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SERVICE TELEPHONE NUMBERS
(Suppliers and Subcontractors)

Appliances _____

Carpeting/Vinyl _____

Ceramic Tile _____

Electrical _____

Heating/Air Conditioning _____

Painting _____

Plumbing _____

Roofing _____

Siding _____

Others: _____

Please obtain numbers from the Project Manager at the Pre-Occupancy Inspection.

WELCOME TO YOUR NEW HOME

Your home is the product of skilled workmanship combined with quality materials and we are confident that you will find your home to be all that you had hoped it would be.

Before taking possession you will be asked to meet with one of our representatives. The purpose of this meeting is to familiarize you with the operation of all equipment and to make a Pre-Occupancy Inspection of your home. Homeowner's maintenance responsibilities are also reviewed, together with valuable tips on the proper care of your home.

Please inspect kitchen and bathroom cabinets and counter tops, plumbing fixtures, and lighting fixtures very carefully for scratches or chips, as these items cannot be repaired or replaced after you have occupied the house. Imperfections not noted on the Pre-Occupancy Inspection list will not be repaired by the builder. We also ask that you pay close attention to all instructions, particularly on how to care for the furnace, water heater and heating and air conditioning systems.

The following pages of this Homeowner's Manual will outline what materials may be expected to undergo changes and the extent and duration of service responsibility that you as the homeowner, the builder, manufacturers or others may have for the work done or on installed equipment. Service calls should be made directly to the responsible subcontractor, manufacturer or supplier. Those questions which cannot be satisfactorily answered by contacting these suppliers should be referred to our Service Department.

We urge you to read this Homeowner's Manual and the Residential Warranty Agreement carefully and to review them from time to time. We believe it will help you to protect your investment.

We wish you many happy years in your new home.

“BREAKING IN” YOUR NEW HOME

Every home complies in full or exceeds the building codes of your community. The result is a home constructed with a high standard of quality. Like a new automobile, however, your home requires careful “breaking in,” particularly during the early months of occupancy. Properly maintained, this home will serve you, and others who may follow you here, for many years.

Certain normal problems will develop during the early months of occupying the home. These are to be expected, so do not be upset if they occur.

WARRANTIES AND INSTRUCTION MANUALS

At the time of occupancy you will be provided with a ten year Limited Warranty Agreement. All other manufacturer’s warranties on your home will be delivered to you at the time of your Pre-Occupancy Inspection, together with all instruction manuals on appliances and other equipment. Carefully review and familiarize yourself with these.

ABOUT THIS MANUAL

This Homeowner’s Manual is used in all communities where the builder builds. Therefore, you may find references to subjects that do not apply to your particular situation. This is because some of the service policies may vary slightly in different locales and because of different building codes or construction procedures.

Final determination of warranty application and responsibility will depend on local building codes, as well as the policy at individual subdivisions. The builders’ service policy is explained on each subject contained in this Manual.

NOTICE: If both you and your spouse work, it will be your responsibility to designate someone, such as a neighbor, who is authorized to act on your behalf, so that the work may be completed on weekdays during normal working hours.

Under no circumstances will the builder be responsible for damage to or loss of personal items.

A FINAL REMINDER ON COMMUNICATIONS

Now that you have occupied your new home, our Service Department representative will be your contact.

The phone numbers of responsible manufacturers and subcontractors are on the inside front cover of this Manual. In the event of an emergency, your contact is the appropriate subcontractor. You will find each of these people thoroughly knowledgeable to obtain for you any information about your home and its care. In addition, they will answer any questions you may have from time to time.

We do not expect the occasion to arise, but if a service situation becomes extremely complex and you are not getting complete or timely information, you then should draft a letter to the builder, outlining the problems you are having and request assistance. Your situation will be reviewed and a response will be provided. We do hope you will respect and utilize this system of communication. Please allow the service representative or subcontractor adequate time to respond to your inquiries. Please grant them the courtesy of calling them first when a question does arise. This system is established so you are continuously in communication with the individuals who are fully knowledgeable of your particular situation.

APPLIANCES

Ranges, dishwashers, disposals, refrigerators, washers, dryers and other appliances installed by the builder are guaranteed for your protection by the manufacturer and not the builder.

Before using any new appliance, carefully read the instruction manual and other papers accompanying the appliance and mail any return postcards necessary to record warranties. the builder is not responsible for recording warranties on any appliances.

