



SAUSSY BURBANK

HOMEOWNER HANDBOOK



WELCOME TO THE SAUSSY BURBANK FAMILY.

Congratulations! You're about to become a Saussy Burbank homeowner.

We appreciate your confidence in choosing us as your new home builder, and we will do our best to meet your expectations. This Homeowner Handbook is an integral part of your new Saussy Burbank home. We've created it to help you understand the entire home building process, and also to provide you with essential information about the care, maintenance and service of your new home.

Caring for your new home is a continual process, and it begins the moment you take ownership. Throughout this Handbook, we have detailed useful easy care tips to help you make the most of your new home investment. We've outlined the steps required to preserve and protect many of the features of your new home, which will maximize your enjoyment of living in it.

Be assured that maintaining your home will not require elaborate tools, technical expertise or hours of valuable time. In fact, you'll be surprised at how little time and effort is required to establish a maintenance schedule which works for you—and how substantial the return will be!

We've also used this Handbook to clearly describe in simple, easy-to-understand terms, the standards of building performance for your new home, and to explain Saussy Burbank's repair responsibilities during the warranty term.

Do keep this Handbook readily accessible. As you have shown your trust in selecting Saussy Burbank as your builder, we trust you will familiarize yourself with the contents of the Handbook and use it to understand our respective responsibilities in maintaining a successful relationship. We are sure you will find your Saussy Burbank Homeowner Handbook invaluable in the months and years to come.

Once again, welcome to the Saussy Burbank family.

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If applicable, your Saussy Burbank representative will meet with you before construction begins to discuss:

- Selecting features, finish materials and colors
- Scheduling meetings during construction
- Change order policy
- Phone numbers and contact information for builder & staff
- New Home warranty information
- Warranty procedures
- Emergency procedures



HELPFUL HINTS

Sometimes it may look like nothing is happening at your home construction site. However, this is not the case. All trade contractors are scheduled weeks in advance. Sometimes a trade may complete their work early, and we may not be able to change the next trade's schedule on short notice.

Work on the construction site stops when required building inspections are in progress. Trust that our construction staff is on top of the process and will notify you if there are any delays about which you should be concerned.

Be sure to read through all sections of the Homeowner Handbook to familiarize yourself with your homeowner maintenance responsibilities.

Homeowner Maintenance is a continual process. In addition to the maintenance information provided in this Handbook, it is important that you keep all product manufacturers' information (which contains maintenance instructions specific to your particular products). Many manufacturers also have informative websites that can be a great resource to you.

CONSTRUCTION SEQUENCE

Although the specific sequence of construction steps varies and overlaps, generally your home will be built in the following order:

Foundation

- Excavation
- Footings
- Install foundation
- Perimeter drain, if applicable
- Insulation, if applicable
- Inspection, if applicable

Framing

- First floor
- Second floor
- Roof trusses
- Roof sheathing
- House wrap
- Windows and doors

Roofing

- Roofing felt
- Valley flashing
- Shingles

Exterior Trim

- Fascia (boards at ends of rafters)
- Sheathing
- Finish materials
- Trim
- Deck, if applicable
- Gutters, if applicable
- Exterior painting or staining
- Driveway
- Fine grading
- Landscaping, if applicable

Interior

Rough-in of Mechanical Systems

- HVAC (heating, ventilation, & air conditioning)
- Plumbing
- Fireplace, if applicable
- Electrical
- Rough inspections, if applicable

Insulation

Drywall

- Hang
- Inspection, if applicable
- Tape and finish

Interior Trim

- Doors
- Baseboards, casing and other details

Paint and Stain

Finish Work

- Cabinets
- Countertops
- Tile
- Floor coverings
- Appliances
- Hardware
- Screens
- Light fixtures
- Plumbing fixtures
- Construction cleaning
- Builder's punch list
- Improvement survey
- Certificate of occupancy
- Homeowner orientation
- Closing
- Home maintenance

VISITS TO THE CONSTRUCTION SITE



SAFETY REMINDER

While building a home is a very exciting project, there are several guidelines to consider when visiting a construction site. Your safety is of utmost importance to us. Remember that your home's construction site can be a dangerous place if you do not have the proper equipment or if you do not pay close attention to your surroundings.



HELPFUL HINTS

- Visit the construction site only during the times suggested by your representative or sales consultant, so you do not impede the progress of the work crews.
- Use common sense safety precautions when you are walking around a home under construction, such as watching for exposed nails in boards.
- Pay attention to open spaces in the floors from one story to the next.
- Be aware of stairwells which have not been completed. There may not be a guardrail and there may be open spaces between the boards which could cause you to fall or trip.
- Remember that doors and windows may not be installed even though the spaces for them are framed in. Watch out for openings for doors to decks or balconies, which may be a long drop to the ground.
- Never touch any equipment left at the site.
- Watch for the possibility of falling boards or other objects.
- Be careful of slippery surfaces inside and outside the house.
- Be aware of wet paint or newly stained or varnished wood floors.
- Be aware of wet concrete.
- Watch out for ditches or utility trenches around the home site.

It is recommended that you do not bring children or pets to the construction site if possible. If you bring your children, always be aware of their whereabouts; hold the hands of small children to prevent them from walking into a dangerous area. If you visit the site during the work day, you may be asked to wear a hard hat for your protection.

The terms of insurance policies and licenses usually do not permit anyone but authorized persons to be at the site during construction. Many times signs will be posted advising unauthorized people that they are entering the construction site at their own risk.

All questions concerning construction should be directed to your representative for the most accurate answer.

Important:

- If you notice something that has been done differently than you had expected, contact your sales consultant immediately. Do not pass your concerns to the trade contractor yourself. It is important for us to understand your question and handle those requests.

YOUR NEW HOME ORIENTATION

Your new home orientation is intended to be a positive learning experience about your new home and is your opportunity to conduct a final inspection before you take ownership.

Please Bring Your Homeowner Handbook to the Orientation.

During the construction process, many inspectors from the local municipalities have been in and out of your home, making sure that the home has been built to code. We work closely with all inspectors and trade contractors to comply with building codes and construction performance standards.

Before you go to closing, you and your representative will walk through your new home to conduct the new home orientation. This orientation will also educate you about your new home's components and systems, your responsibility for maintenance and upkeep, as well as warranty coverage and procedures.

Your new home orientation provides an opportunity for you and your representative to go through a checklist to identify items that may need to be corrected. You should be aware of things such as chips, scratches or cracks on items like tiles, woodwork, cabinets and mirrors. Remember, now is the time to bring these things to your representative's attention. After moving in, such things as scuff marks, broken windows, or holes in the screens become your responsibility.

The orientation also serves as a time for your representative to provide you with information about your new home such as:

- The basic operation of major appliances, heating and cooling systems, water heater, attic fans and other systems in your home.
- Warranty information for the many systems in your new home, such as appliances, are covered by the manufacturer's warranty. You should read all the material carefully in order to understand your responsibilities.
- Be sure to mail in any warranty cards to the manufacturer so you can be contacted about any additional product information.

If you have any questions about warranty or maintenance items in the Homeowner Handbook, this would be a good time to ask your representative.

Your new home comes with the warranties contained in the Warranty Agreement. There are additional manufacturer warranties on individual products and appliances in your home. However, such warranties do not cover problems that develop because of a failure to perform required maintenance. Your representative can answer any questions you may have about your maintenance responsibilities.

The Homeowner Handbook outlines homeowner maintenance responsibilities and performance guidelines.



HELPFUL HINTS

Remember this orientation is the time for you to ask questions.

- Be sure that you have a clear understanding of the warranty process for repairs or adjustments during your first year of occupancy.
- Ask your representative specific questions about whose responsibility it is to do what. Be sure you both clearly understand what items will be addressed prior to closing. You will be asked to sign-off on the checklist of items you both agree will be repaired and completed.
- Sometimes cosmetic items may only be addressed once during closing. Note that we will match paint, stains, etc. as closely as possible during touch-ups. Be aware that we cannot be responsible for exact color matching due to the nature of paints, stains, etc.
- Take notes about any specific items discussed.

The New Home Orientation is a positive experience for the homeowner that will enhance the enjoyment of your new home for years to come.

NEW HOME ORIENTATION CHECKLIST

Below is a checklist of items you may want to review with your representative during your new home orientation.

Exterior:

- Water meter, gas and electric service locations
- Main water shut-off
- Air conditioner condensation drain line maintenance
- Site drainage
- Air conditioning compressor units and shut-off
- Property lines
- Gutters and downspouts, if applicable
- Roofing
- Exterior finishes and color selections
- Exterior trim
- Concrete
- Hose bibs, spigots
- Landscaping
- Decking, if applicable
- Fencing, if applicable
- Sprinkler System, if applicable

Garage/Basement:

- Automatic overhead door, if present
- Water heater
- Plumbing and HVAC shut-offs

Electrical:

- Electrical panel
- Switches
- Outlets
- Ground-fault circuit-interrupter (GFCI) receptacles
- Fixtures
- Phone jack(s)
- Smoke detectors – battery checks
- Cable, if applicable
- Security, if applicable
- Dishwasher switch

General:

- Fireplaces, if applicable
- Door chimes
- Window maintenance - caulking and regular painting for interior and exterior
- Front door maintenance
- Interior door maintenance

HVAC System:

- System controls
- Thermostat operation
- Filters
- Furnace and Air Conditioning breaker and additional shut-off switch
- Humidifier/dehumidifier seasonal adjustments, operation & maintenance, as needed
- Valve to shut off gas
- Vents - maintenance and blockage
- Condensate line
- Condensate pump, if applicable

Bathrooms:

- Fixtures
- Toilets, sinks, tubs and showers
- Turn on water
- GFCI receptacles
- Maintenance of caulking around tub, shower and countertops
- Countertops and surfaces
- Mirrors
- Jetted tub operation and instructions, if applicable
- Exhaust fan operation, if applicable

Kitchen:

- Appliances
- Range Hood
- Warranties and instructions for all appliances
- Lighting fixtures and controls
- Cabinets
- Countertops
- Plumbing fixtures
- GFCI receptacle(s)
- Flooring

Other Interior:

- Operation of windows and screens
- Operation of doors
- Light fixtures
- Ceiling finish and fixtures
- Wall coverings
- Trim
- Shelving
- Flooring—carpet, hardwoods, tile, vinyl

WARRANTY PROCESS – AFTER YOU’VE CLOSED ON YOUR NEW HOME

If you notice an area or item in your new home that needs adjustment or corrections:

Refer to the appropriate section of this Handbook to determine if it is a homeowner maintenance item or an item covered by the warranty. If the item is covered by the warranty, you may submit a request to our Warranty Department.

Warranty requests may be submitted online through our website at the following url:

<http://www.saussyburbank.com/warranty>

For emergency items, please contact your electrical, plumbing and HVAC contractors and appliance manufacturers directly. Unlike our Warranty Department, they have after-hours and weekend personnel to assist you. You can find emergency contractor contacts on the sticker located inside your kitchen cabinet.



SAFETY REMINDER

EMERGENCIES:

An emergency situation constitutes a safety hazard to your family or carries the risk of damage to your home. If you have a problem or concern in your new home that is an emergency situation, follow the procedures as explained by your representative. Your safety is our priority.

SEASONAL MAINTENANCE SCHEDULES

Important:

1. You may want to make several copies of the seasonal maintenance schedules and put them with your family calendar as a reminder.
2. Always check with local home improvement professionals and product manufacturers for the best products to use for maintenance.

MAINTENANCE IN SPRING/SUMMER

Interior

- Close chimney damper, if applicable.
- Clean cabinet surfaces.
- Check and repair or replace weatherstripping on exterior doors as necessary.
- Inspect and repair tile grouting as needed.
- Lubricate locks, hinges and latches.
- Check window locks and weatherstripping.
- Adjust registers for cooling.
- Lubricate garage door rollers and tighten bolts.
- Check drawers and hinges for proper alignment; tighten and adjust as necessary.
- Check and tighten all dead bolts.
- Clean dryer vent duct to remove any lint or obstruction.
- Turn on your air conditioning system for a trial run and replace filters.
- Check and repair interior caulking as needed – sinks, tubs, showers, thresholds, walls, trim, etc.
- Check condensate pump reservoir for dirt and algae, if applicable.

Exterior

- Check and repair caulking as needed; check on windows, siding, and cornice.
- Check exterior paint of siding, cornice and doors.
- Clean and remove debris from gutters, if applicable.
- Check foundation drains on basements for blockage/debris, if applicable.
- Maintain the original grade of your home by using fill dirt in areas that have settled around the foundation. Water should flow away from the foundation.
- Seal deck with preservative if necessary.
- Perform lawn maintenance for your type of lawn (seek professional advice from a local home improvement center or landscaping company).
- Apply mulch around trees, shrubs and flower beds.
- Apply fertilizer to new grass.
- Clean septic tanks as necessary, if applicable.
- Check with the local county for approved irrigation times.
- Inspect roof for loose, warped, torn or missing shingles, unsealed vents or stacks.
- Check foundation vents for proper operation. Vents should open and close as needed. (Seasonal conditions apply.)

MAINTENANCE IN FALL

- Interior
- Turn on your furnace for a trial run and replace filters.
- Check and repair interior caulking, as needed; check sinks, tubs, showers, thresholds, walls, trim, etc.
- Adjust registers for heating.
- Inspect fireplace.
- Open and inspect the chimney damper before first fire, if applicable.
- Clean and wax wood cabinets and paneling.
- Clean and seal stone countertops and floors.
- Clean condensate pump reservoir, if applicable.

Exterior

- Clean and remove debris from gutters.
- Check and repair or replace weatherstripping on exterior doors.
- Check alignment of gutters, downspouts, and splash blocks to ensure that water is properly diverted away from the home, if applicable.
- Rake leaves from your lawn to ensure sunlight and air circulation for grass.
- Perform lawn maintenance for your type of lawn (seek professional advice from a local home improvement center or landscaping company).
- Protect your plants from approaching winter freeze – give shrubs a good watering, and protect young evergreens with screens or covers.
- Check and repair caulking as needed.

MAINTENANCE IN WINTER

Interior

- Keep your garage doors closed as much as possible, in order to prevent loss of heat.
- Open your bathroom and kitchen cabinets to expose the pipes to heat and let faucets drip (in extreme cold).
- For gas furnaces, adjust your thermostat to as low as 55-60 degrees when you are away from home. For electric heat pumps, follow manufacturer's recommendations.
- Keep shrubs, trees and grass watered during dry periods.

Exterior

- Remove hoses from outside water faucets.
- Do not block roof ventilation.

Read and follow the manufacturer's requirements for each appliance in your home.

You will receive all appliance warranties during your new home orientation or at closing. The appliances are warranted in accordance with the terms and conditions of the written warranties supplied by the manufacturers and are warranted directly to you, the homeowner.



HOMEOWNER MAINTENANCE RESPONSIBILITIES

If you have problems with any appliance, contact the manufacturer directly. Always check first to ensure that the appliance is plugged in and that a circuit breaker or GFCI has not been tripped. When calling the manufacturer, be ready to provide the model and serial number (typically found on a metal plate on each appliance), a complete description of the problem and the closing date of your house.



