

Homeowner Manual

Reporting Procedures

All service requests should be put in writing.

Thirty-Day Report:

In order for our service program to operate at maximum efficiency and for your own convenience, we suggest that you wait 30 days before submitting any warranty list. This allows you sufficient time to become settled in your new home and to thoroughly examine all components.

Year-End Report:

Near the end of the eleventh month of your materials and workmanship warranty, you should submit a year-end report. We will also be happy to discuss any maintenance questions you may have at that time.

Emergency Service:

As defined by the limited warranty, “emergency” includes situations such as:

- Total loss of heat when the outside temperature is below 45 degrees F.
- Total loss of electricity. (Check with the utility company before reporting this circumstance to HFS Homes or electrician.)
- Total loss of water. (Check with the water department to be certain the problem is not a general outage in the area.)
- Plumbing leak that requires the entire water supply to be shut off.
- Gas leak. (Contact your HVAC subcontractor if the leak is at the furnace or water heater supply lines.)

Call the necessary trade contractor directly for emergency service:

Plumbing [Shilo Plumbing] – (208) 466-2064

HVAC [Creek Enterprises] – (208) 345-4328

Electrical [Trax Electric] – (208) 288-0960

Kitchen Appliance Warranties:

The manufacturers of kitchen appliances will work directly with you if any repairs are needed for these products. Customer service phone numbers are listed in the use and care materials for each appliance. Be prepared to provide the model and serial number of the item and the closing date on your home. Appliance warranties are generally for one year; refer to the literature provided by the manufacturer for complete information.

Service Processing Procedures:

You can help us to serve you better by providing complete information, including:

- Name, address, and phone numbers where you can be reached during business hours.

- A complete description of the problem, for example, "guest bath—cold water line leaks under sink," rather than "plumbing problem."

When we receive a warranty service request, we may contact you for an inspection appointment. Warranty inspection appointments are available Monday through Friday, 8 a.m. to 4 p.m. We inspect the items listed in your written request to confirm warranty coverage and determine appropriate action. Generally reported items fall into one of three categories:

- Trade contractor item
- In-house item
- Home maintenance item

If a trade contractor or an in-house employee is required to complete repairs, we issue a warranty work order and the repair technician contacts you to schedule the work. Warranty work appointments are available Monday through Friday, 8 a.m. to 4 p.m. We intend to complete warranty work orders within 15 work days of the inspection unless you are unavailable for access. If a back-ordered part or similar circumstance causes a delay, we will let you know. If the item is home maintenance, we will review the maintenance steps with you and offer whatever informational assistance we can. HFS Homes LLC does not provide routine home maintenance.

Introduction

Your new home has been constructed by craftsmen in accordance with approved homebuilding techniques. It has been routinely inspected and accepted by all appropriate regulatory agencies as well as by our own qualified staff. There are thousands of component parts used in the construction of a home. Many of these parts are the products of nature and have their own unique characteristics and maintenance requirements.

Proper care will not only reduce your maintenance costs but also preserve the beauty of your home. On the following pages, we offer various suggestions for your use in maintaining your home. We have also outlined several inherent characteristics of the materials used in the construction of your home so you will know exactly what to expect. To insure your satisfaction with your new home, HFS Homes LLC warrants your home against defects in workmanship or materials for the periods prescribed in the warranty.

We have enumerated standards and tolerances for your use in identifying a defect and the procedures for making a claim.

Limited Warranty:

The terms of this warranty are a part of the contractual agreement between the Buyer and HFS Homes, LLC.

Use of Limited Warranty Standards:

The quality and performance standards occurring within this Limited Warranty shall apply to the quality of the Home at delivery of Home to Buyer by closing as well as performance of the Home during the applicable warranty periods.

Definitions:

- *Builder:* HFS Homes, LLC an Idaho Limited Liability Company.
- *Buyer:* as defined in the New Home Purchase Agreement.
- *Closing:* Point at which title to property transfers from Builder to Buyer.
- *Home:* Actual residential structure together with real property.
- *Pre-Closing Orientation:* The official meeting between Builder and Buyer conducted prior to closing wherein the Builder demonstrates the Home to Buyer, and Buyer reviews construction of the Home for compliance with New Home Purchase Agreement and standards of the Warranty.
- *Structural Defects:* are actual physical damage to the foundation system, beams, girders, lintels, columns, bearing walls, floor framing systems, or roof framing systems caused by failure of such which effects its load-bearing function to the extent that the Home becomes unsafe, unsanitary, or uninhabitable.

When does the warranty take effect?

The limited warranty goes into effect immediately upon move-in or closing whichever occurs first. The warranty terminate one year after the date it goes into effect.

Who is covered?

The limited warranty policy is extended to you as the Buyer of record and is automatically transferred to any subsequent Buyer of the home for the remaining portion of the warranty term.

Items Covered for One Year:

- Faulty workmanship or materials, which exceed industry standards and tolerances as outlined in this Limited Warranty.
- Electrical wiring, fixtures, switches, and receptacles.
- Plumbing fixtures such as faucets, stools, tubs, sinks and showerheads. Leaks in drains, supply lines or their joints and couplings.
- Heating, venting, and air conditioning systems.
- Roof leaks or flashing leaks.
- Structural defects
- Major defects to the foundation which prevent the foundation from functioning as a load-bearing component or which renders the home uninhabitable.

Items Not Covered After the Pre-Closing Orientation:

- Defects or smudges of interior and/or exterior painted or stained surfaces.
- Defects or smudges in stucco and/or concrete, surfaces of ceramic, porcelain or fiberglass fixtures.
- Defects, cracks, chips, or other cosmetic items that were not noted at the Pre-Closing Orientation on any of the following:
 - countertops
 - cabinets
 - hardware
 - light fixtures
 - appliances
 - doors, jambs and casings
 - mirrors, glass, and skylights
 - floor coverings
 - hardwood flooring
 - torn, bent or defective window screens
 - any defects of a similar nature.

During the Pre-Closing Orientation, it is important that the Buyer take as much time as is necessary to inspect each of the above items to Buyer's satisfaction. The Builder can only be responsible for the above defects if noted on the Pre- Closing Orientation form.

Items Not Covered by the Limited Warranty:

Any damage to the extent it is caused or made worse by -

- Negligence, improper maintenance or improper operation by anyone other than Builder, its employees, agents or trade contractors; or
- Failure by the Buyer to comply with the warranty requirements of the manufacturers of appliances, fixtures and items of equipment; or
- Failure by the Buyer to give notice to the Builder of any defects within a reasonable time; or
- Changes of the grading of the ground by anyone other the Builder, its employees, agents, or trade contractors; or
- Changes, alterations or additions made to the home by anyone; or
- Dampness or condensation due to the failure of the Buyers to maintain adequate ventilation.
- Loss or damage which the Buyer has not taken timely action to minimize.
- Normal wear and tear or normal deterioration of the Home.
- Mold, mildew, or fungus.
- Loss or damage caused by or resulting from accidents, riot and civil commotion, fire, explosion, smoke, water escape, falling objects, aircraft, vehicles, acts of God, lightning, windstorm, hail, flood, mud slide, earthquake, volcanic eruption, wind-driven water or snow, and changes in the underground water table.
- Loss or damage caused by/or resulting from seepage of water.

- Loss or damage caused by/or resulting from soil movement which was not reasonably predictable through soil testing, and subject to terms of warranty standards as agreed to by Purchase Agreement.
- Insect damage or environmental hazards.
- Loss or damage which arises while the Home is being used for non-residential purposes.
- Loss or damage caused by or resulting from abnormal loading on floors by the Buyer which exceeds design loads as mandated by codes.
- Costs of shelter, transportation, food, moving, storage, or other incidental expenses related to inconvenience or relocation during repairs.
- Any claim not filed in a manner set forth in the warranty service procedure section of this Limited Warranty.
- Normal home maintenance including, but not limited to, painting, caulking, lubricating, minor adjustments and cleaning.
- Financial responsibility for repairs ordered directly by the Buyer without prior written authorization from Builder.
- Minor cracking of concrete, stucco, ceramic tile and/or wood that is a normal characteristic of the material.
- Responsibility for obtaining and/or matching of paint or other finished areas that were not applied by Builder.
- Bodily or personal injury of any kind (including physical or mental pain and suffering and emotional distress), medical, hospital, rehabilitation or other incidental expenses; damage to personal property or damage to property of others.
- Loss of use, loss of opportunity, loss of market value, loss of rental value or any consequential loss (except to the extent that any such exclusion is not permitted by law).
- Changes in the level of underground water table or development of perched water tables.
- Conditions which do not cause actual damage to the Home.
- Any defects not reported prior to the end of the warranty term.
- Defects in driveways, sidewalks, fences, landscaping or final grading which were not put in writing at the Pre-Closing Orientation.
- Any loss resulting from the Buyer's obstruction of efforts by the Builder to complete repairs or replacements.
- Damage to landscaping and fences caused by settlement.
- Fences, landscaping (including sod, seeding, shrubs, trees, and plantings). Builder will pass through only those warranties provided by trade contractor supplying and installing fences or landscaping to Buyer. Requests for warranty service shall be made directly to trade contractor.
- Glass breakage.
- Erosion or failure in of drainage swales resulting from Buyer's failure to immediately install ground cover.

Other considerations:

- Any agreement that modifies, adds to or subtracts from the text of this policy must be in writing.
- Builder reserves the right to repair rather than replace any service requested.
- All service work must be done during normal working hours, which are 8:00 a.m. to 5:00 p.m., Monday through Friday.
- Builder's obligation under this Warranty is limited to repair, replacement or payment of reasonable cost of same for the defective item. Builder has the sole choice between repair, replacement, payment or combination thereof. Replacement items will be of like kind and quality. Identical styles, colors or textures may not be available.
- Actions taken by Builder to correct defects shall not constitute an admission of liability or extend the terms or provisions of the Warranty.
- If after the Buyer has contacted Builder in writing per the terms of the warranty and if the Builder and the Buyer cannot reach an agreement as to the resolution of a defect, either the Buyer or Builder shall request a third party arbitration with the American Arbitration Association to be conducted by its rules and regulations. A.A.A. will apply their construction industry rules. The judgment awarded by the Arbitrator shall be binding and may be entered in any court holding jurisdiction. The prevailing party in any arbitration shall be entitled to reimbursement for attorney's fees and costs incurred in such proceedings. The losing party shall pay for the A.A.A. fee.
- The Buyer is responsible for providing access to all defects. This includes moving furniture, removing blinds or curtains, emptying cabinets and closets, and any similar situations.
- Repair, replacement or payment under Warranty shall not extend the term of the Warranty.
- Builders' total liability under this Warranty is limited to the final sales price of the Home, less the cost of the land.
- To the extent that standards are not specified, defects and deficiencies in materials and workmanship will be those recognized under generally accepted standards of the building industry in Idaho.
- If the performance by Builder of any of its obligations hereunder is delayed by factors beyond its reasonable control and not resulting from its own conduct, such as (but not limited to) acts of God, strikes, non-availability of materials, acts of government, war, riot, civil commotion, or weather, etc., Builder will be excused from performing until the effects of such events are remedied. Builder will only communicate with an owner of the Home. Builder will not respond to service requests from tenants or other residents of the Home other than the owners.