If an electric appliance fails to work, first check to see if it is plugged in. Second check whether its fuse is intact (some appliances come equipped with separate fuses). Third, check whether the circuit breaker that serves the appliance is in the ON position. Also check the GFI outlets (located in kitchens, bathrooms, basements and garages) to see if they have tripped. If they have, just push the reset button located on the surface of the outlet. If your garbage disposal fails to operate, check the reset button on the unit under the sink. **IF YOU ARE UNCERTAIN ABOUT CHECKING AN ELECTRICAL APPLIANCE, CONTACT AN ELECTRICIAN TO ENSURE YOUR SAFETY.**

Service Policy: You should contact the appliance supplier if service is needed. Appropriate telephone numbers are listed on the front cover of this Manual, or in the documents accompanying the appliance. The builder is not responsible for appliances.

BASEMENT AND SLAB CARE

As discussed further under “Foundations,” concrete will contract and expand due to changing temperatures, causing some cracks. Also, because of the nature of concrete material, some minor low spots may occur on your basement floor. These cracks and low spots are normal and will not affect the overall strength of the floor. Occasionally basement floors will collect water resulting from the condensation of warm, moist air on cold basement walls. For treatment of this condition see “Condensation.”

Sometimes owners will add a concrete patio, using reinforcement rods to tie into the foundation. In such cases we cannot be responsible for a wet basement in that area, since breaking the foundation to seat the rods will also break the damp proofing bond.

Service Policy: It is the policy of the builder to repair any cracks in the basement or slab floor that are 1/4 inch wide or 1/8 inch vertical displacement for the first year of occupancy. Because other small cracks are inevitable, we must set this minimum width. For repair of small cracks in basement walls or foundation, see “Foundations.”

Painting of concrete block, floors, parging or stucco cannot be guaranteed because of the nature of concrete.

CARPETING

Wall-to-wall carpeting normally is cut in 12 foot widths. Therefore, there will be seams in rooms larger than 12 feet wide. Carpet seams will show. However, no visible gap is acceptable. The builder will correct visible gaps only.

Carpet maintenance should be tailored in accordance with the specific fiber used in the carpet installed. Generally, carpet care includes vacuuming and prompt attention to spills. Free booklets should be available at your carpet dealer/installer which will prescribe a carpet care program for your specific carpet pile fiber.

Service Policy: Questions on problems experienced with your carpeting should be directed to the carpet salesman and installation company noted on the first page of this Manual. He/she will be familiar with the carpeting manufacturer's policies and warranties and can initiate contact with the manufacturer for you. The builder is not responsible for carpeting.

CERAMIC TILE

Ceramic tile may be affected by wood shrinkage. A separation between the tub and wall tile and between floor tile and the tub may occur. Cracking of joints between ceramic tile in tub and shower stall corners may occur because of excessive moisture in these areas. You can remedy these situations by simply filling the crack with a grouting compound available at hardware stores. A special sealer for grout will make it more stain resistant. Normally, a wipe with a damp cloth will keep the tile clean. Heavy accumulation of film can be removed with a soapless detergent or tile cleaner.

Service Policy: Under normal conditions minor separation will occur around tubs and showers that adjoin tile. It is part of homeowner maintenance to seal these cracks when they occur to prevent possible water damage. The builder cannot be responsible for resealing cracks and for damage caused by failure to maintain these cracks.

CONDENSATION

Possibly the most disturbing problem to a new homeowner is condensation. This may cause you to believe moisture is seeping through basement walls coming through your slab, that pipes are leaking, or that water is coming through the windows. “Condensation” is defined as a “deduction to a denser form (as from steam to water).” Condensation takes place in a home wherever warm, moist air comes in contact with colder surfaces, such as windows, basement walls, and exposed pipes. The reason for more condensation in homes today, as compared with those of many years ago, is that the homes are better built, better insulated, with tighter doors and windows, thus eliminating drafts and air movement in and out of the house.

Naturally, due to the many gallons of water that went into materials used in building your new home, and the initial ground settlement outside, condensation is at its peak during the first year.

A family of four will put an average of 18 gallons of water (humidity) a week into the house due to laundry, bathing, showers, cooking and dishwashings. We strongly recommend that the following steps be taken by you to keep condensation at a minimum:

1. Laundry room windows should be opened while washing and drying clothes. Dryers should be properly vented.
2. Bathroom windows should be opened after bathing if there is no fan.
3. An attempt should be made to divert water from your house, especially at the downspout, by maintaining splash blocks. We suggest that you pay particular attention to this problem if your home was built during the fall or winter because the ground does not have a chance to settle until the spring thaw; which could direct excessive run-off toward the foundation, unless corrective action is taken by you.
4. In houses containing excessive humidity, it is possible that you will have to obtain a dehumidifier.

The the builder policy on water damage is covered under the “Damp Proofing” section of this Manual.