PERFORMANCE SPECIFICATIONS

Appliances & equipment are not covered by your Warranty Agreement. Please contact the manufacturer of the appliance/equipment with any problems.

IMPORTANT: Water connections for the icemaker, the refrigerator and the washing machine are the homeowner's responsibility.



HELPFUL HINTS

- Before mailing in any warranty registration card, make a copy of it for your records.
- Mail the warranty registration cards directly to the manufacturer as soon as possible. Some manufacturers may allow you to register online.
- Visit the manufacturer's website to find out the best maintenance tips for your particular appliances and equipment models.
- Clean filters in range hoods per manufacturer's instruction.



HOMEOWNER MAINTENANCE RESPONSIBILITIES

Attic ventilation is required by building codes and cannot be omitted. A lack of ventilation in an attic can cause heat and moisture to build up, which accelerates wood deterioration.

Periodically check the screens over attic vents. If they are loose or have fallen out, replace them immediately to keep out insects and wildlife.

Annually check the caulking around vent pipes, ventilators and any fan units, and seal these places as needed. Also check roof ventilators for proper operation.

If you notice that the insulation in your attic is out of place or showing gaps, call a professional to place the insulation in its proper place. Displaced insulation can cause energy loss and moisture problems.

There are many forms of emerging technology in this area, so you may have other options in your attic like a conditioned attic space. Conditioned attic space can be insulated in a number of ways. If you think your attic may be conditioned space, speak to your representative about what to expect for the type of space and insulation they use.

SAFETY REMINDER



When performing any maintenance or other tasks in your attic, use extreme caution. Do not step off the top of the joists onto the drywall or insulation. This can result in personal injury and/or damage to the ceiling below.



PERFORMANCE SPECIFICATIONS

We will provide ventilation & insulation in the attic area as required by the approved building code specifications and the installation methods chosen. Attic vents and louvers will not leak; however, infiltration of wind driven rain and snow are not considered leaks and are beyond our control. We will repair or replace roof vents as necessary to meet the performance specifications within the applicable Warranty term. The Warranty excludes any alterations performed by the homeowner to the original system.



HELPFUL HINTS

- Seeing visible daylight in your attic around any ventilation device is normal.
- Do not add attic flooring, which compresses the insulation. Compressed insulation loses its effectiveness in saving energy and reducing moisture problems.

CABINETS



HOMEOWNER MAINTENANCE RESPONSIBILITIES

The cabinets in your new home may be constructed of wood, wood products or composite materials. They will exhibit natural variations in grain, texture and color. All finishes will change in color over time. In most cases, the color change due to aging is not noticeable. One determining factor is the amount of exposure that your cabinets receive to different types of light. The color of cabinets may be affected by normal use of your stove (i.e. heat, cooking or oil).

All cabinets and bathroom vanities in your new home are affected by changes in temperature and humidity. Whether they are factory-finished or finished on site, your wood cabinets will experience changes in moisture content. They will contract or expand as the temperature changes – especially cabinet and vanity doors. A consistent temperature and humidity level in your new home will help to minimize contraction and expansion.



PERFORMANCE SPECIFICATIONS

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

Cabinet doors and drawer faces should not warp to exceed $\frac{1}{4}$ inch as measured from the face frame to the point of furthest warpage, with the door or drawer front in closed position. We will take corrective actions, **one time only**, within the applicable Warranty term to meet the performance specifications.

Both cabinet and drawer faces should be properly adjusted and operating in a smooth, effective manner. Gaps between cabinets, ceilings and walls in excess of $\frac{1}{4}$ inch are a deficiency. We will take corrective actions as necessary within the applicable Warranty term to meet the performance specifications.



HELPFUL HINTS

- Always refer to manufacturer's instructions for the best tips on maintaining your cabinets.
- Keep your stained cabinets looking their best and preserve the finish with products that are recommended by the manufacturer. Washing stained cabinets with water or cleaning with a paraffin-based spray wax could damage the luster of the finish. Scratches on stained cabinets resulting from normal use can be touched-up with a wood tone touch-up crayon, which is available at any hardware store.
- Painted cabinets can be cleaned with a mild, non-abrasive detergent on a damp, soft cloth. Abrasive cleaners, abrasive sponges and steel wool cleaning pads can damage and dull the surface.
- Cabinet and vanity hardware will loosen with repeated use; tighten as needed. Check your hinges at least once a year for proper alignment and tightness. Use the proper tools to make necessary adjustments.
- Do not overload the lazy susan with heavy pots, heavy pans or canned goods.

COUNTERTOPS

LAMINATE



HOMEOWNER MAINTENANCE RESPONSIBILITIES

Laminate countertops are generally made from a thin layer of plastic laminate material applied over a composite surface. While the laminate material is heat-resistant and scratch-resistant, it is neither heat-proof nor scratch-proof.

To prevent warping, it is important to keep moisture from reaching the wood underneath the laminate. You can expect small cracks to open between the counter tops and the wall as your home responds to fluctuations in temperature and humidity. This can be remedied with caulk of a similar color. Make sure to keep all countertop seams sealed to prevent moisture from getting underneath the laminate. Check with your representative for the best type of caulk to use.

Limit heat and moisture exposure to your laminated countertops. When exposed to these elements, the glue used to attach the laminate may liquefy, causing the material to separate. Also, prolonged exposure to the sun may cause color fading of countertops.

Rubber drain mats can trap moisture beneath them, causing the laminated plastic to warp and blister. Lift the mat and dry the surface as needed. On a monthly basis check caulking around the edge of your countertop and between the countertop and the sink. If there is a gap, re-caulk right away to prevent moisture from seeping into the gap.



PERFORMANCE SPECIFICATIONS

We will repair chips or cracks noted on the countertop at new home orientation (pre-closing). Delamination should not occur under normal conditions and use.

Laminated countertops typically will have one or more discernible seam. Any connection joint may have a maximum of $\frac{1}{16}$ inch gap and may have a maximum of $\frac{1}{16}$ inch height differential in surface alignment. We will take corrective actions as necessary within the applicable Warranty term to meet the performance specifications.



HELPFUL HINTS

- Protect your countertops by always using a cutting board during food preparation. Always set hot pans on trivets or hot pads.
- Use only a damp cloth to take up any residue on your countertops. Abrasive cleaners, abrasive sponges and steel wool cleaning pads can damage and dull the surface.
- Steam from your dishwasher can cause swelling and delamination. Let the dishwasher cool before opening the door.

CULTURED MARBLE/PIEDRAFINA



HOMEOWNER MAINTENANCE RESPONSIBILITIES

Cultured marble or Piedrafina products are made of a mixture of crushed marble and high strength polyester resins, molded and polished to form a strong durable finish. While they are durable, they are not heat, scratch or stain-proof. These countertops are much like natural marble and must be cared for properly. If your countertop includes a cultured marble sink, it's important that you use warm water. Running only hot water for extended periods may cause cracking around the drain seal.

Use only mild liquid cleansers on a soft sponge to clean your cultured marble counter tops. Do not use any type of abrasive cleanser or solvent-based cleanser, as it will cause scratching and dulling.



PERFORMANCE SPECIFICATIONS

Cultured marble or Piedrafina countertops should be installed without chips or gouges. Edges should be smooth and even. When backsplash joints occur at corners, the top edges should be even within 1/16 inch. We will take corrective actions as necessary within the applicable Warranty term to meet the performance specifications.

SOLID SURFACES



HOMEOWNER MAINTENANCE RESPONSIBILITIES

Solid surface countertops and sinks are made of highly durable non-porous materials. Although solid surfaces withstand heat better than most, you must use caution in order to protect them.

Do not set hot pans directly from the cook top or oven onto your solid surface countertops. Also, some electrical appliances such as fry pans, broiler ovens and crock-pots can cause damage to the surface. Always use a hot pad or trivet with rubber feet to protect your solid surface.

Avoid striking the surface with heavy or pointed objects, and cutting on the surface.



PERFORMANCE SPECIFICATIONS

Solid surface countertops should be installed without chips or gouges. Edges should be smooth and even. Where backsplash joints occur at corners, the top edges should be even within 1/16 inch. We will take corrective actions as necessary within the applicable Warranty term to meet the performance specifications.



HELPFUL HINTS

- Avoid exposure to strong chemicals such as bleach, paint removers, metal cleaners, oven cleaners, acetone (nail polish remover) and acid drain cleaners. If any of these come in contact with your solid surface, quickly flush the surface with soapy water.
- Use a plastic putty knife to gently scrape dried up food, gum, nail polish, grease or paint that might be stuck to the surface.

Visit the manufacturer's website for best maintenance practices.

GRANITE



HOMEOWNER MAINTENANCE RESPONSIBILITIES

Granite is one of the hardest natural stones. Generally, any liquid spilled on a granite countertop will not stain if wiped up within a few minutes. However, water, wine and grape juice can soak into a granite countertop and temporarily leave a dark colored spot. Liquids that do not evaporate, such as oils, will cause stains if left to soak into the stone.

Since granite is a natural stone, exact matches in stone color or design cannot be guaranteed. These deviations are considered part of the natural beauty and character of the material. Also, granite is a very heavy material. Longer pieces, especially around sink cut-outs, may require seams in order to get the material into the home.

Granite is highly porous, and absorbs moisture. Therefore, you need to reseal your granite on a regular basis. Visit any home improvement store to purchase stone cleaner and sealer. It is especially important to regularly seal countertop areas where you prepare food. Do not set hot pans directly on the surface.

Cleaning your granite surface is easy with warm, soapy water on a soft cloth. Visit the manufacturer's website for best maintenance practices.



PERFORMANCE SPECIFICATIONS

The countertops should be installed without chips or gouges. Your representative will confirm that all countertops are in acceptable condition during your new home orientation. We will take corrective actions as necessary within the applicable Warranty term to meet the performance specifications. Repair of surface damage noted subsequent to the orientation is a homeowner maintenance responsibility.

MARBLE / LIMESTONE/ TRAVERTINE



HOMEOWNER MAINTENANCE RESPONSIBILITIES

Marble, limestone and travertine are calcareous (calcium-based) stones that may be used for countertops or floors.

They are porous stones and can be damaged by acidic products, such as vinegar, citrus or ketchup. Wipe up acidic spills immediately to avoid dulling the polished surface.

Do not use abrasive cleaners, harsh or acidic chemicals as they may dull the finish. Avoid cleaning products that are not specifically designed for marble, limestone or travertine.

Visit the manufacturer's website for best maintenance practices.



PERFORMANCE SPECIFICATIONS

The countertops should be installed without chips or gouges. Your representative will confirm that all countertops are in acceptable condition during your new home orientation. We will take corrective actions as necessary within the applicable Warranty term to meet the performance specifications. Repair of surface damage noted subsequent to the orientation is a homeowner maintenance responsibility.

QUARTZ



HOMEOWNER MAINTENANCE RESPONSIBILITIES

Quartz countertops are made from approximately 93 percent natural quartz mixed with 7 percent pigment and bonding agents. They are beautiful, highly-polished, durable and non-porous. Although almost maintenance free, there are certain things that need to be considered and observed in order to keep quartz looking like new.

Wipe with a soft damp cloth or paper towel for routine cleaning. If there is any food residue that needs more attention, use a mild cleanser that is chlorine-free and non-abrasive. Continued scrubbing will eventually wear away and dull the surface of the quartz.

Wipe all spills immediately. Some high-acidic fruit juices can discolor the stone.

Visit the manufacturer's website for best maintenance practices.



PERFORMANCE SPECIFICATIONS

The countertops should be installed without chips or gouges. Your representative will confirm that all countertops are in acceptable condition during your new home orientation. We will take corrective actions as necessary within the applicable Warranty term to meet the performance specifications. Repair of surface damage noted subsequent to the orientation is a homeowner maintenance responsibility.

Caulking is used to create a tight seal against moisture and air. While caulking is applied to your new home at the time of construction, time and weather will cause it to shrink and dry. You are responsible for maintaining the proper caulking for the life of your home.

Regularly check both the exterior and interior of your home for any places that may need to be re-caulked. Generally, wherever two different building materials meet, an opening may occur that needs to be caulked periodically. Fill them as soon as possible with the appropriate caulking. Regular maintenance of caulking protects against moisture damage and seals against dust, dirt and insects.

EXTERIOR CAULKING



HOMEOWNER MAINTENANCE RESPONSIBILITIES

Regularly check for deterioration in caulking used on your home's exterior for deterioration. If caulking is not sticking to a surface, or if it cracks and falls out when you touch it, this is an area that you need to re-caulk. Remove any old caulking by following the product manufacturer's directions. Then clean the area before you add new caulking.

One area where two different building materials meet is along the foundation sill—where wood framing meets the concrete foundation. Another example is where brick meets siding. Check any meeting places between wood and metal, brick and metal, and wood and brick. Choose a warm, dry day to caulk outside. Follow all caulking product manufacturer's instructions for application and removal of caulk.



PERFORMANCE SPECIFICATIONS

Joints and cracks in exterior wall openings that are not properly caulked to exclude the entry of water or excessive drafts are a deficiency. We will take corrective action as necessary within the applicable Warranty term to meet the standard.



HELPFUL HINTS

- It is important to use the correct caulking for specific areas.
- Buy a high quality caulking product.
- Practice caulking before you apply it to a highly visible area.
- Do not caulk weep holes in windows or brick
- Do not caulk the bottom edge of horizontal lapped siding

Examples of exterior places to check for caulking:

- Driveways, sidewalks and patios
- Foundation
- Around pet door entrances
- Access door to a crawl space
- Underneath door thresholds
- Exterior doors and window frames
- Around porch rails and columns
- All places where pipes, cables or wires enter your home
- At joints and seams in gutters and downspouts
- Anywhere two different types of building materials meet (touch)

INTERIOR CAULKING



HOMEOWNER MAINTENANCE RESPONSIBILITIES

Regularly check for deterioration in caulking used in the interior of your home. Remove any old caulking by following product instructions, and clean the area before you add new caulking.



PERFORMANCE SPECIFICATIONS

At the time of your new home orientation, joints and cracks should be properly caulked where appropriate.



HELPFUL HINTS

- It is important to use the correct caulk for specific areas. Talk to a hardware professional to find out the best type of caulk to use.
- All brands and types of caulk will eventually dry and crack
- Do not caulk weep holes in preformed shower basins
- Do not caulk weep holes in windows or brick

Examples of interior places to check for caulking:

- Sinks, tubs, showers
- Around shower door tracks
- Around faucets
- Countertops, splashboards
- Cabinets
- Interior door and window frames
- Baseboards
- Crown Molding
- Around pet door entrances
- Anywhere two different building materials meet (touch)

Concrete is the hard, white-to-grayish material from which driveways, sidewalks, patios, basement and garage floors and foundations are made. It is made from a mixture of cement, sand, gravel and water. Concrete is a strong and durable material; however, its normal hardening process can result in small cracks visible on the surface. These cracks are not necessarily an indication of defects in the concrete. Because concrete is hard and rigid, it may also flake, chip and erode. Although relatively dense, concrete will absorb liquids like petroleum-based products, solvents and paints. When a liquid enters concrete, it can seep from either top to bottom or bottom to top.

