Limited Warranty Guidelines



We certify treatment of your foundation for termites at closing. This is our final action for termites. Our warranty excludes treatment for any other insect (such as ants) or animal (such as mice) infestations.

See also Pests and Wildlife

Utility Locations

Homeowner Use and Maintenance Guidelines

Work that includes digging, augers, driving materials into the ground (for instance fence posts or stakes for concrete forms) or mechanical excavation, all require that you arrange to have utility lines located and marked before work begins.

NEVER assume that a gas line is deeper than your planned ground disturbance. The gas company responds to hundreds of damaged natural gas line calls each year.

Safety should be your first priority when working around natural gas pipelines. Contact with buried natural gas pipelines can result in serious injury or death. Property damage can occur as well as interruptions in natural gas delivery service to others. This can be costly to repair.

Hand expose the natural gas line if you will be digging within three feet on either side of the location marks. Dig carefully. Some gas lines are made of polyethylene and can easily be cut with a shovel.

If you damage a gas line—even if there is no odor or hissing sound—contact the gas company immediately.

- Clear all people from the vicinity and cordon off the site.
- Do not attempt to repair the leak or bend over the line to stop the escaping gas.
- Shut off all equipment and vehicles.
- Remove other sources of ignition.
- Do not use a cell phone in the vicinity.
- Extinguish all smoking materials and open flames.
- Allow gas to vent to the atmosphere.

Ventilation

Homeowner Use and Maintenance Guidelines

Homes today are built more tightly than ever. This saves energy dollars but creates a potential concern. If the ventilation system is not maintained and used regularly, condensation, cooking odors, indoor pollutants, and carbon monoxide may accumulate. We provide mechanical and passive methods for ventilating homes. Your attention to ventilation is important to health and safety.

Attic and Roof Vents - Building codes require attic and roof vents to minimize accumulation of moisture. Attic ventilation occurs through vents in the soffits (the underside of the overhangs) and roof vents. Driving rain or snow sometimes enters the attic through these vents. Do not cover them to prevent the entry of rain or snow. When proper ventilation is maintained, precipitation that blows in safely evaporates. If you are finishing of the interior of your garage (attached or detached) remember to install roof vents to this area to maintain proper ventilation.

Daily Habits

Your daily habits can help keep your home well-ventilated. Develop the habit of running the hood fan when you are cooking. Run your bath fans for a minimum of 30 minutes after bathing or showering.

See also Condensation

One-Year Limited Warranty Guidelines

The warranty guidelines for active components (for example, exhaust fans) are discussed under the appropriate headings (such as electrical systems, heating system, and so on).

Water Heater-Electric

Homeowner Care and Maintenance Guidelines

Carefully read the manufacturer's literature and warranty for your specific model of water heater.

Drain Tank - Review and follow the manufacturer's timetable and instructions for draining several gallons of water from the bottom of the water heater. This reduces build-up of chemical deposits from the water, thereby prolonging the life of the tank as well as saving energy dollars. Also drain the tank if it is being shut down during periods of freezing temperatures. Carefully follow the instructions in the manufacturer's literature.

Element Cleaning or Replacement - The heating elements in the water heater will require periodic cleaning. The frequency is determined in part by the quality of the water in your area. Again, refer to the manufacturer's literature for step-by-step instructions and drawings, or contact an authorized service company.

Pressure Relief Valve - At least once each year, manually operate the pressure relief valve. Stay clear of the discharge line to avoid injury. See manufacturer's literature for diagrams and detailed instructions.

Safety - Keep the area around a water heater clear of stored household items. Never use the top of the water heater as a storage shelf.

Temperature - Higher settings can waste energy dollars and increase the danger of injury from scalding. Hot water will take longer to arrive at sinks, tubs, and showers that are farther from the water heater. The cool water in the lines must be purged before hot water reaches the fixture.

TROUBLE SHOOTING TIPS: NO HOT WATER

Before calling for service, check to confirm that the—

- Water heater breaker on your main electric panel is in the on position. (Remember if a breaker trips you must turn it from the tripped position to the off position before you can turn it back on.)
- Temperature setting is not on "vacation" or too low.
- Water supply valve is open.

Refer to the manufacturer's literature for specific locations of these items and possibly other troubleshooting tips.

Even if the trouble shooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

One Year Limited Warranty Guidelines

Refer to the manufacturer's limited warranty for complete information regarding warranty coverage.