DOORS

During the summer months, there is usually very little trouble with doors, but winter heating may change the moisture content of the wood causing temporary warping. Most of the exterior door problems have been resolved by using metal clad insulated doors. Interior doors may stick or warp due to various conditions including weather, settlement and wood shrinkage.

Service Policy: Doors that warp greater than 1/4" (and remain so through the warmer months) while secured at the strike plate or doors that cannot be secured because of warping will be repaired or replaced. Routine maintenance should include the use of clear spray silicone on the hinges. Petroleum based products i.e. WD-40 are not recommended for use on hinges.

The builder has installed a polished brass handset on your front door. Due to the nature of polished brass it is subject to tarnish from exposure to the weather elements. Care for this item is a homeowner maintenance responsibility. The builder will replace defective handsets only if noted on the Pre-Occupancy Inspection List.

Service and Maintenance Tips:

Certain types of interior and/or exterior hardware are painted or coated to take on an appearance of brass or other colors. These types of finishes are commonly used for electrical fixtures, plumbing fixtures, door knobs, kickplates, etc. and have a tendency to fade, rub off, discolor, or tarnish. Brass finishes should be wiped down with a damp sponge and care taken to avoid abrasive cleaners.

IMPORTANT NOTE REGARDING BRASS, BRONZE AND OTHER ANTIQUE FINISH PRODUCTS:

Although the manufacturer applies protective coatings available to the plated surface of their products, brass, bronze, and other antique finishes, they have their limitations and in time the protective lacquer may deteriorate either from exposure to weather, perspiration, extremes of climate, frequency of use or other factors. Care should be taken when cleaning these surfaces to use a nonabrasive type cleaner (soap and water) and coat with a non-abrasive polish.

Tarnishing or excessive wear of these finishes is, therefore, not a defect, but a normal process which is unavoidable. Under these circumstances, these finishes cannot be guaranteed and, therefore, products will not be repaired or replaced under our warranty.

The builder has installed your exterior doors so that they open, close, latch and seal, free of hindrance. As the lumber in your house dries you will experience wood shrinkage. This wood shrinkage may affect the operation of your exterior doors. During the first year of occupancy, the builder will be responsible for your exterior doors to open, close, latch and seal.

ELECTRICAL WORK

The wiring in your home meets local code requirements and safety standards which will accommodate a certain number of electrical appliances. Occasionally you may find an outlet or circuit that does not operate when you first move into the home. If, after checking all circuit breakers, and GFI outlets (located in kitchens, bathrooms, basements and garages) the outlet still does not work, a call to the electrician will insure prompt action.

Your electrical wiring and appliances are protected by circuit breakers located in the main panel box. This eliminates the problem of replacing fuses to reset a tripped breaker. Simply follow instructions which are usually found on the panel. If you cannot locate instructions call the electrician to ensure your safety.

Ordinarily, small appliances may be added without fear of overloading a circuit. However, larger appliances or too many small appliances may cause tripping of the circuit. Other causes of circuit tripping are: (1) worn out cords or defective plug connections; (2) defects within the appliances themselves; and (3) starting an electric motor. (Motors require more current to start than they use when running.)

Also keep in mind that most light fixtures in our homes call for a 60-watt bulb maximum. You should check before installing a bulb. When in doubt contact the electrician. Never install a bulb of a larger watt than what the fixture calls for. Doing so produces a fire hazard.

If after resetting the circuit breaker it again becomes tripped, you should immediately attempt to locate the cause and correct it. If you cannot locate the cause yourself, call the electrician.

Service Policy: Your electrical system is guaranteed for one full year with proper usage, with the exception of fixtures. The same policy will apply to electrical fixtures as plumbing fixtures. We will repair or replace fixtures only if such needs have been noted on the Pre-Occupancy list. Thereafter no electrical or plumbing fixtures (e.g. faucets, outlets, etc.) will be repaired or replaced. Problems with appliances should be directed to the appliance company involved.

FOUNDATIONS

Most cracks in your foundation are fairly common and will not affect the overall strength of the wall in any way. The basic cause for these cracks is that the base of the wall is in the ground and maintains a fairly constant temperature. In contrast, the portion of the foundation wall extending above grade is subject to extreme temperature changes. Such changes cause concrete and other masonry to contract and expand. This, in turn, may cause minor cracks. (Note: Some the builder foundations may be poured concrete, while others may be concrete block.)

As part of your routine maintenance you may wish to repair some of these cracks. To do so you can purchase at a hardware store tubes of concrete sealant that fit into a standard size caulking gun. Using this and a putty knife you can work the product into the crack to sufficiently seal it. Color variations should be expected.