CONCRETE



HOMEOWNER MAINTENANCE RESPONSIBILITIES

Even though concrete is generally constructed with expansion and contraction joints, it may still develop cracks. Repair those cracks in a timely fashion with a waterproof concrete caulk to prevent enlarging the crack and soil erosion. The caulk may not be a perfect color or surface texture match with your concrete.

Ensure that water is draining off and away from the exterior concrete and not collecting on or saturating the ground beside your concrete work, particularly foundation walls. Landscaping should allow water to drain away from exterior flat concrete surfaces. If water seeps through basement walls, it could damage wall finish materials, rot wood framing and cause mildew problems.

Use a concrete stain remover immediately to remove or lessen the appearance of stains.



PERFORMANCE SPECIFICATIONS

Concrete surfaces should not disintegrate to the extent that the aggregate is exposed under normal conditions of weathering and use.

Foundations:

Non-structural cracks (other than expansion or control joints) are not unusual in concrete foundations. We will repair non-structural cracks in excess of 1/8 inch with flexible sealant or concrete caulk within the applicable term to meet the performance specifications. The caulk may not be a perfect color or surface texture match with your concrete.

Driveway, sidewalk, patio:

Minor concrete cracks in the driveway are normal and are not covered by the Warranty. Minor low spots in concrete drives are normal and can be broom swept after rain.

The Warranty excludes deterioration or damage caused by salt, chemicals, ice-melting products, mechanical implements or other factors beyond our control. Ice melting products cause pitting and discoloration of the concrete. Additionally, these products, often used on public streets and highways, can be tracked on to concrete surfaces on feet or tires and should be swept off immediately. To protect concrete from surface deterioration, we recommend the application of a concrete sealant available at most hardware or masonry supply stores.

Stoops and steps:

Stoops and steps that settle, heave or separate in excess of 1 inch from the structure and cracks in excess of 1 inch are considered excessive. We will take corrective action as necessary within the applicable Warranty term to meet the performance specifications. The correction may not be a perfect color or surface texture match with your concrete.

Slabs:

Concrete slabs may move and settle. This movement will cause cracks and voids in the slab. Minor cracks in concrete floors are normal. Cracks exceeding $\frac{3}{16}$ inch in width or $\frac{3}{16}$ inch in vertical displacement are considered excessive. We will take corrective action as necessary within the applicable Warranty term to meet the performance specifications. If cracking and movement are within the above stated standards, no correction is necessary.

Basement or foundation walls:

Cracks in basement or foundation walls are not unusual. Cracks exceeding $\frac{1}{8}$ inch are considered excessive. We will take corrective action as necessary within the applicable Warranty term to meet the performance specifications. Surface patching is acceptable for non-structural cracks.

Concrete floors in basements:

Concrete floors in basements or floors designed for habitability should not have pits, depressions or areas of unevenness that would prevent their use as finished sub-floors. The floor slope for habitable rooms should not exceed $\frac{1}{4}$ inch in 32 inches measured horizontally—unless designed for drainage. We will take corrective action as necessary within the applicable Warranty term to meet the performance specifications. Structural slab foundation systems that have experienced some movement, but remain within design performance criteria, are excluded.

Small cracks in concrete floors are normal. Cracks exceeding $\frac{1}{4}$ inch width or $\frac{1}{4}$ inch vertical displacement are excessive and we will take corrective action as necessary to meet the standard.

Garage slabs:

Cracks in garage slabs in excess of $\frac{5}{16}$ -inch in width or vertical displacement are excessive. We will take corrective action as necessary within the applicable Warranty term to meet the performance specifications. We will not refinish any homeowner-applied coatings after the repair.

CRAWL SPACE



HOMEOWNER MAINTENANCE RESPONSIBILITIES

The crawl space is not intended as a storage area. The crawl space is graded and drained properly to prevent water from accumulating. Humidity in an unsealed crawl-space will be close to that of the air humidity outside the home.



PERFORMANCE SPECIFICATIONS

Crawl spaces should be graded and drained properly to prevent water accumulation deeper than ¾" and larger than 36" in diameter in the crawl. Standing water may be present following an unusually heavy rainfall, especially in areas of foundation vents. Standing or ponding water shall not remain for more than 48 hours after a rain. Soil in the crawl space may be damp but should not have standing water. We will take corrective action as necessary within the applicable Warranty term to meet the performance specifications. Crawl space moisture resulting from improper landscaping or drainage modified by the homeowner is not covered by the Warranty.



HELPFUL HINTS

- Do not wash your exterior concrete with cold water from an outside faucet when temperatures are high and the sun has been shining on the concrete. The change in temperature could damage the surface bond.
- Do not allow heavy vehicles, such as moving vans, to park in your driveway. It is not designed to support excessive weight.
- Clean your garage and basement floors by sweeping.
- Using de-icing agents on exterior concrete can cause severe deterioration if not washed away thoroughly after use.
- Check for fallen insulation
- Check the positive drain and ensure it is clear of debris
- Check the vapor barrier and ensure it is intact

Most decks are made from pressure treated wood. “Pressure treated” means that the lumber is processed to force preservatives deep into the fibers of the board, giving the wood better resistance to decay and termites. Pressure treated wood appears greenish or yellowish in color when it is new, and soon turns a silver gray color after exposure to the elements. Normally, wood will dry out and cracks will occur.

Decks may also be made of composite materials. Visit the manufacturer’s website for maintenance information.



HOMEOWNER MAINTENANCE RESPONSIBILITIES

Wood decks are subject to shrinkage, cracking, splitting, crowning, cupping and twisting. Nails or screws may work loose and will need routine maintenance. Avoid using the same nail hole when re-nailing or re-screwing loose boards. Inspect your deck once a year and provide the needed attention promptly to maintain an attractive appearance and prevent costly repairs.

Although most softwoods used to build decks are mildew resistant by nature, periodically covering the outside of the wood with a sealant will prolong the life of the wood. Sealants will also protect your deck wood from water damage. When water enters the wood and then dries out, it causes the wood to expand and contract. This occurrence will cause the wood to split and crack. Check with a professional to determine which waterproof sealant will work best.

Experts recommend that you wait two to three months to seal a new deck in order to allow time for the wood to cure. Seal your deck early in the spring for the best results. Use safety precautions when applying sealants and always follow the manufacturer’s directions for application.

Stain adds color to your deck and lubricates the wood. Ask a professional to recommend the best kind of stain for your deck. If a stain has faded or if you see hairline cracks, the wood is in need of waterproofing or resealing.



SAFETY REMINDER

Periodically check that all deck components remain securely fastened. Check support posts, steps, railings, etc. Deck railings are not designed for sitting.

Keep excessive weight off your deck and side rails. Do not place children’s swimming pools or hot tubs on your deck without design reinforcement.



PERFORMANCE SPECIFICATIONS

Exposed wood decks are constructed to meet structural and functional design standards according to local building codes. During the new home orientation, your representative will confirm that the wood decks are in satisfactory condition.

The maintenance of a deck is solely the homeowner’s responsibility. The pressure treated lumber used in your deck is covered by a manufacturer’s limited warranty.



HELPFUL HINTS

- To test the sealing on your deck, pour a glass of water onto the wood. If the surface turns noticeably darker, the wood needs to be resealed. If the water beads, the surface of your deck is still protected.
- Do not allow foliage to grow close to your deck. This can reduce the movement of air and reduce drainage around your deck.
- Clean out the spaces between deck boards on a regular basis. If leaves or debris is left in between the boards, it can lead to wood rot.

Your new home includes a variety of door styles, both inside and outside, that provide you with privacy and noise reduction. In addition, exterior doors function as a guard against the elements.

The door-frame (jamb) is the unit that the door closes against and from which the door is hung. “Door hardware” refers to hinges, knobs, pins, latches, locks, etc.

Generally, interior doors are made from wood or composite material and are “hollow core,” or hollow inside. These doors are either stained or painted. Exterior doors can be metal, fiberglass, composite material or solid wood, and the finish depends on the material.

EXTERIOR DOORS



HOMEOWNER MAINTENANCE RESPONSIBILITIES

Normal use of a stained exterior door may show wear or weathering. Plan to refinish your exterior doors at least once a year. Stained doors with a lacquer finish may weather faster than a painted door. Painted exterior doors can be cleaned with a mild detergent.

Check your weatherstripping on a regular basis to make sure the seal is secure. Proper weatherstripping guards against the elements (this includes the weatherstripping along the bottom edge and sides of the overhead garage door and on the garage entry door). Unusually heavy or driving rains may cause minor seepage at the bottom of a door. Many exterior doors have thresholds that you can adjust to keep the door sealed properly.

Exterior door or panel warping is due to moisture penetration. Make sure that all edges of your doors are sealed and that the surface is properly covered with varnish or paint. If a door warps slightly, keep it latched as often as possible. The door will often return to normal.

Follow the manufacturer’s recommendations for lubricating door locks as well as cleaning and polishing door hardware. Hardware that has a protective coating can be damaged if cleaned improperly.

For smooth operation of patio doors, keep tracks clean and free of debris and lubricate as needed. Check the weatherstripping around your patio door. If the seal is loose, replace it right away.

Lubrication should be applied as needed to the track, hinges, pulleys and springs of overhead garage doors for smooth operation. Check to make sure the nuts and bolts are tight. Check for loose or bent hinges, tracks and rollers. Follow the manufacturer’s instructions for maintaining your garage door.



PERFORMANCE SPECIFICATIONS

Exterior wood doors will warp to some extent due to temperature differences on inside and outside faces or changes in moisture content. They should not warp so much that they become inoperable or exceed ¼ inch measured diagonally from corner to corner. We will take corrective action as necessary within the applicable Warranty term to meet the performance specifications. We are not responsible for exact match, discontinued supplies, wood grain, stain or paint finishes.

Insert panels in wood doors and shutters may shrink showing raw wood along the edges. We are not responsible for touch up paint or stain for unfinished areas that are exposed as a result of shrinkage.

Some wind and water infiltration around doors is normal, especially during high winds or heavy rains. We will take corrective action as necessary within the applicable Warranty term to correct poorly fitted doors or poorly fitted weatherstripping at the time of closing.

Split door panels should not allow light to be visible. We will take corrective action as necessary to meet the standard once within the first year. We are not responsible for exact match of fillers, stain or paint finishes.

Garage doors should operate properly. We will take corrective action as necessary to meet the standard, except where the malfunction is caused by the homeowner installing an electric door opener. Overhead garage doors should seal properly under normal conditions. We will take corrective action as necessary to meet the standard once within the first year. Typically some light will be visible around the edges and across the top of your garage door. Entrance of the elements can be expected during extreme weather conditions.

INTERIOR DOORS



HOMEOWNER MAINTENANCE RESPONSIBILITIES

Interior doors are subject to the natural characteristics of wood, such as expanding, contracting, shrinking and warping. This is noticeable during the first year as the home experiences a settling and drying period, especially over the first heating season.

Your interior doors (usually “hollow core”) can be affected by humidity changes within your home caused by the use of showers, dishwashers, humidifiers and forced air furnaces. The homeowner is responsible for maintaining acceptable levels of humidity. It is also normal for interior doors to stick or warp due to various weather conditions.

Warping is caused by the presence of moisture in wood. Keeping humidity in your home at consistent levels will help prevent warping.

Sticking occurs when moisture in wood causes lumber to expand naturally. A sticking door may need adjustment, however seasonal changes in moisture content may correct the problem. If you find that a door is sticking, fold a piece of fine sandpaper around a wooden block, and then sand the edge that binds. Always paint, varnish or seal the edge after sanding.

Keep pocket and sliding doors from sticking by keeping the tracks free of dirt and debris. Follow manufacturer’s instructions for lubricating tracks and hinges as needed. If the door sticks, make sure the hinge screws are tight and holding properly.

Lubricate door locks occasionally and follow manufacturer’s instructions for cleaning and maintenance of door hardware.



PERFORMANCE SPECIFICATIONS

Interior doors should operate properly with little resistance upon opening and closing. Interior doors should not warp to the extent that they become inoperable or exceed ¼ inch measured diagonally from corner to corner. We will take corrective action, **one time only**, preferably near the end of the 12th month of occupancy. We are not responsible for exact match, discontinued supplies, wood grain, stain or paint finishes.

Insert panels and shutters in doors may shrink, showing raw wood along the edges. We are not responsible for touch up paint or stain for unfinished areas that are exposed as a result of shrinkage.

Pocket doors should not rub in their pockets during normal operation. We will take corrective action as necessary to meet the standard once within the first year of ownership. We will adjust hardware installed on interior doors if it fails to latch or perform its intended purpose.

WINDOWS

Window frames may be made of wood, metal, vinyl, fiberglass or a combination of materials. Some windows are operable and some are for aesthetic purposes only. Glass in windows can be single-pane or double-pane, clear or frosted. Energy efficient windows can have invisible coatings, known as low emitting or “low-E”, which reflect heat and can save money on energy bills.

Caution: If you choose to tint your windows, you could void all manufacturer and builder warranties.



HOMEOWNER MAINTENANCE RESPONSIBILITIES

Regularly check around your window frames for deteriorated caulking and replace with caulking recommended by a hardware professional.

Repair cracked or broken glass as quickly as possible to prevent energy loss. Contact a glass company for re-glazing (replacing glass). Cracked or broken glass noted after closing are the homeowner’s responsibility. Damaged or missing screens noted after closing are the homeowner’s responsibility.

Condensation on windows is a common occurrence which results when there is a high level of humidity within your home and low temperatures outside. Condensation does not indicate a defect in the window. If you run a humidifier, follow the manufacturer’s instructions closely.

Check your weatherstripping on a regular basis to make sure the seal is secure. Proper weatherstripping guards against the elements and reduces condensation. Unusually heavy or driving rains may cause minor seepage at the bottom of a window.

If a window sticks, or you have to use excessive force to open or close it, you can try rubbing the channel with a piece of paraffin or candle wax.

Check your window hardware to make sure it is in proper working order. Windows should lock tightly for security and protection from the elements.

Over time, the springs inside a window track may lose some tension, causing the top sash to slide down when the window is unlocked. To correct the tension, remove the sash and tighten the adjustment screw, if the window has an adjustment screw.

All wood window parts that do not have a vinyl covering and are exposed to the elements should be coated with paint or a wood preservative. This will protect them from moisture damage and other elements. The joints where the sides of the window frame meet the window will need special attention.

Wood frames should be painted whenever the house or trim is painted. Aluminum, vinyl and vinyl-clad wood do not need to be painted. You can expect the aluminum to oxidize (turn gray).

Clean aluminum window surfaces periodically with warm, clear water.

Keep bottom window channels and weep holes free of dirt and debris.



PERFORMANCE SPECIFICATIONS

Metal, wood and plastic windows should operate with reasonable ease. We will take corrective action as necessary within the applicable Warranty term to meet the performance specifications.