WARRANTY CLAIM PROCEDURES

Prior to making a claim, you should refer to the Limited Warranty to determine if your claim is covered by the Warranty.

Emergencies include:

- Total loss of heat during the cold winter months.
- Total loss of electricity.
- Total stoppage of the plumbing sewer system.
- A water leak that requires the main water services to be shut off to avoid serious damage to the home or its contents.

If your claim is an emergency and covered by Warranty, please refer to the trade contractor list provided at the Pre-Closing Orientation for the appropriate phone number.

Remember, a request that is serviced (except during the hours of 8 a.m. to 5 p.m. Monday through Friday, excluding holidays) and is not an actual emergency will result in a \$150 service charge, regardless of its relationship to the Limited Warranty.

Non-Emergencies are:

- Leaking drains at kitchen sink or lavatories.
- Toilet stopped up.
- Leaks which occur at water supply lines which can be turned off at the stop (valve below the sink or toilet).
- Running toilets.
- Loss of air conditioning.
- Furnace cycling.
- Loss of hot water.
- Electrical problems that can be isolated by shutting off an individual breaker.
- Appliance failure.
- Roof leaks (but should be reported as soon as possible).

We maintain a highly skilled staff to respond to defects in materials and workmanship during the warranty period. In order to service you professionally, we require all requests (except emergencies) **to be submitted in writing**. Many appliances and other products are also protected with manufacturer's warranties. Their toll-free hotline numbers, if available, are in the manufacturer's warranty material you received at the Pre-Closing Orientation.

All requests for service forms should be mailed to:

HFS Homes LLC

**Attn: Warranty Service
910 Carol Street
Meridian, ID 83646**

Or they may be emailed to:

warranty@hfshomes.com

Warranty Service requests should be submitted after the home has been occupied for one (1) month and then again after eleven (11) months. Any service requests presented prior to these two scheduled periods will be reviewed by the Builder and actual repairs may be withheld until the normally scheduled service time at Builder's discretion.

Buyer should accumulate a list of concerns while waiting for the scheduled warranty service times so that all items needing repair may be addressed at one time. After the one month and eleven months, requests are mailed in a representative of the Builder will set an appointment with the Buyer to review the request. At that time, determination of Warranty coverage will be made. The Builder's representative will schedule a work day or days when the repair work can be done. Efforts will be made to have as much work done in as few work days as possible but often some work such as painting and concrete flatwork may require other work to be completed first or proper weather conditions.

By waiting one month before submitting the first request, the Buyer allows sufficient time for normal warranty needs to present themselves as well as time for Buyer to review the Home. Please observe the eleven month request time closely as most Warranty coverage expires at twelve months.

ALARM SYSTEM

If your home selection included pre-wiring for an alarm system, you will arrange for the final connection after your move-in. If your home selection included a completed alarm system, the alarm company will demonstrate the system and instruct you in its use.

Items Covered for One Year:

- Any defect in the installation of the alarm system that causes malfunction or failure of proper operation will be corrected by the Builder.
- The manufacturer of each alarm system warrants his product directly to the consumer. You should consult the information the manufacturer has supplied with this product for terms and periods of coverage.

Items Not Covered:

- Cracked, chipped, scratched or cosmetic defects in surface of the alarm system that were not noted a Pre-Closing Orientation.

Buyer's Maintenance:

- We recommend that you test the system each month.

APPLIANCES

Call the Appliance Manufacturer or their approved local Service Company for all appliance problems.

At the time of your Pre-Closing Orientation, the Builder's representative will see that you receive all information, service manuals and warranties which have been supplied by the manufacturer for each appliance. Send in all warranty cards within one week of closing.

Items Covered for One Year:

- Any defect in the installation of the appliance that causes malfunctions or failure of proper operation will be corrected by the Builder.
- The manufacturer of each appliance warrants the product directly to the consumer.
- You should consult the information the manufacturer has supplied with this product for terms and periods of coverage. When calling the Manufacturer for service you will need to provide your closing date, model number and serial number of the appliance and a description of the problem.

Items Not Covered:

- Cracked, chipped, scratched, or other cosmetic defects in surfaces of appliances that were not noted at Pre-Closing Orientation.

Buyer's Maintenance:

- Water conditions vary widely from area to area, so you may have to experiment with different detergents until you find the one that works best for you. You may also need to experiment with amounts to determine how much detergent is most effective in your machine and with the water in your area.
- Garbage disposals are permanently lubricated and are self-cleaning. Use a steady flow of COLD water and allow the unit to run long enough to thoroughly complete its job. Fibrous materials, such as cornhusks and artichoke leaves, should not be run through the disposal and larger pieces of food should be cut up first.
- Never put lye or drain clearing chemicals into either the garbage disposal or dishwasher, as they may cause permanent damage.

ATTIC

The attic space, located immediately below the roof, is constructed with a truss or rafter system.

Warranty Caution:

Roof trusses should not be cut for any reason. This can structurally damage the integrity of the roof and will void the structural defect warranty.

Buyer's Maintenance:

- The attic truss system is not engineered to support additional weight and should not be used for any storage purpose.
- The Builder installs a variety of attic vents to remove excessive heat and moisture from the attic space. These include ridge vents, gable louvers, roof louvers, soffit vents, and baffles where the roof meets the wall. Do not cover these vents with insulation or any other material.
- Insulation in the attic protects the rooms below it. If the insulation is moved, it will leave gaps and may obstruct the attic vents. Always replace moved insulation back to its original position.
- It is best not to enter the attic, but if you must, never put weight on the drywall of the ceiling. It is incapable of supporting any weight.

CABINETS

You may notice some variations in the appearance of your cabinets. These variations are caused by natural imperfections in the wood and inconsistencies in the wood grain, which are expected in all natural wood products. This may also affect the consistency in which the woods accept the stain that is applied when cabinets are being finished. These characteristics add to the natural beauty of your cabinets and other wood products.

Items Covered for One Year:

- Any defect in workmanship or materials that causes malfunction or failure of proper operation will be corrected.
- Opening of wood joints in excess of 1/8 inch will be corrected.
- Doors or drawers, which have warped in excess of 1/4 inch within 24 inches distance, will be adjusted or replaced.
- Gaps between cabinets to cabinets, ceilings or walls shall not exceed 1/8 inch, scribe mold may be installed to cover gaps.

Items Not Covered:

- Cracked, chipped, scratched or other cosmetic defects in surfaces of cabinets that were not noted at the Pre-Closing Orientation.
- Opening of wood joints, which do not exceed 1/8 inch.
- Warping which is not in excess of ¼ inch within a 24-inch distance.
- Imperfections in grain or stain, which are caused by normal characteristics of wood.
- If repairs are made, the Builder cannot guarantee wood grain or color match between old and new.

Buyer's Maintenance:

- The finish on your cabinets is very similar to the finish on the furniture in your home.
- Use only a manufactured cabinet or furniture polish to clean your cabinets. Use of water for cleaning can damage the finish. Scott's Liquid Gold or Old English are acceptable products.
- Minor surface scratches can often be removed with a colored putty stick (available in most paint or hardware stores) by following the directions on the package.

CARPENTRY

Like other wood products in your home, the interior and exterior wood trim expands with summer heat, and contracts with winter cold, as well as the natural shrinkage that takes place during the normal drying (curing) process. This often causes minor swelling, shrinking, warping, twisting, cracking and/or separating of joints, which is normal and beyond the control of the Builder.

Items Covered for One Year:

- Any defect in workmanship or materials, which prevent intended function.
- Separation of joints between exterior wood elements and adjoining surfaces, whether wood or otherwise, that exceeds ¼ inch will be repaired.
- Separation of joints between interior wood elements and adjoining surfaces, whether wood or otherwise, that exceed 1/8 inch will be repaired.

Items Not Covered:

- Cracked, chipped, scratched or other cosmetic defects in surfaces of interior and exterior wood moldings and trim that were not noted at the Pre-Closing Orientation.
- Separation of joints between exterior wood elements and adjoining surfaces, whether wood or otherwise that does not exceed ¼ inch.

- Separation of joints between interior wood elements and adjoining surfaces, whether wood or otherwise that does not exceed 1/8 inch.
- Warping, cracking, twisting, swelling or shrinking which is caused by normal characteristics of wood.

Buyer's Maintenance:

- During the first heating season, try to keep your home about 68-70 degrees or slightly lower. High temperatures will tend to dry the wood too quickly, which can increase warping, twisting and cracking.

CARPETING

Both the carpet and the pad have been designed to meet specifications developed by governmental agencies. Depending upon the color and texture of your carpet, seams may show slightly. This is normal and expected in all installations, although any gaps between butted backing will be corrected.

Items Covered for One Year:

- The manufacturer of the carpeting warrants the product directly to the consumer.
- You should consult the information the manufacturer has supplied with the product for terms and periods of warranty coverage.
- Carpeting will be installed free of bubbles, wrinkles, or frayed edges.

Items Not Covered:

- Stains, burns, discoloration or other cosmetic defects of similar nature that were not noted at the Pre-Closing Orientation.
- Roll crush will subside after repeated vacuuming.
- The Builder cannot guarantee a color match when replacing or repairing carpet due to dye lot changes and discontinued products.
- Disputes arising after a carpet manufacturer has declined a defect claim will be settled via inspection by an independent representative. The representative's findings shall prevail.

Buyer's Maintenance:

- Daily care for carpet should include an once-over lightly with a vacuum cleaner, particularly in high traffic areas and near entrances from the outdoors. Never fear that you might vacuum too often. Vacuuming does not wear out your carpet. On the contrary, you will find that a clean carpet is a longer wearing carpet.

- To prolong the life and beauty of your carpets, draw the drapes on sunny or hot days. The sun will fade and dry out the carpeting, as well as your furniture.
- When carpet is too soiled to respond to vacuuming, a reputable professional cleaner should clean it. Please remember that professional cleaning companies use strong cleaners, and this process should be done as infrequently as possible.

CAULKING

Builder will apply caulking to both the interior and exterior as the home is prepared for closing. Please list any areas requiring caulking at the Pre-Closing Orientation. Maintenance of caulk joints is the Buyer's responsibility.

Buyer's Maintenance:

- 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.
- Tub and Tile Caulk: Tub and tile caulk can be used on the interior of the home around sinks, and where tubs or shower pans meet tiled surfaces or vinyl floor.
- These joints should remain sealed at all times and it is part of regular Buyer's maintenance of the home.

CONCRETE

Garage Slabs:

Concrete expands with summer heat and contracts with winter cold, as well as the natural shrinkage that takes place in concrete when it obtains its final set. This often causes minor cracking, which is normal and beyond the control of the Builder. Unfinished basement floors (uninhabitable) and garage floors are also designed to move independently from foundation walls. Slab floors in unfinished areas shall not move more than 3 inches vertically nor crack more than 3/8 inch horizontally or vertically. Builder will correct slab floor defects in unfinished areas to the above standard during the first year. Failure of the Buyer to maintain proper drainage away from the foundation will void any and all warranties for garage floors.

Items Covered for One Year:

- Aggregate pops are normal and minor scaling is uncontrollable.
- Minor cracks in concrete slabs are normal. Cracks exceeding 3/8 inch in width or 3/8 inch vertical displacement will be repaired.