Service Policy: In order to improve the appearance of any larger cracks in basement walls or foundations (over 1/8 inch) that may appear within the first year of occupancy in the home, it is our policy to touch them up with cement or a concrete caulk compound. Extremely large cracks will be repaired in a manner recommended by the concrete/wall subcontractor and/or an engineer. The builder is not responsible for color variations.

HEATING

Your new home is furnished with a quality furnace and/or heat pump and steps have been taken for your maximum convenience. The following points are suggested in case of any difficulties you may encounter. Before calling a service man: (1) check wall switch; (2) check your circuit breaker; and (3) check the furnace fuse.

If you are not receiving the heat distribution you desire, be certain that all room registers are open. If they are, try adjusting the individual registers to balance their flow to the other rooms. In many instances, insufficient heat is caused by a dirty air filter. These filters should be checked monthly and should be replaced at the beginning and in the middle of each heating season.

The furnace, heat pump, or heating elements will automatically turn on if the room temperature drops below the thermostat setting. A point to remember is that, contrary to common belief, setting heating controls high does not make a furnace heat faster. Keeping the thermostat at an even temperature will result in more efficient and economic heat.

Service Policy: Your heating system is guaranteed by the subcontractor for one year. Problems should be referred directly to the heating and air conditioning company. Please be aware that if a heating contractor is called to service a furnace for a tripped breaker or a blown fuse, a service charge to you will be made. A temperature differential of three to four degrees (actual room temperature versus thermostat reading) constitutes an acceptable heating system. Please note that the addition of an A/C unit, humidifier or other such appliance to the heating unit by a contractor other than ours can void your guarantee on the original equipment.

AIR CONDITIONING

If you have purchased a house equipped with a central air conditioning system, take time to carefully read the manufacturer's operating instructions, warranties, or other papers accompanying your equipment. If necessary, mail any return postcards to record warranties.

This system will be ready for operation when you move in. Its general operation will have been explained by our representative at the Pre-Occupancy Inspection. Your air conditioning system consists of a cooling unit (compressor), thermostat, ductwork and registers. It also utilizes the furnace fan and air filter. The system is designed for a 15 degree pull down from exterior weather conditions. (This is standard practice in the industry.)

The thermostat contains the controls for both heating and cooling and has been centrally located so it is not influenced by drafts of air and sudden temperature changes which occur near doors and windows. For efficient operation, set your thermostat at the desired temperature and leave it there day and night. Set the fan switch in the ON position. Do not keep changing the thermostat setting or turning the system on and off as this causes the system additional work in bringing the temperature to the comfort level again.

The registers are another means of regulating air flow and temperature in individual rooms throughout the house. There are two kinds of registers: air outlet registers and air intake registers. Adjusting the outlet registers rather than changing the thermostat setting, is a way to regulate overall house temperature.

Your house will have one or more return registers. They should be kept unobstructed by furniture or other objects. It is a good practice occasionally to vacuum outlet and intake registers to keep them free of lint and dust accumulations which decrease the efficiency and raise the operating cost of your system.

In the furnace, the fan circulates the air throughout the house and the air filter helps reduce the flow of dust and lint in the air. We recommend cleaning the filter at least once a month and changing the filter as recommended by the manufacturer.

Do not be concerned if the fan continues to run after the compressor has stopped, as this is normal to distribute the cooled air throughout the house.

Service Policy: Your Air Conditioning system is guaranteed by the subcontractor for one year. Problems should be referred directly to the heating and air conditioning company. Please be aware that if a heating/air conditioning contractor is called to service a furnace for a tripped breaker or a blown fuse, a service charge to you will be made. A temperature differential of three to four degrees (actual room temperature versus thermostat reading) constitutes an acceptable air conditioning system. Please note that the addition of an A/C unit, humidifier or other such appliance to the heating unit by a contractor other than ours can void your guarantee on the original equipment.

HEAT PUMP

A Heat Pump is an “Air Conditioner” that cools in the summer and heats in the winter. It is a “Refrigeration Machine” instead of a conversion devise (Electric Furnace), it is one of the most efficient ways to heat a house.

It collects heat and transfers it from one place to another. In the winter it takes the heat from the outside air (even at temperatures below zero) and transfers it inside the house where it is needed. In the summer, it takes the heat from inside the house and transfers it outside.

In the winter, the heat pump thermostat has two stages which controls its operation. The first stage controls the heat pump (outdoor unit) by itself; turning it off and on as it is needed. The second stage controls the supplemental heat which supplies additional heat if there is a drop in room temperature below what the heat pump can supply. When the temperature rises sufficiently again, the supplemental heat will cut off, leaving the heat pump to operate by itself until it is no longer needed.