Infiltration around windows should be minimal, except during high winds or extreme temperatures. Casement or fixed windows will experience less infiltration than double-hung or sliding windows. We will take corrective action as necessary within the applicable Warranty term to correct poorly fitted windows or poorly fitted weatherstripping.

Windows and skylights should not leak under normal conditions. We will take corrective action as necessary to correct leaks from the outside of your home. We are not responsible for condensation. Condensation on interior surfaces of window and frame is the result of high humidity within the home and low outside temperatures. We provide no corrective measure for this condition.

Double-paned glass should not form condensation between the panes. We will take corrective action as necessary within the applicable Warranty term if the seal between the double-paned glass is broken under normal homeowner use, and in accordance with the window and glass manufacturer's requirements. Some manufacturers offer extended warranty terms for windows.

The Warranty excludes cracked or broken glass or damaged or missing screens noted after closing. Your manufacturer's warranty may be void if you add tinting to certain windows. Refer to the manufacturer's literature for additional information.



HELPFUL HINTS

- If a door has warped slightly, keep it latched as much as possible. Often the door will return to normal.
- Lubricate your overhead garage door hardware in moderation. Over lubricating could cause oil to drip onto your cars and garage floor.
- Sliding patio doors lock from inside only. To ensure maximum security and safety, fully acquaint yourself and members of your family with the operation of the door hardware.
- Lubricate door hinges with a silicone-based lubricant. Do not use oil, as it will bind to the hinges.
- Do not swing or hang on doors or doorknobs, as this will cause the hardware to come loose.
- Do not slam doors, as this can cause damage to doors and create cracks in the wall.
- Use caution when hanging heavy shoe bags, ironing board racks, etc., on doors as this can cause the hardware to come loose.
- Use caution when removing screens for cleaning and storage. Care in handling screens will prevent perforations and bent frames. When taking down screens, label each one with an identifying mark. This will make it easy for you to know which screen goes where, when you need to put them up the next season. You may clean screens with a soft bristle brush, sudsy cleanser and warm water. Rinse with a light spray from the garden hose, then let dry. Corrosion on aluminum screens can be cleaned with a light rub of steel wool. Coat the frames with household wax to keep them clean and shiny.
- Keep garage doors closed during periods of extreme cold or heat.
- Position your sprinkler system so the water hits your windows and doors.

A licensed electrical contractor has installed the electrical system in your home in accordance with all applicable codes. The codes are in place to ensure a safe operating electrical system for normal residential use. The electrical system is a major part of your new home and, for safety purposes, it is vital that you have a complete understanding of the proper use of the components.

Homes today are required to have both Smoke and Carbon Monoxide (CO) detecting devices. This can be accomplished by having combination units or independent devices. You should find these on each level and in each bedroom of the home.



HOMEOWNER MAINTENANCE RESPONSIBILITIES

Prior to any digging, call your local utility location service.

Circuit breakers are the safety mechanisms of your electrical system. Located in the main electrical panel, they protect wiring and appliances by automatically turning off (tripping) when a circuit overloads. The addition of large appliances, such as a second refrigerator or any appliance for which the outlet was not designed, may trip the circuit. Give careful consideration when adding or upgrading equipment that may overload the capacity of your system.

The main circuit breaker cuts off the electrical system to the entire house. When working on anything electrical, always make sure to turn off electricity to your home at the master switch.

If an outlet is not working, check to see if a wall switch controls it. Next, check your circuit breakers to see if any are tripped. If so, reset the circuit breaker by switching the breaker to full “Off,” then back to full “On.” (Merely switching a breaker from “tripped” to “On” will not restore service.) If the outlet still does not supply electricity, call a professional electrician.

If a circuit trips frequently, unplug all items connected to it and reset. If the circuit stays on, one of the items you unplugged is defective. If the circuit trips when nothing is connected to it, call a professional electrician.

Your home has Ground-Fault Circuit-Interrupter (GFCI) on some kitchen, bathroom, garage, unfinished rooms and outside receptacles. These devices are designed to monitor electrical currents and sense fluctuations in power.

Be aware of all GFCI locations in your home and test the reset button on GFCI receptacles/breakers once a month. This will trip the circuit. Press the reset button to return service. If a GFCI circuit trips during normal use, it may be an indication of a faulty appliance.

There may be more than one receptacle/breaker controlled by a GFCI device. When testing the reset button, note all other on the circuit by plugging something in. If there is no power, then reset the GFCI and see if power is restored.

Your home will have Arc Fault Breakers (AFB) in the electrical panel. AFB are designed to monitor electrical currents for arcing. You may test an AFB by pushing the test button and seeing if power to the receptacles, lights or an appliance on that breaker is off. If an AFB trips frequently, call a professional electrician. Infrequent or occasional trips may be from minor or

normal arcing as AFB trip easily.

Check your main panel once a year for rust or water marks. Only a licensed professional should handle repairs on the electrical panel.

Your local utility company installs meters. Call the customer service department at the power company with any questions about your meter or billing.

If you have fixtures that are not working, first check to see if the bulb is screwed in all the way. You may occasionally have to tighten light bulbs. Occasionally check to make sure your fixtures are tightly mounted. Replacement of light bulbs is a homeowner maintenance responsibility.

A slight dimming of the lights can occur for an instant when your furnace or air conditioner starts. This is normal and not an electrical problem. The furnace/air conditioner pulls a large amount of electricity when it starts up, then electrical current flow returns to normal.

In the event of a partial (such as half of the house) or complete power failure, call your local power company. If only one small area is without power, check the master switch and circuit breakers. If one circuit breaker continues to trip, make sure you have not overloaded your circuits. Call a professional electrician if necessary.



SAFETY REMINDER

Branches, shrubbery and trees should be kept clear of overhead electrical lines.

It is a good idea to check permissible wattage of fixtures; this is usually stamped somewhere on the body of the fixture. Using bulbs with higher wattage than what is recommended could overheat and damage the fixture or possibly cause a fire. Using the wrong bulbs in recessed fixtures may cause the light to flicker.

Exterior Lighting: Generally, your home will have lights near the exterior doors. As a reminder, never work on these fixtures or change bulbs in damp or rainy weather.

Heavy appliances such as a freezer will trip the GFCI breaker. Do not plug a refrigerator or freezer into a GFCI controlled outlet.



PERFORMANCE SPECIFICATIONS

All switches, fixtures and outlets on interior and exterior lights should operate as intended. We will take corrective action as necessary within the applicable Warranty term to meet the standard as set by electrical code requirements.

We install Ground-Fault Circuit-Interrupters (GFCI) and Arc Fault Breakers (AFB) in accordance with the approved electrical code. Occasional tripping is to be expected, and we are not responsible unless the tripping is due to faulty installation. If this is the case, we will take corrective action as necessary within the applicable Warranty term to meet the performance specifications.

The electrical wiring should be capable of carrying the designated load for normal residential use to your electrical box. We will take corrective action as necessary within the applicable Warranty term to meet the standard as set by electrical code requirements.



HELPFUL HINTS

- Surges in electrical systems are normal. You may want to use a surge protector to protect sensitive electronics like computers, televisions and stereos.
- Do not plug any light or appliance into an extension cord that is smaller in diameter than the cord attached to the device. The cord could overheat and cause a fire.
- If there are children in the house, cover unused outlets with safety covers.
- If your neighborhood experiences a power outage, unplug appliances and items such as televisions, stereos and heavy appliances. This will protect them from a possible electrical surge when power is restored.
- Test your smoke/carbon monoxide detectors on a periodic basis. Change batteries twice a year.
- If you install dimmers to light switches, be sure the dimmer is rated to handle the wattage of the bulbs that are being controlled.

MASONRY/BRICK AND STONE

Brick and stone have a reputation for durability and low maintenance. Minor chipping, cracking or mortar shrinkage is normal and should be no cause for concern. Variations in size, color and placement are to be expected.



HOMEOWNER MAINTENANCE RESPONSIBILITIES

Occasionally, a white powdery substance called efflorescence may appear on masonry. This is a normal occurrence and does not indicate that there are any problems with the product. While efflorescence can be removed, it will usually disappear over time. Consult your home center or hardware store for instructions regarding the removal of efflorescence.

After several years, brick or stone may require tuck-pointing (repairing the mortar between the brick). If you notice that mortar is crumbling, call a professional masonry contractor for repairs. Likewise, if you notice a loose brick or stone, call a professional.

Do not allow ivy or any other ground cover to grow on brick or stone walls. The tentacle-like roots of the ivy will work their way into tiny masonry cracks, promoting deterioration. Trim any encroaching foliage.

Keep “weep holes” open in brick (weep holes are small holes made in brick so water can run out of masonry walls rather than collect and cause damage). If weep holes get sealed off or even temporarily plugged, water can build pressure against the wall.



PERFORMANCE SPECIFICATIONS

Small cracks are common in mortar joints of masonry construction. Cracks greater than $\frac{1}{4}$ inch in width are considered excessive, and will be repaired. We are not responsible for color variation in the original mortar or in mortar added when making repairs. Unit masonry (concrete block) foundation walls will also develop small cracks; we will take corrective action within the applicable Warranty term if such cracks exceed $\frac{1}{4}$ inch in width.



HOMEOWNER MAINTENANCE RESPONSIBILITIES

Refer to the manufacturer's instructions for cleaning your siding product.

Wood siding or shingles should not bleed through the paint or stain applied at construction. It is unacceptable to have resins and extractives bleeding through paint or stain, or for blackening of shakes or shingles to occur, since bleeding can be controlled by treatment with primers or water-repellent sealers. This standard does not apply if "natural weathering" is specified for the job.

Stain or paint wood siding as needed. Stains act as a moisturizer on your wood siding to inhibit cracking. Always select quality paint and do not over paint. Thick layers of paint will crack and peel. Maintain caulking to minimize moisture entry into siding. Check manufacturer's instructions for proper care and maintenance instructions.

Do not allow vegetation, especially vines, to work its way up your siding. If vegetation is allowed to grow between joints, it may cause deterioration. The moisture from trees and shrubs planted too close to siding may cause rot.



PERFORMANCE SPECIFICATIONS

Exterior siding should not deteriorate or come loose if handled and installed in accordance with manufacturer's specifications. We will take corrective action as necessary within the applicable Warranty term, unless deterioration is caused by homeowner negligence. We are not responsible for exact match in color and/or texture in the repaired area, or for any newly painted surfaces that do not match the original surface in color.

Siding bows exceeding ½ inch in 32 inches are considered excessive. We will repair bowed siding within the applicable Warranty term to meet the performance specifications. We will match the existing siding as closely as possible, but are not responsible for color variations.

Fiber cement siding is susceptible to the same characteristic limitations as other cement products. Cracks more than 2 inches in length and ¼ inch in width are considered excessive, and we will take corrective action as necessary within the applicable Warranty term.

Chips or dents not reported prior to closing are not covered.

Water or air leaks, due to inadequate caulking at joints and around openings, will be repaired as necessary within the applicable Warranty term. We will caulk or repair siding as necessary within the applicable Warranty term to fill the joint. We are not responsible for the repaired area matching the original siding precisely.

If cedar shakes or shingles have "bled" through paint or stain, we will clean and treat shakes to provide a reasonable appearance and prevent further bleeding within the applicable Warranty term.

STUCCO

Stucco is a brittle cement product that is subject to expansion and contraction. Minor hairline cracks will develop in the outer layer of stucco. This is normal and does not reduce the function of the stucco in any way.



HOMEOWNER MAINTENANCE RESPONSIBILITIES

Although stucco is a durable exterior finish, it is exposed to the elements. Inspect the exterior surfaces of your home every year, mainly concentrating on the caulking around any penetrations through the exterior cladding (e.g. doors, windows, etc.). You should repair any caulking that is cracked or missing. Avoid spraying water from your irrigation or water system onto stucco surfaces because this type of exposure can cause permanent damage to stucco as well as other exterior finishes.

Efflorescence may accumulate on stucco. This is a characteristic of stucco and cannot be prevented. If you want to clean the surface, ask a hardware salesperson for recommendations for commercial products that remove efflorescence.



PERFORMANCE SPECIFICATIONS

We will repair stucco cracks that exceed 1/8 inch in width within the applicable Warranty term. We are not responsible for slight color and texture variation in the original stucco application or in any repair work. We are not responsible for staining of stucco due to weather conditions or gutter overflows.



HELPFUL HINTS

- Wash stucco by first pre-wetting the wall. Use a garden hose to wash off dirt, starting at the top. Do not hold the spray nozzle too close to the wall. Use a mild water-soluble cleaner to remove stains and then rinse.

MASONRY FIREPLACES**HOMEOWNER MAINTENANCE RESPONSIBILITIES**

The fireplace is not intended to be the sole source of heat in your new home. Burning a fire is a luxury that adds much to the atmosphere and provides little heat in the home.

Before burning your first fire, you may need to buy a grate to hold the firewood inside the fireplace. This will allow for maximum air combustion and circulation.

Open the damper before you light a fire. When the fireplace is not in use, keep the damper closed to reduce air drafts. Periodically check your damper to make sure it opens and closes properly. If you are using the fireplace as a decorative appliance with permanently installed gas logs, the damper may already be open.

When you first begin to use your fireplace, make the first five fires small and slow burning to “season” the decorative refractory walls. Building extremely hot, large fires in a new fireplace may cause cracking of the lining. Expect hairline cracks in the refractory surfaces. These hairline cracks do not affect the safe operation of your fireplace.

If you have a gas starter, use long matches or an extended lighter to ignite the gas. (Be aware that there may be a short delay between turning on the gas valve and flame ignition; this is normal and does not indicate a malfunction.) Always light the match first as you hold it at the starter valve, then slightly turn on the gas valve. After the gas is burning, adjust the valve for the desired setting for a gas log set. If using natural wood, turn the valve off once the logs begin to burn. For best results and safety, read and follow manufacturer’s instructions.

If your home features a slate fireplace hearth, you may clean it with a damp rag and mild soap. Furniture polish, used lightly, can restore the sheen to slate. If you have a marble hearth, use only soap and water or a commercial polish to clean it. Do not use an abrasive cleanser.

Soot and creosote, a hard, tar-like substance released from wood through combustion, will build up in your chimney. Creosote can ignite and burn fiercely. Special tools and procedures are required to clean soot and creosote; therefore it is recommended to use a professional chimney cleaning company. Your fireplace and chimney should be checked annually by a professional.

You should have a spark guard located over the top of your chimney to trap sparks and keep wildlife out. It should be checked annually for soot build-up and cleaned by a professional.

Chimney caps and rain caps should be kept in good condition to keep moisture from entering your chimney. Have them checked for rust and corrosion periodically.

SAFETY REMINDER

Safety is of the utmost importance when operating your fireplace. Your representative will lead you through the operational procedures during your new home orientation. After that, refer to and follow the manufacturer’s instructions.



PERFORMANCE SPECIFICATIONS

Some minor dripping of water down the flue may occur when it rains.

Newly built fireplace chimneys may vertically separate slightly from the main structure. For separation more than ½ inch in 10-foot vertical measurement, we will take corrective action as necessary within the applicable Warranty term. Caulking is an acceptable correction.