Items Not Covered:

- Cracked, chipped, scratched or other cosmetic defects in surfaces of concrete that were not noted at the Pre-Closing Orientation.
- A garage slab that settles, heaves, or separates which does not exceed one inch from house structure.

Driveways, Patios, and Sidewalks:

Driveways are subjected to heavy use and severe weather conditions. You may experience light cracking and movement in the driveway slab due to the freeze-thaw cycle, vehicular traffic, and soil settlement or expansion. It is not uncommon for exterior poured concrete to rise and fall due to freezing and thawing of the soil on which it is poured.

Items Covered for One Year:

- An expansion or contraction crack in the driveway slab, patio or sidewalk that exceed 3/8 inch in width or 1/2 inch in vertical displacement will be repaired.
- A driveway, patio, or sidewalk that permanently (non-frost conditions) settles, heaves, or separates at an expansion joint in excess of one inch horizontally or two inches vertically from any adjoining slab or apron will be repaired.
- A concrete surface that disintegrates by means other than chemicals or abuse will be repaired.
- If water stands on a patio for more than 24 hours, Builder will make a repair.

Items Not Covered:

- Gouged, chipped, scratched, or other cosmetic defects in surfaces of concrete that were not noted at the Pre-Closing Orientation.
- A slight expansion or contraction crack in the driveway slab, patio or sidewalk which does not exceed 3/8 inch in width will be repaired.
- A crack in the driveway slab, patio or sidewalk, which does not exceed one inch in vertical displacement.
- A separation at an expansion joint that does not exceed one inch horizontally or two inches vertically in a non-frost condition.

Porches, Steps and Stoops:

In most cases, exterior concrete cracks are due to the freeze and thaw cycles, or home settlement, or soil expansion.

Items Covered for One Year:

- A slight expansion or contraction crack on porches, steps, and stoops that exceeds ¼ inch in width will be repaired by filling the crack with a flexible silicone concrete caulking.
- A crack on porches, steps and stoops that exceeds ¼ inch in vertical displacement will be repaired by grinding, chiseling or surface patching of the effected area.
- A porch, stoop or step that settles, heaves or separates in excess of one inch from the house structure will be repaired.
- Puddling of water on stoops and walkways which exceed ¼ of an inch in depth and 18 inches in diameter will be repaired.

Items Not Covered:

- Gouged, chipped, scratched, or other cosmetic defects in surfaces of concrete that were not noted at Pre-Closing Orientation.
- Puddling of water, which does not exceed ¼ of an inch in depth and 18 inches in diameter.

Concrete Repair Note:

Builder cannot ensure that concrete repairs requiring new material will match the color of the existing material. Color and texture variation are normal.

Buyer's Maintenance:

- Remove snow and ice promptly from porches, steps and stoops. If a thin layer of ice cannot be removed, cat litter or clean sand offers a safe traction.
- Do not apply de-icing salts or chemicals to any concrete surface. Repeated thawing and freezing caused by the use of salt and chemicals can damage brick, concrete and mortar, as well as kill grass, shrubs and trees.
- You should conduct a monthly inspection of concrete flatwork and do any maintenance necessary to improve drainage and minimize the infiltration of water.
- This is especially important during the first five years for a newly built home, as this is when the most severe adjustment between the new construction and its environment occurs. The process of inspection and maintenance should continue over the years, but cracking, settling and other problems should become less common.
- Some cracking will occur in most new concrete flatwork. However, cracking tends to be more severe and common on swelling soils. If cracks are not sealed, they can cause the flatwork problem to get worse and contribute to deeper saturation that may damage the foundation. It is the Buyer's responsibility to caulk these cracks to prevent water from getting under the slab and causing the soil underneath to settle or expand, further compounding the cracking of the concrete.

- All cracks in flatwork should be sealed as soon as possible. Quality exterior acrylic caulking compounds or equivalent products manufactured for this purpose can be purchased at most hardware stores, do-it-yourself departments and lumberyards.

Salt Damage:

Salt and other de-icing chemicals will cause severe damage to exterior concrete surfaces. Even when salt is not used, it can be tracked in from the street on feet, tires, or accumulated under the fenders of your vehicle. When left to melt, this highly concentrated salt causes pitting, spalling, and possibly the exposure of the aggregate. Although unsightly, this surface deterioration eventually stops.

Salt Precautions:

Park your vehicle on the street during inclement weather conditions to reduce surface deterioration. Apply a concrete sealant to protect the concrete from water penetration.

Slab Maintenance:

After the end of the warranty period the Buyer should monitor the basement slab for movement to prevent damage to plumbing and mechanical systems and the structure above. It may be necessary to reestablish voids in framed walls and the furnace plenum, as well as relieve pressure on plumbing and gas lines. It may also be necessary to re-level the floor beams by adjusting the steel columns under the beams.

- The Buyer can help prevent slab movement by maintaining proper drainage away from the foundation and avoiding excessive wetting of the slab.

Foundation and Basement Wall

It is important to understand that concrete is a porous, brittle material that will expand, contract and crack as the result of temperature changes, shrinkage and stress. Hairline cracks that may appear on foundation walls are usually cosmetic, as opposed to structural. Foundation cracks are common and are caused by shrinkage or stress. Shrinkage results from the normal curing process of concrete that varies with the time of year and moisture conditions that exist when the concrete is poured. Stress is caused by soil placed up against the wall, plus the full weight of the home that rests upon the walls. The weight from these forces can create a variety of stresses, which, in combination with seasonal temperature variations, can cause concrete foundations to expand and contract.

Items Covered for One Year:

- A vertical crack in the foundation that exceeds 1/8 inch in width will typically be repaired as follows:
 - A slight contraction or expansion crack may be filled with a flexible silicone concrete caulking.
 - In the case of water penetration or a structural repair of a poured wall foundation, a crack can be repaired from the interior by injecting an epoxy resin material into the crack to bond the concrete together.
- A crack in a poured foundation may be repaired by excavating the exterior wall, chiseling an inverted V-shaped channel, filling the exposed crack with a hydraulic cement and then re-damp-proofing the wall.
- A horizontal crack in the foundation occurs infrequently. It is considered more serious than a vertical crack and will be inspected by a Builder's representative to determine the cause and to monitor future movement.
- A wall tie or honeycomb that leaks water will be repaired by applying an epoxy or hydraulic cement to the effected area from either side.

Items Not Covered:

- Slight "Honey combing", cold joints, or imperfections in foundation walls will not be repaired.

Buyer Maintenance:

- *Drainage:* Proper water drainage around the foundation will help keep the basement dry and eliminate unnecessary stress on the foundation wall. In some locations, sump pumps are used to drain water away from the foundation.
- Familiarize yourself with the system installed in your home. Check periodically to ensure that all drains are clear of debris that pumps are operating, window wells are clean, and that the soil around the foundation properly slopes away from the home.
- *Moisture Control:* Slight moisture condensation on basement walls and floor is normal during the first year since hundreds of gallons of water are used to make the concrete, drywall mud and paint. As this water evaporates, it naturally raises the moisture content. Proper ventilation will reduce this condensation. Open basement windows during clear, dry weather and then close them during damp, humid weather. If excessive humidity develops, consider using a de-humidifier to remove unwanted moisture from the air.
- *Efflorescence:* A white, powdery substance that may appear on block walls or stucco is called efflorescence. It is composed of water-soluble salts, originally present in evaporates. White efflorescence is common and is not a cause for concern. It can be removed with a stiff scrub brush and water.
- Failure of the Buyer to maintain proper drainage away from the foundation will void any and all warranties on the foundation.

COUNTERTOPS

Bathroom and kitchen countertops are covered with laminate material or ceramic tile.

Items Covered for One Year:

- A laminate countertop that delaminates will be repaired by re-gluing.
- Seams in laminated countertops should not exceed 3/64 inches. Excessive gaps at seams may be filled with seam sealer.
- A cracked ceramic countertop tile will be replaced if caused by structural movement and will not be replaced if caused by Buyer abuse or negligence.
- A loose ceramic countertop tile will be re-secured by removing and replacing the tile mastic, re-positioning the tile, and then re-grouting.
- A crack or void in the grouting of ceramic countertop tile will be re-grouted one time.
- A crack in caulking where the laminate or ceramic tile counter meets the wall will be re-caulked one time.

Items Not Covered:

- Cracked, chipped, scratched or other cosmetic defects in surfaces of countertops that were not noted at the Pre-Closing Orientation.

Pre-Closing Orientation:

Carefully examine all countertops and vanity tops during the Pre-Closing Orientation.

Ceramic Countertop Tile Repair Note:

Builder cannot ensure that ceramic countertop tile repairs requiring new material will match the color of the existing tile material or colored grouting. Color variation is normal.

Buyer's Maintenance:

- **Laminate Countertops:** Clean laminate countertops with a soapy cloth or sponge, or use a non-abrasive liquid household cleanser to remove stubborn stains. There are one-step cleaning products available for laminates that clean, reduce streaking, and leave surfaces polished. As with all cleaning products, carefully follow the manufacturer's instructions.
- Keep standing water away from the back splash, seams, and the seal around the sink. These areas are prone to water damage, since excessive moisture will eventually break down the seal and cause swelling or delaminating.
- Check seams periodically and re-caulk as necessary.

- Do not use countertops as a cutting board.
- Always use a heat pad under hot pots/pans or appliances.

CRAWL SPACE

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 and mildew. You may notice slight dampness in the crawl space. The vapor barrier installed by the Builder in the crawl space shall remain in place in order to restrict moisture from the soil entering the air above the vapor barrier in the crawl space. Buyer shall maintain total coverage of the vapor barrier. Landscaping that is correctly installed helps prevent excessive amounts of water from entering crawl spaces. Report standing water to Builder for inspection. (*See also Ventilation*).

Items Covered for One Year:

- During the Pre-Closing Orientation, we will check the conditions 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, the Builder will correct the conditions that result in persistent standing water.

DOORS

Interior Doors

Your home comes with a variety of doors, including interior passage doors, French doors, louver doors, bi-fold doors, bi-pass doors, sliding glass doors, exterior doors and garage doors. Interior doors expand and contract in reaction to temperature and moisture changes and will be wider in humid summer periods and narrower during drier winter months.

Items Covered for One Year:

- An interior passage, closet, or bi-fold door that warps in excess of ¼ inch, as measured diagonally from corner to corner, will be repaired by adjusting the door back to normal operation.
- An interior door that sticks will be repaired by adjusting the door, hinges and jambs or by planing the edges of the door back to normal operations.
- An interior door with detached veneers will be repaired by gluing and clamping.

- An interior door with a gap that exceeds 1-¼ inches, as measured from the bottom of the door to the finished floor surface, will be re-hung.
- An interior door lock that does not operate properly will be repaired by adjusting the latch/keeper or door-lock mechanism.
- Panels in wood doors may shrink and expand. Shrinkage in excess of 1/8 inch in a panel with adequate interior humidity will be repaired.

Items Not Covered:

- Cracked, chipped, scratched or other cosmetic defect in surface of doors not noted at Pre-Closing Orientation.
- Warping of interior doors that does not exceed ¼ inch.
- Shrinking of insert panels is expected; any exposure of raw wood edges as a result of shrinkage is considered normal Buyer maintenance.
- Variation in stain consistency caused by normal imperfections in wood or grain.