Sometimes, the airflow, from your registers will feel cool, however, it is warmer than room temperature. This is the nature of the heat pump producing a low temperature heat. During the heating cycle and under high humidity or freezing rain, there may be a frost build-up on the outdoor coil. Your unit will reverse itself and go into the defrost cycle, causing the emission of condensate (steam) for a short period of time. This is normal.

Checklist before you call a serviceman:

1. Are circuit breakers or fuses properly on?
2. Is the thermostat on proper heat or cool setting?
3. Is the temperature in the house hot or cold enough to activate the setting on the thermostat?
4. If malfunction persists, call for a serviceman.
5. On heat pump compressor malfunctions; turn the emergency heat switch to the ON position. The supplemental heat will cycle with the thermostat setting.

Service Policy: Please call your servicing subcontractor, listed on your heat pump. This is a manufacturer warranted item.

GRADING

Ground settlement around the foundation, at utility trenches and other filled areas should be expected. Ground settlement in excess of 6 (six) inches will be filled only once by the builder during the first six months. In all cases requiring replacement of fill in excessively settled areas the Homeowner is responsible for the removal and replacement of shrubs, mulch, grass, seed, decks or any other improvements.

Service Policy: the builder is responsible for establishing the proper grades and swales; after that, the Homeowner is responsible for maintaining them. No decision regarding coverage will be made while frost, snow, or saturation exist on the ground.

LANDSCAPING

If landscaping was included when you purchased your home it will be installed under the prescribed accepted practices of the area, but we cannot be held responsible for adverse weather conditions after you take possession.

Shrubbery

Weather, soil, climate and other local conditions beyond the control of the builder affect how well your shrubbery does. Consequently, the builder cannot warranty shrubbery beyond its initial installation.

Lawns

Your lawn, is a starter lawn and in order to develop it into a good lawn, water-fertilizer-water-water-fertilizer and more water has to be applied. Do not let new grass grow too long before cutting. Grass can be cut short in cool weather, but in hot summer months, growth should be cut to only 2-1/2 inch minimum.

Grading

Grading prevents wet basements by causing water to flow away from your home. When necessary, a swale will be provided to direct the water away from the house foundation. Changing of the grades by you would cause our one year dry basement guarantee to become null and void. It is necessary for you to maintain the established grades and keep the swales open so that they will serve their purpose. In addition, you may have to fill some settled places next to the house in order to maintain the grade.

CARE OF NEW LANDSCAPING

Trees

1. Your newly planted tree should remain staked and tied for at least one year.
2. Your tree has been mulched for its protection and should remain mulched, not just for its good looks, but to keep it from drying out in the hot summer and freezing in the winter.
3. Watering is the most important factor in your tree's well being. In the summer months, it should be watered with at least 5 gallons of water once a week. Check your tree regularly. If it seems to be drying out, water it more often. Likewise, if it seems to be staying wet, water less often. One good watering in late November should be enough to hold it until spring. If the winter is mild, check your tree. It may require another watering.
4. After your first year, the tree will be well on its way to being established, and watering may not be needed except during very dry spells.

Shrubs

1. Your landscaping consists of Evergreen and Deciduous Shrubs. There is slightly different care for each of these shrubs.
2. For your Evergreen shrubs, watering may only be needed once a week, except during dry spells when it will need watering more often. Evergreens should be checked every 2-3 weeks in the winter. Do not water if the plants are already wet.
3. Deciduous shrubs will need to be watered as much as 2-3 times a week, depending on the weather in the summer. Very little watering will be needed in the late fall, as the plants will become dormant. Watering needs will increase in the early spring when the plants start to bud and blossom. ****DO NOT OVERWATER****
4. Flowering shrubs should be provided with the same care as Deciduous shrubs, except for the spring. The flowering shrubs will need more water than normal, when flowering.

General Notes:

Check all your plants before watering. Some of your plants may need watering, some may not. Keep the soil moist, not wet!

Service Policy: After the initial grading and installation of your lawn and shrubs it is not our responsibility or policy to perform any additional landscaping or grading. It is recommended that you consult a local landscape contractor for proper lawn care, and shrub and tree preservation in your area. The builder is not responsible to cut down any trees on the property after occupancy.

LUMBER AND DRYWALL

Like other building materials, wood is affected by heat or cold, and may contract or expand with weather changes. It may shrink under extreme dryness or swell under extreme humidity. Your home has been built with quality lumber, which restricts these problems to a minimum; however, some shrinkage and swelling is unavoidable. The areas primarily affected will be drywall, doors, baseboards, resilient floors, ceramic tile, subfloors, and stairs.