A well-designed and constructed fireplace and chimney should draw properly. High winds may cause a temporary negative draft. Also, obstructions such as tree branches that are too close to the chimney may cause negative drafts. We will take corrective action as necessary within the applicable Warranty term to meet the performance specifications only if a negative draft is due to design and construction.

Fireplace linings will become discolored as a result of normal use, and fireplace refractories will develop small cracks due to temperature changes and other factors. No corrective action is needed in either of these occurs.



HELPFUL HINTS

- If you have a gas starter fireplace, keep the starter key well out of the reach of children.
- A professional fireplace or chimney company should handle all inspections and repairs.
- Never burn rubbish, scrap lumber (especially pressure treated), crossties or large quantities of paper in your fireplace.
- Never use explosive liquids (gas, kerosene) to start or freshen a fire. Keep combustible materials away from your fireplace.
- Find a place outside, away from your home, to store your firewood as it might harbor insects.
- Clean cooled ashes from the fireplace as needed. When done on a regular basis, this will help to eliminate a smoky smell from your home. Let ashes cool for a minimum of 48 hours after a fire before removing them. Do not set any container of ashes on a wooden deck anywhere near your home. Be careful when removing your ashes from around the gas jet.
- Remove foliage that has grown too close to the top of your chimney as it may hinder airflow and be a fire hazard.
- Never place ashes in a paper or plastic container.
- Never use an unapproved glass door.
- Some houses may need to have a window opened slightly to create an effective draft.
- Wood burns best when seasoned for nine months and kept in a dry area. Moisture laden wood will not burn, only smoke, causing your fire not to burn hot enough to draft.
- Never install gas logs in pre-finished fireplace without consulting the fireplace manufacturer for fire log compatibility.



HOMEOWNER MAINTENANCE RESPONSIBILITIES

Natural gas fireplaces have eclipsed the popularity of solid fuel burning appliances in most municipalities. Generally, gas fireplaces operate in much the same manner as natural gas furnaces and should command an equal amount of caution and operational awareness. Read your owner's manual. Fireplaces and other open flame appliances should never be left unattended when in operation.

Most natural gas fireplaces pull combustion air from the outside through an inlet vent. These vents should never be obstructed. Since conventional gas fireplaces have their own air intake and exhaust paths, there is no damper to open and close as there is in wood burning fireplaces.

After several years, it is not uncommon for a sensor (called a thermocouple) to fail. When the sensor fails, the fireplace mysteriously shuts down, extinguishing the pilot light as well. If this problem persists you will most likely require a new sensor. Call a gas fireplace technician for service.

The first time you use your fireplace, you may notice an odor, and perhaps even smoke. This is just the dust which has accumulated during construction burning off. Open your windows, and let the fireplace run for a while. The issue will cease after a short time.

Clean fireplace glass with a mild soap and water solution. Do not use chemicals or cleaning solutions.

CARPETING

When installing carpets, efforts are made to limit the number of seams and to place the seams as unobtrusively as possible. However, seaming is unavoidable. After the initial installation of new carpet, you will notice excess yarn on the carpet surface. This is normal and will subside after repeated vacuuming within a few months.

**HOMEOWNER MAINTENANCE RESPONSIBILITIES**

Refer to manufacturer's recommendations for the care of your carpet. If there are any carpet remnants left at the time of closing, hold onto them for future color match needs.

Vacuum at least once a week to remove dirt and to help raise the carpet's nap. Occasionally vacuum against the grain of the pile.

Pushing or dragging the furniture may stretch the carpet and cause "bubbles" or "wrinkles" to appear. If you need to push or drag furniture, protect it by using sheets of hardboard or plywood over the area. It is a good idea to lift furniture when moving it. You may want to move furniture an inch or two every couple of weeks so it does not push down the same fibers. You may also use the leg support to spread out the weight of the furniture, if necessary.

If you perform any work after moving in, cover the carpet with non-staining, building material paper.

Check thresholds and transition areas that hold carpeting down to see that they are firmly in place.

Excessive sunlight will cause carpet to fade. Utilize your window coverings to reduce the effect of sunlight on carpeting.

**PERFORMANCE SPECIFICATIONS**

Wall-to-wall carpeting should not become loose, separate or stretch excessively at its points of attachment. Seams in carpeting may show, though visible gaps in the seam should not be present. We will take corrective action as necessary within the applicable Warranty term to meet the performance specifications.

We will take corrective action, as necessary, for stains or spots noted during your new home orientation.

We will take corrective action at closing, as necessary, for stains or spots noted during your new home orientation. We are not responsible for dye lot variations if replacements are made.

WOOD FLOORING



HOMEOWNER MAINTENANCE RESPONSIBILITIES

Some shrinkage or warpage of hardwood floors may occur, especially around heat vents or heat producing appliances. If your wood floors become wet repeatedly (via tracking in of wet shoes), or are soaked through even once, warping will occur. Moisture, tracked in on wet shoes, also causes a filmy, white surface on hardwood floors.

Moving heavy furniture, pet claws or vacuum cleaners can cause scratching. Use floor protectors on furniture legs to avoid scratches and indentations. Dropping heavy objects can cause dimples, as can some high-heeled shoes. Heavy traffic areas are likely to show a dulling of the finish over time.

Refer to the manufacturer's recommendations for proper care of your engineered or non-engineered hardwood floors. Routine maintenance of hardwood floors is your responsibility for the life of your home. Remember, preventive maintenance is the primary goal.

Surface finishes like polyurethane require only simple care. Just dust mop, sweep, or vacuum regularly. Always follow the manufacturer's cleaning recommendations.

Follow the manufacturer's recommendations for cleaning a surface-finished floor. Use a damp (near dry) mop to maintain unwaxed wood floor.

Wood floors will respond noticeably to changes in humidity levels in your home. Seasonal changes will cause the wood to expand, contract or squeak.

There are many sources of moisture from within the house from showering, washing dishes, washing/drying clothes to even breathing. As moisture is released it moves to all rooms by natural air movement or by forced air movement from a furnace or air conditioning. It is the homeowner's responsibility to maintain acceptable humidity levels in the home. To prevent excessive moisture, regularly check your dryer vent connection to make sure it is working properly.

Exhaust fans in bathrooms should be utilized whenever possible. Inspect plumbing inside the house and in the crawl space regularly for leaks. A hygrometer may be used to monitor the humidity in a home. If ventilation fails to reduce the humidity, a dehumidifier can be used. If a dehumidifier is present, adjust seasonally.

If air conditioning or heating is shut off, proper ventilation must be ensured, even when the home is not occupied. Otherwise the floor will expand in the high humidity and cupping and buckling can occur. This "greenhouse effect" will be exaggerated even more when a plank floor has been installed because wider boards react with more movement.

Special precautions should be taken by the homeowner when performing "wet work" within the home even if it is not being performed in the same room as the installed wood floor. Some examples of wet work are painting, drywalling, wall paper installation, plumbing, and carpet cleaning. These actions can cause a significant increase in the level of humidity within a home and can affect your wood flooring if not mitigated during wet work conditions.

Use mats outside door entrances and area rugs to protect your floors from moisture and dirt. Avoid rubber, foam or plastic backed mats as they can discolor the wood. Place felt pads under furniture legs and vacuum regularly. Area rugs should be moved occasionally as they block sunlight and may give the appearance of discoloration under the rug.

Surface finishes are very popular because they are durable, water resistant and require minimal maintenance. Surface-finishes are blends of synthetic resins and are most often referred to as urethanes or polyurethanes; they form a protective coating on wood surface. There are several types of finishes available: water-based, oil-based, acid-cured, and moisture-cured. There are also wax finishes and acrylic impregnated finishes.

You should know which type of surface finish you have and understand the maintenance requirements.

Preventive maintenance and regular cleaning should preserve the luster of your finish.



PERFORMANCE SPECIFICATIONS

Gaps between wood floorboards should not exceed $\frac{1}{8}$ inch in width. We will take corrective action as necessary one time within the applicable Warranty term to meet the performance specifications, unless the settlement gaps are due to normal seasonal fluctuation. It is our option to either fill or replace the adjoining floorboards in the affected area. We are not responsible for color/finish variation if repair or replacements are made.

Gapping is a normal occurrence during the heating season. Successful repairs should be made during warm, humid summer conditions when floors will expand. Gaps in excess of $\frac{1}{8}$ " in summer are to be corrected. No action will be taken outside of the summer. For large spans of hardwood floors, we intentionally install expansion gaps to control movement.

Cupping or crowning in oak floor boards should not exceed $\frac{1}{16}$ inch in height in a 3-inch maximum span measured perpendicular to the length of the boards. We will take corrective action as necessary within the applicable Warranty term to meet the performance specifications.

During the new home orientation, your representative will confirm that installed hardwood floors meet the performance standards.

We are not responsible for cupping caused by exposure to moisture beyond our control or for color variations in any of the materials used. Cupping in pine or other soft wood flooring is not covered by the Warranty.

LAMINATED VINYL TILES & PLANKS



HOMEOWNER MAINTENANCE RESPONSIBILITIES

We have taken measures to minimize the possibility of ridges and seams showing through resilient floor coverings. However, some ridging and seaming is unavoidable.

Most resilient floor coverings are “no wax,” which means they have a clear, tough coating on the surface. Even this surface will scuff or become dull over time. Refer to the manufacturer’s instructions for proper care.

Raised nail heads result from movements of the wood floor joists caused by natural shrinkage and deflection. If a nail pop becomes visible through resilient flooring, place a block of wood over it and hit the wood with a hammer to reset the nail.



PERFORMANCE SPECIFICATIONS

Depressions or ridges exceeding $\frac{1}{8}$ inch are considered excessive. The ridge or depression measurement is taken with the gap at one end of a 6” straight edge placed over the depression or ridge with 3 inches of the straight edge held tightly to the floor on one side of the defect. We will take corrective action as necessary within the applicable Warranty term to meet the performance specifications.

Seams or shrinkage gaps should not exceed $\frac{1}{16}$ inch width in resilient floor covering joints. Where dissimilar materials come together, a gap should not exceed $\frac{1}{8}$ inch. We will take corrective action as necessary within the applicable Warranty term to meet the performance specifications.

If nail pops become readily apparent, we will take corrective action as necessary. At our option, we will repair or replace resilient floor covering in the affected area.

Resilient flooring should not lift, bubble nor detach under normal use. We will take corrective action as necessary within the applicable Warranty term to meet the performance specifications. We are not responsible for discontinued patterns or color variation in the floor covering, or for problems that result from homeowner’s neglect or abuse or from normal wear and tear.

TILE, BRICK, MARBLE AND STONE FLOORING

The ceramic and marble tiles used in various rooms of your home provide durable and decorative floor covering. Shade and/or color variation is inherent in all fired clay products and grout. Marble is a product of nature and will have variations in coloring and vein lines.



HOMEOWNER MAINTENANCE RESPONSIBILITIES

It is natural for a slight separation to occur where tile grout meets another material, such as along the edge of a bathtub. Grout between tiles may crack. Seal as soon as possible because missing or cracked grout allows water to seep under the tile to the flooring beneath. Re-grouting cracks is the homeowner’s maintenance responsibility during the life of your home.

Refer to the manufacturer’s recommendations for care and cleaning of tile, brick, marble and stone flooring.



PERFORMANCE SPECIFICATIONS

Tile, brick, marble and stone flooring should not break or loosen. We will take corrective action as necessary within the applicable Warranty term to meet the performance specifications, unless the defects were caused by the homeowner's actions or negligence.

Cracks in grouting of ceramic tile joints are common due to normal shrinkage conditions. We will take corrective action as necessary one time within the applicable Warranty term. We are not responsible for color variations or grout colors that have been discontinued by the manufacturer.



HELPFUL HINTS

- Do not pull snagged carpet fibers; clip with scissors.
- Check your manufacturer's recommendations for touching up scratches or gouges on wood floors. Some manufacturers offer special touch-up kits.
- If you have to move appliances across resilient flooring, roll the appliance straight forward, don't "walk" it side to side. You may also try laying a piece of cardboard on the floor for protection.
- Should your resilient flooring become torn or gouged, some manufacturers offer seam coating kits. Refer to your manufacturer's instructions for repair.
- Refer to the manufacturer's instructions when cleaning and caring for your floors.
- Pets, high heels and vacuum cleaners can cause scratches on certain types of flooring.
- Do not use sheet vinyl or tile floor care products on wood floors
- Do not use self-polishing acrylic waxes on wood floors.
- Damp mops should not be used on a waxed floor.
- Excessive moisture will cause damage to a surface-finished floor and standing water will dull the finish and leave a discoloring residue. Clean up water spills immediately.

HEATING SYSTEM**HOMEOWNER MAINTENANCE RESPONSIBILITIES**

Your representative will explain the operation of the heating system at your new home orientation. Thereafter, carefully read and follow the manufacturer's instructions on care and use. Regular maintenance will reduce energy costs and prolong the life of your system.

Temperatures normally vary from floor to floor and even room to room in a home, especially during times of extreme outdoor temperatures. When the thermostat registers a lower temperature setting than that which you selected, your furnace will come on automatically. Setting the thermostat at a higher temperature will not heat your home faster.

The registers help regulate the flow of air throughout your home. Once adjusted, the registers and thermostat will work together to maintain the desired temperature. Do not let furniture, window coverings or other objects obstruct the airflow of the registers or return air vents. To prevent airflow obstruction, vacuum and dust registers and cold air returns as needed.

Filters should be inspected regularly. Clean or replace according to manufacturer's guidelines. Dirty filters result in reduced efficiency and higher operating costs.

Furnaces installed in basements or closets may have combustion air vents to supply air to the furnace. Do not block or cover the combustion air vent. The supply of outside air is vital to the safe and efficient operation of the furnace.

If your furnace has been installed with a humidifier, carefully read the manufacturer's instructions on care and use.

As the heating system operates, it is normal to hear some popping or pinging sounds. These sounds are the natural result of ductwork heating and cooling in response to the airflow. There is no maintenance necessary for this situation.

When a heating system has not been used for an extended period of time, you may smell a mild odor when the furnace turns on. The odor, caused by dust that has settled in the ducts, should pass quickly. If you have a gas furnace and smell a sustained or persistent gas odor, leave the house immediately and call the gas company.

If the system will not start, try the following:

- Set the thermostat to HEAT and check the temperature setting.
- Check the breaker at the electrical panel. Turn the breaker to the full "OFF" and then to the full "ON" position to reset.
- If your furnace has an ON/OFF blower switch, make sure it is in the ON position.
- The front panel on the furnace should be secure. If it is not tight, the safety switch will not allow the furnace to operate.
- If your furnace operates with an electronic ignition, (it has no pilot light) turn the thermostat to OFF and then back to ON. This will reset the ignition.
- If the system still does not start, then contact the installing contractor.



PERFORMANCE SPECIFICATIONS

Your heating system should be capable of producing an inside temperature of 68 degrees under normal outdoor winter conditions. Temperature is measured in the center of each room, at a height of 5 feet above the center of the floor, except in vaulted areas. The heating system must be allowed at least 72 hours to reach 68 degrees. If your heating system does not provide the required temperature, we will take corrective action as necessary within the applicable Warranty term to meet the performance specifications.