Buyer Maintenance:

- Sticking Doors: Home settlement or damp weather may cause swelling that puts the door out of alignment. In some cases, this may only be temporary due to seasonal variations, and the sticking will tend to correct itself without any adjustment. If adjustment is required,
- Check the hinge screws and tighten as necessary.
- Fold sandpaper around a wooden block and sand the edge that sticks. A small plane can also be used, but be careful not to remove too much wood.
- Always paint or varnish sanded or planed areas to protect the wood from future moisture penetration and sticking.
- Interior doors are hollow-core and are not designed to support attachments and hanging accessories. Hanging heavy items on door knobs, or at the top of a door can damage hardware and hinges.
- Buyer shall be responsible to keep adjustable threshold set at a tight contact with the door.

Bi-Fold and Bi-Pass Doors:

- Keep the door tracks free of paint and dirt, and apply a small amount of wax or silicone spray to the guide edges of the tracks.
- Bi-fold doors can be adjusted at their base with a wrench.

Exterior Doors (Including Hinged Patio Doors):

An exterior door that is properly aligned, fitted, weather-stripped and maintained will help control energy costs.

Note: The Builder reserves the right to repair rather than replace any dents or cosmetic defects in surfaces of exterior metal doors.

Items Covered for One Year:

- An exterior door will warp to some degree, due to temperature differences between the inside and outside surfaces.
- An exterior door that warps in excess of ¼ inch, as measured diagonally from corner to corner, will be repaired by adjusting the door back to normal operation.
- An exterior door that warps to the extent that it becomes inoperable will be replaced.
- An exterior door that allows air infiltration will be repaired by adjusting the weather-stripping.
- An exterior door that sticks will be repaired by adjusting the door, hinges, and jambs, or by planing the edges of the door back to normal operation.
- An exterior lock that does not lock properly will be repaired by adjusting the latch/keeper or door-lock mechanism.

Items Not Covered:

- Cracked, chipped, scratched or other cosmetic defects in surfaces of doors that were not noted at the Pre-Closing Orientation.
- Shrinkage of insert panels is expected. Any exposure of raw wood edges as a result of shrinkage is considered normal Buyer maintenance.
- Imperfections of wood.
- Variation in stain consistency caused by normal imperfections in wood or grain.
- Dark colors used on exterior doors can cause heat build-up resulting in paint bubbling or peeling and warping of the glass trim. The Buyer is cautioned against selecting dark colors as problems which result will not be repaired by Builder.

Buyer Maintenance:

- Weather-stripping on exterior doors helps maintain the home's energy efficiency, preventing the loss of conditioned air and reducing the infiltration of outside air.
- Weather-stripping must remain in place to operate effectively.
- Replace weather-stripping that becomes loose or damaged.
- Prolong the life of vinyl and rubber weather-stripping by applying a silicone spray.
- The sweep weather-stripping at the bottom of the door may require replacement.
- To replace, remove the sweep and match with a replacement available at hardware stores.

Sliding Glass Doors

Items Covered for One Year:

- A sliding glass door that binds will be inspected and corrected by adjusting it to meet the manufacturer's installation specifications.
- A sliding glass door lock that does not lock properly will be repaired by adjusting the latch/keeper or door lock mechanism.
- Double-pane glass doors that lose their seal and become fogged between the panes will be replaced in accordance with the manufacturer's product warranty.

Items Not Covered:

- Gouged, chipped, scratched, or other cosmetic defects in surfaces of doors not noted at Pre-Closing Orientation.

Buyer's Maintenance:

- Clean glass with a spray glass cleaner and wipe frames with sudsy water and a soft cloth.
- Periodically clean the bottom of the door track and check to ensure that drain holes are clear of obstructions.
- To keep the doors moving freely, apply a silicone spray to the tracks.
- Keep sprinklers away from sliding glass doors and windows when watering the lawn.
- Be aware that heavy condensation on glass doors during the winter heating season can, if not wiped away, freeze up the door such that it cannot be opened.

Overhead Garage Doors and Openers

At the time of your Pre-Closing Orientation, the Builder's representative will see that you receive all information, service manuals and warranties which have been supplied by the manufacturer for garage doors and openers.

Items Covered For One Year:

- Any defect in the installation of the garage door and opener that causes malfunction or failure of proper operation will be corrected by Builder.
- The manufacturer of the garage door and opener warrants this product directly to the consumer. You should consult the information the manufacturer has supplied with this product for terms and periods of coverage.

Items Not Covered:

- Cracks, chips, dents, scratches or other cosmetic defects in surfaces of garage door and opener that were not noted at the Pre-Closing Orientation.
- Overhead garage doors are not airtight. It may be possible to see daylight around the door.
- Some infiltration of dirt, light, rain, or snow may occur. This condition is not a defect.
- Garage doors will not have a tight seal on any side.
- Any damage or maladjustment caused by Buyer's installation of an after closing garage door opener.

Caution: Garage doors use high-tension springs that make Buyer repair dangerous. To raise the threshold, adjust the screws on the wood portion of the threshold.

Please contact a garage door company for spring repairs.

DRYWALL

Gypsum wall board (drywall) provides the owner with the greatest protection against wall cracks. We have made every effort to minimize the necessary joints where sheets butt together. No installation, however, can completely conceal the seams. Regardless of workmanship, seams can be detected upon careful inspection or in certain lighting conditions.

Items Covered for One Year:

- Cracks, which exceed 1/16 inch in width, will be repaired.
- Any blemishes that are readily visible from a distance of six (6) feet under normal lighting conditions will be repaired.
- Defects resulting in cracked corner bead, trowel marks, excessive joint compound or blisters in tape are unacceptable and will be repaired.

Items Not Covered:

- Cracked, chipped, scratched or other cosmetic defects in wall surfaces that were not noted at Pre-Closing Orientation.
- Slight imperfections, such as nail pops, variances in texture and seam lines, are common in drywall and considered acceptable.
- The Builder will nail pops only once during the warranty period.
- The Builder will touch up paint in repaired areas. A perfect match between original and new paint cannot be expected and the Builder is not required to paint an entire wall or room.
- After painting, drywall repair may be visible due to a halo effect. This is unavoidable.

- Repairs will not be made to defects that are only visible in particular lighting conditions.
- The Builder shall not be responsible for matching custom paint or wallpaper installed by the Buyer.
- Sprayed texture on sheet-rock walls will vary in consistency of coverage and pattern. There is no warranty coverage for these visual differences unless the coverage is below industry standards.

Buyer Maintenance:

Minor drywall cracks and nail pops on the interior wall and ceiling surfaces are caused by home settlement and the normal drying of stud framing and drywall materials. Nail pops are nails that come loose from the studs, pushing the drywall joint compound up to produce a bump on the drywall surface. Both nail pops and small drywall cracks are simple to repair and are a part of Buyer's maintenance.

ELECTRICAL

The electrical system in your home is designed for safe, trouble-free service and meets both local and national electrical code requirements. Electrical wiring, switches, outlet and circuit breakers were installed by a licensed electrical contractor.

Items Covered for One Year:

- An electrical outlet, wall switch or light-fixture problem caused by defective workmanship or equipment will be inspected and corrected to meet the manufacturer's installation and product specifications.
- A ground fault interrupter (GFI) is installed to prevent electric shock. The units are sensitive to power surges and some tripping is normal. A GFI that trips frequently will be inspected and corrected to meet the manufacturer's installation and product specification.

Items Not Covered:

- Cracked, chipped, scratched or other cosmetic defects in surfaces of electrical fixtures, switches, receptacles, light fixtures or items of equipment not noted at the Pre-Closing Orientation.
- GFI tripping, unless caused by electrical defect.

Buyer Maintenance:

- Do not attempt any repairs or alterations while the electrical power is on.
- Ground fault interrupters (GFI) are sensitive safety devices on the circuits that provide current to bathrooms, kitchens, garages, basements, and outdoor receptacles. The GFI helps protect against electrical shock, as it is tripped very easily. If you experience loss of power in these areas,

depress the GFI reset button located in one of these areas. Locate and check all GFI resets monthly. Do not plug freezers or refrigerators into GFI circuits.

- Your circuit-breaker panel has been labeled to coordinate each breaker with the circuits it controls.
- Electrical wiring and appliances are protected by circuit breakers to stop circuit overloading. The main circuit breaker is located in the electrical panel box and if tripped for any reason, entirely cuts off all electricity. The smaller circuit breakers within the same panel box control appliances, wall switches, lighting and the heating system. Each switch is clearly marked as to what it controls. Do Not tamper with the electrical service entrance cable that provides power to the service panel.
- Circuit Tripping Causes and Remedies:
 - Thunderstorms, lightning, and power failures can cause circuit breakers to trip.
 - If only your home is affected, try to reset by switching the breaker to full OFF, then fully back to the ON position. If this does not reset the breaker or if the breaker continues to trip, do not continue resetting the breaker, as this can damage the panel box, wiring, or appliance that it controls. Call the Builder's electrical contractor for service inspection.
 - Overloaded circuits can also cause tripping. This occurs when too many small or large appliances are used on one circuit. To reduce the load, unplug the appliances that may cause the overloading, then reset the breaker as described above. Old or defective appliances may also cause circuits to trip.
 - If you install a microwave or other appliances that require large electrical loads, you may need a licensed electrical contractor to add additional wiring to accommodate the load.
 - If an electrical outlet does not work, check first to make sure the outlet is not controlled by a wall switch. If the outlet still does not operate, contact the Builder.
 - An electrical outlet or light switch on an exterior wall may produce a slight draft, allowing cold air to be drawn into the room. The Builder makes a special effort to reduce these drafts; however, some cold air is normal.

Pre-Wired Telephones and Cable TV Center

- The Builder's homes are pre-wired for the telephone and cable TV. If you experience problems with telephone connection or cable TV reception, contact the Phone Company or local cable company.

- If the telephone company states that there is trouble in the house wiring, contact the Builder. The Builder will not pay for wiring repairs done by the telephone company.

Light Fixtures

Items Covered:

- Only damage to light fixtures noted at the Pre-Closing Orientation will be repaired.

Buyer Maintenance:

- Interior and exterior lighting fixtures require periodic Buyer maintenance to preserve the finish. Carefully review and follow the instructions provided for these fixtures.
- Do not use indoor light bulbs in exterior light fixtures. Do not use light bulbs with a higher wattage than the maximum wattage stated on the light fixture.
- Light bulbs are not protected by any warranty.
- Buyer is responsible for adjusting chain lengths on hanging fixtures.

Smoke Detectors

The smoke detectors in your home are pre-wired, per electrical code requirements, into the main electrical system and include a built-in battery backup as well.

Buyer Maintenance:

- Test the detectors weekly and clean and vacuum the openings of the smoke detectors once a month.
- Visually inspect the clear button of the test switch to see that the indicator light is glowing.
- To test the alarm, press the test button for about ten seconds, or until the horn sounds loudly. Do not use an open flame to test the detector.
- To test or reset the detector, flip the breaker in the electrical panel.
- Battery backed detectors will chirp when batteries are low.

EXTERIOR FINISHES

Exterior finishes are applied once the exterior framing is complete and the walls are placed within the home. The exterior is finished with siding, brick or stone masonry, stucco, or a combination of these materials.

Masonry:

Brick is irregular in size and shape and often has small chips and/or surface cracks. This helps to create the texture of masonry work. Also, spaces between bricks should not be expected to be perfectly uniform, as variation keeps it from having a machine-made appearance, which adds to its natural beauty and character.