It is interesting to note that these changes will be more pronounced on the outside walls, as opposed to inside walls, such as bathrooms, kitchens, etc. thus the shrinkage will be uneven. Various results of this shrinkage and swelling include slight cracks around doorway arches and windows, nail pops around baseboards and wallboard, floor squeaks, and stairs.

Although it is impossible to completely resolve this problem, keeping your house at an even temperature is an excellent precautionary measure.

Minor cracks or splits may occur in floor molding, door and window trim because of settlement, drying or contraction. These are the responsibility of the homeowner.

Service Policy: the builder cannot assume responsibility for cracks or nail pops in drywall, paneling, molding and wood which can appear during the normal drying out process of your home.

PAINTING

Wood trim on the exterior of the home may be one of several species: pine, cedar, plywood or solid lumber. Wood maintenance should be done as a routine program. Paints or stains extend the life of the wood and achieve the finished effect desired for your siding and trim. Your local paint or hardware store can assist you in the selection of the proper preservatives for your home.

Mildew or fungus will form on almost any surface if the structure is subject to high humidity and/or high moisture conditions. The formation of mildew or fungus is a condition the builder cannot control and is the Homeowner's maintenance responsibility.

Exterior paints or stains should not fail during the first year after occupancy. However, fading is normal and the degree is dependent on climatic conditions. If paint or stain is defective, the builder will properly prepare and refinish affected areas, matching color as close as possible, in areas where the finish deterioration affects the majority of the wall area.

If painting is required as a result of other work other than drywall nail pops, seams and corners, necessary repair of a painted surface required under this warranty is to be refinished to match surrounding areas as closely as possible. The builder will finish repair areas as indicated.

NOTE: The entire area will not be repainted or restained; only the repaired area.

Brick lintels above windows and doors and exterior railings are primed and painted at the time of installation. Due to the nature of the material (steel) and its application it is impossible to prevent rusting.

Deterioration of varnish or lacquer finish, such as handrails should not occur the first year of ownership. During the first year after occupancy, the builder will refinish affected areas of natural finish interior woodwork, matching the color as closely as possible.

Service Policy: Rust and discoloration of paint is a condition that the builder cannot control and is a Homeowner maintenance item. If no rust or discoloration is noted at the time of the Pre-Occupancy Inspection no action will be taken. If noted at the Pre-Occupancy Inspection, the builder will paint affected area only.

PLUMBING

Your home's plumbing system has been installed under the direction of a licensed master plumber in accordance with local building codes and, where required, has been inspected by governmental authorities. Drainage from all lines and fixtures was found to be satisfactory when tested.

If you care for this system properly it will need only minimum maintenance for many years to come. Your prompt attention to any problem which arises could prevent a serious problem from developing.

Plumbing Equipment-Hot Water Heater

Your home is equipped with an electric or gas hot water heater. For your protection your unit comes with a pressure and temperature relief valve. If the unit should fail to operate this valve will prevent a dangerous build-up of temperature and pressure. If the valve operates, it will appear that the tank is leaking while it is merely releasing excess pressure. If this happens, place a bucket under the relief line and consult your plumber.

Noisy Pipes

In areas where the water pressure is very high, you occasionally may get a pounding or knocking sound when closing a faucet abruptly. This problem can sometimes be overcome by slightly closing the main shut-off valve. Noisy pipes can also be caused by hot water causing steam in the pipes, by worn or loose washers or loose faucet parts and by air in the pipes. The cause of noisy pipes should be corrected immediately because the accompanying vibration can damage fittings, causing them to leak.

Frozen Pipes

The best advice for this situation is to prevent it. Never leave your home without heat during cold weather. Always allow a little heat in unused rooms that are not generally heated. Proper winterization, including draining pipe lines supplying outside faucets, is a Homeowner's maintenance item. If your home has a crawl-space, be sure crawl-space openings are closed during the winter. Finally, if freezing should occur, we recommend you contact your local plumber for advice or assistance. **FROZEN OR BURST WATER PIPES ARE NOT THE RESPONSIBILITY OF the builder AND ARE EXCLUDED FROM WARRANTY**

Main Shut-Off Valve

The main shut-off valve is perhaps the most important element of your plumbing system. This valve is usually located where the main water pipe enters your home, and was shown to you during the Pre-Occupancy Inspection. The water flow into your home's system can be stopped at this point should an emergency warrant it.

Faucets

Having movable parts, most faucets, both inside and outside your house, will require periodic maintenance. Needless strain on faucets increases the frequency of repair. It is important therefore, to understand their proper care.