If refrigerant lines or ground loop pipes develop leaks during normal operation during the first two years of ownership, we will take corrective action as necessary within the applicable Warranty term to meet the performance specifications.

Ductwork should be sealed and remain attached and securely fastened. If it becomes detached during the first two years of ownership, we will take corrective action as necessary within the applicable Warranty term to meet the performance specifications.

VENTILATION

Condensation may occur wherever warm, moist air inside the house comes in contact with a colder surface such as a window. If window condensation is excessive, providing ventilation can reduce it. Large quantities of water are introduced into the air in your home from cooking, bathing, showering, laundering and humidifiers.

It is important to let out excess moisture. Always use bath fans when showering or bathing, or open a window a crack for moisture to escape outside. Always use the kitchen range hood when cooking. Ensure clothes dryer vents exhaust outside the house, not into the attic or crawl space. Never try to capture heat from the clothes dryer.



HOMEOWNER MAINTENANCE RESPONSIBILITIES

Check any windows in the attic to make sure they operate correctly and have screens. Also check the screens on all vents to make sure they are in good condition. Screens reduce the possibility of birds, small mammals and insects entering the attic.



SAFETY REMINDER

Use extreme caution when moving about in your attic. Do not step on drywall ceilings as personal injury or damage to drywall may result.



PERFORMANCE SPECIFICATIONS

Attics and crawl spaces should have a natural ventilation area. We are not responsible for problems that may occur from alterations to the original system by homeowners.

AIR CONDITIONING SYSTEM

The sizing (tonnage) of your air conditioning system has been specified according to floor plan, total window area and solar orientation of your home.

Your representative will explain the operation of your air conditioning system during your new home orientation. Thereafter, carefully read and follow the manufacturer's instructions on care and use.



HOMEOWNER MAINTENANCE RESPONSIBILITIES

Your air conditioning will start automatically when the thermostat registers a higher temperature setting than the temperature setting that you selected. Setting the thermostat at a much lower temperature in an attempt to quickly cool your home will not achieve the desired result. Instead, you will use more energy than necessary, putting a strain on the system.

To achieve the most efficient cooling, set the thermostat at a moderate temperature in the morning. This temperature will be maintained throughout the day and will eliminate the need to urgently cool down your home on a very hot day. Programmable thermostats can help save money on energy bills, if installed properly.

Do not let furniture, window coverings or other objects obstruct register airflow. Registers help regulate the flow of air throughout your home. Once adjusted, registers and thermostat will work together to maintain the desired temperature.

Vacuum and dust registers and air returns as needed, to prevent blockage to airflow.

Most air conditioning systems have an air filter. Refer to your manufacturer's instructions for the location of the filter and directions for maintenance and cleaning.

The main operating unit (compressor) is located outside. Keep vegetation from growing around or on the compressor. During the cooling season, periodically check the compressor housing to make sure that leaves or grass do not block the vents. If you have a condensate drain pan, periodically check it to ensure it is not clogged by debris.

If your air conditioning system blows warm air, this could either be because the compressor is not sufficiently charged, or because there is refrigerant leakage. In either case, call your installing contractor for repairs. In order for refrigerant to be added to the system, the outside temperature must be 70 degrees or higher.

Condensation lines can clog under normal use. We will provide unobstructed condensation lines at the time of closing. Thereafter, maintenance of condensations lines is your responsibility.

If your furnace system has a humidifier, it should be turned off when using the air conditioning.

If the system will not start, try the following:

- Set the thermostat to COOL and check the temperature setting.
- Check the breakers at the electrical panel, one for the furnace (air handler) and one for the 220-volt unit (condenser), making sure they are switched ON.
- The front furnace panel should be secure. If it is not tight, the safety switch will not allow the fan to start up.
- The power switch beside the unit which looks like a regular light switch should be switched ON.
- If the compressor does not start, turn the thermostat to OFF, then back to ON. This will reset the overload protector and allow the compressor to start after a time-off period.
- If the system does not start after one hour, call the installing contractor.



PERFORMANCE SPECIFICATIONS

The cooling system will be capable of maintaining a temperature of 78 degrees Fahrenheit, as measured in the center of each room at a height of 5 feet above the floor under local outdoor summer design conditions. In the case of outside temperatures exceeding 95 degrees Fahrenheit, the system will keep the inside temperature 15 degrees Fahrenheit cooler than the outside temperature. National, state, or local codes will supersede this guideline where such codes have been adopted.

For multi-story homes, with a single system application, there may be temperature differences between floors.

If your system fails to maintain a temperature of 78 degrees, when below the design temperature, submit a warranty request for analysis and possible corrective action.

If refrigerant lines or ground loop pipes develop leaks during normal operation during the first two years of ownership, we will take corrective action as necessary within the applicable Warranty term to meet the performance specifications.

MOLD PREVENTION

There are no State or Federal standards concerning acceptable levels of exposure to mold, and no home design or building system exists which can exclude mold spores. In order to reduce or eliminate the growth of mold in your home, it is important to minimize moisture, as this is the main factor that causes the growth of mold. Moisture in your home comes from many different sources such as showering, cooking and leaks. Proper and adequate ventilation will help take the moisture outside.

Modern homes are built with increased insulation values, vapor barriers, caulking, tighter windows and building practices used to cut down air infiltration and increase energy efficiency. In some cases, this can cause issues with high humidity. The homes are so tight that normal humidity caused by cooking, breathing, showering, etc builds up inside the home. This can cause condensation around outlets or recessed lights and even drywall damage. When these conditions are first noticed, it is important the homeowner exhausts this humidity from the home. This can be done by running bath fans and vented cooking exhaust fans when in use, using a dehumidifier, making sure dryer is properly hooked up to vent with no leakage, or opening the house and letting inside air exchange with outside air. Any installation of dehumidification equipment or air to air exchangers is entirely up to the homeowner if needed and at their expense. Proper levels of humidity must be maintained solely by the homeowner. The builder is not responsible for humidity levels in the home.



HOMEOWNER MAINTENANCE RESPONSIBILITIES

Run bathroom exhaust fans while tubs and showers are in use and one hour following.

Run kitchen exhaust fans while cooking.

Report any leaks in your roof, windows or plumbing to your representative promptly. Failure to report leaks in a timely manner increases your risk and responsibility for repairs.

Maintain all caulking around windows, doors, sinks and tubs.

Vacuum and dust regularly as mold thrive in dust and dirt. Clean or replace filters in accordance with manufacturer's guidelines. Keep weep holes in brick and on windows clear.

Most tile cleaning products contain chemicals that remove and help protect against mold growth.

Mildew formed on any surface, including tile or grout, is a maintenance responsibility and is not covered by the Warranty.

Check refrigerator pan, air conditioning condensate line, coils and condenser pan for signs of mold growth. Condensation on surfaces inside your home is a sign of high humidity. If you notice condensation, wipe it up and take steps to reduce the humidity level of your home.

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

Check your home regularly for signs of water intrusion. Ensure weatherstripping is in good condition.

Maintain positive drainage around your home. Avoid changes to the original grade.

Do not cover or interfere in any way with the fresh air supply to your furnace. Develop the habit of running the hood fan when you are cooking and the bathroom fans when showers and tubs are in use.

Ensure dryer exhaust tube is properly vented. Clean the dryer exhaust tube as needed to keep it clear and functioning efficiently.

Air your house by opening windows when weather permits.

PERFORMANCE SPECIFICATIONS



We will respond to any leaks reported as described under individual categories such as plumbing and roof.



HELPFUL HINTS

- Filters should be changed according to manufacturer's instructions.
- Buy disposable filters in large quantities for convenience.
- Keep garage doors closed to prevent heat and air from escaping.
- Turn on your furnace for a trial run early in the fall. If there is a problem that requires a professional technician, it is much more convenient to discover it before the weather turns cold.
- Turn on your air conditioning for a trial run early in the spring.



Your home's insulation system is designed to meet the requirements of your local energy code. When referring to insulation, the term "R-value" is often used. R-value is the level of resistance provided by the insulation to any transfer of heat or cold. The total R-value may vary depending on the insulated area. The area of greatest heat loss is through your ceiling and roof. A higher R-value is used in these areas.

HOMEOWNER MAINTENANCE RESPONSIBILITIES

If your ceiling insulation is blown-in, its effectiveness is enhanced by an even distribution. If you do any work in your attic, you should be sure to check that you did not displace the evenness / distribution of the insulation.



Inspect attics and crawl spaces on a seasonal basis to make sure the insulation has remained in place. If it has moved in any way, this may result in higher energy bills.



Check the insulation in your crawl space twice a year. Verify that it fits snugly between the joists, and is tight to your subfloor. Look on the ground to ensure none of the metal wires, which holds it in place, have become dislodged and fallen. If it has, fit it back in place.

SAFETY REMINDER

Use extreme caution when moving about in your attic. Do not step on drywall ceilings as personal injury or damage to drywall may occur.

PERFORMANCE SPECIFICATIONS

Insulation should be installed in accordance with applicable energy and building code requirements. If the insulation amount does not meet the requirements, we will take corrective action as necessary within the applicable Warranty term to meet the performance specifications.

While some air infiltration around doors and windows is normal, poorly fitted weatherstripping is unacceptable. We will take corrective action as necessary within the applicable Warranty term to meet the performance specifications.

DRYWALL**HOMEOWNER MAINTENANCE RESPONSIBILITIES**

While your new home is in the process of drying and settling, slight imperfections due to shrinkage and settlement may appear in your drywall. Cracks, nail pops and seam lines, for example, are common occurrences and easily corrected.

After your new home has had adequate time to settle and dry, you may use spackling or joint compound to repair blemished areas. Spackling and joint compound are available at hardware stores. Follow the manufacturer's instructions for application.

When the wooden framing members in your home respond to changes in humidity, nail pops will occur. If the nails are visible but tight, reset the protruding nail into the drywall. If the nails are visible but loose, remove them and insert new nails a few inches from the spot where the old nails popped out. In either case, cover the nail with spackling, and follow the procedure mentioned above.

Take special care to prevent excessive amounts of moisture from coming in contact with drywall. Excessive moisture can cause drywall joints to separate, so deal with any leaks or sources of moisture immediately to prevent damage.

**PERFORMANCE SPECIFICATIONS**

Nail pops, blisters and other such blemishes which are readily visible from a distance of 6 feet under normal lighting conditions, are unacceptable. Due to the drying and settling process, it is impossible to correct defects as they occur. The house will stabilize itself near the end of the one-year warranty term. We will take corrective action **one time only**, preferably near the end of the 12th month of occupancy, as necessary within the applicable Warranty term to meet the performance specifications. Please note that paint may not match perfectly. We do not repair drywall flaws that are only visible under particular lighting conditions or at a distance closer than 6 feet. Defects that occur beyond the Warranty term are considered homeowner maintenance responsibilities.

If your finished walls or ceilings have visible cracks that exceed $\frac{1}{8}$ inch in width, we will take corrective action as necessary within the applicable Warranty term to meet the performance specifications.

All interior walls will have slight variations on their finished surfaces. We are not responsible for matching wall colors that were changed by the homeowner.

PAINT



HOMEOWNER MAINTENANCE RESPONSIBILITIES

Painting is cosmetic and there are many different options in materials and methods available. Your representative can let you know whether your home's interior is painted with flat or semi-gloss paint. The paint in your new home requires a curing process.

When cleaning any interior paint, be sure to follow manufacturer's directions.

Occasionally check painted areas where caulk is present. Due to natural contraction and expansion, the paint and/or caulk may shrink. Remove any old caulk and re-caulk the area. Ask a hardware professional what type of caulk best suits the area.



PERFORMANCE SPECIFICATIONS

Interior paint should be applied in a manner sufficient to visually cover the walls, ceilings and trim surfaces where specified, when viewed from a distance of 6 feet under normal lighting conditions.

Necessary repairs required under the warranty should be refinished to match surrounding areas as close as reasonably possible. However, paint and stain colors can be subject to slight variations over time. If there is any deviation from the original paint color selections, we will take corrective action as necessary within the applicable Warranty term to meet the performance specifications.

Excessive knot and wood stains which bleed through the paint on the exterior of your home are considered deficiencies. We will take corrective action as necessary within the applicable Warranty term to meet the performance specifications.

Exterior paints or stains that peel or deteriorate during the first year of ownership are deficiencies. We will take corrective action as necessary within the applicable Warranty term to meet the performance specifications. Where finish repairs affect the majority of the surface areas, the whole area should be refinished. The warranty on the newly repainted surfaces does not extend beyond the original warranty term.

Fading is normal and subject to the orientation of painted surfaces to the climatic conditions which may prevail in the area. Fading is not a deficiency.

WALL COVERINGS

CERAMIC TILE



HOMEOWNER MAINTENANCE RESPONSIBILITIES

Durable and decorative, ceramic tile requires relatively little maintenance. Although the tile itself is impenetrable to water, the grouted joints between the tiles can absorb water.

The grouting between your tiles will crack and loosen due to normal conditions of shrinkage,

contraction and expansion. Follow the manufacturer's directions for maintenance and cleaning. Re-grouting of tile is the homeowner's responsibility.

Tiles may separate from the area directly next to the tub, shower or countertops due to normal shrinkage and settling. You may use caulk or premixed grout to repair separation in areas where your tile joins other materials. This separation is a normal occurrence and should be remedied to prevent water from seeping into the tiled area. Follow the manufacturer's directions for caulk and grout.



PERFORMANCE SPECIFICATIONS

Ceramic tile should not become loose or crack under normal conditions. We will take corrective action as necessary within the applicable Warranty term to meet the performance specifications. Thereafter, caulking and grouting is the homeowner's responsibility. We are not responsible for discontinued patterns or color variations in ceramic tile or grout.

Cracked tiles which are caused by the homeowner are not covered by the Warranty.

WALLPAPER



HOMEOWNER MAINTENANCE RESPONSIBILITIES

If your home features wallpaper, it is installed according to the manufacturer's recommendations. We have taken care to install the wallpaper in a way that allows the seams to be as inconspicuous as possible, but seams cannot be invisible. Some seams are more readily visible than others, depending on the wallpaper color, pattern and material.

Clean your wallpaper carefully. Refer to manufacturer's instructions.



PERFORMANCE SPECIFICATIONS

The peeling of any wallpaper is considered unacceptable. We will take corrective action as necessary within the applicable Warranty term for peeling wallpaper unless it is due to the negligence of the homeowner. The Warranty excludes minor mismatching in pattern or color.



HELPFUL HINTS

- Consider installing doorstops at the floor line as a way of protecting the wall from making contact with door handles or knobs.
- Wallpapered corners in high traffic areas may loosen. Consider purchasing protective plastic guards for such areas.
- Occasionally wallpaper seams may loosen or curl due to humidity within your home. These can be reattached with wallpaper adhesive. Be sure to wipe away any excess adhesive from the wallpaper with a clean, damp sponge.