Items Covered for One Year:

- Mortar cracks greater than 1/8 inch will be repaired by pointing and patching.

Items Not Covered:

- Cracked, chipped, smudged or other cosmetic defects in surfaces of masonry which are normal characteristics of the material
- Mortar cracks, which do not exceed 1/8 inch.

Note: Builder cannot be responsible for color variation between old and new, if repairs are made.

Buyers Maintenance:

- There may be a condition where a dust of white crystal-like material can be seen near the base of a masonry wall. This alkaline reaction can be easily controlled by spraying the affected surface with a mixture of vinegar and water (one part vinegar, four parts water) with a garden sprayer.

Siding:

Siding expands and contracts in response to changes in humidity and temperature. Slight waves are visible in siding under certain weather conditions; this cannot be entirely eliminated. Wood-product siding will require routine refinishing. The timing will vary with climatic conditions.

Items Covered for One Year:

- An exterior trim or siding problem caused by defective workmanship will be inspected and corrected to meet installation specifications.
- An exterior trim or siding problem caused by defective materials will be inspected and corrected.
- A split board will be repaired by filling the crack, sanding and painting, or it will be replaced if the split exceeds 3/8 inch in width.
- A butt or miter joint between exterior trim boards that exceeds ¼ inch in width will be repaired by caulking **one-time throughout the one-year warranty period.**

- Caulk or filler that shrinks will be repaired by re-caulking or by filling the effected area **one-time throughout the one-year warranty period.**
- Wood trim with loose missing knots will be filled, sanded, and repainted.

Items Not Covered:

- Cracked, chipped, scratched, stained or other cosmetic defects in surfaces or siding that were not noted at Pre-Closing Orientation.

Exterior Trim and Siding Repair:

Builder cannot ensure that trim and siding repairs requiring new material will match the color of the existing material. Color variations caused by weathering effects are normal. Where surfaces are repaired that require staining or painting, Builder will paint or stain the new material using the original paint or stain color.

Buyer Maintenance:

- Keep garden sprinklers away from the house and do not plant shrubbery too close to the walls.
- Periodically inspect the exterior to be sure that siding and trim joints and seams are tightly caulked. Loss of seal can result in damage.

Stucco

Stucco, much like concrete, expands with summer heat and contracts with winter cold, as well as the natural shrinkage that takes place when it obtains its final set. This often causes minor cracking, especially at window and door corners, which is normal and beyond the control of the Builder.

Items Covered for One Year:

- Cracks in excess of 1/8 inch in width will be repaired by patching.

Items Not Covered:

- Cracked, chipped, scratched, stained or other cosmetic defects in surfaces of stucco that were not noted at the Pre-Closing Orientation.
- Cracks which do not exceed 1/8 inch in width are normal and considered acceptable.
- Stains or discoloration, which result from normal characteristics of stucco. Stucco is a porous material and as such may attract dirt.
- Slight hairline cracks in stucco are normal and do not indicate any structural problems in the stucco application or home. Hairline cracks will not be repaired.

Stucco Repair Notes: The Builder cannot ensure that stucco repairs requiring new material will exactly match the color of the surrounding stucco. Color variations are normal. New stucco will weather and blend more closely with existing stucco as time passes.

Buyers Maintenance:

- Since stucco is not a water barrier, avoid spraying water from irrigation or watering and plant irrigation system frequently to make certain that water is not spraying or accumulating on stucco surfaces.

FIREPLACES

Fireplaces (Gas)

The Builder uses pre-fabricated, gas log fireplaces that are factory-built of sheet metal and then delivered to the home site for installation. The Builder does not activate any electrical outlets found within the fireplace.

Items Covered for One Year:

The manufacturer of the fireplace warrants his product directly to the consumer. You should consult the information the manufacturer has supplied with his product for terms and periods of coverage.

Items Not Covered:

- Cracked, chipped, scratched or other cosmetic defects in surfaces of fireplaces that were not noted at the Pre-Closing Orientation.

Warranty Caution for Gas Log Sets:

Never add any combustible material, including paper, cardboard, Christmas tree limbs, etc., to a gas log set. Fireplaces equipped with a gas log set do not have dampers to comply with Uniform Building Code. During periods of high winds, your fireplace may not function within design criteria. Discontinue use until the wind subsides. The Pilot light may be blown out and will require the Buyer to re-light it.

FLOORING

Your home is finished with a variety of flooring materials, including carpet, vinyl, hardwoods, and ceramic tiles.

Vinyl Flooring:

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

Items Covered for One Year:

- The manufacturer of the sheet vinyl warrants this product directly to the consumer.
- You should consult the information the manufacturer has supplied with this product for terms and periods of coverage.
- Resilient floor-covering seam joints will be visible.
- A seam that pops up will be repaired by re-gluing.
- A seam with gaps at the joint that exceed 1/16 inch in width will be repaired by filling the affected area.
- Gaps exceeding 1/8 inch from dissimilar materials will be repaired.
- Patching is an acceptable form of repair for pre-closing damage as noted at the Pre- Closing Orientation.
- A raised nail head or staple in the sub-flooring or underlayment that does not break the surface of the resilient flooring will be repaired by re-setting the nail or staple.
- A raised nail head or staple in the sub-flooring or underlayment that breaks through the surface of the flooring will be repaired by removing and replacing the affected area.

Warranty Cautions:

Review and follow the manufacturer's cleaning and care recommendations. Using a cleaning solution other than that specifically recommended by the manufacturer will void the manufacturer's warranty. Do not wax no-wax floors.

Items Not Covered:

- **Gouges, scratches, tears, burns, scuffs, mars, or other cosmetic defects in sheet vinyl that were not noted at the Pre-Closing Orientation.**
- Defects in caulking at adjoining materials or components that were not noted at the Pre-Closing Orientation.
- A seam with gaps at the joint that does not exceed 1/16 inch in width will be repaired by filling the affected areas.

Buyer Maintenance:

Although resilient floors are designed for minimum care, they do have maintenance needs. Follow any manufacturer's specific recommendation for care and cleaning. Some resilient floors require regular application of a good floor finish. This assures you of retaining a high gloss.

Note: When moving your appliances (refrigerator, washer, dryer, etc.), you should protect your vinyl flooring from damage with a piece of carpet (backing side up) or thin plywood. Because vinyl floor coverings can be damaged by sharp edges, furniture without casters is not advised for use on vinyl floor coverings.

Hardwood Floors

The hardwood flooring installed in your home is a natural product. This means that the flooring is subject to all the variations present in nature, consistent with the grade of flooring selected.

What You Can Expect:

- Expert installation and finishing.

What You Cannot Expect:

- A tabletop finish.
- A dust free finish.
- A monotone floor.
- A floor that will not dent.
- A floor without cracks between boards.

Items Covered for One Year:

- A hardwood-flooring problem caused by defective workmanship will be inspected and corrected to meet the manufacturer's installation specifications.
- A problem caused by defective material will be inspected and corrected.
- A floorboard with a split or crack that exceeds 3/16 inch in width, or a gap between floorboards that exceeds 3/16 inch in width, will be replaced.
- A floorboard with a split or crack that is less than 3/16 inch in width will be filled with a color-coordinated wood-filling compound.
- An uneven hardwood floor caused by boards that buckle, swell, or warp and that exceeds ¼ inch ridge or depression within any 32-inch measurement, as measured parallel to the joists, will be inspected to determine the cause.
- If the problem is caused by defective workmanship, the affected area will be repaired to meet the manufacturer's installation specifications.
- If floor warping, buckling, or swelling is caused by excessive moisture in the home, Builder will provide the Buyer with recommendations to reduce the moisture level.
- A hardwood floorboard with hollow knotholes or loose knots will be removed and replaced.

Note: Some squeaking of hardwood floors is normal and is caused by seasonal weather and humidity changes. Also, gaps between floorboards are normal depending on the humidity in the house. The gaps will seal back up as soon as humidity increases. A furnace-mounted humidifier will provide the best results for winter months.

Items Not Covered:

- Gouges, scratches, tears, burns or other cosmetic defects in hardwood flooring that were not noted at the Pre-Closing Orientation.

- A floorboard with a split or crack that does not exceed 1/8 inch in width, or a gap between floor boards that does not exceed 3/16 inch in width.
- An uneven hardwood floor caused by boards that buckle, swell, or warp and that does not exceed a ¼ inch ridge or depression with any 32-inch measurement, as measured parallel to the joists, will be inspected to determine the causes.

Buyer Maintenance:

- The wood flooring in your home should be taken care of in the following manner:
- We recommend that when the floors are washed, they should be damp mopped (not soaked) using a solution of vinegar and water.
- Between washings, a frequent sweeping or dust mopping is all that is required.
- Wipe up spills immediately.
- You should not use wax on the floor. When traffic areas begin to wear, the floors should be screened, spot filled and a new coat of polyurethane finish be applied.
- Once wax is applied, a topcoat of polyurethane can no longer be applied. If done so, it will bond with the wax and begin peeling within a very short time period.

Note: Placing throw rugs in critical areas; at all outside entrances, in front of sink and stove, etc., will greatly increase the life of the polyurethane. It is also advisable to place felt pads on chairs and other furniture, which slide across the floor. When moving heavy pieces of furniture or appliances, even rolling refrigerators in and out, we recommend using a piece of 1/8 inch masonite to protect the finished floor.

FRAMING

Wood contracts with summer heat and expands with winter cold, as well as the natural shrinkage that takes place during the normal drying (curing) process. This often causes minor swelling, shrinkage, warping, twisting, cracking, and/or separating of joints, which is beyond the control of the Builder. Realizing these characteristics your Home has been professionally engineered with these factors in mind, assuring you that there is no loss of structural strength when minor expansion, warping, twisting, and/or cracking occurs.

Items Covered for One Year:

- Floor squeaks which are caused by an underlying construction defect will be repaired.

- Floors which have a ridge or depression in excess of ¼ inch in any 32-inch measurement will be repaired.
- Walls and ceilings bowed more than ½ inch out of line within any 32-inch horizontal measurement, or 5/8 inch within any eight-foot vertical measurement will be repaired to within these tolerances.

Note: Floor squeaks may occur when a subfloor has come loose from the joists and is deflected by the weight of a person and rubs against the nails that hold it in place. The subfloor or joists may be bowed, and the nails also may be expelled from the wood during drying. Movement may occur between the joist and bridging or other floor members when one joist is deflected while the other members remain stationary. Gluing the subfloor is an acceptable method of code compliance in certain jurisdictions. Re-nailing floor joists with ring-shank nails will also substantially reduce floor squeaks. Because the performance guideline requires the Builder to make a reasonable attempt to eliminate squeaks without requiring removal of floor and ceiling finishes, nailing loose subflooring with casing nails into the carpet surface and countersinking the head is an acceptable practice. Only reasonable efforts will be made by Builder to repair floor squeaks. Builder reserves the right to discontinue repair attempts when Builder feels it has met this obligation.

Items Not Covered:

- Minor floor squeaks, which results from normal expansion, contraction and shrinkage of wood.
- Minor ridges or depressions in floors which do not exceed ¼ inch in any 32-inch measurement.
- Bowed or out-of-plumb walls, which do not exceed the standard.