Water Heater-Gas

Homeowner Use and Maintenance Guidelines

Carefully read and follow the manufacturer's literature for your specific model of water heater.

Safety - Avoid using the top of a heater as a storage shelf. Maintain a clear area around the tank.

Temperature - Higher settings can result in wasted energy dollars and increase the danger of injury from scalding. Hot water will take longer to arrive at sinks, tubs, and showers that are farther from the water heater. The cool water in the lines must be purged before hot water reaches the fixture.

TROUBLESHOOTING TIPS: NO HOT WATER

Before calling for service, check to confirm that the—

- Temperature setting is not on “vacation” or too low.
- Scald protection is not set too low on the shower tap.
- Water supply valve is open.
- Exhaust and intake ducts are clear of ice and debris.
- Fumes from painting or other activities have not disabled the system. Strong odors can stop the function of the water heater. A sensor may need to be removed when cleaning or painting concrete slabs. Consult your manufacturer’s literature for specific details and possibly other troubleshooting tips.

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

TRADITIONAL WATER HEATER

Drain Tank - Review and follow manufacturer's timetable and instructions for draining several gallons of water from the bottom of the water heater. This reduces the build-up of mineral deposits from the water, prolonging the life of the tank and saving energy dollars.

TANKLESS WATER HEATER

Cleaning - Turn the unit off and disconnect the electrical power supply. Wait for the water and equipment to cool down. Wipe the outside with a wet cloth; use a non-abrasive cleanser to remove any surface stains. Clean the remote controller with a damp cloth using just water. See manufacturer instructions for details on cleaning the cold water inlet filter and the air intake filter on your particular model.

Draining - Follow the manufacturer directions for timing and steps to draining your specific model of water heater.

One-Year Limited Warranty Guidelines

Refer to the manufacturer's limited warranty for information regarding coverage of the water heater.

See also Plumbing

Windows, Screens, Sliding Glass Doors

Homeowner Use and Maintenance Guidelines

Contact a glass company for re-glazing of any windows that break. Glass is difficult to install without special tools.

Cleaning - Clean during moderate temperatures with only a mild soap and warm water using a sponge or soft cloth and dry with a towel. Avoid abrasive cleaners, commercial glass cleaner, razors, brushes, or scrubbing devices of any kind. Minor scratches can often be minimized by rubbing with a mild automotive polish.

Condensation - Condensation on interior surfaces of the window and frame is the result of high humidity within the home and low outside temperatures. Your family's lifestyle controls the humidity level within your home. If your home includes a humidifier, closely observe the manufacturer's directions for its use. Cleaning and repair of damage caused by condensation is your responsibility. During cold weather in particular, ensure that warm air from the heat registers located near windows can flow unobstructed. This helps minimize condensation. Also ensure that window coverings are open at least slightly for the same reason.

Screen Storage and Maintenance - Many homeowners remove and store screens for the winter to allow more light into the home. To make re-installation more convenient, label each screen as you remove it. Use caution: Screens perforate easily and the frames bend if they are not handled with care. Prior to re-installing the screens, clean them with a gentle spray of water.

Sliding Glass Doors - Sliding glass doors are made with tempered glass, which is more difficult to break than ordinary glass. If broken, tempered glass breaks into small circular pieces rather than large splinters which can easily cause injury. Keep sliding door tracks clean for smooth operation and to prevent damage to the doorframe. Silicone lubricants work well for these tracks. Acquaint yourself with the operation of sliding door hardware for maximum security.

Under certain lighting conditions, door glass may be hard to see. If you keep the screen fully closed when the glass door is open, your family will be accustomed to opening something before going through. You may want to apply a decal to the glass door to make it readily visible.

Sticking Windows - If sticking occurs or excessive pressure is required to open or close a window, refer to the manufacturer's information. You may also apply a silicone lubricant. This is available at hardware stores. Avoid petroleum-based products.

Tinting - Applying tinting or foil lining to dual pane windows can result in broken windows due to heat build-up. Some manufacturers void their warranty on the windows if you apply tinting or foil lining. Contact the manufacturer to check on their current policy before you apply such coatings.

Weep Holes - In heavy rains, water may collect in the bottom channel of window frames. Weep holes are provided to allow excess water to escape to the outside. Keep the bottom window channels and weep holes free of dirt and debris for proper operation.