GRADING AND DRAINAGE**HOMEOWNER MAINTENANCE RESPONSIBILITIES**

The final grades around your home are established for proper drainage away from your home. Some settling may occur, especially after heavy rains or snow. Erosion of newly landscaped ground is common; correcting erosion and maintaining drainage is your responsibility.

If you alter the grade or drainage pattern after closing, or if changes in the drainage occur due to lack of homeowner maintenance, the limited Warranty is void.

Examples of altering the grade or drainage pattern include adding dirt around the foundation to build planting beds, planting shrubs, building patios and walkways, and installing fencing or irrigation systems in a way that alters the flow of water within the swale. We recommend contacting a specialist before making changes to the landscape since this may affect drainage and cause flooding issues.

Backfilled or excavated areas around the foundation and at utility trenches should not interfere with the drainage away from your home. If these areas settle during the applicable Warranty term, we will provide you with fill dirt, one time only, to maintain positive drainage.

**PERFORMANCE SPECIFICATIONS**

Standing or ponding water shall not remain for periods in excess of 48 hours in the immediate area after a rain. A longer period can be anticipated in swales which drain other areas or in areas where a sump pump discharges. Consideration must be given to the type of soil present and to the relationship to the surrounding terrain. The possibility of standing water after an unusually heavy rainfall should be anticipated. No grading determination shall be made while there is frost or snow on the ground, or while the ground is saturated.

Within the applicable Warranty term, we will restore grades, seed and landscape to meet the original condition in any grassed or landscaped areas which are disturbed or damaged due to work done on the property to correct a deficiency.

LANDSCAPING**HOMEOWNER MAINTENANCE RESPONSIBILITIES**

After closing, all landscaping elements of your new home, including sod, strawed and seeded areas, existing and new trees and shrubs become your responsibility as the homeowner.

Providing complete details on landscape design is beyond the scope of this Handbook. There are many excellent books, videos and websites that offer care and maintenance suggestions to promote the successful growth and health of any vegetation around your home. You should consult with your local nursery or your county's Cooperative Extension Service on the best types of plants for your yard, as well as the best ways to maintain all vegetation, especially during the first year, which is critical.

Be sure to find out the proper watering restrictions in your area. Call the water authorities or officials in your area for guidelines on newly landscaped areas.

If you have a local homeowners association in your neighborhood, check their guidelines and/or requirements prior to landscaping or making changes.

Trim shrubs and hedges regularly. Do not allow shrubs to become overgrown. Overgrowth can encourage decay around your foundation and siding. Allow at least a foot or more between shrubs and the finished exterior surface of your home. Water new shrubs every three to four days.

Regularly check your downspouts and splash blocks, if applicable, to make sure they are aimed away from your foundation.

SAFETY REMINDER



Take careful precautions when digging in your yard or adding additional landscaping. Contact your local underground utility protection center before digging in your yard. This is for your safety and protection.



PERFORMANCE SPECIFICATIONS

Your representative will confirm the healthy condition of all plant materials during the new home orientation. Maintaining landscaping is a homeowner responsibility.

LAWN CARE



HOMEOWNER MAINTENANCE RESPONSIBILITIES

Your new lawn requires a great deal of care in order for the grass to thrive.

Water your lawn early in the morning for best results. If your home has an irrigation system, the sprinkler heads should be directed away from your home. Water from your irrigation system that sprays your home's exterior (doors and windows) can cause permanent damage to the exterior of your house, and possibly allow water into your house.

Check with a seed or sod supplier or landscape professional in your area for the best method of watering your particular grass. Be sure to follow local watering guidelines and restrictions.



PERFORMANCE SPECIFICATIONS

The Warranty excludes foundation leaks caused by improper landscaping by the homeowner or the homeowner's failure to maintain proper grades.

After closing, all landscaping elements, including sod, strawed and seeded areas, existing and new trees and shrubs become the responsibility of the homeowner entirely.

The Warranty excludes weather-induced damage to landscaped yards after the final grade or after the closing date, whichever comes last.

Utility companies are responsible for any disturbance or damage they cause to your landscaping.

PEST MANAGEMENT



HOMEOWNER MAINTENANCE RESPONSIBILITIES

Insects such as ants, spiders, wasps and bees and animal life such as woodpeckers, squirrels, and mice may fail to recognize that your home belongs to you. Addressing concerns involving these pests and wildlife goes with being a homeowner. You can find information on the internet, through your county extension office, animal control authorities and pest control professionals.



PERFORMANCE SPECIFICATIONS

We certify the treatment of your foundation for termites at closing. This is the final action taken by Saussy Burbank for termites. The Warranty excludes treatment for any other insect (such as ants) or animal (such as mice) infestations.



HELPFUL HINTS

- Inspect your trees on an annual basis. Make sure that any dead limbs are removed. Any overhanging branches should be trimmed before they cause damage to roofs, gutters, siding, etc. Remove any dead trees promptly.
- In early spring, mulch should be applied around trees, shrubs and flower beds. Make sure that the mulch does not hinder water drainage from those areas. Edging around rock or bark beds should not block the free flow of water away from your house.
- As winter approaches, take precautions to protect your plants from freezing. Water your shrubs thoroughly before the weather turns extremely cold. Protect young evergreens with screens or covers.
- You may take a soil sample to your county's Cooperative Extension Service to determine the PH balance of your yard. Indicate on the sample what type of grass is planted in your yard. Typically, your sample will be analyzed at no charge and results will be mailed to you.
- Keep mower blades sharp to prevent pulling and shredding of grass tips. Do not mow the lawn if the grass is wet.
- While trees, shrubs and other plants are used to define borders, allow several feet between your home and any plants. This rule also applies to sprinkler heads. Allow 10 feet between your home and trees so root growth does not disturb the foundation.
- Keep in mind the mature size of trees and shrubs when planting. Ask questions of a nursery professional such as: How fast will these plants grow? Will the leaves drop? Do these plants produce any berries that might stain?
- Edge your lawn with a trimmer to keep grass from encroaching on driveways, patios and sidewalks. Encroaching grass will harbor moisture that may damage concrete. If grass roots work their way into small cracks, these cracks can become larger.
- Be sure to rake leaves from your lawn in the fall in order to allow for sunlight and air circulation.

The plumbing system in your home consists of all water supply and drain lines, septic system (if applicable) and plumbing fixtures. The plumbing system in your home has been installed to meet all applicable requirements and plumbing standards in your area.



HOMEOWNER MAINTENANCE RESPONSIBILITIES

If you decide to install additional lines for sprinkler systems, they are your responsibility.

If you decide to finish your basement, care should be taken to ensure that the plumbing lines are not isolated from the heating source without the addition of insulation.

Outside spigots are not freeze proof. If a hose is left attached, the water remaining in the hose may freeze, expanding back into the pipe and causing a break. Any such break is the homeowner's responsibility.

Helpful Tips:

- Let hot and cold faucets drip during periods of extremely cold weather.
- Close the vents and access doors to your crawl space.
- Keep garage doors closed.
- Open your kitchen and bathroom cabinets to expose pipes to heat.

LEAKS

If there is a leak in any area of your home, shut the water off at the corresponding shut-off valve. Each sink and toilet in your home has a shut-off for its water supply. Your representative will point out the location of the main water shut-off during your new home orientation. For leaks between the main shut-off and the meter, the water must be turned off at the meter. In this instance, contact your local water authority immediately. **If you do need to shut off the main valve, be sure that the heat source for your hot water heater is turned off to prevent overheating. Be sure to follow your representative's instructions for dealing with any leaks in order to be in compliance with the Warranty.**

If you find water stains on a ceiling of a room beneath a shower or tub, water may be leaking through the caulk or grout. Repair the caulk or grout above the leak as needed. Some prefabricated shower pans have weep holes that need to be free to drain properly. Do not put caulk into these weep holes.

Showerheads and faucets are designed for water conservation as required by local building code. If a showerhead or faucet is leaking, check the washers or seals for wear. Replace as needed.

The sound of water running through the walls is a normal occurrence. The sound occurs as water drains through the pipes and does not indicate a leak. This is considered normal.

FAUCETS

If you do not have water coming out of a faucet, check to see if the water shut-off under the

sink is in the “ON” position. Also, check to see if the main water shut-off handle is in the “ON” position. Check your aerator screen to ensure it is clean. If both shut-offs are turned on and the screen is clean and you still do not have water, call a professional plumbing contractor or follow your representative’s instructions.

CLOGS

If your washing machine, dishwasher or any other appliance that uses water appears to be leaking, first check to see if the drain is clogged. Sometimes even partially clogged drains can cause an overflow in the appliance. Follow the manufacturer’s instructions when working with appliances. Improper use of your garbage disposal can cause plumbing clogs. Always use plenty of cold water when running the disposal. Most garbage disposals have a reset button that works like a circuit breaker. If the disposal is overloaded, it will turn itself off. If this happens, turn the switch to “off”, ensuring that the power to the disposal is off, then turn it back on (or reset it). Follow the manufacturer’s instructions for the garbage disposal. If the disposal does not start, check to see if you have tripped the circuit breaker. If you have not tripped the breaker and the disposal still will not start, call a professional for repairs.

SINKS

Water in the U-shaped drain trap creates a barrier that prevents sewer gases and airborne bacteria from coming into your home. Run water periodically through all drains to create a constant barrier. If you accidentally drop something down the sink drain, the U-shaped trap under the sink can be removed. Place a pail under the trap to catch any water. The trap is also the area that can cause common sink back ups. Cleaning it prior to calling a plumber is recommended for any sink obstructions. When reinstalling the U- shaped pipe, be sure to tighten it.

TOILETS

The flush mechanism inside a toilet tank is relatively simple. There is a flush valve flapper and float, which regulates the filling of the tank, and a flush valve that releases the water from the tank to the toilet bowl and then closes. Individual parts may wear out and need to be replaced.

Ultra-low flow toilets, required by the plumbing code, save you dollars on your water bill. However, you may notice some differences like the water level in the toilet is much lower than in older toilets. Due to the lower water level, toilets may require more frequent cleaning to prevent rings. On occasion, the toilet may need to be flushed more than once.

Check your manufacturer’s warranty, as the use of some in-tank sanitizers can void the product warranty.

If your toilet backs up and/or overflows, there may be an obstruction in the line. Turn the toilet intake valve off and plunge the toilet. If a plunger does not free the clog, follow your representative’s instructions or contact a plumbing professional.

If your toilet runs constantly, this generally means that the water level in the tank is too high. Gently adjust the float arm in the water tank downward so that the water level does not flow into the overflow tube. If the problem persists, follow your representative’s instructions or contact a plumbing professional.

JETTED TUB

If your home features a jetted tub, read the manufacturer's instructions and follow these guidelines:

- Do not block any of the jet outlets.
- Fill the tub so that the water is at least 3 inches above the outlets. If you operate the motor without the outlets being completely immersed, the seal will burn and leaking will occur.
- There is usually a ground-fault circuit-interrupter (GFCI) for safe operation of your tub. Electrical shorts, power surges and storms may cause the breaker to trip. If your tub does not operate, check the breaker to reset as needed.
- Your tub has a small grill that serves as a water return. Keep the grill free of objects that block the water flow, such as wash cloths or bath sponges.
- Depending on the frequency of use, your tub should be purged at three to four month intervals to eliminate build-up in the airflow system. Follow the manufacturer's instructions.
- Use spray foam cleaner to cleanse the tub surface. Abrasive cleaners will scratch the tub.
- Do not use bubble bath or bath oils when operating the tub's jets to avoid overflowing suds or damage to the system.



PERFORMANCE SPECIFICATIONS

No valve or faucet should leak due to defects in materials or workmanship. We will take corrective action within the applicable Warranty term to stop the leakage-unless it is due to worn washers or a worn seal. Leakage due to worn washers or seals is the homeowner's responsibility.

Fixtures, appliances or fittings should comply with the manufacturer's standards. We will take corrective action as necessary within the applicable Warranty term to replace any fixture or fitting that is outside of the specified and accepted standards as defined by the manufacturer.

Chips and cracks on the surfaces of bathtubs and sinks can occur when the surface is hit with sharp or heavy objects. We will only take corrective action one time within the applicable Warranty term to repair chips or cracks that are noted during your new home orientation.

Drain, waste, vent and water pipes should be adequately protected to prevent freezing, as required by applicable codes, during normally anticipated cold weather. We will correct conditions not meeting these standards for the first two years of ownership.

In cold weather, the homeowner is responsible for taking additional steps to protect the pipes against freezing including draining exterior faucets and maintaining a suitable temperature in the home to prevent the water pipes from freezing.

No leaks should exist in any soil, waste vent or water pipe. Condensation on piping does not constitute leakage and is not covered. We will take corrective action within the applicable Warranty term to eliminate leakage, unless the leakage is caused by freezing pipes.

Sewers, fixtures and drains should operate properly. The Warranty excludes clogged sewers, fixtures, and drains due to homeowner negligence. When defective construction is the cause,

we will repair it.

We are responsible for all service connections to water mains and private supplies. If your water system fails to deliver water due to defective workmanship or materials, we will take corrective action as necessary within the applicable Warranty term. We are not responsible for conditions beyond our control.

WATER HEATER



HOMEOWNER MAINTENANCE RESPONSIBILITIES

Refer to the manufacturer's information pamphlet regarding temperature setting, lighting the pilot light, energy tips, cleaning and draining instructions.

Following the initial start-up, condensation inside your new water heater will often cause a small drip onto the burner flame. This causes no harm and should disappear after initial start up.

Review and follow the manufacturer's timetable and instructions for draining several gallons of water from the bottom of the water heater as needed. This helps to prevent a build-up of chemical deposits and prolongs the life of the tank. It will also save you energy dollars by running the heater more efficiently. If you live in an area that has hard water, you may want to add a water softener to reduce the need for more frequent draining.

If recovery of hot water is slow, the temperature setting is most likely too low. Raise as necessary. The recommended temperature settings for everyday use are "normal" on gas models and 140 degrees on electric models. Be careful not to set the temperature of the water heater too high, as serious personal injury from scalding may result.

If you do not have hot water, first check to see if the pilot light is lit. If the pilot light is out, remove the door on the front bottom of the heater and light, according to the manufacturer's instructions (found either in the pamphlet or posted on the side of the water heater).

Never light a gas pilot or turn on power to an electric model when the heating tank is empty. Always turn off the gas or electricity before shutting off the cold water supply. If you smell gas, there may be a leak, and you should turn the unit off. If your hot water heater is sitting in a pan, make sure your pan is cleaned out and free of debris.

SAFETY REMINDER



The area around a gas-fired water heater should be vacuumed as needed to prevent dust from interfering with the flame combustion. Do not use the top of your gas-fired heater as a storage space.

Do not store combustible items, such as fuel containers, oily rags, clothing, brooms or dust mops, near your water heater. They may interfere with airflow and are a fire hazard.



PERFORMANCE SPECIFICATIONS

We will provide you with the manufacturer's limited warranty for your water heater.

SEPTIC SYSTEM

We will tell you if your home is part of the municipal sewer system or if it uses a septic system for household waste. With proper care and maintenance, septic tanks will serve your needs as satisfactorily as sewers. Regular maintenance of a septic system can prevent inconvenience and extensive repairs.