Your home may be equipped with one of two basic types of faucets: washer type found both inside and outside the house (outside faucets also are called sillcocks) or a cartridge type of faucet found in some models.

Washer-Type Faucets

Take care to shut off washer type faucets with just enough pressure to discontinue the water flow. If closed too forcefully, the washers may be cut or otherwise damaged. However, even under normal operation, washers will inevitably get worn.

Changing washers is a minor repair which will have to be made periodically, and it is an easy task if you wish to do it yourself. To neglect to change washers when necessary may result in more costly damage to the valve seat (the brass or plastic ring upon which the washer presses to shut off the water flow). Damage to valve seats may result in replacement of faucets themselves.

In some areas the washer-type faucets (sillcocks) found on the exterior of your home are of a "frost proof" design which does not require a separate inside shut-off valve. Even if your home does have a "frost proof" exterior faucet, you must shut off the inside valve to prevent freezing. While the handle for turning the water on and off is located on the outside of the house, the valve seat is located on the inside where room temperatures prevent freezing which can damage the unit as winter sets in. During winter months, all the hoses should be disconnected from the hose bib so that all water remaining in the exterior portion of the sillcocks will drain out. Removing interior bleeder caps while opening the exterior faucet will insure proper sillcock drainage. Still, a check of each sillcock should be made prior to freezing weather to be sure they are clear of water and of foreign objects a child might put in them. The previous instructions on the periodic changing of washers applies to sillcocks as well as interior faucets. Exterior faucets are specially important in this respect since a leaking exterior faucet can lead to a damp basement.

Cartridge-Type Faucets

The single lever faucet needs little or no maintenance. Its ceramic cartridge needs no lubricating.

Faucet Aerators

Aerators are small round screened attachments commonly found screwed into the mouth of kitchen and bath faucets. These attachments add air to the water as it leaves the faucet, which reduces splashing and helps keep the use of water to minimum. They should be removed and cleaned frequently, usually every three to four months.

Service Policy: Any plumbing problems should be referred to the plumbing subcontractor.

RESILIENT FLOORS

Resilient floors include vinyl, linoleum, cork, asphalt, vinyl-asbestos, and rubber tile. Your new home has been equipped with resilient floors. We have chosen these floors for their convenient maintenance factors and their resistance to wear. We would, however, like to make you aware of some of the inconveniences that may occur with these floors. The following are three of the problems which occasionally are experienced and the the builder policy on, and suggestions for, correction:

Raised Nail Heads

These are caused by movement of the floor joists because of shrinkage and deflection. We have attempted to minimize this problem by using special nails. We suggest that you attempt to redrive these nails with a steel trowel and a hammer.

Seam Lifting

This is caused by water seeping into the mastic through the seams. It usually occurs in the bathroom near the tub. A special grout may be used at the tub and floor joint. Precautionary measures should be taken to avoid getting water on the floor from baths and showers. If the seam has lifted, we will recement it. Please note, however, that we can assume no responsibility for separation caused by too much water spillage around tub or shower. Floors should be damp mopped, not flooded with water when cleaning.

Ridging of Underlayment

We have filled the joints to minimize the possible problems of ridges showing through. Any problems that may occur are unpreventable because of the necessity to use 4' x 8' pieces of underlayment.

Seams or Shrinkage Gaps

Gaps shall not exceed 1/16 inch in width at resilient floor covering joints. Where dissimilar materials abut, a gap not to exceed 1/8 inch is permissible. The builder will repair the affected resilient flooring as required. Tears, cuts, or scrapes in the finished surface are not the builders' responsibility unless such defects are identified prior to the Homeowner taking occupancy of the home. The builder will not be responsible for discontinued patterns or color variation of floor covering.

FINISHED WOOD FLOORING

Because of the natural characteristics of wood products, some squeaks in the flooring area can be expected. If hardwood flooring is used as a flooring material in your home, some minor separations between the boards may occur due to shrinkage of the material. The hardwood finished surface can and will scratch. Care must be taken to protect the surface, especially in high traffic areas. Chair and table legs and high heel shoes will cause damage to the surface. The Homeowner should take precautions to protect flooring and follow recommended cleaning procedures. Cracks developing between floor boards in excess of 1/8 inch in width shall be corrected. The builder will repair cracks in excess of 1/8 inch within the first year after occupancy, by filling or replacing, at the option of the builder.

ROOFS, GUTTERS, DOWNSPOUTS AND SKYLIGHTS

The standard roofing material on all our homes is heavy asphalt 20-year shingles. There is a possibility that the shingles may be lifted by a strong wind when first applied. Special care should be taken to avoid damaging your roof (surface or flashings) when installing television or radio antennas. A careless job can cause serious leaks.