One-Year Limited Warranty Guidelines

We will confirm that all windows, screens, and sliding glass doors are in acceptable condition during your homeowner orientation. We will repair or replace broken windows or damaged screens noted on your homeowner orientation agenda.



Windows should operate with reasonable ease and locks should perform as designed. If they do not, we will provide adjustments.

Condensation - Condensation on interior surfaces of the window and frame is the result of high humidity within the home and low outside temperatures. You influence the humidity level within your home and warranty coverage excludes this condition. Condensation that accumulates *between the panes of glass* in multiple-glazed windows indicates a broken seal. We will replace the window if this occurs during the warranty period. Beyond the one year warranty period, check with your window manufacturer for possible extended coverage for this condition.

Infiltration - Some air and dust will infiltrate around windows, especially before the installation of landscaping in the general area. Our warranty excludes this occurrence.

Scratches - We will confirm that all window glass is in acceptable condition at your homeowner orientation. Minor scratches on windows can result from delivery, handling, and other construction activities. Refer to the manufacturer's warranty for information regarding flaws allowable in window glass.

See also Condensation and Ventilation

Wood Trim

Homeowner Use and Maintenance Guidelines

Wood trim will behave differently inside your home than it does outside. Heating and air conditioning, traffic patterns, and other living activities readily affect some interior trim elements. On your home's exterior sun exposure and weather will have an impact. Further, the materials used for interior trim are specifically selected for interior use and differ from those used for the exterior.

INTERIOR

Shrinkage of interior wood trim occurs during the first two years or longer, depending on temperature and humidity. All interior lumber is more vulnerable to shrinkage during the heating season. Maintaining a moderate and stable temperature helps to minimize the effects of shrinkage. Wood will shrink less lengthwise than across the grain. Wood shrinkage can result in separation at joints of trim. This condition can usually be corrected with caulking or touch up paint.

Cleaning - Occasional dusting is usually all the maintenance needed for casing and baseboards. Wiping with a slightly damp cloth may be necessary from time to time.

Touch Up - Chips or scratches that occur can often be corrected with careful paint or stain touch up. In case of severe damage, wood filler may be needed. The appearance is likely to vary from the surrounding trim.

EXTERIOR

As with interior wood components, most shrinkage will occur during the first two years, depending on climate conditions and exposure.



Separations - Shrinkage of exterior trim pieces can result in separation at joints—especially during hot summer temperatures. Correct this with caulking and touch up paint. If a piece of trim pulls away from the house, re-nail and touch up with putty and paint.

Splits - Fluctuations in humidity and temperature can cause wood trim to split or cup.

One-Year Limited Warranty Guidelines

During your homeowner orientation we will confirm that wood trim is in acceptable condition. Minor imperfections in wood materials will be visible and will require no action. We will correct readily noticeable construction damage such as chips and gouges listed during your homeowner orientation.

INTERIOR

Exposed Nail Heads - In finished areas of your home, we will correct exposed nail heads by filling and touch up of the original finish. Such repairs may be visible under certain lighting conditions.

Separation/Misalignment - Hairline separations are acceptable between two pieces of the same material (for instance at a casing corner) or between two pieces of dissimilar materials (such as casing and drywall).

Splits - Wood trim pieces that split will be corrected, typically using filler. Such repairs will be visible under certain lighting conditions.

Surface Roughness - Wood surfaces that are touched or grasped during *normal* use should be **uniformly** smooth. Surfaces not touched during **normal** use shall appear smooth when viewed without magnification from a minimum distance of 1.5 m (5 feet) *under normal lighting* conditions and from a *normal* viewing position.

EXTERIOR

Raised Grain - Because of the effects of weather on natural wood, you should expect raised grain to develop. This is normal rather than a defect in the wood or paint; warranty coverage excludes this condition.

Resins - We will touch up exterior trim where resin bleeds through painted finish.

Rough-Sawn Columns - We use high grade solid wood rough sawn columns. Timbers will “season” or get acclimated to surrounding conditions during the first 18 months. Some checking (large cracks) may occur; these are not a defect and not a structural concern. The outer fibers lose moisture to the surrounding atmosphere and attempt to shrink, but the inner portion of the timber member loses moisture at a much slower rate resulting in cracks or “checks.” The checking process will stabilize as the moisture content of the timber reaches equilibrium. Checking is a normal and natural characteristic of wood, not a defect.