Buyers Maintenance:

During the first heating season, try to keep your home about 68 to 70 degrees F or slightly lower. High temperatures will tend to dry the wood too quickly, which can increase warping, twisting and cracking.

HARDWARE AND ACCESSORIES

The hardware (doorknobs, hinges, etc.) used in your home has a finish very similar to other brass or chrome furnishings you may have purchased to decorate your home. Maintaining the beauty of the finish depends on constant cleaning with manufactured tarnish removers and cleaners. Maintaining the finish of your hardware will require more frequent cleaning since it is handled more often and, in some cases, is in constant contact with the outside air and moisture which causes corrosion.

Items Covered for One Year:

- Any defect in workmanship or materials that causes malfunction or failure of intended function.

Items Not Covered:

- Cracked, chipped, scratched or other cosmetic defects in surfaces of hardware and accessories that were not noted at the Pre-Closing Orientation.
- Periodic lubricating and tightening of hardware and accessories are part of the normal Buyer maintenance procedures.

Buyer Maintenance:

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

HEATING AND AIR CONDITIONING

The air conditioning and heating system was installed by the HVAC (Heating, Ventilating, and Air- Conditioning) contractor. The system provides year-round climate control and consists of a thermostat to control temperature, a basic furnace unit to heat the air, a filter to cleanse the air, plus a fan unit to distribute and circulate air throughout the home.

It is important to read the manufacturer's service manuals, operating instructions, maintenance guidelines, warranties, and energy-saving recommendations. Where appropriate, fill out and return the Warranty Registration Cards to the manufacturer.

Note: As equipment technology frequently changes, the manufacturer's service manuals will supersede all recommendations and procedures contained in this guide.

Manufacturer Warranties: The air-conditioning and gas heating installed in your home is protected by manufacturer warranties that may extend beyond the Builder's One Year Warranty. Should you experience warranty-protected problems beyond the first year of occupancy, please contact a qualified heating and air- conditioning contractor.

Warranty Caution: Any addition, alteration, or modification to the original heating, venting, or air-conditioning system installation, unless performed by a qualified heating and air-conditioning contractor, may void all applicable warranties.

Forced Air (Furnace)

The Builder installs the heating systems according to local building codes and national building codes as well as to engineering designs of the particular home plan. Adequacy of the system is determined by its ability to establish a temperature of 70 degrees Fahrenheit, as measured in the center of the room, five feet above the floor. In extremely cold temperatures (10 degrees F below zero or colder), the system should be able to maintain a temperature differential of 80 degrees F from the outside temperature.

Buyer Maintenance:

Good maintenance of the furnace can save energy dollars and prolong the life of the furnace. 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.
- **Avoiding 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 and increase it gradually.
- **Furnace Sounds:** Expansion or contraction of metal ductwork results in ticking or popping sounds. While eliminating all these sounds is impossible, the Builder 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. In general the installation of ductwork has metal attached to a wood frame floor system. When these two elements are put together, the Builder cannot guarantee a squeak-less floor.
- **Duct Work:** Although the heat system is not a sealed system, the ductwork should remain attached and securely fastened. The Builder will reattach any defects. The placement of ducts and registers may vary in your home from the location shown in your plans or in the model.
- **Filter:** 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 a filter, this is one of the most frequently overlooked details of normal furnace care.
- **Buy filters in large quantity for the sake of convenience.** If you have a permanent, washable filter, tap to dry or air dry, and leave unit off for a brief period. Do not use soaps or detergents on the filter.

Note: Some filters can cause air resistance and will cause cold spots in your home.

- **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.**
- Temperature: Depending on the style of home, temperatures can normally vary from floor to floor as much as 10 degrees F or more on extremely cold days. The furnace blower will typically cycle on and off more frequently and for shorter periods during severe cold spells.
- Thermostat: The furnace will come on automatically when the temperature at the thermostat registers below the setting you have selected. Once the furnace is on, setting the thermostat to a higher temperature will not heat the home faster. Thermostats are calibrated to within plus or minus five degrees F.

Before Calling for Service:

Ensure that the thermostat is properly set.

For a gas furnace:

- Check to ensure that the door on the front of your furnace is securely closed.
- Check the fan switch located near the side of your furnace to be certain it is in the ON position.
- Check the circuit breaker to be certain that it is in the ON position.
- Check the 12-amp fuse located on the switch box and replace if it is burned out.
- If you have an automatic pilotless ignition furnace and the above procedures do not work, please call the qualified heating and air conditioning contractor who installed the system.

Air Conditioner (Refrigerated Air):

If you purchased an air conditioner, your home is equipped with an air conditioning compressor located outside the home. The system provides cool air by removing heat and humidity.

Items Covered for One year:

- Any defects in workmanship or materials that cause malfunction or failure of intended function.
- Assuming that window coverings are in place, the air-conditioning system shall be capable of maintaining a temperature of 78 degrees Fahrenheit, as measured in the center of each room at a height of five feet. Should outside temperatures exceed 95 degrees Fahrenheit, a differential of 15 degrees Fahrenheit from the exterior temperature will be maintained. Deficiencies will be inspected and corrected to meet the 78 degree Fahrenheit specification.
- A clogged condensation line caused by defective workmanship will be corrected by removing the clog.

Air Conditioning Tips:

- Air conditioning must be considered a whole house system. This system involves everything in the home as well as the air-cooling unit. Windows and exterior doors must be closed and drapes should cover any windows exposed to direct sunlight. Interior air is continually recycled through the cooling unit until the desired temperature is reached. Warm outside air disrupts the system. It is best to start initial cooling early in the morning after the home has cooled over night. The system can more easily maintain this cooler temperature when it does not first have to overcome the afternoon heat which has not only warmed the air, but walls, furnishings, and everything in the home.
- If you are gone during the day and evening cooling is your primary goal, do not turn the system off. You may set the thermostat a few degrees (two to three) higher during the day and reset it lower on your return. It will take a little time to reach the lower setting, but it could take six hours to get there if the system was turned off.
- Setting the thermostat to extremely low settings will not reduce the time it takes to cool the home and can result in a system freeze-up which will prevent the unit from performing and cause damage.

Buyer Maintenance:

- Keep the air-conditioning compressor level and keep the area surrounding the unit clear to allow unimpaired airflow. Do not plant bushes near the unit and be careful that dirt, leaves, and grass clippings are cleared away.
- Do not build a deck around or over the air conditioner unless there is an 18-inch clearance on the sides and a 6-foot minimum clearance on top.
- Check for coolant leaks every month and immediately contact a qualified heating and air-conditioning contractor for repairs should you discover a leak. They appear as oil spots on fittings or tubing, where the copper tubing connects interior and exterior sections.
- Thermostat: When operating the thermostat in warm temperatures (cooling), it is important to understand that it takes four to six hours to cool the house to a comfortable temperature after the house has been allowed to overheat. It is recommended that when cooling the house, you maintain a constant running temperature around 72 degrees at all times.

INSULATION

The Builder's insulation standards are set by the best industry standards. We install insulation according to "R-Values" designated in the contract documents. Any area of the exterior envelope of the Home found which fails to meet the required R-Value will be corrected except those special occurrences where

construction conditions do not permit compliance as noted in the contract documents.

LANDSCAPING AND FINAL GRADING:

Your homesite has been carefully engineered to standards established by local agencies as well as any other agency, which regulates your homesite conditions, to insure drainage of rain and irrigation water. These agencies have inspected and accepted the grading of your homesite. Failure to maintain positive drainage can cause structural failures in your Home or financial liability to neighboring property owners.

Note: Installation or alteration of landscaping will affect drainage and become the sole responsibility of the Buyer. The Builder will fill settled areas affecting proper drainage in excess of six inches, **one time only during the warranty period.** The Buyer will be responsible for removal and replacement of shrubs and other landscaping affected by placement of such fill.

Grades:

- If a storm is impending, even though it may be the Builder's responsibility to fill sink holes, you must fill the holes and re-establish drainage yourself to prevent further damage.
- The Builder will not alter grading plans to fit specific landscape designs. It is the Buyer's responsibility not to disturb proper drainage with landscape installation. Any resulting damage caused by drainage alteration would be Buyer's responsibility.
- Your homesite may receive drainage from other lots or may drain across other lots. Any changes you make may affect this flow and you may become liable to your neighbors. With expansive soils, your Home's structure and that of your neighbor's may be damaged.

Surface Drainage:

Proper surface drainage is critical for houses. Water from rainfall, snowmelt, and irrigation must not be allowed to pond and infiltrate the soil near foundations or flatwork. Instead, it must be directed into drainage swales and carried away from the property by means of ditches, street gutters, storm drains or other available means.

Roof Drainage:

The roof drainage system is composed of gutters, down spouts, and tip outs. Its purpose is to keep rainwater and snowmelt from pouring or dripping over the eaves and falling next to the foundation.

Slope Drainage:

A properly designed and maintained slope next to the house is a critical aspect of surface drainage. When houses are built, the slope and adjacent ditches and swales should be graded according to the specifications of a qualified engineer. The main purpose of lot grading is to provide positive drainage away from the house. If the lot is sloping and well drained, infiltration will be reduced. However, if the lot is not properly graded, the water may pond and infiltrates the soil, and swelling soils' damage may result. The minimum slope of fall necessary within ten feet of a building depends upon the type of surface and/or landscaping. Paved areas should maintain a minimum slope of one percent (1%) (One to two inches of vertical fall for ten feet of horizontal distance). A greater initial slope of five to ten percent (5 to 10%) is desirable for non-paved areas within ten feet of the building. Five percent (5%) minimum for non-expansive to mildly expansive soils and ten percent (10%) for highly expansive soils. Landscaped areas next to a house should consist of a runoff slope that extends five (5) feet outward from the foundation into the yard, where possible. Many newer houses built on small lots have slopes as steep as thirty-three percent (33%). Where houses are closer than twenty-five (25) feet apart, the slopes should direct runoff water to a low swale between the houses and away from the area. All slopes should be properly landscaped with rocks or other mulches to prevent erosion. Soil beneath the slope surface should be well compacted and fine graded so that water will not easily infiltrate the backfill. Lawn edging should be perforated or gapped to prevent water damming. Builder grades so no slope will exceed thirty-three percent (33%). If necessary, retaining walls will be installed to achieve this 33% maximum slope.

Ditches and Swales:

Runoff water from roof and slope drainage systems can be collected and carried away from the house by ditches and swales. These are simply shallow trenches (ditches) or depressions (swales) in the yard that are graded to collect, direct, and convey rainwater, snowmelt, and excess irrigation water away from the house and off the property. Care must be taken to ensure that the surface water channeled away from the structure is not directed toward neighborhood structures. Ditches and swales may drain into commonly shared concrete gutters and storm sewers in suburban areas.

Sprinkler Systems:

Automated sprinkler systems can be adjusted to the monthly water requirements for various plants, reducing the infiltration of excess water into the soil. Repair any leaks in sprinkler systems immediately.

Buyer Maintenance:

- The Buyer shall maintain the fine grade and drainage features installed by the Builder and shall re-establish any part of the system, which may be damaged prior to landscape installations.
- Landscape installation shall not damage or alter this drainage system.
- Any changes or damages, which are not repaired, may result in structural or slab damage and will void any warranties from the Builder.