We will show you the location of your septic tank and its drainage area during your new home orientation.



HOMEOWNER MAINTENANCE RESPONSIBILITIES

For best results, inspect your septic tank and the drainage area at least once a year.

The frequency of septic tank cleanings varies depending on the tank size, daily sewage intake and the number of people it serves. Check with your local health department for cleaning and disposal recommendations. Cleaning a septic tank requires special knowledge and tools; it is not recommended as a do-it-yourself project. Your health department may help you locate a professional to perform this service.

Review with your family what products and items of household waste should not be introduced into the septic system. Do not allow petroleum products, paint thinner, solvents, harsh chemicals, cleaning fluids, dyes, excessive amounts of bleach, cigarettes, sanitary napkins, plastics or grease to enter the septic system. Instruct family members to wipe as much grease as possible from cooking pans before submerging them into soapy water in the sink.

Avoid using drain cleaners and high foaming detergents if you have a septic system. These substances will kill the natural bacteria needed to break down regular waste. Use non-phosphate cleaners and biodegradable laundry soaps. Vehicles should not be allowed to drive or park over septic tanks or disposal areas.



PERFORMANCE SPECIFICATIONS

Your septic system is capable of properly handling a normal flow of household effluent. Your septic system is designed and installed in compliance with State, County, and local code regulations. The homeowner is responsible for septic tank maintenance for the life of the home.

We are responsible for the installation of an operational system. If the system does not operate properly, we will take corrective action as necessary. The warranty excludes malfunctions that occur through homeowner negligence or abuse, or from conditions that are beyond our control.

The Warranty excludes the following items considered homeowner negligence:

- The connection of a sump pump, roof drains or backwash from a soft water conditioner to the system.
- The placing of non-biodegradable items in the system.
- The use of any harsh chemicals, grease or cleaning agents, and excessive amounts of bleach or drain cleaners in the system.
- The use of garbage disposals and the placement of impenetrable surfaces over the disposal area are not recommended.



HELPFUL HINTS

Care and Cleaning of Plumbing Fixtures

- For best results, follow manufacturer's directions for care and cleaning of all fixtures and toilets.
- Any commercial cleaner may be used to clean your toilet, but do not mix cleaners, especially bleach and ammonia. Do not use any kind of drop-in continuous cleaner.

Porcelain

- A sharp blow from any heavy object can damage porcelain enamel. It can also be scratched. Cover the bottom of the bathtub with newspaper before standing in the tub with shoes on.
- Porcelain (bathtubs, kitchen and bathroom sinks) should be cleaned with a non-abrasive household cleaner. Use warm water and a sponge.
- Be careful not to leave anything containing acid, such as a tea bag, in porcelain sinks.

Fiberglass and marble

- Use foam cleaners on fiberglass, marble and cultured marble. Abrasive cleaners will remove the shiny finish, leaving behind a porous surface that is difficult to maintain.
- Use a marble polish on a grit-free cloth to help maintain the luster of the marble. Abrasive cleaners will cause damage to the surface of marble or man-made marble.

Stainless Steel

- Stainless steel sinks require regular maintenance to enhance their shine and luster. Discoloration, pitting and rust can be caused by wet sponges, clothing, cleaning pads and rubber mats left in them.
- To clean, use non-abrasive household cleaner, warm water and a sponge. Do not use scouring pads or steel wool on stainless steel sinks.
- Rinse your stainless steel sink well or towel dry after using a liquid detergent. The detergent may contain chemical additives that will affect the original shine of the finish. Towel drying will also help eliminate water spotting on the sink.

Fixtures & Faucets

- Follow the manufacturer's instructions for cleaning.

Miscellaneous

- The aerator is located at the mouth of the faucet. This component adds air to the water to reduce splashing and conserve water. If the water flow is reduced at the faucet, it is likely that the aerator is clogged. Aerators should be cleaned every three to four months to prevent the build-up of deposits. Simply unscrew the aerator, rinse it and its parts (washers and screens), and then replace in sequence on your faucet.
- Labeling each water shut-off valve with a shipping or luggage tag may be helpful in case of an emergency.
- Regular application of washing soda (sodium carbonate, not baking soda) flushed with hot water will prevent the build-up of grease and scum in a kitchen sink.
- If your toilet begins to overflow, don't panic. Turn off the water shut-off valve.

- During cold weather, turn off outside spigots at the shut-off valves inside your home. Drain the spigot, remove the hose and make sure the outside spigot is left open after the inside valve has been turned off.
- In cold weather, remember to let faucets drip to prevent freezing.
- Keeping the drains and traps cleaned periodically will help to prevent clogs. It is the responsibility of the homeowner to ensure this is done.

The roofing system in your home is your protection against the elements. You can ensure a comfortable and dry home by keeping it well maintained. The gutter and downspout system (if applicable) on your roof is designed to redirect water away from the shingles and away from the foundation of your home. In order to work properly, the gutters should be kept clean.

Roof flashing is made of galvanized metal, aluminum or copper and is in place to keep water from penetrating at the spots where shingles meet other building materials (siding or chimney brick). It is normal for the flashing to be visible.



HOMEOWNER MAINTENANCE RESPONSIBILITIES

ROOF

Although periodic inspections of your roof, chimney, caulking around vents etc. are necessary, excessive foot traffic on your roof can damage the shingles. It is best to call a professional for any roof inspections or repairs, including replacing shingles or tile roofing.

After severe storms, make a visual inspection of your roof for damage. If you find any storm damage to your roof, call your homeowners insurance company immediately.

GUTTERS AND DOWNSPOUTS (IF APPLICABLE)

Keep your gutters and downspouts clear of any debris. If gutters and downspouts are blocked, the water drainage system will not function properly, eventually causing leaks. Be aware that even when gutters are unobstructed, it is possible that small amounts of water will stand in them immediately after a rain.

Check your gutters and downspouts for loose nails on an annual basis. Normal contraction and expansion may cause the nails to work loose. Replace any missing nails.

Occasionally check to make sure all of your downspouts are pointed away from your home. If a downspout is turned toward your home, water may form a pond at the foundation, eventually causing foundation leaks. Also, make sure your downspouts drain onto concrete or onto splash blocks so that water is not dammed behind the edging materials. If you have splash blocks (conduits for the water exiting the downspouts) occasionally check to make sure that they are positioned directly under the downspout. If your downspouts have underground drains, make sure they remain unobstructed.

FLASHING AND VALLEYS

Keep the roof valleys clean. A build-up of leaves and debris can create a natural dam. The back-up of water can result in roof leakage. Have loose flashing repaired by a professional. If the flashing is not tight, it will allow water to leak through the spot that the flashing is intended to protect.

Inspect flashing at the places where vents and stacks come up through your roof. Also, inspect the flashing that covers your chimney joints. By design, shingles installed over flashing usually have a raised appearance.

LEAKS

If you find a leak at a joint between sections of a gutter, caulk the inside joint using a commercial gutter caulking compound. Ask a professional for the best type of caulking to use.

PERFORMANCE SPECIFICATIONS



Roofing or flashing should not leak under normal, anticipated conditions, except when the cause is determined to be from severe weather conditions such as ice and snow build-up, high winds or driving rain. If leakage occurs under normal, anticipated conditions, we will take corrective action as necessary within the applicable Warranty term to meet the performance specifications.

Water should drain from a flat built-up roof, with minimum collection, except for minor “ponding”. We will take corrective action as necessary within the applicable Warranty term to assure proper drainage.

The roof or flashing should not leak under normal conditions, except when the cause is determined to be from severe weather conditions. If there is leakage under normal conditions, we will take corrective action as necessary within the applicable Warranty term to meet the performance specifications.

Flashing, valleys and gutters should not leak under normal conditions, but gutters may overflow during heavy rain. We will take corrective action as necessary within the applicable Warranty term to meet the performance specifications, except when leakage and excessive overflow is due to homeowner negligence. It is the homeowner’s responsibility to keep gutters and downspouts free of leaves and debris, which can cause overflow.

When a gutter is unobstructed by debris, the water level should not exceed 1 inch. Industry practice is to install gutters approximately level without pitch. During heavy rain events it is possible that water can overflow the gutter. Overflow during these events is not a deficiency.

We will repair roof shingles which lift or curl or tear loose during normal weather conditions within the applicable Warranty term.

Visible ridges showing through roof coverings exceeding a 3/8” gap, measured between the roof and a 6” straight edge placed 3” beside the defect, will be corrected within the applicable Warranty term. Note: fiberglass shingles will magnify and mirror any unevenness of the roof decking below

Attic vents and/or louvers must be provided in order to properly ventilate the house. Infiltration of rain or snow depends on the force and direction of the wind. We are not responsible for force and/or direction of driving rain or snow.



HELPFUL HINTS

- Black Streaks on your gutters are normal. These streaks are from acid rain and weathering (run off from new shingles).
- During prolonged cold spells, ice is likely to occur at the eaves of a roof. This condition occurs when snow and ice accumulate and gutters and downspouts freeze.
- Make gutter cleaning part of your regular seasonal home maintenance schedule.

ROUGH CARPENTRY**SUB-FLOOR****HOMEOWNER MAINTENANCE RESPONSIBILITIES**

Floor squeaks and loose sub-floor boards are often temporary conditions common to new home construction. As your new home settles and seasonal moisture levels change, floor squeaks may stop on their own. Floor squeaks not caused by loose sub-floor are not covered by this warranty.

Check with the floor manufacturer or a flooring professional for the best care and maintenance tips for your wood floor. Both warping and swelling can adversely affect the level of your wood floors.

**PERFORMANCE SPECIFICATIONS**

We will fasten as necessary within the applicable Warranty term any loose sub-floor or make a reasonable effort to reduce the noise within repair capabilities. Second floor squeak repairs in carpeted areas will be preformed through the carpet. Squeak repairs in vinyl or ceramic tiled areas is impossible.

We will check as necessary within the applicable Warranty term that all surface nails are flush with the surface of the floor. Sub-flooring, which delaminates, or swells on the side on which the finish material has been applied, shall be repaired or replaced.

We will repair as necessary within the applicable Warranty term wood, vinyl or ceramic floor more than ¼ inch out of level or carpeted areas more than ½ inch out of level within any 32-inch horizontal measurement when measured parallel to floor joists. Allowable floor and ceiling joist deflections are governed by the approved building code.

BOWED WALLS AND CEILINGS**HOMEOWNER MAINTENANCE RESPONSIBILITIES**

All interior and exterior frame walls or ceilings have slight variations on the finish surface. Wood frame walls that are out of square are not considered deficiencies.

**PERFORMANCE SPECIFICATIONS**

Wall bowing of more than ¼-inch within a 32-inch horizontal or vertical measurement should be corrected to meet the allowable standard. Wood frame walls out of plumb more than 1 inch in an 8-foot vertical measurement will be repaired to meet the standard. Ceiling bowing of more than 1/2-inch within a 36-inch measurement running parallel with ceiling joist should be corrected to meet the performance standard.

FINISHED CARPENTRY - INTERIOR

INTERIOR TRIM



HOMEOWNER MAINTENANCE RESPONSIBILITIES

Interior wood trim is cosmetic and gives your home a finished look. Shrinkage of wood trim occurs during the first two years or longer, depending on temperature and humidity. Wood shrinkage can result in separation at joints of trim pieces. You can usually correct this with caulking and touch-up painting. The trim may also pull away from the wall a little. If this occurs, drive in another nail close to, but not exactly in, the existing nail hole. Fill the nail holes with putty and touch up with paint as needed.



PERFORMANCE SPECIFICATIONS

During the new home orientation, your representative will confirm that wood trim is in acceptable condition. Minor imperfections in wood materials may be visible and require no action.

Within the applicable Warranty term, we will repair any joints in moldings or joints between moldings and adjacent surfaces in which there is a gap exceeding $\frac{1}{8}$ inch in width. We will caulk and touch up finish coating where required to match the existing coating as closely as possible.

VARNISH OR LACQUER FINISHES ON TRIM



HOMEOWNER MAINTENANCE RESPONSIBILITIES

After your first year of ownership, you will need to periodically refinish your interior wood trim surfaces that have been varnished or lacquered. Painted trim may also require touch ups.



PERFORMANCE SPECIFICATIONS

Natural finishes on interior woodwork should not deteriorate during your first year of ownership. If deterioration occurs during this time, we will take the steps necessary within the applicable Warranty term to refinish the affected wood surfaces and correct the damage, matching the color as closely as possible, one time within the first year.

FINISHED CARPENTRY - EXTERIOR



HOMEOWNER MAINTENANCE RESPONSIBILITIES

You should inspect your exterior trim annually to ensure that it is tight and secure. Make sure the trim is painted as needed.

Since wood is a naturally porous material that absorbs and reacts to moisture, small hairline-type cracks or splits in your exterior trim boards are natural.

Materials used to fill nail holes have a tendency to shrink and dry up over time. Fill recessed nail holes as required to impede water infiltration and damage to wood products.



PERFORMANCE SPECIFICATIONS

We will repair as necessary within the applicable Warranty term any open joints between exterior trim and dissimilar materials that exceed $\frac{3}{8}$ inch. Also, nail holes should be filled where needed. Any touch up to finished surfaces should match as closely as possible. Caulking is acceptable. In all cases, exterior trim abutting siding should be capable of performing to exclude the elements.

We will repair as necessary within the applicable Warranty term cracks wider than $\frac{1}{8}$ inch with permanent filler.

We will repair as necessary within the applicable Warranty term bows and twists in your exterior trim that exceed $\frac{3}{8}$ inch in an 8-foot section.

We are not responsible for matching the color of the finish or trim.

MANUFACTURER WARRANTIES

Generally, the ONLY coverage on some items is the manufacturer's warranty. We are not responsible for the performance of these products, or for any condition beyond the manufacturer's warranty. Examples of these products, which may or may not be included in your home, include:

- Carpet
- Cooktops
- Dishwasher
- Doors
- Furnace
- Garbage Disposal
- HVAC System
- Kitchen Vent Fan
- Light Fixtures
- Microwave
- Ovens
- Pre-finished Flooring
- Refrigerator
- Roofing Materials
- Security System
- Trash Compactor
- Water Heater
- Whirlpool / Jetted Tub
- Windows
- Range Hoods

The manufacturers of the products in your home are the best resource for care and maintenance information on those products. Visit the manufacturer's website for instructions for your specific model.

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This Homeowner Handbook is being provided to you for informational purposes only. In no event shall this Homeowner Handbook be deemed to constitute any representation or warranty by Saussy Burbank with respect to your home. You will receive a Buyer Limited Warranty Agreement (“Warranty”) from Saussy Burbank upon the closing of the purchase of your home. “Warranty term” as used in this Handbook refers to the warranty period established in the Warranty for the system or component in question. The warranties contained in the Warranty are the only warranties you will receive from Saussy Burbank concerning your home. In event of any conflict between the information provided in this Homeowner Handbook and the Warranty, the Warranty shall prevail.

May 19, 2025