Gutters and downspouts should be kept clear of tree limbs, leaves, balls, ice build up, and other obstructions which will stop the downspout from functioning properly.

Service Policy: The roofing shingles and skylights on your new home are guaranteed against leaking for one year. However, in cases of damage caused by abnormal storms, winds, etc., you should contact your insurance agent.

SIDING

Vinyl

The vinyl siding on your house is characterized by its maintenance saving features; such as resilient vinyl (bounces back from most impacts), color goes all the way through the material (no surface to scratch away), and easy cleaning (wash down with a garden hose). This material due to its resilient nature will conform to the shape of the house. This is sometimes characterized by the vinyl to have a wave-like appearance.

Service Policy: We cannot replace any siding after your Pre-Occupancy Inspection. Siding failure (fading or peeling of enamel) should be reported in writing directly to the siding manufacturer. Maintenance of weather stripping and caulking is considered as routine maintenance and is the responsibility of the Homeowner. All caulking materials expand and contract due to temperature variations and dissimilar materials and as such should be inspected periodically for voids.

WALKS, DRIVEWAYS, PORCHES, STEPS

It is impossible for us to prevent cracking in concrete walks, concrete or asphalt driveways, porches, steps, etc., because of the nature of the material (explained previously). The builder has anticipated some of these stresses, however, and has provided contraction and expansion points to minimize the cracking. On the other hand, there are some cases over which we have no control, such as severe frost, and aggravation from use of salt and other “de-icing” chemicals for melting ice and snow. (Even though you may not use salt, it will be tracked in from the street.)

Changing temperatures may also cause porch posts to become loose and patios and walks to lift, even though we may have installed piers and rods for support.

Service Policy: It is the policy of the builder not to replace or repair concrete with cracks or scaling caused by extreme weather conditions, or by freezing and thawing cycles. De-icing agents increase the number of these cycles. There are surface treatments available (boiled linseed oil) which you may wish to apply to help protect the exterior concrete from scaling. Minor cracks are possible due to shrinkage. Cracks up to 1/4” in width will be repaired using a sealant. Cracks that exceed 1/4” in width and or 1/8” in vertical displacement will necessitate replacement. Replacement will occur in only the affected section. The builder will not be responsible for shade or color variations when replacing sections of concrete.

On asphalt drives, we will patch fill sunken spots 2 inches or more deep on a one-time basis during the first six months of occupancy. Under no circumstances will we resurface the entire driveway because of sunken spots. We cannot be responsible for asphalt areas damaged by gasoline, oil or as a result of holes or gouges caused by sharp objects such as outdoor furniture legs and bicycle kickstands, etc., or by vehicles parked over long periods of time. Automobiles power steering can also cause holes or gouges, if the car is steered while standing still during hot weather. Be careful of this. We suggest that you apply a driveway sealer after patching is finished to help improve the durability and appearance. Spots of oil, gasoline, or similar substance should be washed from the driveway since they cause softening of the asphalt surface and can cause permanent damage. Your driveway is designed for automobiles and the builder cannot be responsible for damage caused by heavy vehicles (delivery trucks, moving vans, etc.)

DAMP PROOFING

Because masonry basement walls are not waterproof in themselves, we have taken several steps to prevent the entrance of water into your basement. We have damp proofed the outside of the foundation below grade with a high quality damp proofing material. In some locations, we have also installed interior and/or exterior perimeter drainage to collect and deposit any water into the sump pump which is then pumped into the yard away from the house. And, finally we have established a grade around the outside of your house to carry the water away from the house. (See “Landscaping.”) Note: Homes constructed as a walkout may not have a sump pump.

We suggest that you avoid planting shrubbery too close to the foundation. Soil should be packed and banked so that water will drain away from the house.

Service Policy: During the first year of occupancy, the builder will take whatever action is necessary to insure a dry basement. A wet basement does not include moisture caused by condensation or wet blocks caused by rains or lawn sprinklers hitting the above-grade blocks. However, if you have diverted all surface water from your house and you still have the running water problem, we will check the drain system for clogging or will use any other accepted building practice to stop leakage. The builder is not responsible for damage to personal items.

VENTILATED SHELVING

Coated steel wire shelving has been provided in the closets throughout your home. Loads must be dispensed evenly and cannot exceed 50 pounds per four linear feet of shelving.

Service Policy: the builder will not be responsible for “pull-outs” under any circumstances.

COUNTERTOPS AND VANITY TOPS

Countertops and vanity tops are subject to damage during the construction process. The builder takes precautions to prevent this from happening but occasionally repairs to the surface must be made. The builder will not be responsible for variations in color or texture due to these repairs.