MILDEW

Mildew is a fungus that spreads through the air in microscopic spores. It thrives on moisture and feeds on surfaces or dirt. In siding, it resembles a layer of dirt.

Items Covered:

- Builder will remove any mildew noticed during the Pre-Closing Orientation.

Buyers Maintenance:

- **Cleaning mildew from your home is a Buyer responsibility after the Pre-Closing Orientation.** Solutions that remove mildew are available from local paint or home improvement stores. Wear protective eyewear and rubber gloves for this task, as the chemicals that remove mildew are unfriendly to humans.

PAINTING

Interior

Items Covered for One Year:

- Interior and exterior paints that do not adhere to or cover the surfaces to which they are applied will be repainted.

Items Not Covered:

- Cracked, chipped, scratched, smudged or other cosmetic defects in surfaces of interior painting that were not noted at the Pre-Closing Orientation.
- Damage caused by improper maintenance by the Buyer.
- Normal wear and tear of painted or stained surfaces.
- The Builder cannot ensure that painted repairs requiring new material will match the color of the existing material. Paint repairs may show slight variations in color as a result of weathering, aging, or pigment variations in

different paint manufacturing runs. Color variations are normal. Only the damaged area will be repainted.

- Builder is not responsible for the obtaining and matching of paint or other finishes that were not applied by the Builder.
- Paint touch-ups may be visible under particular light conditions. The Builder will only repair touch-ups visible in normal daylight (10:00 a.m. to 2:00 p.m.)

Buyer Maintenance:

- Wash semi-gloss enameled walls, doors and moldings with warm water and a mild soap or a manufactured wall cleaner. Avoid using abrasives, which can scratch or remove paint.
- Minor cracks at room corners or around window returns are caused by normal expansions, contractions and curing. These should be filled with a latex caulking or putty the next time you paint.

Exterior Painting:

Cracking, chipping, peeling, and fading are common with paints and stains due to causes other than the product or its application. Exposure to sun, rain, wind, fog, dew and sprinklers causes deterioration of painted or stained surfaces. Certain exposures of exterior surfaces to these elements will cause the finishes to weather and require maintenance in as little as six months.

Items Covered for One Year:

- Painting required as a corollary repair because of other work.
- Paints that do not adhere to or cover up the surface to which they are applied will be repainted.

Items Not Covered:

- Cracked, chipped, scratched, smudged or other cosmetic defects in surfaces of the exterior painting that were not noted at the Pre-Closing Orientation.
- Fading caused by climatic conditions.
- Mildew or fungus caused by climatic conditions.
- Builder cannot ensure that painted repairs requiring new material will match the color of the existing material. Paint repairs may show slight variations in color as a result of weathering, aging, or pigment variations in different paint manufacturing runs.
- Color variations are normal. Only effected areas shall be repaired.
- Normal wear and tear of painted or stained surfaces.
- Damage caused by improper maintenance of Home.
- Responsibility for obtaining matching paint or other finishes that were not applied by the Builder.

Buyer Maintenance:

- All exterior paint is considered to be a part of Buyer maintenance and should be monitored closely by the Buyer.
- Do not allow landscaping sprinklers to spray water on portions of your home.
- Continuous contact with water will cause rapid deterioration of painted or stained surfaces.
- Maintenance of the paint on exterior doors is very important. When the paint deteriorates, moisture begins to penetrate the wood and will cause swelling and/or deterioration.
- Annually examine the exterior of the home for weather damage. Repair as necessary. Surfaces chipped by hail or wind damage should be corrected to prevent further damage.

PLUMBING SYSTEMS

A licensed plumbing contractor installed all plumbing lines and systems in your home and these have been tested and inspected. In most cases, minimum Buyer maintenance is all that the plumbing system requires. Attending to small problems as they occur keeps them from becoming larger, more costly ones. We want to draw your attention to a water-saving regulation that went into effect in 1993, which prohibits the manufacture of toilets that use more than 1.6 gallons of water per flush. In the search for a balance among comfort, convenience, and sensible use of natural resources, the government conducted several studies. The 1.6 gallon toilet turned out to be the size that overall consistently saves water. As a result of the implementation of this standard, flushing twice is occasionally necessary to completely empty the toilet bowl. Even though you flush twice on occasion, rest assured that overall you are saving water; and the Builder has complied with the law. Similarly, flow restrictions are manufactured into most faucets and all showerheads and cannot be removed. We apologize for any inconvenience this may cause.

Items Covered for One year:

- Any defect in workmanship or materials that cause malfunction or failure of intended function.
- Any defect in the installation of the water heater that causes malfunction or failure of intended function operation will be corrected by the Builder. (This does not apply to the actual water heater, which would be covered by a manufacturer's warranty.) The manufacturer of the water heater warrants his product directly to the consumer. You should consult the information the manufacturer has supplied with his product for terms and periods of coverage.
- Any leaks occurring at drains, supply lines, joints, or couplings shall be repaired.

- Subsequent damage to drywall or flooring.
- Sewer line blockages caused by construction materials in the line or defects in line installation. Should a line become blocked, immediately call a professional sewer-line cleaning service. Have the line cleared and ask the service to determine the cause. Buyer will need to pay for the service when rendered. Contact Builder and present a copy of the receipt from the service with cause stated. After verifying with the service, Builder will reimburse the Buyer if the cause was construction material in the line or a line defect. The original plumbing contractor who installed the line should be immediately notified by Buyer if cause is a line defect.

Items Not Covered:

- Cracked, chipped, scratched, or other cosmetic defect in plumbing fixtures and accessories that were not noted at the Pre-Closing Orientation.
- Defects in caulking.
- Sewage line blockage that is not caused by construction materials in line or installation defects.
- Dripping faucets due to normal wear of replaceable washers or O rings.
- Secondary damage to wallpaper, drapes and personal belongings.

Buyer Maintenance:

Main Shut-Off Valve:

This is the center of the plumbing system, the point at which the main line comes into the home. If a major plumbing problem occurs, turn off the main shut-off valve to prevent flooding. It is a good idea to show every family member where the shut-off valve is, and explain how to close it in case of an emergency, and to mark it with an easy-to locate name tag.

Water Intake Valves:

The plumbing fixtures in your Home, excluding bathtubs and showers, have water intake valves to individually shut off the water for minor repairs and emergencies. Show family members how to operate them and where they are located on sinks, dishwashers, toilets, water heater, washing machine, and laundry tub. Toilet valves are behind the toilet and sink valves are under the sink.

Drain Traps:

Every plumbing fixture in the home is equipped with a drain trap (an S- or P-shaped pipe that holds water and acts as a barrier to keep airborne bacteria and sewer gas fumes from coming back into the home). If a sink or bathtub fixture is not used frequently, turn it on periodically to replace evaporating water and to keep water trap barrier intact. This is especially important at the basement floor drain, which will need you to water it monthly.

Caution: Do not pour grease into drains or toilets, or use caustic sodas to open plugged drains. Do not use a plunger when using any drain-cleaning chemicals.

When using a chemical drain cleaner, carefully follow the manufacturer's safety precautions and product directions.

Sanitary Sewer Lines:

Do not put hair, grease, lint, garbage, heavy tissue, disposable diapers, or feminine hygiene materials into the sewer system. When operating the garbage disposal, always use a generous amount of cold water to keep the sink drain clear and the disposal motor cool.

Freezing Pipes:

Provided the home is heated at a normal level, pipes should not freeze at temperatures above zero degrees Fahrenheit. Set the heat at 65 degrees Fahrenheit if you are away during winter months. Keep garage doors closed to protect plumbing lines running through this area from freezing temperatures. In unusually frigid weather or if you will be gone more than a day or two, open cabinet doors to allow warm air to circulate around pipes. Use an ordinary hair dryer to thaw pipes that are frozen. Never use an open flame. Run water continually during periods of extreme cold. The Builder will repair any condition or defects that might cause pipe freezing in a normally heated home. The piping and home damage will also be repaired. There is no warranty on damage to wallpaper, drapes, or personal belongings. If you will be gone for an extended period during the extreme cold, turn off the main water shut off valve. Open the shut off valve on your return and check all faucets for flow and possible frozen or broken pipes. (See maintenance tips.)

Gas Leaks:

If you smell natural gas or propane in your home follow these instructions:

Ventilate the house by opening windows and doors.

- Do not turn on lights, ring doorbells, light matches, or use any item or appliance that may cause a spark.
- If the gas smell is severe, leave your house and call the local fire department from a neighbor's home.
- Do not try to locate or trouble-shoot the gas leak yourself.

Outside Faucets:

Outside faucets are freeze proof, but in order for this feature to work, **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 Buyer maintenance item.

Water Pressure:

The pipes that carry water into the home are designed to resist rust and corrosion. Water pressure may be unusually high in your locality. In such case, a water pressure regulator is installed at the main shut-off valve. Do not attempt to adjust the water pressure regulator yourself. It is designed to keep water line

pressure surges from entering the home. Improper adjustment can burst the water lines and create severe damage. If you feel the water pressure needs adjustment, please contact the water utility company or a licensed plumbing contractor. Hot water passing through a pipe causes expansion and cold water causes contraction. While measures are taken during construction to minimize noise caused by expansion and contraction, it is normal to hear slight sounds. It is also normal to hear wastewater from toilets, showers and sinks (especially in two-story homes) as it passes through the pipes that are within the walls.

Note: Adjusting the water pressure regulator voids all fixtures warranty.

Plumbing Fixtures:

Manufacturer Warranties: The water heater; fixtures, and ejector pump installed in your home are protected by manufacturer warranties that may extend beyond the Builder's two-year coverage. Should you experience warranty protection problems beyond the second year of occupancy, please contact the plumbing contractor who made the installation.

Warranty Caution: Any addition, alteration, or modification to the water heater, sump pump, sewage ejector pump, or plumbing fixture installation, unless performed by a licensed plumbing contractor, may void all applicable warranties.

Sinks, Tubs, Showers, and Jet Tubs:

- **Cleaning:** Clean porcelain-on-steel bathtubs, fiberglass tubs, and shower stall floors with warm water and a non-abrasive cleanser. Clean glass shower doors with a commercial glass cleaner. Check bathtub stoppers and shower floor drain grates for hair accumulation.

Caution: Do not step into a bathtub or tub-shower with shoes on. Gritty particles adhere to shoe soles that will scratch the coating.

- **Re-Caulking of Tubs and Showers:** Over time, cracks and separation between tub or shower stall and wall surfaces or bathroom floors will appear. Maintaining these areas is critical since excessive moisture can severely damage underlying materials.

Note: The Builder reserves the right to repair any fiberglass or steel fixtures rather than replace. The Builder cannot guaranty a perfect color and finish match when repairing.

Plumbing Maintenance Tips:

- Do not use abrasive cleaners on brass or chrome faucets.
- Do not drop objects on enamel or fiberglass fixtures as this can cause finish chips.
- Water flows at faucets can be reduced by debris caught in the aerators. Unscrew aerators and run water over them to remove debris before re-attaching.
- Avoid putting materials like celery, artichokes, cornhusks and peanut shells in garbage disposals. Unplug the disposal before attempting to

remove anything from it. Most isposals are supplied with an allan wrench to be used at the base of the unit to back wind and free objects from the blades.

- Monthly, drain a bucket of water from the drain on the water heater to prevent sediment build up.
- When leaving your home for extended periods during cold weather: turn on sink, vanity, tub and shower faucets to about half flow, both hot and cold; Turn off the main water shut off valve to the home; Leave all faucets on, flush all toilets and open all exterior valves.
- Upon return: turn on main shut off valve and allow water to run through all faucets and the toilet reservoirs to fill. Any signs of water not flowing may indicate a frozen pipe.
- Never leave your Home when your pipes are frozen. You might return to find broken pipes and flood damage.
- Close and insulate foundation vents in your crawl space each winter.
- Drain down or blow out your lawn sprinkler before winter. Leaks in sprinkler lines can soak soils and cause foundation damage.
- If you finish your basement, be careful not to isolate pipes from warm air sources.
- Occasionally check under sinks and lavatories to assure packing nuts on shut-off valves are not dripping.

ROOFING, GUTTERS & DOWNSPOUTS

The roof of your Home is constructed with roofing felt, shingles, flashing, vents, gutters and downspouts. These materials are installed following the manufacturer's guidelines and product specifications.

Items Covered for One year:

- Any defect in roof workmanship or material that causes water leakage will be inspected and corrected to eliminate roof leaks. Only interior damage to the house caused by roofing leakage will be repaired.
- Shingles that come loose or unattached will be re-secured. Neither the shingle manufacturer nor the roofing contractor provide warranty coverage should the shingle come loose or detached by winds in excess of 54 miles per hour. Winds this powerful are considered as "Acts of God" and repairs are covered by homeowner's insurance.
- Roof damage must be reported within 72 hours.
- Standing water in the gutter that exceeds one inch in depth will be repaired by adjusting the pitch of the gutter.
- Gutter leaks are not acceptable and will be repaired for one year only.

Items Not Covered:

- Broken or other cosmetic defects in surfaces of roofing materials, gutter and downspouts not noted at the Pre-Closing Orientation.
- Roofing or flashing leaks which occur under unanticipated weather conditions like blowing snow or rain.
- Damages caused by high winds or other “Acts of God”.

Shingles:

Roofing felt is attached to the roof sheathing and the shingles are laid over the felt. The underside of a composition shingle has mastic or glue applied to it that, when warmed by the sun, automatically seals the upper shingles to the one beneath it.

Shingle Repair Note: The Builder cannot ensure that shingle repairs requiring new material will match the color of the existing material. Color variations caused by weathering effects are normal.

Manufacturer’s Warranties: Fiberglass shingles are protected by manufacturer warranties that may extend beyond the Builder’s one-year coverage. Should you experience warranty-protected problems beyond the first year of occupancy, please contact the roofing contractor.

Buyer Maintenance:

- Do not nail, screw, etc., any items such as antennas to your roof which can cause leaks.
- Plumbing vent pipes and other roof protrusions are flashed with a rubber and sheet metal collars. The roof tar or caulking that seals this collar to the vent should be inspected every few years and re-sealed as necessary to prevent leaks.

Gutters and Downspouts:

Winter storms, followed by mild temperatures, followed by more winter storms can produce “freeze-thaw” cycles resulting in sizable accumulations of ice and snow on the roof. These are called “ice dams”. The ice build-up in the rain gutters and the pressure and movement of the ice may cause roof damage and water leakage into the home during the thaw. The best advice is to keep the gutters free of debris. Ice damming is not covered by the warranty. Gutters are designed to carry excess water off the roof and away from the foundation. It is necessary that the gutters be kept clear of debris, which might clog them and cause the water to run over the sides instead of through downspouts. By taking a few minutes each spring to clean leaves and other debris out of your gutters and

downspouts, you will assure uninterrupted flow of rainwater away from your home.

Note: For other information on gutter drainage, please see section on landscaping.

STAIRS

No known method of installation prevents all vibrations or squeaks in a staircase. A shrinkage crack will develop where the stairs meet the wall. When this occurs, apply a thin bead of latex caulk and, when dry, touch up with paint.

Item Covered for One Year:

Although the Builder does not warrant against stair vibration and squeaks, a reasonable effort will be made to correct them.

TILE (CERAMIC) Flooring and Wall

Your ceramic tile grout is porous and absorbs moisture and grease, which can cause staining or discoloration. There are several grout sealers available on the retail market that you may consider applying. **Do not seal grout in tub and shower areas.**

Items Covered for One Year:

- Ceramic tile that becomes loose will be reinstalled unless caused by Buyer's action or negligence.
- One Time Repair: Cracks appearing in grouting of ceramic tiles at joints or junctions with other materials are commonly due to shrinkage. The Builder will repair grouting, if necessary, one time during the first year. Builder is not responsible for color variation in grout or in discontinued colored grout. Any grouting or caulking that is needed after that time is Buyer's responsibility.

Items Not Covered:

- Cracked, chipped, scratched, stained or other cosmetic defects in surfaces of ceramic tile that were not noted at the Pre-Closing Orientation.
- Responsibility for discontinued patterns or color variations in ceramic tile or grout.
- Cracks in grout or ceramic tile joints or at junctions with other materials such as the bathtub.

- Defects in caulking or grout that was not noted at the Pre-Closing Orientation.
- Responsibility for color differences between old and new grout, if repairs are made.

Buyers Maintenance:

- Grout Discoloration: Clean grout that becomes yellowed or stained with a fiber brush, cleanser, and water. Grout cleansers and whiteners are available at most hardware stores.
- Sealing Grout: Sealing grout is your decision and responsibility. Once grout has been sealed, ongoing maintenance of that seal is necessary and the limited warranty coverage on grout that has been sealed is void.
- Separations: Expect slight separation to occur in the grout between tiles. This grout is for decorative purposes only—it does not hold the tile in place. Cracks in the grout can be filled using pre-mixed 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 and shrinkage of wood members as they dry out. If this occurs, the best remedy is to purchase tub caulk or pre-mixed grout from a hardware store. Follow directions on container. This maintenance is important to protect the underlying surface from water damage.

VENTILATION

Homes today are built more tightly than ever. This saves energy dollars but creates a potential concern. Condensation, cooking odors, indoor pollutants, radon, and carbon monoxide may all accumulate. The Builder provides mechanical and passive methods for ventilating the homes it builds. Your attention to ventilation is important to your safety and health.

Building codes require attic and crawl space vents to minimize accumulation of moisture. Attic ventilation occurs through vents in the soffit (the underside of the eaves) and sometimes enters the attic through the vents. Do not cover the vents as the moisture blows in safely, evaporates and then ventilation will still occur.

Homes with crawl spaces usually include two or more vents. Open crawl space vents for summer months and close them for winter months, pulling insulation over them as you close. Failure to close these vents and replace insulation may result in plumbing lines freezing in the crawl space. This occurrence is not covered by your Warranty.

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 furnace.
- Run the bath fans when bathrooms are in use.
- Air your house by opening windows for a time when weather permits.
- Proper ventilation will prevent excessive moisture from forming on the inside of the windows. This helps reduce cleaning chores considerably.

Items Covered for One Year:

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

Buyer Maintenance:

- Proper ventilation is the safe and steady way to reduce indoor humidity and condensation.
- Open basement windows during warm, dry weather and close them when outside humidity are high.
- Ensure that the clothes dryer is properly vented to the outside and that the vent is clear of obstructions and lint.
- Bath and utility exhaust fans can be used to carry moist air outside. Use the fans for short periods, since they exhaust conditioned air out of the home.
- Adjust the registers to maintain even temperatures throughout the home.
- Do not try to speed up evaporation process by creating extremely high temperatures in the winter. This will cause houses to dry out unevenly, creating cracks and other problems.

Crawl Space Areas:

Proper ventilation in crawl space areas prevents high humidity levels, condensation and resulting mildew. Do not use crawl space areas for storage of items that may be damaged by high humidity and mildew. Crawl space vents should be closed during the winter to prevent cold air from freezing pipes. After the threat of frost or freezing temperatures is over, crawl space vents should be reopened to allow air to circulate.

WINDOWS AND MIRRORS

The windows in your home are made of double-pane, insulated glass to minimize energy loss and are framed in vinyl. The Builder confirms that all window glass is in acceptable condition at the Pre-Closing Orientation. Minor scratches on windows can result from delivery, handling, and other construction activities. Builder will replace windows and mirrors that have scratches readily visible from a distance of six feet at time of Orientation. The Builder does not replace

windows and mirrors that have scratches visible only under certain lighting conditions.

Items Covered for One Year:

- Any defect in workmanship or materials that cause malfunction or failure of intended function operation will be corrected.

Items Not Covered:

- Cracked, chipped, scratched or other cosmetic defects in surfaces of windows and mirrors that were not noted at the Pre-Closing Orientation.

Buyer Maintenance:

- Keep sliding windows and glass door tracks free from dirt for proper operation.
- Windows are designed with weep holes, which allow moisture to exit the track and not leak into the house. These holes must be kept clear to prevent leaks.
- Apply silicone to window locks and rollers periodically to obtain longer life.
- When opening and closing a window, you should hold both the front and rear sides of the frame to prevent the frame from separating from the glass.
- Do not use a garden hose to wash windows. Windows are not designed to accept direct spray of water and will leak.
- Window frames should be cleaned with warm soapy water and a soft brush or rag.
- Never use scrapers or steel wool, which can cause scratches.
- Bathrooms should be well ventilated during and after showering. Too much steam can cause the mirror's silvering to deteriorate, turning the edge of the mirror black.
- During the cooler weather, windows may seem like they are leaking air. The air outside cools the air against the glass, which in turn, drops to the floor and sets up a current, which moves into the room. The current of cool air may feel as though the window is leaking, but actually it is nothing but cool air in motion.

Sticking Windows:

Most sliding windows (both vertical and horizontal) are designed for a ten-pound pull. If sticking occurs or excessive pressure is required to open or close a window, apply a silicone lubricant. This is available at hardware stores. Avoid petroleum-based products.

Window Screens:

Window screens are provided with every home and their sole purpose is to help prevent insects from coming inside when the windows are open. Window screens may be washed and rinsed using a mild household detergent.

Safety Caution:

Window screens will not prevent children from falling through open windows to the ground below. The screen is not a barrier, and the fastening system for the screen will not support any weight beyond the screen itself. Builder strongly advises that the Buyer never allow children near an open, screened window, or place any weight on, or push against any window screen. Similarly, do not place furniture near windows so that children will have easy access to the window.

Condensation:

Condensation or the appearance of moisture that occurs when warm, moist air comes into contact with cooler surfaces is most prevalent in new homes, especially during the first year. This is caused by the large quantities of water used to build the home, from the concrete foundations to the paint on the walls. As this water evaporates and the drying-out process occurs, the moisture takes the form of condensation on interior windows, basement walls, and plumbing pipes. For homes built during winter, the exterior frozen ground will hold moisture longer than dry or wet ground. As the ground thaws, this moisture can raise the level of humidity in the surrounding basement air, causing even more condensation. Window condensation is produced by conditions beyond the Builder's control and is not covered. The Builder will inspect doors and windows to ensure proper fit and function, and will repair defective weather-stripping and caulking seals. Condensation on interior surfaces of the windows and frames comes from high humidity within the home combined with low outside temperatures and inadequate ventilation. Family lifestyle significantly influences this condition. If your home includes a humidifier, closely observe manufacturer's directions for its use, especially during the months of cooler temperatures.